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|   | <b>ONSITE EMPLOYEE MANAGEMENT</b>                                   |                           |                                       |

| REVISION HISTORY |                            |            |                |
|------------------|----------------------------|------------|----------------|
| REV              | Description of Change      | Author     | Effective Date |
| V.1.0            | Onsite Employee management | Manasi Das | 22-Sep-2014    |
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| REFERENCE DOCUMENTS |                |
|---------------------|----------------|
| Document Number     | Document Title |
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## 1. POLICY STATEMENT:

CSM often engages employees on a contract basis to deliver the project requirements and to obtain specialized services as per its need. Contract workers can help to achieve the needs of the organization by rendering specialized services to our clients at client site for a specified time.

It helps us incur no further expense on infrastructure and other benefits otherwise to be provided to permanent employees.

## 2. OBJECTIVE:

The purpose of this policy is to prescribe the terms and conditions under which contracts of employment should be signed and administered.


## 3. SCOPE:

The Scope of this policy covers all the departments and employees appointed on contract basis.

- 3.1 The person will be providing services in connection with a specific project or program which is of limited duration, and/or which is cost-shared with another Partner.
- 3.2 A person is required to perform a service on full-time or part-time basis, which requires proper qualifications, knowledge, and/or experience as per the project requirement.

## 1. ENGAGEMENT OF ONSITE EMPLOYMENT:


- 1.1 Account Leaders/Managers of the project have to collect the resource requirement Letter or Work order from the respective Department/Office/Client for engaging any onsite employee/resource to perform specific/specialized jobs.
- 1.2 Account Leaders/Managers of the project have to forward the Work order and resource requirement to the respective ICC Head/EBG Head/Program Manager for approval through email, which contains :
  - 1.2.1 Date Of Joining
  - 1.2.2 Duration of engagement
  - 1.2.3 Designation,
  - 1.2.4 Remuneration
  - 1.2.5 Billing amount for that position
  - 1.2.6 Reporting (Authority and structure)

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- 1.3 The Program Manager may forward any critical requirements to CEO for approval.
- 1.4 Upon approval, Account Leaders/Managers need to approach to HR Dept (via e-mail) for the recruitment with an attached work order and resource requirement details (as mentioned in Point no.4.2) well in advance to facilitate the recruitment process.
- 1.5 HR Department should work for the position and appoint the resources as per the requirement.
- 1.6 Upon their joining, HR should complete their joining formalities and facilitate the required induction program apart from basic HR induction in consultation with the Account holders/Managers.
- 1.7 In case of any requirement of assets/resource like-Laptop/Phone, Account Leader/Manager has to coordinate arrangement of the same and a formal email should be forwarded to NSA, ADMIN and HRD personnel's for maintaining their records and process.
- 1.8 The Account Leader/Manager has to take an approval from the Dept. Heads before allocation of any assets. Once approved, the asset would be given to the concerned employee with a notification to the said departments following all standard organizational procedures related to issue of assets.

## 2. LEAVE/ABSENT RULES:

- 2.1 In case of Leave (Planned/Unplanned), the respective Account Leader/Manager has to ensure on the approval process (both in Kwantify and Client site).
- 2.2 In case of un-authorized Absences from work/Absconding, the respective Account Leader/Manager has to bring it to the notice of HR immediately for the necessary action on time.
  - 2.2.1 **1<sup>st</sup> action** – Upon intimation by the Account Holder, HR has to issue the show cause notice to the “Absentee” within 6 hours of receipt of information.
  - 2.2.2 **2<sup>nd</sup> action** - HR shall take the action based on the responses and the rules laid down by HR for disciplinary action.
    - 2.2.2.1 Call for the counselling if the Employee resume to office after receiving that mail, to understand the cause of absenteeism and taking preventive measures against absenteeism.
    - 2.2.2.2 Send the Termination letter if the employee does not respond to the show cause notice within 2 days from the date of issue of notice and initiate the necessary relieving formalities.

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### 3. SALARY DISBURSEMENTS AND INCREMENT:

#### 3.1 Salary Disbursement :


- 3.1.1 Salary to be disbursed through Payroll Process (Kwantify) latest by 4<sup>th</sup> of every month for each of the completing previous working month.
- 3.1.2 At the end of the month, all Account Leaders/Managers are required to send the attendance of onsite employees (specifically for Consultants) of their respective projects/accounts to HR.
- 3.1.3 For any deduction in the salary to maintain the attendance discipline of any employee, the respective Account Leader/Manager has to send the details to HR for processing. (Deduction is purely based on their period of absences more than the applicable limits and beyond the allowed leaves per month).

#### 3.2 Salary Increment :

The salaries of contractual employees on fixed-term contracts will be set within the established pay structures and employees will be eligible for pay increases appropriate to the structure, subject to performance and conduct on a yearly basis.

##### **Process:**

- 3.2.1 Year to Year increment i.e; an employee is eligible for Increment after completion of One year of satisfactory service in the project, depending on the project continuity.
- 3.2.2 On completion of One year of the employment, the respective Account Leader /Manager has to send the increment amount to the respective ICC Head and subsequently to the CEO for approval mentioning the following details:
  - 3.2.2.1 Name, Designation and DOJ
  - 3.2.2.2 Project Name
  - 3.2.2.3 Current CTC and Proposed CTC
  - 3.2.2.4 Billing amount from the Client
  - 3.2.2.5 Project Duration
- 3.2.3 Upon approval by CEO, Account Leaders/Manager should forward the details to HRD for officiating the increment & disbursement. The same process to be followed in case of any further request on the increment of salary done for any of the employees.
- 3.2.4 An intimation regarding the increment of salary done shall go to the concerned employee through HR Dept.

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#### 4. EXPIRY/EXTENSION OF CONTRACT AND TERMINATION:

- 4.1 In case of extension of contract or termination of an employee, Account Leaders/Managers have to take the approval from respective ICC Head/EBG Head/Program Manager and send the details to the HR Dept for completing the formalities.
- 4.2 In case of Non-renewal of a contract, Account Leaders/Managers have to inform in advance (before 10 days) to the HR Dept for issuing a notice to the Onsite employees mentioning the information on the non-renewal of the contract and close of their employee-ship there off.
- 4.3 At the time of separation, Account Leader/Manager has to ensure that the assets/resources issued to individual employees are received back and handed over to the concerned authority. Relieving formalities can be made by HR Dept only after getting the "No objection certificate (NOC)" form the concerned Dept.
- 4.4 The NOC also needs to be approved by the EBG Head/ Program Manager before HR does the relieving formalities.
- 4.5 On renewal of the contract, concerned employees and HR should be informed (through email)

#### 5. MOBILITY CLAUSE:

All employees on contract are required to be present for work at any place as per the need of the Company. This is the 'mobility clause' upon which CSM relies to move employees from one location to another. [The clause will be applied reasonably taking into account the relevant circumstances.]

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