

# IFFCO-TOKIO GENERAL INSURANCE CO. LTD.



*This document describes various rules & regulations concerning IFFCO-TOKIO GENERAL INSURANCE CO. LTD. and its policies. This handbook is intended solely as a guide. Read it thoroughly. If you have any questions about policies, contact your manager or the Human Resource department for assistance.*

**Corporate Office:**  
IFFCO-TOKIO General Insurance Company Limited  
IFFCO Tower-II, Plot No. 3, Sector-29,  
Gurgaon - 122001, Haryana (India)

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# Document Control Sheet

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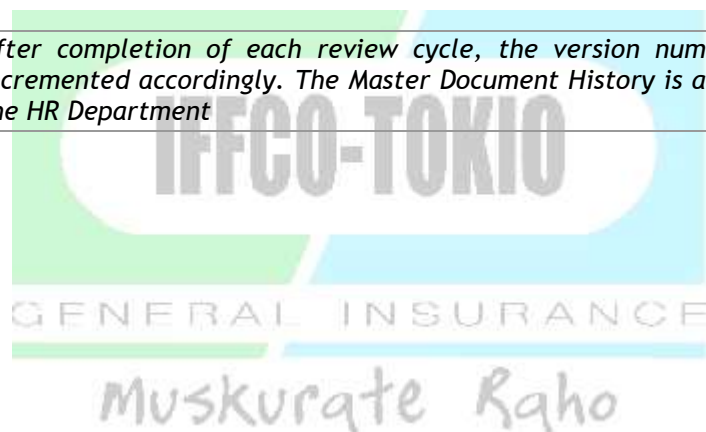
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# Section - I

## Joining IFFCO-TOKIO



# Chapter 1

## Introduction

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### About this Handbook!

Achieving a satisfying work experience is a shared responsibility. Each employee must take an active role in creating a satisfying work experience for themselves and for others, and ITGI must make an equal commitment to all employees.

The Employee handbook introduces the employment relationship that ITGI wants to establish with all employees, and it acquaints you with our working environment. It also outlines policies and practices and provides you with general guidance.

The underlying principles and policies herein must be adhered to during your service at ITGI. This comprehensive compilation of policies is applicable to all ITGI employees across India.

The handbook captures pertinent information regarding working at ITGI and has been carefully designed in an easy-to-understand format. Broadly there are three main sections in this handbook - Joining ITGI, Working with ITGI, and Leaving ITGI. Illustrations have been used wherever required to facilitate understanding. All requisite forms have been uploaded in Su-Prabhat for you to use or refer to at any point of time.

The present policies and procedures may be revised according to the need of the organization with due approval of the Competent Authority. Such revisions will be notified from time to time in case of any amendment. Please consult this handbook for policy interpretations and in case required assistance from the appropriate authority or HR may be sought. Please ensure that you are abreast of all policy revisions.

We welcome your feedback on how we can make this handbook more useful to you in the future. For any further information please feel free to contact the HR department.

All the best!

**TEAM HR**

# Chapter 2

## General Employment Terms

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### 1. Applicability

The material contained in this handbook will be applicable to all ITGI employees across levels, functions and locations.

### 2. Working Hours

Notwithstanding the fact that all employees are expected to put in their whole hearted efforts for the success of the Company, the normal working hours of the Company will be from **9.00 am to 5.30 pm** at the corporate office and **9:30 am to 6:00 pm** at Branch offices, State Offices and CSCs from **Monday to Friday** with Saturday and Sunday being weekly holidays. **Half an hour (30 minutes) lunch break** on working days is allowed. Office timings for all CSCs/SBUs etc across the country and lunch time shall be the same. The Company reserves the right to change the hours of work.

Public holidays will be observed to enable individuals to participate in national/cultural/ religious celebrations. The number of holidays will be limited to **14 Regular holidays** in a calendar year and will be notified annually in the month of December for the succeeding calendar year.

### 3. Attendance

All employees shall record their attendance through the respectively applicable systems i.e. through Bio Metric Attendance Recording Machine (wherever such machines have been installed and operational) or Su-Prabhat, available on the company's intranet (wherever Biometric Attendance Recording Machines have NOT been installed) or through Mobile Application attendance system (will be available to select employees who travel frequently for office work). All employees are advised to punch-in and punch-out while entering and leaving their respective work place.

All the Leave requests have to be approved in Su-Prabhat by the concerned Reporting Manager prior to an employee proceeding on leave. In case of any exigency if an employee proceeds on leave then he/she should apply for regularization and get it approved from his/ her Reporting Manager within 15 days. In case the same is not applied/ approved within the stipulated time limit, system will automatically mark it as "Absent". HR will not entertain adjustment post 15 days period.

Any employee who is unable to work on any day due to personal reasons and/ or emergencies is required to duly inform his/her immediate superiors about his/her absence. If an employee remains absent from his/her place of work without permission continuously for a period of 1 week or more, the management reserves the right to take such action as it deems fit.

The Company is at full discretion to designate a holiday as a working day to compensate for any working day lost due to natural calamities, social disturbances or any other unforeseen circumstances.

The three modes of attendance i.e. **Bio Metric Attendance Recording Machines, Su-Prabhat & through Mobile Applications** are elaborated below.

### 3.1. Attendance Through Bio-Metric

The following instructions on Daily attendance are applicable to all offices, wherever the Bio metric attendance Recording Machines have been installed and are in operation.

1. All personnel in the Corporate Office/CSCs/SBU wherever the Bio Metric Attendance Recording Machines for recording attendance are installed and are in operation shall mark their attendance through Bio Metric machines. All personnel must record their time out through the Bio Metric Machine as well.
2. Wherever the Bio Metric Recording of Attendance is provided the attendance for late coming will be reckoned on the basis of the Bio Metric recordings only.

### 3.2. Attendance Through Su-Prabhat

The following instructions on Daily attendance are applicable to all offices, wherever the Bio metric attendance Recording Machines have **NOT** been installed and are in operation

1. All personnel in the CSCs/SBU wherever the Bio Metric Attendance Recording Machines for recording attendance have NOT been installed shall mark their attendance in Su-Prabhat. All personnel must record their time out through Su-Prabhat as well.
2. Wherever the Bio Metric Recording of Attendance is NOT provided the attendance for late coming will be reckoned on the basis of the Su-Prabhat.

### 3.3. Attendance Through Mobile Application

The following instructions on Daily attendance are applicable to all offices, Mobile Application attendance system (will be available to select employees who travel frequently for office work).

## 4.0 Flexi-Timings

All ITGI On-roll employees will be allowed a flexibility of up to One hour either before or after the commencement/ closure of normal office hours. The total working hours in a day would continue to be of 8 hours plus a lunch breaks of 30 minutes. The total number of working hours will be measured henceforth so Sign-In and Sign-Out is mandatory for all the employees.

For example, if office timing is 9:30 AM to 6:00 PM, an employee may come to office up to 1 hour before or up to 1 hour after from the applicable office timing i.e. 8:30 AM or 10:30 AM and may leave 1 hour before or 1 hour after i.e. 5:00 PM or 7:00 PM respectively

The Working Hours will be calculated on monthly basis and in the event of short fall in working hours of an employee of 60 minutes or more in a month half a day's salary will be deducted. If the shortfall is beyond 120 minutes, one-day salary will be deducted. If the shortfall is beyond 180 minutes, two days' salary will be deducted. Any employee being late beyond 240 minutes in a month is liable to face disciplinary action besides salary deduction.

## 5.0 Identity Cards

Every employee should wear the photo identity card at all working hours provided. The photo identity card is non-transferable. The employee shall on demand show his identity card to the Authorized Security personnel or any other authority, at the gate while entering or leaving ITGI premises or at any other place within ITGI premises when asked.

The identity card shall not be used by the employee to enter or pass through the establishment when he/she is not on official duty, unless authorized by the competent authority. Every employee shall enter and leave the ITGI premises by gates prescribed. Employees entering or leaving the premises are liable to be detained and searched by authorized staff for this purpose by the Management.

### i) Losing and Issuing an Identity Card

If any employee loses his identity card, he must immediately report the loss to the issuing Authority and In charge of his section. If the identity card is lost by the employee, a duplicate identity card will be issued to the employee at his request on submission of a copy of the FIR.

If the identity card becomes illegible or disfigured due to normal wear and tear, the management will replace it without charges. It shall be the responsibility of the employee to apply for a fresh identity card and deposit the disfigured one.

The identity card issued to an employee shall be surrendered by him on his/her resignation/quitting/disengagement/termination or superannuation from the company.

## 6.0 Dress Code

We are a professional organization and it's important that we maintain a professional environment. How we dress and present ourselves to our co-workers and clients says a lot about who we are and how we feel about our work. An employee, while at office or when representing the organization, should be in formal attire.

- a. Dress Code for Male** – Formal Suit, Formal shirt, Formal Trousers, Tie, Formal shoes and Formal winter wear.
- b. Dress Code for Female** – Formal Suit, Formal shirt, Formal Trousers, Formal skirt & Blouse, Formal Salwar Kameez, Duppata/Stole, Saree & Formal shoes/sandals and Formal winter wear.

### ii) Violation

Violation of the dress code by any employee will be dealt with by his immediate superior. The superior will contact the HR Department for assistance, if required. Repeated violation of the dress code will lead to disciplinary action.

### iii) Helpful Hints

If you ask yourself whether something is appropriate or not, it probably isn't appropriate. The latest fashions are not always appropriate for office. Clothes you wear for a party with your friends are often not appropriate for office.



# Chapter 3

## Probation & Confirmation

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### 1. Probation

All employees upon appointment will be on a probationary period of **6 months**, at the end of which employment will be confirmed at the sole discretion of the Management, provided the employee's performance is satisfactory. The probationary period will commence from the date the employee reports for duty. During the period of probation, the employment may be terminated by either side by giving one month's notice or by paying one month's salary in lieu of the notice period.

#### i) Objective of Probation Period

The purpose of the probation/ training period is to:

- ☐ Give adequate opportunity to new entrants to understand the Company's operations,
- ☐ Learn to perform their tasks,
- ☐ Adjust to the culture of the organization
- ☐ Help the Company assess the individuals' suitability for the concerned position.

During this period, employee may be put through specific training modules and given specific assignments.

#### ii) Evaluation during the Probation Period

During the probation period, a continuous assessment of performance will be carried out and employees will be given feedback on the quality of their performance. Counseling for better performance may be imparted if required. Adequate inputs and opportunities will be provided to enhance caliber before the date of confirmation in order to take corrective action. The functional Head will conduct a formal performance appraisal **2 weeks prior to the expiry** of the probation period and communicate it to HR Department for the needful.

#### iii) Extension of Probation Period

Should the performance appraisal report indicate that the employee's performance is not satisfactory, employment will not be confirmed and the services of the employee will be terminated, unless the evaluation indicates that performance may improve if given more time. In such a case, the probation period may be extended with the approval of a competent authority up to a maximum period of 6 months. The date of increment of such an employee will be determined on his/her satisfactory completion of the probation period. The date on which the employee is absorbed on permanent rolls will be the basis for deciding his/her date of increment.

At the end of the extended probation period, the HR Department will conduct another formal performance appraisal to subsequently review the confirmation of the concerned employee. If an employee's performance is **not** up to the mark after the extended probation period, his/ her termination letter will be issued by the HR department.

An employee's performance during the Probation Period will be communicated to him at the time of issuing the confirmation letter.

## 2.0 Confirmation

### i) Confirmation shall not be automatic.

The employee shall be deemed to be on probation until a letter of confirmation is issued by the HR Department.

Confirmation of employee will be subject to satisfactory performance and outcome of reference check that may be done by the Company from one or more of the following sources -

- ☐ References mentioned in the job application
- ☐ Previous employer
- ☐ Police department / Outsourced Agency



# Chapter 4

## Conduct & Discipline

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### 1. Some Important Definitions:

The following is a list of definitions that have been used in different sections of this chapter and have been arranged in an alphabetic order.

“Company” means the IFFCO-TOKIO General Insurance Company Limited (ITGI).

- ❑ “Appellate Authority/ Reviewing Authority” means the authority next higher to the disciplinary authority. Chairman, Board of Directors is the Appellate Authority.
- ❑ “Appointing Authority” means an authority vested with such powers as per the Article of Association of Company/ “Powers of Officers”/Companies Act.
- ❑ “Board” means the Board of Directors of the Company and includes, in relation to the exercise of powers, any committee of the Board or any other of the Company to whom the Board delegates any of its powers.
- ❑ “Competent Authority” means the authority empowered under the provisions of Companies Act and rules framed there under, Articles of Association of the Company including the authority assigned to exercise specific powers from time to time.
- ❑ “Disciplinary Authority” means the authority competent to impose any of the penalties specified in these rules. Managing Director is the Disciplinary Authority.
- ❑ “Employee” means a person in the employment of the Company including a trainee engaged with the subject of employment after training, a person on deputation to the Company but does not include casual employee or an apprentice engaged under Apprenticeship Act.
- ❑ “Gender” Masculine includes feminine as the case may be.
- ❑ “ITGI Premises” means working premises and/or office premises and/or Township premises and/or roads and/or ITGI property owned and/or managed and/or hired by ITGI and/or the place or places on which ITGI may carry on its activities either temporarily or permanently.
- ❑ “Management’ means the Managing Director or the Chief Executive Officer or any other person assigned with the powers to act on his behalf and/or to whom any of his power is assigned.
- ❑ “Number” Singular includes plural as the case may be.
- ❑ “Probationer” means a person on probation on initial appointment and includes the extended period of probation if any.

## 2.0 General Rules

All employees are expected to conduct themselves in a professional manner appropriate to their position within the company, both on and off the job.

They must maintain absolute integrity, honesty, loyalty to the organization, devotion to duty and must not indulge in any activity which adversely affects the image of the organization or is prejudicial to the interest of the company.

### i) Violating Conduct & Discipline

Disciplinary authority or any other authority empowered in that behalf by the Competent Authority, by the general or special order may place an employee under suspension, pending enquiry, investigation, trial.

An employee who is found to have committed an offence involving moral turpitude or any act subversive of good conduct and discipline like insubordination, gross negligence theft corruption, fraud, forgery, misappropriation, money lending, incurring excessive debts, commission of any act prejudicial to, or in conflict with, the interest of the Company will be liable to be dismissed without notice, if his explanation is not found to be satisfactory and convincing.

Pending investigation inquiry in the matter, if any, he may be suspended from duty during which he will be paid only a **subsistence allowance**, equal to **half of the basic salary** drawn by him immediately prior to his suspension. He will not be entitled to any **allowance(s)** or **perquisite(s)** during the period of suspension.

An order of suspension may be revoked any time by the Competent Authority.

### ii) Conduct within the Company

Employees will be required to interact with the other employees and their superiors and subordinates, within the framework of policies and guidelines of the Company. At no time should employees favour or have a prejudice on account of nationality, color, race, creed, caste, sex, etc.

### iii) Behavior with Superiors, Colleagues and Subordinates

- ☐ At no time will any employee exceed the authority limits, without the prior approval of the Management.
- ☐ Employees are required to abide by the rules and regulations of the Company, and execute the orders and instructions of their superior. Any behavior to the contrary will be subject to disciplinary action.
- ☐ Employees will be expected to show proper deference to superiors and consideration to colleagues and subordinates.
- ☐ Employees must attempt to resolve misunderstandings, differences of opinion, etc. amongst themselves or with the assistance of a superior, before initiating formal action.

#### **iv) General Behavior within the office**

- ☐ Employees must devote all official time to perform their duties accurately and faithfully, and must not leave their place of work during office hours without the permission of their superior.
- ☐ In the office premises, living compounds and camps, the employees will not indulge in any acts that will adversely affect the Company's image and standing.

#### **v) Conduct outside the Company**

The manner in which the employees interact with outsiders will largely reflect the Company's culture and values. Hence the employees will be required to realise the importance of the role of being a Company representative.

While interacting with customers and other outside agencies, employees will behave in a courteous and proper manner. They will not say anything or act in any way that will offend the outsider's feelings or cause damage to the Company's reputation.

#### **vi) Misconduct**

Without prejudice to the generality of the terms 'Misconduct', the following acts of omission and Commission shall be treated as misconduct.

#### **vii) Theft, Fraud & Dishonesty**

- ☐ Theft, Fraud & dishonesty in connection with the business or property of the Company or of property of another person within the premises of the Company.
- ☐ Acting in a manner prejudicial to the interest of the Company.
- ☐ Possession of pecuniary resources of property disproportionate to the known sources of income by the employee or on his/ her behalf by another person, which the employee cannot satisfactorily account for.
- ☐ Furnishing false information regarding name, age, father's name, qualification, ability or previous service or any other matter germane to the employment at the time of employment or during the course of employment.
- ☐ Leveling false or malicious allegation.
- ☐ Taking or giving bribes or any illegal gratification.
- ☐ Purchasing properties, machinery stores etc from or selling properties machinery stores to the Company without express permission in writing form the competent authority.
- ☐ Collection of any money within the premises of the Company without permission of competent authority except as sanctioned by any law of the land for the time being in force or rules of the Company.
- ☐ Acceptance of any other employment/post in any another Organisation while in the service of company without prior permission of competent authority.

### **viii) General Misbehavior**

- ☐ Drunkenness, riotous, disorderly or indecent behaviour in the premises of the Company or outside such premises where such behaviour is related to or connected with the employment.
- ☐ Commission of any act which amounts to a Criminal Offence involving moral turpitude.
- ☐ Commission of any act subversive of discipline or good behaviour or discrimination on the grounds of cast, creed, state, language or community and spreading such feeling amongst employees.
- ☐ Striking work alone or in combination with other employees or inciting them to strike work in contravention of the provision of any law or rules having force of law.
  - Any act of omission and/or Commission in violation of expressed rules or policy of ITGI.
  - Gherao alone or in combination with others.
  - Sexual harassment of women at work place.
  - Engaging or participating in any demonstration which involves incitement to any offence.
- ☐ No employee who has left the Company by resigning or whose services are terminated or who has been discharged or dismissed from Service shall be reemployed.

### **ix) Misconduct on matters relating to work / office premises**

- ☐ Absence without leave or overstaying the sanctioned leave for more than eight consecutive days, without sufficient grounds or proper or satisfactory explanation.
- ☐ Habitual late or irregular attendance.
- ☐ Neglect of work or negligence in performance of duty including slowing down of work.
- ☐ Damage to any property of Company.
- ☐ Interference or tampering with any safety devices installed in or around company premises.
- ☐ Gambling within the premises of the Company.
- ☐ Neglect / negligence of work including malingering and showing down of work.
- ☐ Sleeping while on duty.
- ☐ Absence from appointed place of work without permission or sufficient cause.
- ☐ Smoking within the premises of the Company where it is prohibited.

### **x) Disobedience**

- ☐ Insubordination or disobedience whether or not in combination with others to any lawful and reasonable order of the superior.
- ☐ Refusal to accept an order or any other Communication from his/her superior.
- ☐ Occupying or taking possession in an unauthorized manner or subletting or refusal to vacate or delivery of possession of Company's house or any of its premises owned or hired by company when requested to do so.

### 3.0 Conflict of Interest

All members must avoid situations in which their personal interest may conflict or appear to conflict with the interest of the Company or its customers.

A conflict of interest arises when an employee is/ becomes involved in an outside business interest which:

- ☐ Is a competitor, customer or supplier of the Company
- ☐ May adversely affect the employee's judgement in acting for the Company
- ☐ Interferes with the employee's obligations of devoting full-time attention to his responsibilities
- ☐ May adversely affect the Company in any way, including its relationship with any outside body.

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*Employees or members of their immediate families should not have an interest (direct or indirect) in any organization covered under the above stipulations.*

*An outside business interest is one in which an employee or any member of his family is involved "for profit" as a director, officer, employee, creditor, or consultant. This prohibition does not include moderate holdings in publicly owned companies listed on a recognized stock exchange.*

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Outside work or services in addition to those performed for the Company may constitute a conflict of interest, regardless of whether anything of value is given in return for such services, if:

- ☐ Such activity places the employee in the position of appearing to represent the Company,
- ☐ It involves providing services substantially similar to those provided by the Company to its customers,
- ☐ The outside activity lessens the efficiency alertness, interest or productivity normally expected of employees on their jobs.

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*Employees, whose jobs are considered to be such that a conflict of interest may arise, will be required to report in writing at once to their immediate superior as to relationships, if any, with parties dealing with the Company, which the Company should be aware of. The superior will be responsible for bringing the conflict of interest to the attention of the Company's Management.*

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## 4.0 Representing the Company

The Company would like to encourage its officers to take up sessions as faculty members at recognized institute of repute. An officer who has been invited to teach would have to secure the sanction of the CEO to take up any assignment. Permission will be granted at the discretion of the Company.

Contributing articles or other write-ups to magazines of repute is permissible. The officer should merely keep the Company informed of such activities, as a matter of courtesy. It has however to be ensured that such write-ups are not detrimental to company's interest.

Officers should speak to members of the press only with the prior approval of the CEO.

## 5.0 Confidential Information

The treatment of confidential information is as follows:

- ☐ No employee shall divulge confidential information to others without the prior approval and authorization of the management.
- ☐ No employee shall use confidential information about the Company for personal gain.
- ☐ Every aspect of the customer relationship is strictly confidential.
- ☐ Employees are expected to maintain judicious confidentiality of information that they may come across by virtue of their employment with the Company.
- ☐ The affairs of the Company and customers should not be discussed in public. Greatest care should be exercised at all times in elevators, public hallways, public eating places and public transportation.
- ☐ Employees who terminate employment with the Company for any reason shall not copy, take or retain any drawings/ documents/ floppies containing confidential information, nor disclose or use confidential information obtained during the course of employment with the Company.

## 6.0 Property & Custody Inspection

The Company will have the right to inspect all lockers, workstations, packages, email, Internet usage brought into or taken out from the Company premises etc.

All employees will be required to co-operate with the personnel who carry out the inspection. Refusal to allow property inspection will be considered a serious breach of discipline and suitable action will be taken.

Employees entrusted with Company funds or property shall be considered personally responsible for any damage to or loss of entrusted items.



## 7.0 Gifts

All employees and their families should not solicit or accept any gifts of significant value or lavish entertainment, or other valuable benefits as it may adversely influence their judgment about the Company's best interests.

Employees should not solicit or accept personal gifts, fees, commissions or other forms of remuneration of any value because of any transactions or business involving the Company.

**Significant Value or Valuables** is deemed to be **Rs.1,000 or greater**. Lavish is relative to general business practice.

Failure to disclose the receipt of a gift/ benefit as specified above will be treated as a serious breach of the Company's ethical standards and will render the employee liable for disciplinary action.

Staff members may, in their personal capacities, give gifts to whomsoever they choose. Official gifts given should be only the standard corporate giveaways.

## 8.0 Canvassing Non-Official or Other Influence

No employee shall bring or attempt to bring any outside influence to bear upon any superior authority to further his/ her interest in matters pertaining to his/her service in the Company.

If any outside influence is received in respect of matters pertaining to service of an employee, it will be presumed that the same is within the knowledge of the employee and has been caused at his/her instance.

An employee, for whose interest, in the matter pertaining to his/ her service, outside influence is brought upon, will be debarred from consideration for promotion for a period of one year and such other action as may be deemed fit.

## 9.0 Employment of Relatives

The Company does not permit the employment of staff members' relatives in ITGI.

Relatives include spouse, children, parents, brothers, sisters, brothers-in-law, sisters-in-law, mother-in-law and father-in-law.

## 10.0 Marriages

No employee shall enter into, or contract, a marriage with a person having a spouse living. No employee, having a spouse living, shall enter into, or contract a marriage with any person.

Any employee of the Company who has married or marries a person other than that of Indian Nationality, shall forthwith intimate the fact to the Competent Authority.

## i) Marriages within ITGI

Any two employees married to each other will not normally be assigned to the same department or positions which may give rise to conflict of interest. If two members of the staff intend to marry, they must discuss it with their superior(s) to determine what changes in their working relationships may be necessary as a result of the marriage.

In certain instances, due to the nature of job responsibilities of the people involved, it may be necessary for one of the parties of the marriage to resign from the services of the Company.

If an employee is in any doubt about the application of Company policy under any specific, situation he /she should consult the Head-HR / CEO for clarification.

## ii) Gifts for Employee wedding

When an ITGI employee gets married, a gift is given to him/her from the company. The budget for the same should not exceed **Rs.5,000/-**. The gift would need to be purchased locally & coordinated by the respective Branch/State Office/CSC Heads and Departmental Heads (in case of corporate office employee.)

HR will approve the amount i.e. **Rs.5000/-**. Reimbursement is done on the basis of HR approval by Finance & Accounts department, Corporate Office. The gift is to be presented to the employee on occasion of his/her marriage by the Reporting Manager. The maximum reimbursement up to Rs. 5,000/- is admissible and will be paid to the Reporting Manager.

*Note: This amount shall be used for purchasing the gift & not be given in the form of cash to any employee.*

## 11.0 Sexual Harassment

No employee shall cause sexual harassment to women employees. Sexual harassment will include such unwelcome sexually determined behaviour (whether directly or by implication), as:

- ☐ Physical contact and advances,
- ☐ A demand or request for sexual favors,
- ☐ Sexual colored remarks,
- ☐ Showing pornography
- ☐ Any other unwelcome physical, verbal or non-verbal conducts of sexual nature

## 12.0 Alcohol Consumption and Drug Abuse

Alcoholic beverages and dangerous drugs will not be consumed on Company premises. Possession or sale of alcohol or dangerous drugs on Company premises or reporting for work under the influence of either is subject to disciplinary action.

An employee of the Company shall not be under the influence of any intoxicating drink or drug during the course of his/her duty.

An employee shall not appear in a public place in a state of intoxication. An employee shall not use any intoxicating drink or drug in excess.

***Explanation:** For the purpose of this rule "Public Place" means any place or premises including clubs, Malls, Cinema Halls, Parks, bars and restaurants etc. Conveyance to which the public have or are permitted to have access, whether on payment or otherwise.*

## 13.0 Insolvency & Habitual Indebtedness

An employee of the Company shall avoid habitual indebtedness unless he/she proves that such indebtedness or insolvency is the result of circumstances beyond his/her control and does not proceed from extravagance or dissipation.

An employee of the Company who applies to be, or is adjudged or declared insolvent shall forthwith report the fact to the Company.

## 14.0 Investment, Lending & Borrowing

No employee shall save, in the ordinary course of business, with a Bank, Life Insurance Corporation or a firm of standing; or borrow money from or lend money to or otherwise place himself/ herself under pecuniary obligation to any person with whom he/ she has or is likely to have official dealings. Employees must not permit any such borrowing, lending or pecuniary obligation in his/her name or for his/her benefits or for the benefits of any member of his/her family.

## 15.0 Outside Employment

Any kind of employment outside the Company is prohibited. Such outside employment may affect the performance of the employee in his employment with the Company and may lead to conflict of interest.

No employee of the Company, except with the permission of competent authority, shall engage, directly or indirectly, in any trade or business or undertake any other employment. Any outside employment by any employee of the Company will entail termination of employment.

Every employee of the Company shall inform the Company if any member of his/ her family is engaged in a trade or business, or owns or manages an insurance agency or a commission agency.

## 16.0 Participating in Politics/ Elections

No employee shall be a member of or otherwise be associated with any political party or any organization which takes part in politics, or assist any political movement or activity, or stand for elections without the permission of the management.

## 17.0 Penalties

Any one of the following penalties may be imposed on an employee for misconduct:

- ☐ Censure
- ☐ Demotion to next lower grade
- ☐ Discharge
- ☐ Dismissal

Termination of employment for unsatisfactory performance on completion of probation period or on expiry of a fixed term contract shall not amount to a penalty within the meaning of this rule.

## 18.0 Further Studies

An employee who desires to join any part-time, full-time or correspondence course for pursuing higher education shall seek the written permission of the management. The management, at its sole discretion, may or may not grant permission for the same. Permission granted shall be subject to the following:

- ☐ The work of ITGI shall always have priority over and above everything.
- ☐ Nothing will prevent ITGI's absolute discretion for transferring the employee.
- ☐ The employee will not be entitled to any right to claim leave for preparation of examinations
- ☐ The study shall be pursued by the employee at his/ her own cost.

## 19.0 Disciplinary Rules for Underwriting & Policy Issuance

### i) Types of Breach

1. Acceptance of Risks (All classes) exceeding the Underwriting Authority
  - a. Acceptance of Risk pertaining to Declined Category.
  - b. Underwriting of Risk exceeding the Company's Retention Limits /Exceeding the Re-insurance Quota Share treaty Limits and requires FAC Limits
2. Acceptance of Risk on rates less than the guideline rates including breach of discounting/Loading norms
3. Modification of terms after approval from the Competent Authority
  - a) Change in Wordings
  - b) Change in conditions
4. Issuance of Back-dated Cover Notes
5. Delay in Submission of Cover Notes /Cheques/Cash/DD beyond the stipulated norms
6. Acceptance of Risks based on feeding of wrong information on Siebel Rating Tool for getting higher discount
7. Issuance of manual policies at variance from system issued policies

P.S: The listed breaches are only illustrative and not exhaustive in nature

### ii) Disciplinary Action

1. Any breach of underwriting norms not involving financial loss to the Company may entail a punishment by way of issuance of Warning Letter by Competent Authority/Disciplinary Authority
2. In case of any financial loss caused to the Company due to violation of underwriting norms, penalty in the form of withholding/withdrawal of increment(s) and/or withholding/deferment of promotion and/or withholding /withdrawal of incentive may be imposed by the Competent Authority. The extent and duration for which such penalty will operate will be as per the decision of the Competent Authority/Disciplinary Authority
3. Repetitive acts of similar nature as stated above will render the employee liable to more stringent penalties and also initiation of disciplinary proceedings and action as deemed appropriate by the Competent /Disciplinary Authority
4. Any willful violation of underwriting norms with an intent to deceive and deceit (fraud) causing financial loss to the Company and personal gain to the employee will tantamount to moral turpitude. Such acts will be construed as grave misconduct and the employee is liable for disciplinary action even leading to termination of services from the Company, as may be specified by the Competent Authority. In addition to the above, recovery from the amounts due to the delinquent employee may also be affected to offset fully or in part any financial loss sustained by the Company.

### iii) Disciplinary Authority

Managing Director

# Chapter 5

## Salary & Benefits

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### 1 Compensation Components

The compensation structure at ITGI has been carefully designed to compensate employees for the contribution they make to the organization. The compensation structure will be reviewed and regulated by the management from time to time.

ITGI has 12 distinct grades based on an extensive job evaluation methodology and all benefits and entitlements have been predefined for and aligned with each grade in the organization.

Broadly, your compensation package comprises of the following components, some of which are paid on an annual basis while others are paid on a **monthly** basis:

#### i) Monthly components

- a. **Basic Pay** - This is a fixed component of your salary and impacts the following components - Housing Assistance, Leave Travel Allowance, Variable Performance Bonus, Provident Fund, and Gratuity.
- b. **House Rent Allowance** - All employees of ITGI can avail HRA. The entitlement is broadly split into two categories - Metros and Non-metros. For employees operating from **Metros** (Delhi & NCR, Mumbai, Chennai, Kolkata, Pune, Bangalore and Hyderabad/Secunderabad), the HRA amount is fixed at **50% of the basic salary**. For employees operating from **Non-Metros and other than the cities mentioned above**, the HRA amount is fixed at **40% of the basic salary**.
- c. **Grade Allowance** - Grade Allowance consists of Educational Allowance, Entertainment Allowance and Professional Development Allowance etc. Every grade in the organization has a fixed allowance at the minimum of the pay scale that is paid to all employees falling in that particular grade irrespective of the basic salary drawn by them.
- d. **Canteen Allowance** - This is an allowance paid per month to all employees as per their entitlement in respective Grades (except employees in J2 Grade).
- e. **Medical Reimbursement** - This component has been incorporated to allow employee to take care of routine medical expenses as per their entitlement in respective Grades. It is paid per month. If employees submit original bills to the Finance department, they can avail tax benefit on the amount as per tax rules.
- f. **Petrol Expense** - An amount based on the number of liters of petrol is paid every month. This component is based on the grade entitlements of an employee. i.e. a fixed number of liters are entitled to each grade. No proofs are required for claiming this amount. The amount is calculated as per the average current rate of petrol in the city where the employee is posted.
- g. **Vehicle Maintenance** - A fixed amount is paid every month to employees as per their entitlement in respective Grades. No proofs are required for claiming this amount.
- h. **Transport Allowance** - A fixed amount is paid to employees to commute from their residence to office as per their entitlement in respective Grades.
- i. **Telephone Expense** - Employees are reimbursed telephone expenses on a monthly basis. The annual limit for telephone reimbursement is fixed as per their entitlement in respective Grades. The employees must submit their telephone bills in order to avail this amount. If an employee submits a bill higher than his/her monthly entitlement, the amount will be paid in full and will get adjusted with his/her annual entitlement (financial year). However, any amount exceeding the annual grade entitlement will **not** be paid by the company.

- j. **News Papers, Books & Periodicals Allowance** - Profession demands that an employee keep abreast with latest News and happenings. Employees are paid News Papers, Books & Periodicals Allowance. The taxability will be as per the tax rules.
- k. **Uniform Allowance** - Uniform Allowance is given to meet the expenditure on purchase and maintenance of office uniform for wear while performing their duties. The office dress code i.e. employee should be smartly dressed in formals. The taxability will be as per the tax rules.

## ii) Annual components

- a. **Leave Travel Allowance** - 15% of annually earned basic salary is payable to employees who are on regular roll as Leave Travel Allowance (Trainees, J2 & J1 are not entitled for LTA). LTA is paid on completion of one full year of service and therefore eligibility of employee for subsequent years would be reckoned from the completion of one year from the date he/she became eligible for drawl of first LTA. No interim or advance payment of LTA will be admissible before the LTA becomes due to the employee.
- b. In case the basic pay of the employee is revised retrospectively either as a result of revision of the total pay package or on promotion and he/she has drawn the LTA prior to that date, he/she would be eligible to draw the difference between his entitlement as per the revised basic pay and the amount paid to him on the basis of his/her pre revised basic pay.
- c. Since LTA is part of CTC, in the event an employee leaves the Company during the year by way of superannuation or resignation LTA would be admissible on Pro-rata basis as per his/her entitlement. However, LTA will not be admissible to an employee whose services are terminated due to any misconduct or who has been placed under suspension or against whom any action is in progress or is contemplated.
- d. To claim the LTA, employee need to send the duly filled form to **HR Department**. Cut off date to process the LTA is 15<sup>th</sup> of every month. LTA Forms received after 15<sup>th</sup> shall be processed in next month's pay roll as per the eligibility

*Illustration: If an employee joined on November 5th, 2016 with a basic salary of Rs. 10,000/-, employee are entitled to avail the 1st LTA in November 2017. The value of LTA will be  $((10,000 \times 12) \times 15\%) = \text{Rs. } 18,000/-$  if no salary revision has taken place during this period.*

- e. **As per government regulations**, 2 LTA's can be exempted from tax in a block of 4 years. For further details, please refer to the Income Tax Act.
- f. **Performance Incentive/Bonus** - This is a variable component in your salary and is based on your performance and the company's performance in a financial year. Parameters to assess the incentive are defined by the Management as per the incentive scheme. Any employee who has resigned from the services of the organization, before the disbursement of the incentive/bonus will not be eligible for the incentive/bonus amount. The incentive/bonus amount is not paid on a pro-rata basis for these employees.



### iii) Retiral Components

- a. **Gratuity** - This component is paid at the time of retirement or resignation from the services of ITGI, provided you have completed at least 5 years of continuous service as a regular employee with the organization.
- b. **Provident Fund** - ITGI administers Provident Fund through an Exempted Trust called “ITGI Employees’ Provident Fund Trust.” The Employees Provident Fund is a contributory scheme where in the Employee and the Employer contributes 12% of the basic salary. Out of 12% of the Employer’s share, 8.33% of the maximum of Rs. 15,000/- is deposited in Employee’s Pension Scheme in RPFC and the rest is contributed in the Provident Fund Trust. The interest paid will be at the rate declared for Employees’ Provident Fund by the Govt. of India or as declared by the ITGI Employees Provident Fund Trust but the interest rate not to be less than the rate declared for Employees’ Provident Fund by the Govt. of India.

All members of Provident Fund of IFFCO-TOKIO may contribute Voluntary Provident Fund up to a maximum of 35% of the basic salary.

### iv) Company Lease Accommodation

ITGI provides you assistance in metro cities and Bangalore towards appropriate housing in the event that you do not want to avail HRA. Like HRA, this amount is linked to your basic salary.

#### (a) Process of availing Company Lease Accommodation

Employee has to fill the Company Lease Application & provide copy of "Ownership documents of the Premise" to be taken on lease & send the duly filled-in and signed copy to HR department. for necessary approval.

Once the application has been received, HR will send the Draft Lease Agreement to the employee. Employee has to fill-in the relevant details with respect to name of the owner, address of the owner, monthly rent, etc. in the draft agreement and send it back to HR.

HR will send the draft agreement to Legal department for vetting and approval.

Company Lease Accommodation will be approved only after receipt of the verified & vetted documents by the legal department and due verification of all other document/s submitted by the employee & after taking necessary approvals thereof.

Company Lease Accommodation shall be with approval of Head - HR or such other delegated authority as the MD may authorize from time to time.

Once it is approved, an Authority Letter would be issued by the HR department in the name of the person authorized (Reporting Manager/Branch Head) on behalf of IFFCO-TOKIO to sign the agreement. A copy of the agreement should be submitted to HR for necessary records.



## Documents Required:

1. "Sale Deed or any document registered with the Registrar is generally considered as the registered Ownership document for the premise".
2. The same procedure is followed in case of renewal as well

### Note:

1. "Sale Deed or any document registered with the Registrar is generally considered as the registered Ownership document for the premise".
2. The same procedure is followed in case of renewal as well.

## (b) Eligibility & Entitlement

Any employee can avail CLA provided -

- ☐ He/ She should not be a trainee (GT or MT)
- ☐ He/ She should not own a house in his/her name or spouse's name in the city/town where CLA is desired.
- ☐ He/ She should not be staying at his/her parental house in the same City.
- ☐ He/ She will not be eligible for HRA.

The entitlement for CLA will be the maximum equivalent of an employee's HRA entitlement on the day of entering the lease. In case of Mumbai, entitlement for CLA will be the maximum equivalent of an employee's basic on the day of entering the lease. **All CLAs are subject to the management's approval.**

## (c) Security Deposit

The following chart presents the security deposit that is paid by ITGI

Table # 4.1

	Mumbai	Bangalore	All other Metros
Security Deposit	11 Months basic or 11 Months rent whichever is less	10 Months basic or 10 Months rent whichever is less	6 Months basic or 6 Months rent whichever is less

The amount is restricted to **11/10/6 month's basic salary or rent amount whichever is lesser** (based on the city as explained in table # 4.1 above).

## (d) General Lease Details

- ☐ All CLA would be drawn up between the lesser and ITGI. The lesser cannot be a family member (Spouse, parents and children).
- ☐ The Lesser should be the owner of the property. The property should be free from all litigations and the onus of verification lies on the employee.
- ☐ Unlike the HRA Option, if the rent being paid or the security deposit is **lesser than the entitlement**, the **balance shall not be paid to him**.
- ☐ In case of excess in rent over entitlement, the difference in the rent as per entitlement and security deposit will be paid by the employee.
- ☐ ITGI will not be responsible for the payment of any maintenance/ house tax/ property tax/ car parking charges etc.

## (e) Brokerage

Brokerage will be paid by ITGI up to **½ month's rent entitlement or ½ month basic whichever is less** in all metros except **Mumbai**, where the brokerage paid is up to **1 month's rent or one month basic whichever is less**. If the employee terminates a lease and enters a fresh lease before **2 years** from the previous lease, the company will not pay any brokerage. No brokerage will be paid in case of renewal of lease of the same premises by the Company.

## (f) Termination of Lease

The employee will be responsible for recovering the security deposit upon termination of a lease. Any deductions from the deposit amount will be borne by the employee. If an employee is terminated or resigns, the employee will have to terminate the lease immediately. The company shall not be liable to pay rent from the date of relieving. Please note an Employee shall be relieved from his services only after he/ she has remitted back the entire amount of security deposit in the Company's account.

## (g) Disputes/Grievances:

All disputes/grievances related to the allotment/occupancy/vacation etc. of accommodation shall be referred for consideration of Managing Director and his decision shall be final and binding.

## V) Guidelines for Allotment of Residential Houses/ Flats to Employees owned by IFFCO-TOKIO

- 1.0. These Guidelines shall be called "Guidelines for Allotment of Houses/Flats" owned by IFFCO TOKIO General Insurance Co. Ltd".
- 2.0 Allotment of Houses/Flats shall be with approval of Head - HR or such other delegated authority as the MD may authorize from time to time.
- 2.1 Employees in regular employment shall only be eligible for Allotment of houses/ flats.
- 2.2 Employees will have to declare the names of the Family members along with the relationship who would be occupying the allotted Flat/ House.

## Eligibility & Entitlement

Any regular employee can avail Company Flat provided:

- ☐ He/She should not be a trainee (GT or MT)
- ☐ He/She should not own a house in his/her name or spouse's name in the city/town where Company Flat is situated.

For the purpose of Allotment of Houses/Flats, eligible employees are categorized under the following categories.

Category A	Employees in Grades D2 and above (More than 2 Bedroom Flat).
Category B	Employees in Grade G1 to E1 (2 Bedroom Flat)
Category C	Employees in the Grades of H2 to G2 (Less than 2 Bedroom Flat)

- 3.1 Allotment of houses/flats may be either for single family occupancy or on Bachelor accommodation on shared basis.
- 3.2 Preference for allotment of houses/Flats will be given to the employees who are posted on transfer from one place to the other and who do not own residential accommodation at the place of posting either in their name or in the name of their spouse.
- 3.3 Allotment of House/Flat will be as per availability and depending upon the seniority in Grade of the employee.
- 3.4 No Employee shall sublet the Flat/ House allotted by the Company.
- 3.5 Employees who are allotted with the Company's House/Flat, their HRA will be regulated from the date of allotment as under.
  - a) Employees who are allotted the entire flat for occupancy by themselves and their family will not be eligible for any HRA.
  - b) Employees allotted with bachelor/sharing accommodation, HRA will be paid @ 50% of the eligible amount at the place of posting.
  - c) In case of shared accommodation in Category A Flat and in case no D2 is available the allotment of house / Flat in next lower category of employee may be made subject to charging of rent at the rate of HRA at the minimum scale of D2 or the present HRA of the employee whichever is higher.
- 4.0. Employees allotted with the Company houses/flats have to execute necessary documents before occupying the accommodation in the prescribed Performa. Employees are expected to maintain the houses/flats allotted to them in good condition and any acts of indiscipline will result in terminating the allotment and further action against the concerned.
- 4.1 Employees who are allotted flats under these Guidelines and who are transferred or who are asked to vacate the flat for any reason whatsoever shall vacate their flats within 30 days.
- 5.0. Employee will be liable to pay for the consumption charges of electricity and water consumed during their occupancy of Houses/Flats which shall be recovered from their salary.
- 6.0. In case of shared accommodation, consumption charges of electricity and water will be shared equally among the employees occupying the same.

- 7.0. An employee at the time of vacating the accommodation shall deposit with the Company adequate amount (to be worked out over the average consumption of last six months) towards payment of electricity/ water bill.
- 8.0. As allotment of flat is made by virtue of employment in the Company the allotment order shall stand automatically revoked/ cancelled on a person ceasing to be an employee of the Company and he shall have to vacate and handover peaceful possession of the Flat/ House before being relieved from the services of the Company.
- 9.0. An employee may at any time surrender the allotment by giving advance intimation of 30 days to the Management.
- 10.0. If any maintenance charges are claimed by the Housing Society where the flat is located, the same will be paid by the Company directly to the concerned Maintenance agency/Society.
- 11.0. In the event of failure to vacate the house/ flat as stated above a penal rent @ Rs. 5,000=00. Per day over and above the monthly rent will be levied on the allottee for the unauthorized occupation.
- 12.0. Damages caused to flat if any by the concerned allottee during his/ her occupancy will be recovered from the allottee.
- 13.0. On termination/ Resignation - Dues on account of use of accommodation will be recoverable from the amount that will be due as final settlement. Employee has to submit no dues certificate from his controlling offices that he has paid electricity and water charges.
- 14.0. Notwithstanding the rules mentioned herein above the Managing Director has the discretion with regard to allotment of Flats/Houses and his decision will be final and binding.

## **VI) Guidelines for Allotment of Residential Houses/ Flats to Employees at IFFCO Colony, Gurgaon.**

- 1.0 These Guidelines shall be called "Guidelines for Allotment of Houses/Flats at IFFCO Colony.
- 2.0 Allotment of Houses/Flats at IFFCO Colony, Gurgaon shall be with approval of Head - HR or such other delegated authority as the MD may authorize from time to time.
- 2.1. Employees in regular employment shall only be eligible for Allotment of houses/ flats.

### **3.0. Eligibility & Entitlement**

Any regular employee can avail House/ Flat at IFFCO Colony, Gurgaon provided:

- ☐ He/She should not be a trainee (GT or MT)
- ☐ He/She should not own a house in his/her name or spouse's name in the city (Gurgaon, Delhi, Noida or Faridabad).

For the purpose of Allotment of Houses/Flats, eligible employees are categorized under the following categories.

Type A Flats - Employees in Grades D1 & above (3 BR+DD) rent Rs. 20,000/- per month.  
Type B Flats - Employees in Grades E2 to D2 (2 BR+DD) rent Rs. 14,000/- per month  
Type C Flats - Employees in Grades G1 to F1 (2 BR+DD) rent Rs. 10,000/- per month  
Type D Flats - Employees in Grades H2 to G2 (1 BR+DD) rent Rs. 7,000/- per month

The rent is subject to change from time to time as per the Company's decision.

- 3.1 Preference for allotment of houses/Flats will be in accordance to first come first serve basis.
- 3.2 Allotment of House/Flat will be as per availability
- 3.3 No Employee shall sublet the Flat/ House allotted by the Company.
- 3.4 Employees who are allotted with the Company's House/Flat, the House Rent will be deducted from their salary and from the date of allotment as under.
- 3.5 Employees will have to declare the names of the Family members along with the relationship who would be occupying the allotted Flat/ House.
- 4.0 Employees allotted with the house/flat have to execute necessary documents before Occupying the accommodation in the prescribed Performa. Employees are expected to maintain the houses/flats allotted to them in good condition and any acts of indiscipline will result in terminating the allotment and further action against the concerned.
- 4.1 Employees who are allotted flats under these Guidelines and who are transferred or who are asked to vacate the flat for any reason whatsoever shall vacate their flats within 30 days.
- 5.0 Employee will be liable to pay for the consumption charges of electricity and water consumed during their occupancy of Houses/Flats which shall be recovered from their salary.
- 5.1 Employee has to submit the bills of electricity & water charges to HR on monthly basis which shall in turn be forwarded to accounts for deduction from the employee's salary.
- 6.0. An employee at the time of vacating the accommodation shall deposit with the Company adequate amount (to be worked out over the average consumption of last six months) towards payment of electricity/ water bill.
- 7.0. As allotment of flat is made by virtue of employment in the Company the allotment order shall stand automatically revoked/ cancelled on a person ceasing to be an employee of the Company and he shall have to vacate and handover peaceful possession of the Flat/ House before being relieved from the services of the Company.
- 8.0. An employee may at any time surrender the allotment by giving advance intimation of 30 days to the Management.
- 9.0. If any maintenance charges are claimed by the Housing Society where the flat is located, the same will be paid by the Company directly to the concerned Maintenance agency/Society.
- 10.0. In the event of failure to vacate the house/ flat as stated above a penal rent @ Rs. 5,000 per day over and above the monthly rent will be levied on the allottee for the unauthorized occupation.
- 11.0. Damages caused to flat if any by the concerned allottee during his/ her occupancy will be recovered from the allottee.
- 12.0. On termination/ Resignation - Dues on account of use of accommodation will be recoverable from the amount that will be due as final settlement. Employee has to submit no dues certificate from his controlling offices that he has paid electricity and water charges.
- 13.0. In case an employee or his spouse acquires a house/flat in the city after allotment or during the stay at the flat/house at IFFCO Colony, he/she will have to vacate the allotted accommodation at IFFCO Colony within 30 days of acquiring his/her own accommodation including that of the spouse.

- 14.0. In case of any application made for upgrading the category of Flats in IFFCO Colony, by the employee already staying in Flat at IFFCO Colony, the same would be entertained only if the employee has been upgraded /promoted to that category. It would be treated as a fresh application and the policy of “first come first serve” basis would be considered from the date of such application and subject to availability.
- 15.0. In case any employee opts for a lower Type of Flat than applied and entitled for in IFFCO Colony and the same is allotted due to availability on the basis of First Come First Serve the original application made will hold good and in case of any Vacancy in the prescribed Type the same would be allotted to the concerned employee.
- 16.0. Once an employee has applied for the flat / house the HR Department will issue acknowledgment stating the wait number. In case an allotment Order is issued but it is refused by the allottee, his/her allotment application will be cancelled.
- 17.0. Notwithstanding the rules mentioned herein above the Managing Director has the discretion with regard to allotment of Flats/Houses and his decision will be final and binding.



## 2 Payment of Salary & Other Wages

### i) Salary

ITGI has outsourced the salary processing to **Hewitt Outsourcing** and has a tie-up with **ICICI Bank & HDFC Bank**, where each employee has been allotted a **Savings Account**. Salary will be credited to the employee's bank account on the **last working day of the month**. The New Joinee/ Employee will receive his/ her first salary in the form of Cheque and later on the salary is deposited directly into your respective savings account.

### ii) Increments & Bonus

Increments are linked to the employee's development and performance and are based on an annual review. The management however does not guarantee grant of regular annual increment to any employee.

Raise in pay will be at the discretion of the management and primarily based on performance. For determining the eligibility for raise in pay, please contact the HR department.

## 3 Reimbursement Process

Expenses incurred during a transfer or relocation must be submitted to HR Department by the 15th of every month in order to be reflected in that month's salary slip.

All other reimbursement bills claimed by employees operating from the Corporate Office to be submitted to the Finance & Accounts department after approval of their respective Departmental Head. Employees working at the State Office/SBU/CSC other than Corporate Office must submit the bills duly approved by their respective State Office/SBU/CSC Head to the CPT. A reimbursement form needs to be filled to claim expenses incurred.

### i) Local travel expense reimbursement

All employees who are on the rolls of ITGI are eligible.

This policy is for all the employees using their own vehicle for official travel within the city. If an employee travels due to official purpose more than 10 km in a day, in that case he can claim petrol amount at **Rs. 9/-** for four wheelers & **Rs. 3.50/-** for two wheelers. Amount will not be reimbursed in case of less than 10 km travel.

## 4 Car Loan Policy:

Financial assistance by way of car loan subsidy is being extended to employees in the grade of F1 to D2. The subsidy is paid as per the entitlement from the date of availing the loan and repayment thereof. The actual monthly amount of Car loan subsidy being paid in the above categories is as under:

Grade	Amount
F1	Rs. 3050.00
E2	Rs. 3850.00
E1	Rs. 4400.00
D2	Rs. 4800.00



Proof of outstanding loan with amortization schedule, copies of insurance Policy, Driving License and RC are required to be submitted to HR on or before 10th of April, of the financial year or within 15 days of entitlement for verification and recommendation of the eligible amount.

## 5 Benefits

Benefits form a major portion of your total compensation package. ITGI believes in providing a wide variety of benefits to all employees.

### i) Medical Reimbursement

An employee shall in respect of any ailment, disease, injury or disability befalling him or any dependant member of his family will be eligible for reimbursement of medical expenses specified below subject to such limits as may be notified by the management from time to time.

- ☐ Fees paid by him to an Authorised Medical Attendant for Consultation whether at his clinic or at the employee's residence
- ☐ Fees paid for injections dressing or minor surgery
- ☐ Cost of such medicines or pharmaceuticals other than dietary or elegant preparations as are certified by Authorised Medical Attendant to be essential for the treatment (of the employee or a dependant member of his family)
- ☐ Fees paid for such pathological, bacteriological, radiological or other examination as are certified to be essential by the Authorised Medical Attendant.

Treatment of diseases under disciplines like Allopathy, Homeopathy, Ayurveda and Acupuncture are eligible for reimbursement.

### ii) Process

A fixed amount of **Rs.1800/-** will be credited in the salary every month. If employees submit original receipts by the **stipulated date**, the amount (for which bills have been submitted) will be exempted from **tax as per the tax rules**. The balance amount, if any, will be treated as **taxable income**. The reimbursement form must be attached along with all original bills before submitting it to the Finance Department.

*Items not eligible for Medical Reimbursements:*

- ☐ Cosmetics (beauty aids, personal hygiene items like sanitary napkins, gloves)
- ☐ Items in nature of food even though prescribed by doctors
- ☐ Items used for maintenance or cleanliness of the premises like Phenyl, Vim, Detergent etc.
- ☐ Artificial dentures
- ☐ Spectacles
- ☐ Contact Lenses



## 6 Mobile Policy

### i) Eligibility

All employees who are on the rolls of ITGI are eligible.

### ii) Approving Authority

The approving authority for mobile phone and Corporate Connection is provided herewith, as the case may be. The reimbursement of Mobile Set by the CPT will be done only after validation of Corporate Administration.

SBU Heads	For employees working under them
CSC Heads	For employees working under them.
State Heads	For SBU Heads & Employees working under them
Departmental Heads	For employees working under them in Corporate Office.
EVP & above	For State Heads, CSC Heads & Deptt. Heads.

### iii) Entitlement on Mobile Handset

- a. The present limits of Mobile hand set reimbursement cost to employees once in two years are as under:

Grades	Limit (in Rupees)
D1 & above	Actuals
E1 and D2	Upto Rs. 18000/-
F1 and E2	Upto Rs. 15000/-
G1 and F2	Upto Rs. 11000/-
GT's, MT's, J2, J1, I2, I1, H2, H1 & G2	Upto Rs. 7500/-

- b. The eligibility for claiming mobile handset reimbursement charge shall be from the date of joining or two years' completion from the date of last reimbursement, whichever is later. The cost of handset will be directly reimbursed against the bill submitted in relevant form by an employee to the extent of above eligibility amount or the bill value whichever is less once in a period of two years. The reimbursement shall be approved by Head of Administration in case of Corporate Office and sent to CPT.
- c. The handset to be purchased by an employee at his/her choice remains the property of the employee and the reimbursement of the mobile shall be restricted to the entitlement of the employee. The Company shall not be liable for insurance, repair and maintenance, breakage, theft etc. No reimbursement of expenses shall be made on this account.
- d. Employees need not return the instrument in case of replacement after two years use.
- e. Replacement of the mobile set shall be after every two years of use as per eligibility. The period will be reckoned from the date of previous reimbursement of Mobile handset. Employee shall ensure that he/she has an operational mobile connection at all times.

- f. The Handset is in the name of individual employee and the insurance, maintenance, repairs etc. shall be responsibility of the individual employees.
- g. Employee will not be eligible to change the handset on promotion or transfer.
- h. In case employee leaves the organization within the period of one year from the date of purchase of handset, pro-rated amount of the cost of handset will be recovered from the employee's full & final settlement. In case employee leaves the organization after one year from the date of purchase of handset, employee neither needs to return the mobile handset nor the amount will be recovered from his Full & Final settlement.

#### iv) Monthly Eligibility of Call Charges

- ❑ All employees of ITGI who are eligible and provided/availing Company Mobile Phone facility shall use only Airtel Mobile connections for all official purposes. The Mobile Plan for usage of Company Mobile Corporate connection shall be as determined by the Corporate Office for all employees across the Country
- ❑ Expenditure in excess to the prescribed limit shall be borne by the employee.
- ❑ If some corporate plan has been set up for ITGI, employees have to abide by it and do not have flexibility to change the provider.
- ❑ Employees using Personal Mobile phone connection for official purpose and claiming reimbursement of eligible monthly Mobile usage charges should switch over compulsorily to Corporate Mobile Connection. In case any employee has objection to convert personal number as corporate connection/number, he/she shall by providing relevant information as per form mentioned in Annexure, apply for fresh Airtel mobile connection to the through the concerned SBU, CSC, State Office Head & Heads of Department with approval of Corporate Administration and obtain new mobile connection. In case an employee intends to convert his/her personal Airtel Mobile Connection Number as Corporate Mobile connection, he/she should submit details.
- ❑ Employees using Corporate Mobile Connections of service provider(s) other than Airtel should also switch over to Airtel Services compulsorily by providing details as per form mentioned in Annexure. The details are to be submitted to concern CSC through concerned SBU Heads and under intimation to concerned State Office Heads, employees working in CSCs to the concerned CSC Head, employees working in Underwriting Hub through the Underwriting Hub Head and to Administration Department, Corporate Office through Departmental Heads in respect of corporate office. If any employee intends to retain/convert his/her present personal mobile Number as Corporate number and if there is likely delay in portability of the same Number to Airtel, such an employee should apply for fresh mobile connection / number of Airtel and get Corporate Number activated by providing details. On portability of existing Number to Airtel, employee can surrender the fresh Number to Airtel and retain the old Number. All employees should therefore ensure that they should use only Airtel Service Provider Nos. for official purpose with the plan finalized by corporate office. No reimbursement or payment against any service Providers connections / Numbers other than Airtel Corporate connection shall be made.
- ❑ All Mobile phone usage Bills will be settled and payment will be made to Airtel only from the Corporate office for all Corporate mobile connections/ numbers across the country.

Grades	Limit for Marketing	Limit for all other functions
D1 & above	Actual	Actual
E1 and D2	Rs. 4500/-	Rs. 3500/-
F1 and E2	Rs. 3000/-	Rs. 2000/-
G1 and F2	Rs. 2000/-	Rs. 1250/-
GTs, MTs, I1, I2, H2, H1 & G2	Rs. 1200/-	Rs. 800/-

- ❑ Employees should adhere to the above eligibility limits and amounts incurred beyond the above stipulated eligibility will be recovered/deducted from individual's Salary without exception. A soft copy of individual monthly mobile bill will be provided by Airtel/ ITGI to the user and there is no requirement of certification of bill for payment. The bills will be settled as per the above eligibility or the actual amount whichever is less.
- ❑ All employees shall necessarily use the same mobile plan arranged by the Company with Airtel. Within the eligibility limits, an employee may avail additional facilities as desired by him/her and which the Service Provider, Airtel can provide under corporate plan. In case of any facility involving the Company's IT system, prior approval of Administration Department, Corporate Office shall be obtained in writing by forwarding such requests to the concerned through Head of Department.
- ❑ For purposes of this Circular employees working in all Departments of Corporate Office, CSC's & U/W Hubs are considered as non-marketing functions and employees working in Marketing discipline of SBUs, State Offices are considered as marketing functions. The Head Administration is Authorized to make any changes in the monthly plan of mobile usage from time to time as per the requirement.
- ❑ An employee who wishes to retain the Mobile Number at the time of leaving the organization either by resignation, or by superannuation etc., he/she should make a request for the same to the Administration Department, Corporate Office through the concerned Departmental Head and the same shall be made as per form mentioned in Annexure well in advance i.e. at least 20 days before relieving. The Departmental Head should send the request either recommending or not recommending in cases where it may have adverse impact on Business of the Company. On the basis of the recommendation, the Head of HR & Administration thereafter, may allow or disallow such request on case to case basis.

## 7 Issue and Usage of Data Cards

- ❑ Data cards arrangement has been made with various telecom Companies. The Administration Department, Corporate Office shall finalize the data card plan after considering the usage, cost and requirement to all categories of employees. In the event of any employee exceeding the data card plan provided the excess amount will be borne by the individual employee and the excess amount shall be deducted from the salary of the concerned employee. This applies to all categories of employees.
- ❑ Issue of Data Cards is centralized and all requirement shall be referred to Administration Department, Corporate Office for approval through concerned SBU Heads, State Office Heads & CSC Heads for employees working in State Office, CSCs, SBU and Heads of Departments in case of Corporate Office in the relevant application form mentioned in Annexure.
- ❑ The bills of Data card will be processed by the Administration Department, Corporate Office and sent to CPT for payment.

## 8. Health Insurance for ITGI Employees

The Company has taken a Group Medclaim Insurance and Group Personal Accident Policies from Oriental Insurance Co. Ltd.

### i) Eligibility

All employees who are on the rolls of ITGI are eligible. The coverage of both the policies extends to your spouse and two legitimate or legally adopted children.

### ii) Entitlements

ITGI Medclaim & PA policy is renewed both w.e.f from **January 01 to 31<sup>st</sup> December**. This policy covers all on roll employees of ITGI with their spouse and up to two children's.

#### The Policy Coverages: -

1. Pre-existing coverage
2. 30 days and first year exclusion waived.
3. Instant maternity, the coverage limit maximum up to Rs. 70,000/-.
4. New born babies to be covered from day one subject to intimation. \*\*
5. Employee who joins new, will be covered from date of joining, addition of spouse should be covered from date of Marriage subject to intimation. \*\*
6. Family Floater sum insured is as under:

Level 1 (GT, MT, J2, J1, I2, I1, H2, H1, G2, G1 & F2)	-	Rs. 6 Lacs
Level 2 (F1, E2, E1 & D2)	-	Rs. 9 Lacs
Level 3 (D1 & Above)	-	Rs. 12 Lacs
7. An additional sum insured of Rs.6.0 Lac for Level 1, Rs.9.0 Lac for Level 2 & Rs.12.0 Lac for Level 3 over and above their individual limit. Maximum corporate limit of Rs. 50.0 Lacs for the Company. Limit will be applicable after family floater Sum Insured is exhausted as mentioned in point No. 6 and it shall be at the sole discretion of the Company.
8. Cashless facility by Family Health Plant Ltd. (FHPL).
9. Treatment for correction of eyesight should be paid if the error is equal or greater than "+7" or "-7" dioptre at the time of treatment.
10. All congenital diseases, deformities or co-genital diseases are covered.
11. Expenses incurred for Ayurvedic treatment is covered
12. Payments of Medclaim expenses related to partime injuries/dislocation of bone joints under less than 24 hours' hospitalization clause is allowed.
13. The policy shall pay for hospitalization expenses for medical/ surgical treatment at any Nursing Home/ Hospital in India as an in-patient defined in the policy.
14. Terrorism is covered.
15. In the event of a claim under the policy exceeding Rs. 1.0 lakh or a claim for refund of premium exceeding Rs.1.0 lakh, the insured will comply with the provision the AML policy of the Company. The AML policy is available in all Oriental operating offices as well as their Company's website.

### iii) Scope of Coverage

- ☐ Hospitals or Nursing Homes - Registered with local authorities and are complying with the minimum criteria prescribed below:
  - At least 15 in-patient beds
  - Completely equipped OT of its own
  - Completely qualified nursing staff round the clock
  - Completely qualified doctors round the clock

- ☐ The insured person on hospitalization will be reimbursed all eligible expenses.
- ☐ Medical expenses incurred 30 days before and 60 days after the period of hospitalization
- ☐ Minimum period of hospitalization for a claim is 24 hours except in the case of certain ailments like Dialysis, Chemotherapy, Radiotherapy, Eye Surgery, Dental Surgery, Lithotripsy (Kidney stone removal) and Tonsillectomy where the patient is discharged the same day.

#### iv) Procedure for raising a claim

- ☐ If an employee is hospitalized for a minimum of 24 hours, he is eligible to claim expenses by following the process outlined here.
- a. A notice must be sent by the employee within 7 days from the date of hospitalization to the HR department.
- b. Upon discharge from the hospital, the Claim form must be filled within 7 days from the date of discharge and submitted to the HR department.
- c. All original bills and receipts must be submitted along with the Claim Form. These include doctor's prescription, detailed discharge summary stating the duration, Diagnostics like X-rays, ultra-sound reports, Pathological Reports etc.

## 9 Term Life Policy

ITGI has a term life policy for all employees on permanent roles of the company to cover premature death. The benefit under the policy by way of financial support is extended to the dependant family members in the event of untimely death.

The sum insured under the scheme range as shown below:

i. Level 1 (GT, MT, J2, J1, I2 & I1)	-	Rs. 10 Lacs
ii. Level 2 (H2, H1, G2, G1 & F2)	-	Rs. 20 Lacs
iii. Level 3 (F1, E2, E1 & D2)	-	Rs. 40 Lacs
iv. Level 4 (D1 & Above)	-	Rs. 60 Lacs

## 10 Executive Health Check-up

- ☐ All employees of the Company aged **40 and above** may undergo **annual medical check-up** by the authorized Medical Practitioner/ Hospitals.
- ☐ Employees **below the age 40 years** will undergo medical check-up once in **2 years**.
- ☐ Expenses up to **Rs. 4000/-** will be reimbursed by the Company.
- ☐ The bills should be submitted to HR within 15 days of availing the Medical Checkup.

## 11 Loyalty Recognition Scheme

The Board of Directors have approved a Loyalty recognition scheme for talented and dedicated employees in terms of which an employee on his completion of **ten years of continuous service** may be rewarded with a loyalty bonus equivalent to three months basic pay as may be applicable to him/her on the date of his/her completion of ten years of service which will be to him/her in three installments in three years i.e. 20% on completion of 10 years, 30% on completion of subsequent year i.e. 11 years of service and the balance 50% on completion of subsequent year i.e. 12 years of service. In case employee superannuates on completion of 10 Years of continuous service the total Loyalty bonus would be paid.

Employees who leave the services of IFFCO-TOKIO during three years would not be eligible for the amount unpaid on the date of the leaving. Employees against whom any charges/ enquiry of any misconduct is pending shall also not be eligible for loyalty bonus.



# Chapter 6

## Leave Policy

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### 1 Objective

This chapter outlines the Leave Policy for ITGI employees. Leaves in ITGI follow an **April to March** cycle.

Broadly, there are the following categories of leave -

- ☐ Annual Leave
- ☐ Maternity Leave
- ☐ Miscarriage
- ☐ Leave without Pay
- ☐ Transfer Leave

ITGI does **not** offer any **additional Casual or Sick Leave**. Leave taken on account of ill health will be deducted from the pending Annual Leave of the employee.

Leave can not be claimed as a matter of right. Leave applied for by an employee may be refused on account of business requirements. The Company reserves the right to curtail the leave of the employee even after it is sanctioned in the exigencies of work.

Only **Annual Leaves** can be encashed.

### 2 Annual / Paid Leave

#### i) Entitlement

The annual leave entitlement is **thirty seven days** for each completed financial year of service, and accrues on 1st April of the following year. Any pro-rata adjustments required when an employee either joins service or separates from the Company (due to resignation / retirement / death) will be made and proportionate leave in such cases will be admissible. The calculation of the leave entitlement for probationers and trainees will be effective from the date of joining in case of the former, whereas, in case of the latter, it will be effective from the date of confirmation in the grade.

#### ii) Availing Leave

- ☐ Leave can be taken at any time during the year subject to departmental work schedules. All employees are required to communicate their leave plans (except in case of sick/casual leave) to their department heads. Depending on the exigencies of service, employees' leave will be spread throughout the year. It will not be possible to grant leave to all employees on the basis of their requirements viz. during school holidays, etc. The proposed leave application must be submitted in writing at least one month in advance, to the immediate superior, indicating the dates and duration of requested leave, and obtaining the approval of the superior thereon in writing and depositing the approved leave application with the HR Department.



- ❑ Any changes in leave plans should be communicated through the same channels.
- ❑ In counting the period of leave, all preceding and succeeding holidays and intervening holidays including non-working days and public holidays during the leave period will not be counted as part of the leave availed.
- ❑ Permission for leave may not be granted in situations of anticipation of a work -load in a future period.

### iii) Cancellation/ Extension of Leave

- ❑ On an exceptional basis due to certain exigencies of work, an employee may be required to be recalled from leave. Where an employee is recalled from leave, the leave will be deemed to end on the day the return journey commences.
- ❑ Extension of leave shall be discharged. Requests for extension of leave with reasons for the same should be sent to the Company sufficiently in advance of the expiry of leave. Extension shall not be considered as sanctioned unless the approval is communicated to the employee.
- ❑ Extension may be granted for the full period requested or for part of it, or it may be refused at the discretion of the management. The decision should be taken as soon as possible and communicated immediately to the concerned employee. If the extension has been requested on medical grounds, the employee should submit a medical certificate for the period of extension, on rejoining.
- ❑ An employee who does not report for duty on the expiry of his leave for more than ten days without prior approval he/she shall lose his lien on his job and shall be deemed to have voluntarily left the services of the Company without notice.

### iv) Accumulating & Encashment of Leave

- ❑ Leave can be accumulated up to 300 days.
- ❑ An employee may encash up to 60% of the unavailed leave in excess of 90 days (Notice period required to be given by the employee at the time of resignation) once in a financial year. The leave to be encashed shall not be less than 15 days at a time.
- ❑ For purpose of determining the amount payable on encashment to employee, the same shall be valued on the basis of this basic pay plus Grade allowance admissible to him at the time of encashment.
- ❑ On separation, accumulated leave may be encashed up to a maximum period of 300 days.

## 3 Maternity Leave

- ❑ Maternity leave will be allowed only if a female employee has completed 80 days in the immediate twelve months immediately preceding the date of her expected delivery, while servicing in the Company. A female employee may avail maternity leave of a total of Twenty Six weeks of which not more than eight weeks should precede the date of her expected delivery and eighteen weeks post the date of delivery. Maternity leave for women having more than two surviving children will be 12 weeks out of which 6 weeks should precede the date of her expected delivery.
- ❑ In case of miscarriage, or if pregnancy is terminated on medical grounds, leave up to six weeks thereafter in case of miscarriage will be allowed.



- ❑ A woman, who legally adopted a child below the age of three months or a commissioning mother shall be entitled to maternity benefit act for a period of twelve weeks from the date child is handed over to adopting mother or the commissioning mother, as the case may be.

## 4 Leave Without Pay (LWP)

- ❑ Leave without pay will not normally be granted to any employee. Under extreme circumstances, the CEO may approve leave without pay for a specific period and a formal application must be submitted stating the duration and purpose.
- ❑ In case of employees who are in the probation period or are either Management Trainees (MT) or Graduate Trainees (GT), the date of confirmation or regularization gets extended by the number of days the employee is on LWP.
- ❑ The date of increment of such an employee will be determined on the date on which the employee is absorbed on permanent rolls, after satisfactory completion of his probation period. As per the increment policy, ITGI increment dates are April 1st or October 1st. Employees are not paid incentive for the days he/ she are on LWP.

## 5 Transfer Leave

To enable the employee to settle down in his/her new location, special leave of **five consecutive working days** may be granted for the purpose of shifting the family and/or household goods & the leaves should be availed within first 20 days of relocation.

## 6 Employment during Leave Period

- ❑ An employee should not work for another person / Organization during his leave (paid or unpaid).
- ❑ If this is brought to the notice of the Company and proved, the Company will take disciplinary action against him / deprive the employee of his wages for the leave period or recover any leave pay that may have been paid to the employee.

## 7 List of Holidays

ITGI follows the list of 14 days as Holidays in a calendar year (**January to December**). Substituted holiday(s) by respective State Office's / SBU's / CSC's are also communicated to all the employees before the commencement of New Year. All the offices have to follow the holidays as per the instructions issued by HR Department.

# Chapter 7

## Travel Policy

### 1 Objective

These Rules shall be called “ITGI Domestic Travel Rules” and will be applicable to all employees on permanent Rolls of ITGI. These Rules supersede the Rules and all other separate communications issued on the subject till date. The Company’s travel policy is intended to provide adequate comfort and facilities for employees on a tour so that the available time is utilized effectively and productively. Expenses actually incurred by the employees will be reimbursed to them subject to the ceilings prescribed under the Rules. Traveling Allowance shall not be a source of profit to an employee.

### 2 Domestic Travel

#### i) Classification of employees

Employees have been classified in five levels for the purpose of determining their entitlement for the mode of travel and admissible Traveling & Daily Allowance etc. under these Rules, employees have been classified under the following categories:

Table # 6.1

Levels	Classifications
LEVEL-I	MD&CEO (A), Director (B), Financial Advisor, Senior Executive Director (C1), Executive Director (C2), Executive Vice President (D1).
LEVEL-II	Vice Presidents (D2), General Managers (E1), and Deputy General Managers (E2).
LEVEL-III	Cheif Managers (F1) & Senior Managers (F2)
LEVEL-IV	Managers (G1) & Assistant Managers (G2)
LEVEL-V	Relationship Associate (J2), Sr. Relationship Associate (J1), Officer (I2), Sr. Officer (I1), Executive (H2), Sr. Executive (H1), Management Trainees (MT) and Graduate Trainees (GT)

**Note:** All expatriate personnel of Tokio Marine Asia Pte. Ltd., Singapore and working as secondees under the Secondment Agreement will also be governed by these rules and will be classified under the category applicable to them and will draw TA/DA of the equivalent levels of ITGI.

#### ii) Approval for tour

- ❑ All employees should obtain prior approval of domestic official tour from the competent authority. No self approval of tour is permitted Approval shall be as per form mentioned in Annexure. The purpose of Travel should be clearly indicated in relevant column.

- ❑ Executive Vice Presidents and above may draw up their own tour programme but they shall submit to their respective Director for approval. Employees in the levels below Executive Vice Presidents will get their tour programme approved from their respective Controlling Officers/Departmental Heads as per the financial authority delegated by Managing Director separately.
- ❑ Employees should avoid traveling in Team/s. The Heads of Departments and SBU/CSC and State Office Heads shall ensure that responsible person is always available in the Department/SBU/CSC to attend any exigencies.
- ❑ A brief Tour Report should be submitted to the approving authority within Forty-Eight hours of completion of Tour providing therein the details of work done and the issues discussed.
- ❑ Action Plan for pending issues out of tour should be drawn and provided to the competent authority along with Tour Report. The Format for Submission of Tour Report is as per form mentioned in Annexure.

### iii) Mode & Class of Travel

The class and mode of travel on official duties to which the employees will be entitled are given below:

Table # 6.2

Levels	Air Travel	Train Travel	Road Travel
I	Business Class/ Executive Class	Ist AC	Private Taxi/Own Car/ Company's Car
II	Economy Class	Ist AC	Private Taxi/ Own Car/ Company's Car
III	Economy Class	IIInd AC	Private/ State Transport Bus
IV	Economy Class	IIInd AC	Private/ State Transport Bus
V	Economy Class*	IIIrd AC	Private/ State Transport Bus

- ❑ \*Employees in Level V may be allowed to travel by Air. The cost of Air Travel ticket not to exceed IIIrd AC Train fare plus 25% over and above. Such exception to the travel by Air will be allowed subject to the recommendation of State Heads/ CSC Heads/ concerned EVPs and subject to the approval of Head Finance and Head HR.
- ❑ 'Indian' and some other private Airlines are selling Travel Coupons under which the cost of travel is economical compared to buying tickets at normal cost. This facility may be availed by officers in Level-I only. Purchase of coupons for travel for any other employee will not be authorized by any of the controlling officers. Coupons will be arranged by the Administration against specific requests signed by the respective officers and in sets of not more than six coupons at a time. Requests for purchase of fresh coupons are to be entertained only on receipt of the details of the utilization of the earlier coupons towards official purposes against which TA Bills have been submitted. A memoranda record will be kept by the Administration for the coupons provided to the respective officers and their utilization. Coupons for more than one Airline will not be provided to any officer for simultaneous use.

- ❑ If an employee travels in a class **lower** than his entitlement, he will be reimbursed **only** the actual expenses incurred by him and not the money saved by traveling in a lower class.
- ❑ If he travels by a class **higher** than his entitlement, the reimbursement of cost of travel will be limited to his entitlement, **unless specifically approved otherwise**.
- ❑ Any exception in a Travel Bill (Boarding, lodging etc.), shall require the recommendation of the concerned State Heads / CSC Heads / concerned EVP and above with proper justification for such exception and subject to the same being examined and approved by HR and Finance Heads.
- ❑ When using his/ her own vehicle for official work, the employee will be reimbursed travel expense at the rate of **Rs.9/- per km.** for four wheelers and **Rs.3.5/- per km.** for two wheelers. This entitlement will be the same across the organization irrespective of the grades of employees.
- ❑ Any exception to the travel by Train/Own Car/Two-Wheeler/Taxi may be undertaken with the approval of the concerned State Heads / CSC Heads / concerned EVP and above.

#### iv) Classification of Cities

Under the existing rules, various cities were classified under A and B category and the entitlement of employees on Boarding & Lodging etc. while on travel on official duty is determined accordingly. With a view to regulate reimbursement of Boarding and Lodging expenses commensurate with the hotels tariff being charged by Hotels, the cities have been re-classified under three categories as under:

Classifications of Cities	Cities
Class-A	Delhi/NCR, Mumbai, Kolkata, Chennai, Bangalore and Hyderabad/Secunderabad, Pune.
Class-B	State Capitals other than those covered under A Class cities plus Ahmedabad, Vadodara, Indore, Vishakapatnam, Kochi & Nagpur
Class-C	Others

#### v) Boarding & Lodging/ Meals/ Daily Allowance

The entitlement for boarding/ lodging for different levels of employees is given below. These rates are exclusive of tax. Table 6.3 shows the entitlement of employees at various levels towards cost of lodging (Hotel Stay).

Table # 6.3

Levels	A Class City (Rs)	B Class City (Rs)	C Class City (Rs)
I	Actual	Actual	Actual
II	7000	5000	3700
III	5500	4000	3000
IV	4000	3500	3000
V	3500	3000	2500

The above rates are excluding taxes as may be applicable

Table 6.4 shows the entitlement of employees at various levels towards cost of Boarding (Meals).

**Table # 6.4 Boarding (Meals)**

Levels	A Class City (Rs)	B Class City (Rs)	C Class City (Rs)
I	Actual	Actual	Actual
II	Actual	Actual	Actual
III	2000	1500	1200
IV	1500	1000	800
V	1000	800	700

The above rates mentioned are for a whole day consisting of Breakfast, Lunch and Dinner. The above rates are excluding taxes as applicable.

Where the actual expenses incurred by the employee are lower than his entitlement only actual expenses will be reimbursed. Boarding & Lodging expenses will be reimbursed against submission of original Bill(s) except where employee opts to make his own arrangement and draws Cash Allowance as per his entitlement.

Employees are expected to exercise economy in their expenses. All tour programmes should be made by the shortest route possible. Wherever feasible, checking out of the Hotel should be done in such a way that charges for delayed check out are avoided.

#### **vi) Local Conveyance**

Reasonable conveyance expenses to and from airport/railway station/bus terminal at Headquarter or outstations shall be reimbursed as per the entitlement of the employees defined below in table 6.6. Reimbursement of local conveyance expenses for journeys between Airport/Railway Station to respective residence/official destinations for discharging official duties while on tour shall not form part of the Cash allowance and will be allowed additionally.

All employees other than EVP and above will be required to make their own arrangement for local conveyance to / from their residence while commencing / returning from an official tour at the Headquarters. For local conveyance for official purposes at the touring destinations, the following classes of vehicles are defined for the different level of employees.

**Table # 6.6**

Levels	Class of Vehicles
I	Private Taxi (Honda City/ Innova/ Hyundai Verna or equivalent thereof)
II	Private Taxi (DZire/ Honda Amaze/ i20 or equivalent thereof)
III	Private Taxi (Indica/Wagon R/ i10 or equivalent thereof)
IV	Public Taxis. Cities where Public Taxi does not ply, private taxi may be used.
V	Public Taxis. Cities where Public Taxi does not ply, private taxi may be used.

The booking for private taxi as per entitlement would be done through the CSC in the cities where the CSC is present. At other cities, it shall be routed through the respective SBU. Wherever ITGI does not have an office, the touring official shall make his/her own arrangement subject to the observance of the above entitlement. All Employees are expected to exercise economy in their expenses.

## vii) Cash Allowance

When an employee makes his own arrangements for Boarding and Lodging, he will be paid Cash Allowance as indicated in Table 6.5.

Table # 6.5

Levels	Allowance per day
Level I	Rs. 3,000
Level II	Rs. 2,500
Level III	Rs. 2,000
Level IV	Rs. 1,500
Level V	Rs. 1,000

Cash Allowance at the specified rate will be admissible provided a night halt was necessary and the employee actually stayed overnight at the station where he was deputed for official work. Actual expenses vouchers or bills are not required to be submitted to claim Cash Allowance. For the purpose of calculation of Cash Allowance, a period of twenty-four hours starting from the time of journey and the completion of the journey will be considered as one day. For periods of less than 24 hours up to 12 hours, the cash allowance shall be paid at 50% of the above entitlements. No cash allowance shall be paid for a period of less than 12 hours.

If an employee is deputed on duty from his usual place of work to the connected township or to adjacent urban agglomeration, he will **not** be entitled to any Cash Allowance.

*Illustration: If an employee working in Delhi goes to Gurgaon, Faridabad, Noida or Ghaziabad and vice-versa, he will not be treated as on tour and will not be entitled to any DA.*

## viii) Leave during Tours

Normally, no employee is expected to avail leave while on tour or stay on weekly off days and holidays at the place where he proceeded on tour.

If an employee while on tour avails leave, he would not be eligible for TA/ DA/ Conveyance/ Hotel and Guest House expenses for the days he was on leave, whether spent at the touring station or otherwise and also for intervening/preceding and succeeding holidays/weekly off days spent away from the touring station.

## ix) Travel for Seminars & Training

Employees deputed for Seminars/ Training Courses etc. should plan their tour in advance and travel by the entitled mode and class as specified in table 6.2.

Employees attending seminars, training courses etc. outside headquarter will be treated as if they are on tour. If the training institutions make boarding & lodging and meal arrangements without extra charges or the same is included in participation/Registration fee, the employees must necessarily make use of these facilities. Where an employee is sponsored for attending residential seminars/training courses etc. and the fee paid for participation in the seminar/training course includes boarding & lodging, the employee shall not be eligible for any Cash Allowance. If the training institutions provide only lodging facilities and all meals are not provided for, food expenses will be reimbursed as per ceiling prescribed in Table 6.4

## x) Miscellaneous Expenses

Miscellaneous expenses on laundry, portage and tips will be paid in addition to actuals on boarding and lodging as indicated in Table 6.6.

Table # 6.6.1

Levels	Allowance per day
Level I & II	Rs.600
Level III, IV & V	Rs.300

The Miscellaneous expense shall be calculated on per day basis.

In case of any employee undertaking a tour for official work and returns to the Headquarters on the same day without staying Overnight a Hardship tour Expense will be paid as per the entitlement as shown in the table below. The Miscellaneous Expense will not be admissible in such cases.

## i) Journey of a Day without Night Stay

Table # 6.6.2

Levels	Allowance per day
Level I & II	Rs.1500
Level III, IV & V	Rs.750



## ii) Other Rules

The Company does not reimburse expenses incurred on international calls or facsimile charges unless these pertain to Companies Business. Only those expenses on tour will be reimbursed/ paid charges for international calls etc. which are required to carry out official duties and **do not** include expenditure on entertainment/ family travel expenses; recoveries for loss of personal belongings; cost of any form of recreational expenses like liquor, cigarette, or use of SPA/GYM facilities of the Hotel etc. If entertainment/courtesy expenditure is to be incurred on official guest, specific approval to be taken from the respective controlling officer having the Financial Authority for approving such expenditure

## iii) Interpretation & Amendment

Lodging and Daily Allowances will be admissible to the employees as per rules and rates specified in the above Rules.

In case of any doubt regarding interpretation of these rules, the matter shall be referred to MD & CEO whose decision will be final.

These rules may be modified / amended from time to time at the discretion of the Management without prior notice. It is made clear that such modifications/amendments may even result in curtailment/reduction of existing entitlement.

## 3 Foreign Travel

Foreign Travel would include all journeys undertaken to destinations outside India for Business assignments, Seminars, Training programs, Conferences, Study tour, or other such purposes as may be approved by the Chairman of the Executive Committee.

The rules mentioned herein will be applicable to all ITGI employees, members of the Board of Directors, and employees of Tokio Marine and IFFCO on deputation to ITGI.

### i) Classification for Travel

Employees have been classified in four levels for the purpose of determining their entitlement for the mode of travel and admissible Traveling & Daily Allowance for foreign travel:

Table # 6.7

Levels	Classifications
LEVEL-I	Chairman, Vice Chairman, CEO, Director, FA, C1 & C2
LEVEL-II	D2 & D1
LEVEL-III	F1, E2 and E1
LEVEL-IV	Up to F2

## ii) Approval for Tour

Program of employees on an official foreign tour will require prior approval of the Chairman of the Executive Committee. An employee, while on tour abroad, shall be treated on duty for the period of actual travel time and duration of stay.

- ❑ All employees should obtain prior approval of foreign official tour from the competent authority. No self approval of tour is permitted Approval shall be as per the form mentioned in Annexure. The purpose of Travel should be clearly indicated in relevant column.
- ❑ Employees should avoid traveling in Team/s. The Heads of Departments and SBU/CSC and State Office Heads shall ensure that responsible person is always available in the Department/SBU/CSC to attend any exigencies.
- ❑ A brief Tour Report should be submitted to the approving authority within Forty Eight hours of completion of Tour providing therein the details of work done and the issues discussed.
- ❑ Action Plan for pending issues out of tour should be drawn and provided to the competent authority along with Tour Report. The Format for Submission of Tour Report is as per form mentioned in Annexure.

## iii) Entitlement of Air Travel

Table 6.8 highlights the entitlements as per levels for the purpose of travel. This is different from the general classification presented in table 6.7.

Table # 6.8

Level-wise Classification for Air Travel	Class of Travel
Chairman, Vice Chairman, CEO	1st Class
Director, Financial Advisor, C1, C2 and D1	Business/ Executive Class
Other Employees	Economy Class

#### iv) Daily Allowance

The entitlements of Daily Allowance as per levels, while on a foreign tour, have been put down in table 6.9 below. The Amount of Daily Allowance will cover the expenses on account of boarding, lodging, local travel, cost of official Communication telephone/ fax etc. while abroad. It is paid in US Dollar.

In the event of a shorter stay abroad than the approved tour program, the touring official will surrender to ITGI the Daily Allowance proportionally in foreign currency.

Table # 6.9

Purpose		Business	Conference/ Seminar	Study Tour/ Specialized Training
Max. Duration		45 days	Actual + 1 day transit both ways	30 days
LEVEL I	Lodging Charges (A)	375	375	220
	Cash Allowance (B)	300	300	180
	Daily Allowance (A+B)	675	675	400
LEVEL II	Lodging Charges (A)	310	310	220
	Cash Allowance (B)	250	250	180
	Daily Allowance (A+B)	560	560	400
LEVEL III	Lodging Charges (A)	225	225	180
	Cash Allowance (B)	175	175	145
	Daily Allowance (A+B)	400	400	325
LEVEL IV	Lodging Charges (A)	183	183	158
	Cash Allowance (B)	147	147	127
	Daily Allowance (A+B)	330	330	285

**Note:**

- ❑ For Nepal & Bhutan, no foreign exchange will be admissible, irrespective of the purpose of visit. The person traveling to these countries will be eligible to draw DA in Indian Rupees as per entitlement under local TA-DA Rules at rates applicable to Metropolitan Cities.
- ❑ Where foreign hospitality is provided in full, whether in Neighbouring Country or in other countries, admissible amount will be Incidental Expenses only.
- ❑ Rates of Incidental Expenses: US \$600/-, if the visit is for a period not exceeding 10 days. If the period of visit exceeds 10 days, US \$60/- per day to a maximum period of 45 days for Business/ Official visit against full hospitality (where boarding & lodging is provided by the Host Organisation abroad, including visit for Board/ Technical Committee Meeting of Joint Venture Companies).
- ❑ Where only lodging is provided, admissible DA will be 50% of full day rate, & no incidental expenses will be admissible.
- ❑ 50% of the DA is to be spent on lodging on a day-to-day basis. In case the expenditure on lodging is less than 50% of daily allowance, the balance is to be refunded to the company.

## **v) Other Entitlement**

In addition to daily allowance, the touring employee shall be eligible for reimbursement of actual expenses incurred on Airport Tax, Visa Fee and amount paid towards overseas Medclaim Insurance.

## **vi) Official Entertainment**

Only Chairman, Vice Chairman and MD & CEO shall be eligible to host official entertainment abroad. Amounts drawn to incur such expenditure will be accounted for separately and the unspent balance is to be refunded to ITGI in foreign currency only.

## **vii) Excess Baggage**

No expenditure on excess baggage will be admissible except for carrying of official papers/ documents etc. with prior approval of the Competent Authority.

## **viii) Bond**

An employee sent on training abroad for a period exceeding **7 days** will be required to execute a Bond for an amount of **Rs. 2 Lakhs** or a condition of serving ITGI for a period of **1 year** from the date of completion of training.

## **ix) Interpretation**

In case of any doubt regarding interpretation of these rules, the matter shall be referred to MD & CEO whose decision shall be final. These rules can be amended from time to time at the discretion of the management with prior notice and may even result in curtailment/ retention of entitlement under these rules.

# Chapter 8

## Transfer Policy

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### 1 Objective

Regardless of the post to which an employee is initially appointed and the station where he is posted, ITGI reserves the right to transfer him from one post to another equivalent post and from one station to another anywhere in India or abroad including transfer to new establishments that might be started in future.

ITGI aims at reducing any undue inconvenience caused to employees on account of relocation or transfers by formulating this Transfer Policy.

### 2 Transfer Leave

To enable the employee to settle down in his/her new location, special leave of **five consecutive working days** may be granted for the purpose of shifting the family and/or household goods & the leaves should be availed within first 20 days of relocation.

### 3 Transfer Procedure

Once a decision is taken about transferring an employee, a formal written communication will be issued by the HR Department, informing him/her about his/her transfer. In case it is a request transfer by an employee, first he/she has to raise a transfer request through his/her reporting manager & HOD. The HOD shall with his/ her recommendation send it to HR. Subsequently, if a suitable vacancy is available at the desired place of posting which matches with the employee profile / experience / grade etc. then HR shall seek approval from the Management. After obtaining due approvals, HR will issue a formal written communication informing him/her about his/her transfer. However, since it is a request transfer all the cost/ charges incurred by an employee with respect to his/her transfer have to be borne by him/her. Though, 5 days of transfer leaves may be granted to the concerned employee subject to approval from the new reporting manager for the purpose of shifting the family and/ or household goods. Employees are requested to submit their transfer reimbursement forms along with the original bills to the HR department to be processed with the salary.

#### i) Travel during a Transfer

If an employee is transferred from one station to another he shall be entitled for a one time reimbursement towards the actual fare for himself/ herself and family (self, spouse, children and dependant parents only) by the same class and mode of travel as per his/ her entitlement for official journeys. (Please refer to Travel Policy, Chapter 7). However, if s/he travels by a class **lower** than his entitlement, he will be reimbursed only the actual expenses.

## ii) Transfer Allowances & Benefits

The following allowances are given to an employee who is **relocating for business/ official requirements**. The level classification in table 7.1 is the same as domestic travel classification.

Table # 7.1

Levels	Settling Allowance
Level I	Rs. 1500
Level II	Rs. 1500
Level III	Rs. 1000
Level IV	Rs. 750
Level V	Rs. 500

- ❑ **Settling Allowance:** Up to the maximum limit as specified in table # 7.1.
- ❑ **Cash Allowance:** Only for each day of travel for himself and each member of the family at the same rates as entitled to while on tour for official business.
- ❑ **Transfer Allowance:** ONE month's basic salary. Trainees would be eligible for Rs.8000/-

## iii) Transportation of Household Goods

- ❑ The Company shall bear reasonable expenses for packaging, cartage and transit insurance of personal effects, private vehicle, and furniture of the employee, subject to actuals not exceeding half month's basic pay. In case of trainees, the maximum permissible shall be Rs.4,000.
- ❑ Transportation costs for household goods by way of rail and/or truck charges for one container/ truckload, clearing agent's charges, octroi duty, etc. will be reimbursed on the basis of the actual cost, reasonably incurred.
- ❑ The employees will also be reimbursed the reasonable actual freight paid or cost incurred on transportation of a 'Conveyance' (Car/Motorcycle) owned by the employee.

**Note:** \* The Company will reimburse all the above mentioned expenses on production of original receipts.

\* Quotations from 3 different transporters are to be submitted in Original. The lowest quoted price shall be taken into consideration for reimbursement.

## 4 Interim Accommodation

When an employee moves to the new location he/she can avail the guest house facility if available for his/her interim stay of three weeks (21 days). If guest house is not available, the Company will reimburse reasonable hotel expenses actually incurred for the period of not exceeding **three weeks'** maximum as per their entitlement specified under the travel rules.

As per the Income Tax rules, the **3rd week of stay in a Hotel** is considered as a perk and hence will be taxable.

# Section - II

## Training At IFFCO-TOKIO



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# Chapter 9

## Training at ITGI

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### 1 Vision

To provide training in a structured format to different levels of employees in ITGI.

### 2 Objective

To systematize the training process at ITGI in a manner that would facilitate ITGI employees to acquire, polish and enhance technical and Managerial skills, thereby increasing effectiveness and productivity to attain and achieve the Organizational goals.

### 3 Responsibility

#### i) Employees

- ☐ To make best use of the training opportunity provided for effective working.
- ☐ To share knowledge with team members to make sure that everyone is able to learn from it.
- ☐ To display application of the training undergone by taking initiatives which would form a part of the employee's overall performance

#### ii) SBU/Office/Department Heads

- ☐ To provide subordinates with training opportunities that would enable them to grow, develop and enhance their performance.
- ☐ To make sure that the employees provide a regular feedback on how they have managed to implement what they have learnt at their work place.
- ☐ To provide an opportunity for the employee to be able to share his/her learning's with the rest of the team.

#### iii) HR

- ☐ To take overall ownership and responsibility of the entire training process.

### 4 Technical/Functional Training Programs

This section on Technical Training deals with various technical/functional training programs that are related to the employee's area of work - both current as well as proposed/anticipated in future. The entire focus of these programs is on insurance topics and they are being conducted at **two levels i.e. Level-1 and Level-2.**

Modules are designed in-house, keeping in mind the needs of ITGI employees, with specific reference to the technicalities involved in the wide array of Insurance Policies in the market, as well as the far-reaching changes and challenges being faced by the industry in this country at present. The programs are conducted by internal faculty only, so that the knowledge imparted is not of a generalized nature, but rather focused on ITGI principles and practices.

### **i) Level 1 (L1)**

This program is specific for employees with primarily marketing functions, which includes Account Managers at SBU's. The program duration is of 6 days and it contains an overview of all technical subjects, with special emphasis on ITGI philosophies and guidelines under different categories of Policies in Fire, Engineering, Marine, Motor and Miscellaneous Departments. 4 such programs are conducted annually at the different CSC centers.

### **ii) Level 2 (L2)**

These programs are specific for employees with primarily underwriting, claim and back-office operation functions posted at SBU's, CSC's and UW Hubs. There are 4 separate modules under this head for the 4 Technical Departments. Each module is of 3 days duration and programs are conducted for two modules at a time at each center i.e. Fire + Engineering (F&E) and Marine + Motor/Miscellaneous (M&MM). Accordingly 8 such programs are conducted annually - 2 at each CSC center as detailed above. The emphasis in these programs is not only on theory (with detailed inputs being provided on Policy Conditions, Clauses etc.) but also on ITGI underwriting/claim practices and IT/system issues.

### **iii) Managerial Skills**

These programs are specific for employees in higher middle and senior Level employees to develop Leadership, Team Building and cohesiveness.

### **iv) Eligibility**

- ☐ All permanent employees of ITGI are eligible for the Technical/Functional/Managerial training programs.
- ☐ The program category for which an employee is nominated should be aligned with his/her level, as well as area of work and role specifications.
- ☐ The normal range of participants for L1 and L2 programs is from GT/G2 to F2 levels and the eligibility criteria is a minimum of one year previous work experience in the industry.

### **v) Nomination**

- ☐ All nominations for training programs have to be sent to HR by the SBU/CSC/UW Hub Head through mail.

### **vi) Attending the training programme**

- ☐ The employees are expected to make best use of the opportunity given to them at these programs to enhance their technical skills and domain knowledge.
- ☐ Application of knowledge on the job and sharing of the same with other categories of workers down the line (including DEO's and agents/intermediaries) is expected and encouraged.
- ☐ Feedback Forms are obtained from each participant at the end of each program and the inputs therein are utilized for effecting suitable modification in subsequent programs.
- ☐ HR at Corporate Office would need to update the 'Training History Card' once the participant comes back after attending the program.

# Chapter 10

## Management Trainees

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### 1 Recruitment & Selection

Management Trainees (MT's) are recruited each year based on the manpower plan of ITGI. Each candidate must undergo the following process to be selected:

- ☐ General Insurance Aptitude Test
- ☐ Group Discussion (Campus only)
- ☐ Interviews with the senior executives and HR

### 2 Eligibility

Candidates who qualify to be considered under the MT scheme broadly include:

- ☐ Management degree/ diploma holders from Management Institutes across India
- ☐ Chartered Accountants (CA) and Engineering graduates
- ☐ Age - not more than 30 years of age

### 3 Period of Training

All MT's will undergo a training of 1 year on various business processes and activities.

### 4 Compensation during Training

The compensation for MT's is fixed at a Basic pay of Rs. 9,000/- pm plus other emoluments which amounts to a Monthly CTC of Rs. 43,750/- during their training period. The payment will be made subject to recovery of applicable taxes & statutory contributions.

### 5 Review & Evaluation of Performance

The training period is divided into three terms, Term '0' being the training period in Corporate Office, Term 'I' and 'II' is the on the job training period. At the end of I & II Term trainee would be required to make a presentation on which they would be evaluated by the corporate heads and HR. The trainees would also be evaluated by their managers on the basis of the PEP form filled at the start of the year.

Training period can be extended on account of unsatisfactory performance during the training period up to 6 months only.

## 6 Absorption

On successful completion of training period and satisfactory performance MT will be inducted in **grade G2**. The company reserves the right to **terminate** the trainee if the performance is not up to the mark at the end of the training period.

The training period of the MT's may be extended in case the performance of the trainee requires such extension.

Upon being inducted in grade G2, all trainees will be on probation for **6 months**. A probation report suggesting satisfactory performance during those 6 months will be the criteria for confirming employees.

Compensation and entitlements will be aligned with grade G2 and communicated to employees on confirmation. All employees who get inducted into the organization through this process will be considered as being in their first year of service with the organization.

## 7 General Entitlements

### i) Leave

All MT's are entitled to **12 days** of leave during their training period. If the MT exceeds this figure, the management reserves the right to grant this leave as **Leave without Pay (LWP)**. The confirmation period of the MT would be extended by the number of LWP taken by him/her. The leave during the training period cannot be carried forward upon confirmation.

### ii) Mediclaim Expenses

MT's will be covered under the Mediclaim Policy of the Company. However, their families will not be covered while they are on training. No reimbursements will be admissible for domiciliary treatment.

### iii) Traveling Expenses

MT's will be allowed Traveling and Daily Allowances as per entitlements of Level V specified under Travel & Transfer policy.

### iv) Transfer Expenses

Under this MT's would be entitled for reimbursement of travel, transportation, boarding & Lodging expenses as per entitlements of Level V. They shall be eligible for Relocation Allowance of Rs.8,000/-.

# Chapter 11

## Graduate Trainees

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### 1 Recruitment & Selection

Graduate Trainees (GT's) are recruited based on vacancies in ITGI.

Each candidate would go through a process of personal interview with the concerned department and HR to be selected:

### 2 Eligibility

Candidates who qualify to be considered under the GT scheme broadly include:

- ☐ Graduate degree holders
- ☐ Post Graduate degrees in the fields of Art, Commerce, Science from a recognized university with minimum marks of 50%
- ☐ Age - not more than 30 years of age

### 3 Period of Training

All GT's will undergo a **one year** training period on various business process and activities.

### 4 Compensation during Training

The compensation for GT's is fixed at a Basic pay of Rs. 5,000/- pm plus other emoluments which amounts to a Monthly CTC of Rs. 20,600/- during their training period. The payment will be made subject to recovery of applicable taxes & statutory contributions.

### 5 Specialised Qualification

All GT's must acquire additional insurance qualifications within a stipulated time frame.

During their training period, they must acquire the **Licentiate** qualification conducted by the Insurance Institute of India. **The cost of the Licentiate qualification will be borne by the Company and reimbursed on the receipt of original bills/ memos.**

### 6 Review & Evaluation of Performance

A formal **performance appraisal** will be conducted at the end of 1 year. Absorption in H1 grade will be based on performance appraisal reports. Training period can be extended on account of unsatisfactory performance during the training period up to 6 months only.

## 7 Absorption

On successful completion of training period and satisfactory performance GT will be inducted in **grade H1**. The company reserves the right to **terminate** the trainee if the performance is not up to the mark at the end of the training period.

The training period of the GT's may be extended incase the trainee has not completed the licentiate exam. The confirmation date in this case would be the date of passing for the examination.

Upon being inducted in grade H1, all employees will be on probation for **6 months**. A probation report suggesting satisfactory performance during those 6 months will be the criteria for confirming employees.

Compensation and entitlements will be aligned with grade H1 and communicated to employees on confirmation. **All employees who get inducted into the organization through this process will be considered as being in their first year of service with the organization.**

## 8 General Entitlements

### i) Leave

All GT's are entitled to **12 days** of leave during **each year** of their training period. If the GT exceeds this figure, the management reserves the right to grant this leave as **Leave without Pay (LWP)**. The training period shall be extended by the number of LWP taken by a trainee.

This leave cannot be carried forward upon confirmation.

### ii) Mediclaim Expenses

GT's will be covered under the Mediclaim Policy of the Company. However, their families will not be covered while they are on training. No reimbursements will be admissible for domiciliary treatment.

### iii) Traveling Expenses

GT's will be allowed Traveling and Daily Allowances as per entitlements of Level V.

### iv) Transfer Expenses

Under this GT's would be entitled for reimbursement of travel, transportation, boarding & Lodging expenses as per entitlements of Level V. They shall be eligible for Relocation Allowance of Rs.8,000/-

## 9 Applicability

This scheme is applicable to all graduates who would be inducted after April 01, 2009. All those employees who have joined as GT before April 01, 2009 will be governed by the earlier GT policy.

## Section - III

# Performance Appraisal System At IFFCO-TOKIO





# Chapter 12

## Performance Appraisal System at IFFCO-TOKIO

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### 1. Objective

Employee Appraisal is all about creating happy and productive work force. It streamlines appraisal process by providing a robust web-based platform to IFFCO-TOKIO Employees, Managers, Heads of Departments and CEO to conduct the appraisals accurately, effectively and quickly. It also increases employee satisfaction level by ensuring objectivity and transparency in the appraisal process.

### 2. On-line Performance Appraisal System

Online Performance Management System is an integrated web-based tool to improve organizational performance by setting SMART Goals (S - Specific, M - Measurable, A - Achievable, R - Realistic, T - Time bound) for employees. PEP is a performance enhancement process designed to capture and evaluate finer nuances of an employee's role. Our PEP is split into 2 broad sections - **Key Result Areas (KRAs) and Competencies**. KRAs are targets or objectives that are cascaded from the organization and department to each individual. The competency model of ITGI is also an integral part of this process and defines core competencies that are relevant for the organization's success & objective as they guide behavior.

### 3. The PEP Process at IFFCO-TOKIO

#### i) Employee Goal Setting

Goal Setting provides managers and employees with web-based tools to set and manage SMART goals. Goal Setting helps managers and employees to clarify job expectations, reduce anxiety, improve focus on important jobs, improve decision making capability and thus improve performance.

Goal Setting allows managers to continuously monitor the performance of their team and individual team members. KRAs are set for employees based on a Weighted Average approach. These KRAs are based on the cascaded performance measures of the organization at large and the department/ function. An appropriate weightage is assigned to each KRA depending on its relevance in the business context and the employee's role. KRA setting is done in consultation & mutual acceptance with the employee and after approval of the Accepting officer.

#### ii) Mid-Year Review

The Mid Year Performance Review acts as a formal "check in" with the employee. This exercise is conducted during the month of October. A Mid-Year Performance Review gives the employee the opportunity to take corrective action before the formal end of year review. It is an opportunity to clarify and review specific goals and actions to be achieved by the end of the year.

### iii) Final Review

During the start of the new financial year PEP of each employee is initiated for the Final Review Process. This review process contains the Department Objectives, their KRAs, & Competencies. A one-to-one discussion is held between each employee and his/ her manager on both performance and potential. The discussions are focused on evaluating an employee's performance on each defined parameter in the Online PEP. Appropriate feedback was shared and managers engaged in an 'expectation setting' mode as well.

A four-point rating scale (1, 2, 3, and 4) is used to evaluate performance on KRAs and competencies. The rating on each parameter is shared with the employee with an intention of building transparency and openness and also giving valuable and appropriate feedback. The appraisal is finalized only after the approval of the Accepting officer i.e. Manager's Manager. Certain developmental goals, strengths and areas of improvement are also discussed and translated on to the PEP form. The Developmental Plan will be made by both Employee and Manager taking into account of performance on the KRAs and Competencies and also areas of general improvement.

### iv) Communicating

A letter is issued to the employee communicating the outcomes of the PEP process confirming the ratings.



## Section - IV

# Leaving IFFCO-TOKIO



# Chapter 13

## Voluntary & Involuntary Separations

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### 1 Objective

This section outlines the procedure for voluntary & involuntary separations in ITGI.

### 2 Voluntary Separation - Permanent Employee

This section deals with various procedures and formalities required to be undertaken when a permanent employee resigns from the services of ITGI.

#### i) Notice Period

A permanent employee must give **3 month's notice** (not less than **90 calendar days**). This period will be calculated from the day of receiving a formal written resignation. In lieu of the notice period, either the employee's leave balance may be adjusted against the notice period or an amount equivalent to the employee's Basic Salary + Grade Allowance for the prescribed notice period shall be deducted from an employee's final payment.

In case the Services of an Employee is terminated by the Company, three months' notice or salary (Basic + Grade Allowance) in lieu of the notice will be payable.

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*Illustration: If an employee submits his/ her resignation on the 11th of March 2004, the notice period will be calculated up to June 11th 2004. If the employee wants to be relieved by 31st March 2004, the deductions will be calculated for the remaining 70 days. Thus, 70 day's Basic Salary and Grade Allowance will be deducted from the final payment.*

*The MD & CEO, at his sole discretion, can waive the notice period partially or completely.*

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#### ii) Non-acceptance of Resignations & Relieving from services

If an employee is currently undergoing any departmental proceedings against him, his **resignation will not be accepted**. He will only be relieved once the proceedings have been cleared from the department and the management. However, in such cases, the process shall be expedited or speeded up in order to relieve the employee as soon as possible.

An employee will **not be relieved** from the services of the Company if there are any dues that the employee must pay to the Company at the time of separation and is unable to do so. A relieving letter will only be issued once all dues have been cleared by the Finance department.

### iii) Procedure for Separation

- ❑ An employee would need to submit a written resignation to his Department Head stating the reasons for separation (if possible) along with the Relieving Date (If desired by the employee).
- ❑ Once the Department Head is satisfied he will recommend it to the HR Department accordingly.
- ❑ An Exit Interview format will be sent to the employee upon receiving the resignation after which HR will conduct an Exit Interview.
- ❑ The employee must submit the Clearance Form to the HR department. The full and final settlement will not be released till this form has been submitted. The onus for getting clearance from the respective departments lies on the employee and not the HR department.
- ❑ The employee will be given the full and final cheque as well as a relieving letter once the Finance Department has processed all records.

### iv) Other Formalities

Apart from the procedure listed above, there are certain other formalities that need to be undertaken before processing the full and final settlement.

- ❑ **Leave Encashment & Notice Period:** HR will calculate the notice period dues as per the relieving date desired by the employee in the resignation letter, however, the leave shall accrue only for the days, the employee has actually worked. If there are no dues on account of Notice period calculation, pending leaves can be encashed by the employee.
- ❑ **Foreign Training Bond:** If an employee has signed a Foreign Training Bond, he will have to comply with the terms and conditions listed in the contract before separating from the Company.
- ❑ **Pending Bills:** Clearing all pending bills is the sole responsibility of the employee. No pending bills will be cleared once the final records have been sent to the Finance Department.
- ❑ **Claiming LTA:** If the employee has not availed any LTA amount, LTA would be admissible on pro-rata basis as per his/ her entitlement will be paid in full and final settlement. Employee has to fill the LTA form and submit it to HR.
- ❑ **Medical Bills:** An employee must submit original bills to avail a tax benefit on this component of the salary received by him. On non-receipt, this amount will be considered as completely taxable while calculating the full and final settlement.
- ❑ **Investment Proofs:** All investment proofs must be submitted for calculation & declaration of tax to avail tax benefit.
- ❑ **Gratuity:** Upon resignation, if the employee has completed 5 years of service, he is required to fill the Gratuity form in order to receive this amount.
- ❑ **Company Leased Accommodation:** If availing CLA, the employee must serve the minimum notice to landlords as specified in the lease, failing which, the excess rent paid by the company will be deducted from the employee. It is the responsibility of the employee to ensure that the security deposit paid by the Company is returned, failing which the money will be recovered from the employee.

### 3 Voluntary Separation - Probationer

This section deals with various procedures and formalities required to be undertaken when a Probationer resigns from the services of ITGI. Separate chapters (Chapter 10 and 11) have been dedicated to Management and Graduate Trainees (GT's/ MT's).

#### i) Notice Period

A temporary employee must give 1 **month's notice** (not less than **30 calendar days**). This period will be calculated from the day of receiving a formal written resignation. In lieu of the notice period, either the employee's leave balance may be adjusted against the notice period or an amount equivalent to the employee's Basic Salary + Grade Allowance for the prescribed notice period shall be deducted from an employee's final payment.

In case the Services of Probationer is terminated by the Company, one months' notice or salary (Basic + Grade Allowance) in lieu of the notice will be payable.

#### ii) Procedure

- ❑ An employee would need to submit a written resignation to his Department Head stating the reasons for separation.
- ❑ Once the Department Head accepts the resignation, he will forward it to the HR department on the same date.
- ❑ An Exit Interview format will be sent to the employee upon receiving the resignation after which HR will conduct an Exit Interview.
- ❑ The employee must submit the Clearance Form to the HR department. The full and final settlement will not be released till this form has been submitted. The onus for getting clearance from the respective departments lies on the employee and not the HR department.
- ❑ The employee will be given the following once the Finance Department has processed all records
  - Full and final settlement cheque
  - Relieving Letter

#### iii) Other Formalities

Apart from the procedure listed above, there are certain other formalities that need to be undertaken before processing the full and final settlement of temporary employees.

- ❑ **Leave Encashment:** Leaves are **not** encashable for temporary employees.
- ❑ **Pending Bills:** Clearing all pending bills is the sole responsibility of the employee. No pending bills will be cleared once the final records have been sent to the Finance Department.
- ❑ **Investment Proofs:** All investment proofs must be submitted along with Form 16 for calculation and declaration of tax before the full and final settlement.
- ❑ **Company Leased Accommodation:** If availing CLA, the employee must serve the minimum notice to his/ her landlords as specified in the lease, failing which, the excess rent paid by the company will be deducted from the full and final settlement. It is the responsibility of the employee to ensure that the security deposit paid by the Company is returned, failing which the money will be recovered from the employee.

- ❑ **Foreign Training Bond:** If an employee has signed a Foreign Training Bond, he will have to comply with the terms and conditions listed in the contract before separating from the Company.
- ❑ **Claiming LTA:** Since LTA can only be availed after completing 1 year of service as a regularized employee, no LTA will be granted.
- ❑ **Medical Bills:** An employee must submit original bills to avail a tax benefit on this component of the salary received by him. On non-receipt, this amount will be considered as completely taxable while calculating the full and final settlement.

## 4 Involuntary Separations

Involuntary separations can take place on several grounds. A few would include performance, integrity, discipline and conduct.

### i) Permanent Employees

A permanent employee will be given **3 month's notice** (not less than **90 calendar days**) or **payment** (equivalent to the employee's Basic Salary + Grade Allowance for the prescribed notice period) in lieu of notice period. This period will be calculated from the day of issuing termination orders.

All other procedures will remain the same as Voluntary Separations of Permanent Employees.

### ii) Temporary Employees

A temporary employee will be given one month's notice (not less than **30 calendar days**) or by paying one month's salary (equivalent to the employee's Basic Salary + Grade Allowance for the prescribed notice period) in lieu of the notice period. All other procedures will remain the same as Voluntary Separations of Permanent Employees.



# Chapter 14

## Superannuation

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### 1 Eligibility

Retirement on superannuation shall be at the age of 60 years. The employee will retire from the services on the last working day of the month in which his/her date of retirement actually falls. The management at its discretion may retain an employee in the services in his existing scale up to 62 years of age.

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*Illustration: If an employee turns 60 on the 4<sup>th</sup> of June, he/she will retire on the 30<sup>th</sup> of June.*

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# Section - V Forms



## Chapter 15

### FORMS

This section contains certain relevant Forms required by an employee at the time of joining, while working here and while Exiting from IFFCO-TOKIO. These forms are available online in Su-Prabhat, PEP & Circular Management & also in physical copies in certain cases.

#### 1 Part A – At the time of Joining ITGI

- ☐ Employee Detail Form
- ☐ Joining Report Form
- ☐ ID Application form
- ☐ Gratuity Nomination Form
- ☐ PF Declaration Form
- ☐ PF Nomination Form
- ☐ Medical Certificate Format
- ☐ Mediclaim Nomination Form
- ☐ Term Life Nomination Form

#### 2 Part B – Working at ITGI

- ☐ Travel Authorization Form
- ☐ Travel/ Tour Report Form
- ☐ Travel Allowance & Expense Bill
- ☐ Local Conveyance Expense Form
- ☐ Mobile Hand-set Reimbursement Form
- ☐ NOC - Transfer of Mobile Phone Connection
- ☐ Application for Retaining Mobile Number in personal capacity
- ☐ Application for providing Corporate Data Card
- ☐ Form for providing details for Personal/ Fresh/ Change Mobile Connection
- ☐ Transfer Clearance Form
- ☐ Transfer Reimbursement Form
- ☐ LTA claim Form
- ☐ LTA Bills Submission Form
- ☐ Mediclaim & PA Claim Forms
- ☐ Car Loan Subsidy Claim Form
- ☐ Leave Encashment Form
- ☐ Training Nomination Form
- ☐ Visiting Card Format
- ☐ LWP Form
- ☐ Application Form - Company Lease
- ☐ Application Form - IFFCO Colony
- ☐ Allotment Order - IFFCO Colony
- ☐ Acceptance & Declaration Form - IFFCO Colony
- ☐ Application Form - Mumbai - IFFCO-TOKIO Flats
- ☐ Allotment Order - Mumbai - IFFCO-TOKIO Flats
- ☐ Acceptance & Declaration Form - Mumbai - IFFCO-TOKIO Flats

### 3 Part C – Leaving ITGI

- ☐ CSC Clearance Form
- ☐ Exit Interview Form
- ☐ Marketing Clearance Form
- ☐ Gratuity Form
- ☐ PF / EPS Settlement Form

