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REVISION HISTORY			
REV	Description of Change	Author	Effective Date
Rev.:1.0	Policy on General Conduct Rules	Lagna Panda	2008
Rev.:2.0	New additions :  Policy Statement, Objective, Scope, Procedure for dealing with misconduct, Interpretation, Amendments and modification	Manasi Das	07-Sept-13

REFERENCE DOCUMENTS	
Document Number	Document Title

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## 1. POLICY STATEMENT:

CSM has a human resource strategy that recognizes the value of its people. Part of this strategy is fair treatment of all employees. This requires a minimum standard of conduct set and needs to be communicated to all employees. If employees don't meet this standard, appropriate corrective action needs to be undertaken.

In the event of deliberate breach of any policy or procedure, or engagement in misconduct, disciplinary procedures would be initiated against the violators as and when felt deemed.

Employees must be advised in writing and the record of the same will be maintained in respective employee's personal file for habituated violators and in the event of serious issues.

## 2. OBJECTIVE :


- 2.1 To offer all employees an opportunity to improvise/change their conduct and/or behavior to align with expected standards.
- 2.2 To provide a basis of demarcation for resolving issues that is subjected towards an inappropriate conduct and/or behavior that is a breach of CSM policies and procedures and codes of conduct.

## 3. SCOPE :


The Scope of this policy covers all the employees of CSM working at HO/SBUs/Onsite including those on probation, training and on contract basis.

## 4. CODE OF CONDUCTS (RULES):

- 4.1 Adhere strictly to the office timing as per the Shift assigned.
- 4.2 Maintain absolute integrity and total devotion to duty during working hours.
- 4.3 Officers holding a responsible post shall take all possible steps to ensure integrity and devotion to duty of all the employees for the time being under their control. They should maintain independence and impartiality in the discharge of their responsibilities.
- 4.4 Every employee shall at all times conduct himself/ herself soberly and temperately, while at office premises and show proper respect, civility to all concerned. Insubordination of any kind will be taken as misconduct and will be severely reprimanded.

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- 4.5 Proper dress code should be maintained as per the “Dress Code” Policy in the office including client site in all working days.
- 4.6 The ID card must be put on inside the office premises during office hours and should be in a visible mode.
- 4.7 All employees are forbidden to be under any such influence of intoxicating drinks, chewing tobacco, smoking or any other similar substance in the office premises. Also due care should be taken so that the performance of his/ her duties are not affected in any way. Any employee found chewing tobacco & non-tobacco (*Gutkha/Paan/etc*) inside the office premises will be penalized with a fine of Rs 100/, which would be deducted from their salary.
- 4.8 Every employee shall, before leaving the service, return all property/books/articles or any other assets belonging to the Company, issued or lent to him/ her in connection with one's job.
- 4.9 Once allocated with a system and work station, it becomes the responsibility of the employee to make good use of it. In case of any problem(s) related to software or hardware, please report the rectifications to be made in writing and direct it to the concerned authority (NSA personnel).
- 4.10 Maintain absolute confidentiality about the software's used and prepared. Any information regarding work order, assignments taken up or any other details pertaining to business should not be communicated or passed on without the knowledge of the management.
- 4.11 Person may be subjected to disciplinary consequences in case, it is found that any confidential information about CSM (Tender, opportunity, projects, source code, SW architecture, Client information etc.) is misused after his/her departing of services from CSM.
- 4.12 It is expected from all the employees irrespective of position & designation to honor the commitment towards CSM's confidentiality in any case may be within the service period or even after being departed from services.
- 4.13 HR department is subjected to look out for legal consequences in case of the confidentiality of information of CSM is under threat in any course of event by any such present or ex-employee.
- 4.14 Signing of Appointment contract/Bond-**
- In case of any employee is offered to sign Contract/employment agreement for a certain period may be against any financial implication or not, he/she needs to sign and agree to the terms strictly within the time period that would be mentioned in the contract clauses.

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The employee intended to be taken under the contract, is to be given a time for seeking any clarification on the contract terms whether by him/her self or through any representation.


In-case the employee does not submit the signed contract paper within mentioned time line, the Management is free to consider this behavior as non-acceptance of contract terms & the employee will be subjected to refusal of services. In such cases management holds the rights of pending remuneration to be paid or not.

## 5. DISCIPLINARY RULES :


Misconduct shall mean any act or omission whether specified herein or otherwise, whether amounting to substantive act, abetment or connivance, committed within the premises of the establishment or any act or omission which in any manner or guise is detrimental to the business or discipline or reputation or prestige of the company and the establishment whether committed within the premises or precincts thereof.

Without affecting the generality of the above, in particular, without being exhaustive or in any way limiting the meaning of the word 'Misconduct' the following acts shall be treated as Misconduct.

- 5.1 If the conduct or act is prejudicial or is likely to be prejudiced to the interest of the company or to its reputation.
- 5.2 If the act or conduct is inconsistent or incompatible with the discharge of the duties of any officer or employee of the company.
- 5.3 If the act or conduct is abusive or if he/she disturbs the peace at the place of his/her employment may it be the case of misbehavior by Seniors to Juniors or vice-e-versa.
- 5.4 If the neglect of the duty, tends to cause serious consequences.
- 5.5 Insubordination/ disobedience whether alone or in combination with others to any lawful and reasonable order of a superior.
- 5.6 Habitual late attendance & absence without permission and overstaying leave.
- 5.7 Interfering or tampering with the official records, documents, identity cards, etc. pertaining to self or any other employee.
- 5.8 Wastage or excess usage of company's materials of property either willfully or due to negligence or usage of company's materials for personal requirements.
- 5.9 Proxy updating of attendance or abetting in the act of updating attendance of another employee.
- 5.10 Not following the dress code and identity card while on duty.

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- 5.11 Frequent Mobile phone usage for personal purpose while on duty.
- 5.12 Habitual Conviction by a criminal court.
- 5.13 If the act or conduct makes the employer unsafe to retain the employee.
- 5.14 If the performance is sub-standard and well below the limit.
- 5.15 Absence without permission or without sufficient reason from the place of work.
- 5.16 Misuse of any leave privilege or other concessions or benefits for the time being in force.
- 5.17 Theft, fraud, loss or damage, embezzlement, misappropriation or mischief in connection with the establishments business or property or Client.
- 5.18 Drunkenness or fighting or riotous or disorderly or indecent behavior within or outside the establishment during working hours.
- 5.19 Commission of any act subversive of discipline while on duty or off duty within the premises of the establishment or precincts.
- 5.20 Threatening, intimidating, coercing, assaulting, interfering with or quarrelling with any person in the premises, engaging in fights, scuffles or altercation with fellow employees in the within or outside the establishment during working hours.
- 5.21 Demanding, taking, offering or giving bribes or making false business promises or any illegal gratification whatsoever.
- 5.22 Engaging in other employment while still in services of the company/establishment.
- 5.23 Gambling or betting within the Establishment premises or canvassing for sale of tickets or ticket coupons or selling tokens/coupons in connection with any scheme connected with the welfare of the employee, unless with the expressed permission of the management.
- 5.24 Possession of any lethal weapon, knife, arms or ammunition, or explosives in the establishment premises.
- 5.25 Giving false declaration regarding name, age, father's name, qualifications, emoluments or of previous service, or any such personal details at the time of employment and concealing antecedents for obtaining employment, which should have prevented employment had they been made known before employment.
- 5.26 Deliberately making false statements or misrepresenting facts.
- 5.27 Unauthorized use or misuse of property of the Company or the Establishment or forcible occupation of any part of portion or premises of the Establishment.

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- 5.28 Disclosing to any unauthorized person any information with regard to the processes, facts or figures particular, details of the work of the Establishment, technical know – how, security arrangement, administrative or organization matters or confidential or secret nature, which may come into the possession /knowledge of the employee during the course of his work, unless compelled to do so by judicial authority or without written permission from the management.
- 5.29 Spreading false rumors or giving false information or committing false employment opportunity for outsiders which tend to disrepute the Company or its employees or spreading panic among the employees.
- 5.30 Possession or use of any intoxicating liquors, drugs or narcotics while on the premises of the establishment.
- 5.31 Willful falsification, forging defacement or destruction of any records of the Company.
- 5.32 Use of offensive vile or obscene language or gesture, signs or postures with hidden imputation against the employee or Management of the Establishment.

## 6. DISCIPLINARY ACTION FOR INDISCIPLINE / MISCONDUCT:


An employee guilty of misconduct may be warned, fined or censured. Following are penalties for good and sufficient reasons, to be imposed on an employee, found guilty of misconduct or a breach of any rule(s) made by the company or any authority empowered in that behalf by the company.

### 6.1 Minor Penalties

- 6.1.1 Censure
- 6.1.2 Pay cut of 3 working days
- 6.1.3 Withholding of increments of pay for short durations.
- 6.1.4 Recovery of material or time loss from pay or such amount as may be due to him/her, of the whole or part of any pecuniary loss caused to the Company.

### 6.2 Major Penalties

- 6.2.1 Reduction to a lower stage in the time scale of pay for a specified period, with instructions whether the employee will be eligible to get increments in the pay during the reduction period. Also with instructions, about the effect of such a reduction period, on the future increments of his/her pay.
- 6.2.2 Reduction to a lower time scale of pay, grade, post or service which will ordinarily serve as a demotion of the employee.

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6.2.3 Suspension from the job/ project/ assignment for good/ a particular period.

6.2.4 Dismissal from service.

## 7. PROCEDURE FOR DEALING WITH MISCONDUCT & IMPOSING PENALTIES:

7.1 An employee who is alleged to have committed an act of misconduct shall be given a Notice/Official Memo in writing by the Departmental Head/HRD calling for a written explanation within 48 hours from the receipt of the Notice/ Official Memo.

7.2 Explanation should always be in writing accepting the allegations or refusing the allegations made out in the notice/memo within the stipulated time. The management will consider the explanation submitted by the employee and if the explanation is found to be not satisfactory an enquiry will be conducted.

The employee can then be give date and time to prove h/er defense in front of Grievance Committee.

7.3 Contemplating an enquiry/pending enquiry including the period allowed to the alleged employment for giving h/er explanation, necessary action will take effect immediately.

7.4 No enquiry will however be necessary:

7.4.1 If any employee has been convicted by Court of Law.


7.4.2 Where the charges are admitted by the employee and at the discretion of the Management.

7.5 In the Enquiry, employee shall be given full opportunity to answer the charges and permitted to be defended by a co-employee working in the same department/workplace in which s/he is detailed to work excepting the employee who is accused of misconduct or against whom an enquiry is pending. No other employee or outsider shall be permitted to assist, defend or represent the employee in the enquiry.

7.6 If after the enquiry the employee is found to be guilty and punished s/he shall be deemed to have been absent from duty for the period of suspension and s/he shall not be entitled to any remuneration for such period over and above the amount which might have been paid to him/her as subsistence Allowance. However the enquiry will be conducted as per the decision taken by the Grievance Committee.

7.7 If s/he is not found guilty, the order of suspension will be withdrawn and s/he shall be deemed to have been on duty during the period of suspension and shall be paid remuneration which s/he might have been entitled to if s/he had not been placed



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under suspension after deducting the amount of subsistence allowance paid to him/her for such period.

- 7.8 Whereas, for the order of dismissal, permission is required to be obtained from the appropriate authority. The employee concerned shall be under suspension until orders are passed by the aforesaid authorities.
- 7.9 If during the enquiry it is found that the employee is guilty of an act of omission or commission other than that stated in the Official Memo and that act of omission or commission is an offence/misconduct under these Service Rules, the management in its discretion may instead of issuing a fresh Office Memo, amend the original Official Memo accordingly, and the employee shall be given further opportunity for explaining and defending him/herself.
- 7.10 In awarding punishment under the Service Rules, the management will take into account the gravity of the misconduct, previous record of the employee and any other extenuating or aggravating circumstances that may exist.
- 7.11 All orders made by the Disciplinary Authority (Grievance Committee) containing its findings shall be communicated to the concerned employee in writing.
- 7.12 In any case, if the employee so desires the inspection of documents in favor of his/her allegations, s/he may be allowed thereof if management permits.

## 8. INTERPRETATION:

In the event of a conflict in interpreting any of the provisions of this policy, the interpretation offered by the management would stand final and be binding on all those who come under the provisions of the policy. However the interpretation offered by the management should not contradict with any of the statutory provisions in force.

## 9. AMENDMENTS & MODIFICATION:

The management is at liberty to amend any of the provisions of this policy either in part or in full as and when it deems fit in the interest of the organization.