



## **THE ENTREPRENEURSHIP NETWORK**

### **Internship Offer Letter with The Entrepreneurship Network**

Date: 2024-10-01  
Employee ID: 2344  
Document No.:

Rakesh Verma  
LPU

Dear Rakesh Verma

We are delighted & excited to welcome you to “**The Entrepreneurship Network**” as a Content Writer, we believe that our team is our biggest strength and we take pride in hiring only the best and the brightest. We are confident that you would play a significant role in the overall success of the venture and wish you the most enjoyable, learning packed and truly meaningful internship experience with “**The Entrepreneurship Network**”. The candidate is duly informed that he/she will not be eligible for any fixed stipend over the course of his/her internship. Your joining date is 2024-10-01

We look forward to you joining with us. The Company Policies manual is attached below, please go through it thoroughly. Please do not hesitate to call us for any information you may need. Also, **please sign the duplicate of this offer as your acceptance and forward the same to us on [ten.hr.contact@gmail.com](mailto:ten.hr.contact@gmail.com).**

Congratulations!

*Kamlesh Gupta*

Kamlesh Gupta  
Director  
The Entrepreneurship Network





*THE ENTREPRENEURSHIP NETWORK*

# Company Policy & Procedure Manual

Congratulations & Welcome on  
board! Please go through the manual



*THE ENTREPRENEURSHIP NETWORK*

# Contents

<b>Welcome</b>	<b>1</b>
<b>What we do?</b>	<b>2</b>
<b>Our mission, vision &amp; values</b>	<b>3</b>
<b>Your internship</b>	<b>4</b>
<b>Business Environment</b>	<b>5</b>
<b>Code of Conduct Policy</b>	<b>6</b>
<b>IT, Internet, Email &amp; Social Media Policies</b>	<b>8</b>
<b>Recruitment</b>	<b>11</b>
<b>Induction</b>	<b>12</b>
<b>Equal Internship Opportunity (EIO) &amp; Anti Bullying</b>	<b>13</b>
<b>Leave</b>	<b>18</b>
<b>Performance Management</b>	<b>19</b>
<b>Performance Improvement</b>	<b>20</b>
<b>Grievance Complaints</b>	<b>22</b>
<b>Conflict of Interest</b>	<b>23</b>
<b>Intellectual Property &amp; Security</b>	<b>24</b>
<b>The Entrepreneurship Network - Policies &amp;</b>	<b>26</b>
<b>Declaration</b>	<b>27</b>



*THE ENTREPRENEURSHIP NETWORK*

# Welcome!

Congratulations on your appointment and welcome to the team at **The Entrepreneurship Network!** We are excited that you have decided to join us and look forward to a long, happy and successful partnership together. **The Entrepreneurship Network is a community based Edu-Tech group whose objective is to provide quality learning and expertise.** You have been hired because we believe you can help us to deliver these high levels of customer satisfaction. We want to ensure that your interactions with other **The Entrepreneurship Network** interns and our customers will reflect the value that **The Entrepreneurship Network** places on bottom up management. The purpose of this Manual is to introduce you to the **The Entrepreneurship Network**, give you some information about our history, our clients and what we do. You will also find information about your terms and conditions and internship, our expectations around your behavior and our policies and procedures.

This Manual is by no means an exhaustive guide to your internship with us. It has been developed to act as a resource and reference for you. The policies within this Manual are easily listed and easily accessed via the contents page. This Manual will be updated as required as our business evolves and grows. You will be notified of any changes as they occur.



*THE ENTREPRENEURSHIP NETWORK*

# What we do?

The Entrepreneurship Network (TEN) is a community based EduTech group whose objective is to provide quality learning and to expertise individual's aspirations by providing them an opportunity to master their most desired skill sets in today's market with richly experienced faculty. Their current customer segment, at present, stands at 1,500+ colleges and 35,000+ students, with new institutions coming in all the time. TEN came into existence in the month of March 2020 as an Edutech startup, imparting technical knowledge to budding and hopeful entrepreneurs and slowly moved into consultancy line of services. For more information you can visit us on our [website](#).



*THE ENTREPRENEURSHIP NETWORK*

# Our Mission, Vision & Values

## **Mission Statement:**

TEN aims to enrich the country with future entrepreneurs, by providing them the desired skill sets of today's market

## **Vision Statement:**

Our aim is to be:

- ~ Known for high quality outcomes
- ~ Known for growth strategies
- ~ Feel like home, with a "family of invisible friends".

## **Values:**

1. Ethical
2. Respect
3. Flexible
4. Experts
5. Integrity
6. Teamwork



*THE ENTREPRENEURSHIP NETWORK*

# Your Internship

Your internship with The Entrepreneurship Network is essentially governed by The Entrepreneurship Network Policies, in conjunction with this Manual. The following section provides general information regarding your perks, conditions and our expectations of you.

## **Perks**

After successful completion of your internship with TEN, you'll be entitled to receive your requisites (i.e., LOC and LOR) based on the criterion mentioned while joining.

## **Hours of Work**

We have flexible working hours. Your hours of work will depend on business needs and the requirements of the work you are assigned. Your Manager will work with you to establish your standard hours of work and break times. The Entrepreneurship Network adopts a common-sense approach to managing work hours.

## **Lateness for work**

Any absence or late work due to illness, injury or any other reason, and the expected duration of leave must be personally reported to your supervisor as soon as practicable (and prior to your normal starting time wherever possible). If you are unable to do this personally, you are requested to ask someone to telephone on your behalf. Subsequent to this, you must keep your Manager informed of your progress. It is essential that you are ready to commence work at your normal commencement time as other interns and the business depend upon you and your contribution.

## **Resignation Policy**

While we hope to have a long and prosperous Internship relationship, should you decide to accept our offer, you will be an at-will Intern of the Company, which means the Internship relationship can be terminated by either of us with or without cause, at any time, with or without notice. Even though your job duties, title, compensation, and benefits, as well as the company's personnel policies and procedures, may change from time to time during your tenure with the Company, the "at-will" nature of your internship will not change unless the Director of the Company signs a written contract that explicitly changes your at-will status. By way of example, your at-will status would not change based upon the length of service, your participation in any stock option or benefit program, or your receiving promotions, or positive performance evaluations.



*THE ENTREPRENEURSHIP NETWORK*

# Business Environment

## **Work from Home**

All the internships provided are work from home. From ease of your home, you can learn and gain experience with TEN.

## **The Noise Factor**

Try to avoid arguments with co-workers and respect people's busy periods or meeting times. Or if someone is engrossed in something at their work or there are more than two people meeting with someone, it usually means they are busy. Try to talk politely when you are on the call and respect others working with you.





*THE ENTREPRENEURSHIP NETWORK*

# Code of Conduct Policy

## **Purpose**

This policy affirms **TEN**'s belief in responsible social and ethical behaviour from all interns. This policy clarifies the standards of behaviour that TEN expects of all interns.

## **Principles**

Our interns/interns contribute to the success of our organisation. TEN fully endorse that all interns are not deprived of their basic human rights.

Furthermore, our interns have an obligation to the Business and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine intern and Client trust.



*THE ENTREPRENEURSHIP NETWORK*

# Code of Conduct Policy

## Policy

Our Code of Conduct policy applies to all interns and provides the framework of principles for conducting business, dealing with other interns. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism
- Be responsible and scrupulous in the proper use of Company information, funds, equipment and facilities
- Be considerate and respectful of the environment and others
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other interns, clients and suppliers
- Avoid apparent conflict of interests, promptly disclosing to a TEN senior manager, any interest which may constitute a conflict of interest
- Promote the interests of TEN
- Perform duties with skill, honesty, care and diligence
- Abide by policies, procedures and lawful directions that relate to your internship with TEN
- Under no circumstances may interns offer or accept money
- Any intern, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

TEN expects cooperation from all interns in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

Any intern in breach of this policy may be subject to disciplinary action, including termination.



**THE ENTREPRENEURSHIP NETWORK**

## **IT, Email and Social Media Policies**

### **Email Use**

1. Email facilities are provided for formal business correspondence.
2. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
3. Limited private use of email is allowed if it doesn't interfere with or distract from an intern's work. However, management has the right to access incoming and outgoing email messages to check if an intern's usage or involvement is excessive or inappropriate.
4. Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.
5. All emails sent must include the approved business disclaimer.

To protect TEN from the potential effects of the misuse and abuse of email, the following instructions are for all users:

1. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of TEN in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
2. Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others or concerns personal relationships.
3. The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.
4. Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
5. Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.

This policy also applies to all interns, contractors and subcontractors of TEN who:

Have an active profile on a social or business networking site such as LinkedIn, Facebook, Instagram, Twitter and Snapchat;

Write or maintain a personal or business' blog; and/or

Post comments on public and/or private web-based forums or message boards or any other internet sites.



THE ENTREPRENEURSHIP NETWORK

## IT, Email and Social Media Policies

### Professional Use of Social Media

TEN expects its interns to maintain a certain standard of behaviour when using Social Media for work or personal purposes.

This policy applies to all interns/Interns of TEN who contribute to or perform duties such as:

- maintaining a profile page for TEN on any social or business networking site (including, but not limited to, LinkedIn, Facebook, Instagram, Twitter and Snapchat);
- making comments on such networking sites for and on behalf of TEN;
- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of TEN; and/or
- posting comments for and on behalf of TEN on any public and/or private web-based forums or message boards or other internet sites.

### Procedure

No intern/Intern of TEN is to engage in Social Media as a representative or on behalf of TEN unless they first obtain TEN's approval.

If any intern/Intern of TEN is directed to contribute to or participate in any form of Social Media related work, they are to act in a professional manner at all times and in the best interests of TEN.

All intern/Intern of TEN must ensure they do not communicate any:

- Confidential Information relating to TEN or its clients, business partners or suppliers;
- material that violates the privacy or publicity rights of another party; and/or
- information, (regardless of whether it is confidential or public knowledge), about clients, business partners or suppliers of TEN without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.

Confidential Information includes any information in any form relating to TEN and related bodies, clients or businesses, which is not in the public domain.



THE ENTREPRENEURSHIP NETWORK

## IT, Email and Social Media Policies

### Private / Personal Use of Social Media

#### Procedure

TEN acknowledges its intern/Intern have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by TEN. However, inappropriate behaviour on such sites has the potential to cause damage to TEN, as well as its interns, clients, business partners and/or suppliers.

All interns/interns, of TEN must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

- is intended to (or could possibly) cause insult, offence, intimidation or humiliation to TEN or its clients, business partners or suppliers;
- is defamatory or could adversely affect the image, reputation, viability or profitability of TEN, or its clients, business partners or suppliers; and/or
- Contains any form of Confidential Information relating to TEN, or its clients, business partners or suppliers.

All interns of TEN must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of internship. Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and/or permanently or temporarily denying access to all or part of TEN's computer network.

For the purposes of this policy, the following definitions apply:

**Social Media** includes all internet-based publishing technologies. Most forms of Social Media are interactive, allowing authors, readers and publishers to connect and interact with one another. The published material can often be accessed by anyone. Forms of Social Media include, but are not limited to, social or business networking sites (e.g. Facebook, LinkedIn), video and/or photo sharing websites (e.g.. YouTube, Instagram), business/corporate and personal blogs, micro-blogs (e.g. Twitter), chat rooms and forums and/or Social Media.



THE ENTREPRENEURSHIP NETWORK

# Recruitment

## Policy

TEN recognises a robust and professional approach to recruitment and selection helps us to attract and appoint individuals with the necessary skills and attributes to fulfil our aims and support our business goals.

All appointments should be made on the Principle of Merit, compliance with all relevant Federal and State Legislation and adherence to this policy and related processes.

Our Business recruits people via the following methods:

- Internal
- External
- Intern Referred

## Procedure

1. Create a simple position description for the job covering key activities, tasks, skills required, expectations, deliverables and safety considerations. When advertising, avoid discriminatory language e.g. young person. Target the requirements of the job e.g. we seek an energetic person.
2. The recruitment process may include some or all of these: an application form, interviews, practical testing, and reference checks. If undertaking an interview ensure there are no possible discriminatory requests for information
3. Give the successful candidate an Offer letter. This includes the nature of employment e.g. permanent, part time, internship, casual. The contract should include a welcome note and start details.
4. Once the candidate has accepted, contact the unsuccessful candidates as a matter of

courtesy.



THE ENTREPRENEURSHIP NETWORK

# Induction

## Policy

TEN will make sure all new interns feel welcome and are ready to start work safely and competently through the use of a proper formal Induction process which this manual forms part of.

## Procedure

Complete an induction plan for each new starter with details of:

- introductions
- business overview
- team engagement
- a working safely plan
- policy and procedural requirements, e.g. equal internship opportunity



THE ENTREPRENEURSHIP NETWORK

# **Equal Employment Opportunity (EEO) & Anti Bullying**

## **Policy**

This policy applies to all staff including contractors and covers all work-related functions and activities including external training courses sponsored by The Entrepreneurship Network.

It also applies for all recruitment, selection and promotion decisions.

The objective of The Entrepreneurship Network's Equal Opportunity Policy is to improve business success by:

- attracting and retaining the best possible interns
- providing a safe, respectful and flexible work environment
- delivering our services in a safe, respectful and reasonably flexible way

## **Discrimination, Sexual Harassment and Bullying**

The Entrepreneurship Network is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

For the purposes of this policy, the following definitions apply:





THE ENTREPRENEURSHIP NETWORK

# Equal Employment Opportunity (EEO) & Anti Bullying

## **Discrimination:**

**Direct discrimination** occurs when someone is treated unfavourably because of a personal characteristic.

**Indirect Discrimination** occurs when a rule seems neutral, but has a discriminatory impact on certain people. For example a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.

**Sexual harassment** includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

**Workplace bullying** may include behaviour that is directed toward an intern, or group of interns, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

The Entrepreneurship Network provides equal opportunity in internship to people without discrimination based on a personal characteristic.

Any intern found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below.

Interns must report any behaviour that constitutes sexual harassment, bullying or discrimination to their manager.

Interns will not be victimised or treated unfairly for raising an issue or making a complaint.



THE ENTREPRENEURSHIP NETWORK

# Equal Employment Opportunity (EEO) & Anti Bullying

## Reasonable adjustments

Reasonable adjustments are changes that allow people with a disability to work safely and productively.

The Entrepreneurship Network will make reasonable adjustments for a person with a disability who:

- applies for a job, is offered internship, or is an intern, and
- requires the adjustments in order to participate in the recruitment process or perform the genuine and reasonable requirements of the job.

Examples of reasonable adjustments can include:

- reviewing and, if necessary, adjusting the performance requirements of the job
- arranging flexibility in work hours (see 'flexible work arrangements')
- approving more regular breaks for people with chronic pain or fatigue

When thinking about reasonable adjustments The Entrepreneurship Network will weigh up the need for change with the expense or effort involved in making it. If making the adjustment means a very high cost or great disruption to the workplace, it is not likely to be reasonable.

In some cases The Entrepreneurship Network can discriminate on the basis of disability, if:

- the adjustments needed are not reasonable, or
- the person with the disability could not perform the genuine and reasonable requirements of the job even if the adjustments were made.



THE ENTREPRENEURSHIP NETWORK

# Equal Employment Opportunity (EEO) & Anti Bullying

## **Procedure: To make a complaint**

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against business policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your manager). Keep a written record of the incident(s).
2. If the unwelcome behaviour continues, contact your supervisor or manager for support.
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact another relevant senior manager.

Interns should feel confident that any complaint they make is to be treated as confidential as far as possible.

## **Procedure: To receive a complaint**

When a manager receives a complaint or becomes aware of an incident that may contravene The Entrepreneurship Network EEO Policies, they should follow this procedure.

1. Listen to the complaint seriously and treat the complaint confidentially. Allow the complainant to bring another person to the interview if they choose to.
2. Ask the complainant for the full story, including what happened, step by step.
3. Take notes, using the complainant's own words.
4. Ask the complainant to check your notes to ensure your record of the conversation is accurate.
5. Explain and agree on the next action with the complainant.
6. If investigation is not requested (and the manager is satisfied that the conduct complained is not in breach of The Entrepreneurship Network EEO policies) then the manager should:
  - act promptly
  - maintain confidentiality
  - pass any notes on to the manager's manager

If an investigation is requested or is appropriate, follow the next procedure.



THE ENTREPRENEURSHIP NETWORK

# Equal Employment Opportunity (EEO) & Anti Bullying

## **Procedure: To investigate a complaint**

When a manager investigates a complaint, they should follow this procedure.

1. Do not assume guilt
2. Advise on the potential outcomes of the investigation if the allegations are substantiated
3. Interview all directly concerned, separately
4. Interview witnesses, separately
5. Keep records of interviews and the investigation
6. Interview the alleged harasser, separately and confidentially and let the alleged harasser know exactly of what they are being accused. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions, however, the manager will still make a decision regardless.
7. Listen carefully and record details
8. Ensure confidentiality, minimise disclosure
9. Decide on appropriate action based on investigation and evidence collected
10. Check to ensure the action meets the needs of the complainant and The Entrepreneurship Network
11. If resolution is not immediately possible, refer the complainant to more senior management. If the resolution needs a more senior manager's authority, refer the complainant to senior manager.
12. Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their needs.

## **Possible outcomes**

If after investigation management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

- disciplinary action to be taken against the perpetrator (counselling, warning or dismissal)
- staff training
- counselling for the complainant
- an apology (the particulars of such an apology to be agreed between all involved)



THE ENTREPRENEURSHIP NETWORK

# Leave

## **General Leave Policy**

Unless specified otherwise, interns referred to in this policy mean permanent full-time or part-time interns.

All interns are entitled to leave in accordance with the relevant awards or agreements and statutory provisions. Where the entitlements or practices in this document conflict, the applicable award, workplace agreement, internship contract or internship law takes precedence.

All planned leave has to be mutually agreed, and take into account workloads and the intern's needs. Leave must be approved in advance, except when the intern can't anticipate the absence. Any documents regarding leave will be kept on the intern's personnel file.



THE ENTREPRENEURSHIP NETWORK

# Performance Management

## Policy

The purpose of performance management is to improve performance. It is an ongoing process. It should include informal and formal review. We encourage a two-way process, that is, interns can also give management feedback on performance.

All interns will undergo a formal performance review with their immediate managers.



THE ENTREPRENEURSHIP NETWORK

# Performance Improvement

## Policy

Where warranted The Entrepreneurship Network will use improvement processes to improve performance. Should such improvement processes be unsuccessful in improving an intern's performance, The Entrepreneurship Network may decide to end an intern's internship. Depending on the circumstances, performance improvement action may include verbal or written warnings, counselling or retraining.

The Entrepreneurship Network requires a minimum standard of conduct and performance which will be made clear to interns in management appraisals. If an intern does not meet this standard, The Entrepreneurship Network will take appropriate corrective action, such as training. Formal performance improvement procedures will generally only start when other corrective action fails.

If an intern deliberately breaches business policy or procedure, or engages in misconduct, The Entrepreneurship Network may start improvement procedures, or, in cases of serious misconduct or breach of policy, may dismiss an intern.

Each intern must understand their responsibilities, be counselled and given the opportunity to reach the standards expected of them. The Entrepreneurship Network will give an intern the opportunity to defend themselves before management takes further action.

Note: If interns have a disability that requires reasonable adjustments to be made to the job to allow you to work safely and productively, they should raise this with their manager. The Entrepreneurship Network will only refuse such requests on reasonable business grounds.



THE ENTREPRENEURSHIP NETWORK

# Performance Improvement

## Procedure

1. The Entrepreneurship Network will advise the intern of any shortfall in their performance, and give them an opportunity to respond.
2. Once they respond, the manager will consider their response and decide if performance improvement action should be taken. The Entrepreneurship Network will provide support such as training where appropriate.
3. If the intern is given a verbal warning, the manager should make a note of it, date it and sign it.
4. The manager will advise the intern in clear terms what they see as the performance problem or the unacceptable conduct. To highlight the deficiency they should use specific examples, and refer to the correct policy or procedure.
5. The manager will allow the intern to respond before making a decision and consider the intern's responses. The intern may have a support person present at such meetings.
6. The manager will decide if more action is needed.
7. If a written warning is to follow, the manager is to:
  - document it and give the intern a copy
  - give the intern the opportunity (and their support person the opportunity) to sign the warning
  - keep a copy on file
8. The warning must clearly define:
  - the deficiency
  - a clear explanation of the expected standard
  - by when the intern needs to achieve it
  - how the business will help the intern achieve the improvement required
  - consequences of failing to improve
9. The manager concerned will keep a record of all meetings, training and/or coaching given and a summary of discussions, and put a copy on the intern's personnel file. This should include date and time of discussion.
10. They will continue to support the intern and note the support they give, for example, training or counselling.
11. If the intern's performance or conduct doesn't improve, the manager will give the intern a final written warning and follow steps 4–10 above. This document needs to warn the intern in clear terms The Entrepreneurship Network will terminate their internship if there is not enough improvement, and a sustained improvement in, their performance.

**Note:** some circumstances justify going straight to a second or final warning.





THE ENTREPRENEURSHIP NETWORK

# Gross or Serious Misconduct

Summary (instant) dismissal for gross or very serious misconduct is possible (depending on the facts involved). Management should seek advice before taking this step.

## Procedure

1. The manager is to investigate the alleged offence thoroughly, including talking to witnesses, if any.
2. The manager should ask the intern for their response to the allegation (taking notes of this discussion) and allow them to have representation. The manager should also have a witness present. The manager shall give genuine consideration to the intern's response and circumstances.
3. If still appropriate, following a thorough investigation, the manager can terminate/dismiss the intern.
4. The manager should keep a file of all evidence collected and action taken in these circumstances.
5. The Entrepreneurship Network will send the intern a letter of termination noting brief details.



THE ENTREPRENEURSHIP NETWORK

# Grievance Complaints

## Policy

The Entrepreneurship Network supports the right of every intern to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their internship is unfair. An intern may raise a grievance about any performance improvement action taken against them.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, The Entrepreneurship Network will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

Managers will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the intern lodging the grievance.

## Procedure

1. The intern should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates wherever possible and how they have already tried to settle the grievance.
3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.
4. If the grievance still can't be resolved, refer the matter to the most senior manager for consideration and a final decision. A grievance taken to this level must be in writing from the intern.



THE ENTREPRENEURSHIP NETWORK

# Conflict of Interest

## Policy

Conflict of interest arises whenever the personal, professional or business interests of an intern are potentially at odds with the best interests of The Entrepreneurship Network.

All interns are required to act in good faith towards The Entrepreneurship Network. Interns need to be aware of the potential for a conflict of interest to arise and should always act in the best interests of The Entrepreneurship Network.

As individuals, interns may have private interests that from time to time conflict, or appear to conflict, with their internship with The Entrepreneurship Network. Interns should aim to avoid being put in a situation where there may be a conflict between the interests of The Entrepreneurship Network and their own personal or professional interests, or those of relatives or friends. Where such a conflict occurs (or is perceived to occur), the interests of The Entrepreneurship Network will be balanced against the interests of the staff member and, unless exceptional circumstances exist, resolved in favour of The Entrepreneurship Network.

It is impossible to define all potential areas of conflict of interest. If an intern is in doubt if a conflict exists, they should raise the matter with their manager.



THE ENTREPRENEURSHIP NETWORK

# Conflict of Interest

## Procedure

Interns must:

- declare any potential, actual or perceived conflicts of interest that exist on becoming employed by The Entrepreneurship Network to management
- declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during internship by The Entrepreneurship Network to management
- avoid being placed in a situation where there is potential, actual or perceived conflict of interest if at all possible

If an intern declares such an interest, The Entrepreneurship Network will review the potential areas of conflict with the intern and mutually agree on practical arrangements to resolve the situation.

Interns must disclose any other internship that might cause a conflict of interest with The Entrepreneurship Network to their manager. Where there are external involvements that do not represent a conflict of interest, these must not affect performance or attendance whilst working at The Entrepreneurship Network. If such involvement does affect performance or attendance it will be considered a conflict of interest.

Failure to declare a potential, actual or perceived conflict of interest or to take remedial action agreed with The Entrepreneurship Network, in a timely manner, may result in performance improvement proceedings including dismissal.



THE ENTREPRENEURSHIP NETWORK

# Intellectual Property & Security

All intellectual property developed by interns during their internship with The Entrepreneurship Network, including discoveries or inventions made in the performance of their duties related in any way to the business of The Entrepreneurship Network, will remain the property of The Entrepreneurship Network.

Interns may be given access to confidential information, data, or any other business related information in the performance of their duties. This must be protected and used only in the interests of The Entrepreneurship Network.

Interns must not:

- disclose or use any part of any confidential information outside of the performance of their duties and in the interests of The Entrepreneurship Network; or
- authorise or be involved in the improper use or disclosure of confidential information;
- during or after their internship without the Employer's written consent, other than as required by law.

‘Confidential information’ includes any information in any form relating to The Entrepreneurship Network and related bodies, clients or businesses, which is not in the public domain.

Interns must act in good faith towards The Entrepreneurship Network and must prevent (or if impractical, report) the unauthorised disclosure of any confidential information. Failure to comply with this policy may result in performance improvement proceedings including dismissal, and The Entrepreneurship Network may also pursue monetary damages or other remedies.



THE ENTREPRENEURSHIP NETWORK

# The Entrepreneurship Network

## Policies & Declaration

You must read all the policies contained in this document and listed below. Company policies are a part of your internship contract and therefore must be read and understood to ensure you are fully aware of your responsibilities as an intern of The Entrepreneurship Network.

Please read each of the policies listed below to be aware of the rules and responsibilities you have whilst employed by The Entrepreneurship Network.

1. Code of Conduct Policy
2. IT, Email and Internet Policy
3. Recruitment and Selection Policy
4. Induction Policy
5. EEO and Anti-Bullying Policy
6. Performance Management Policy
7. Performance Improvement Policy
8. Gross and Serious Misconduct Policy
9. Grievance and Complaint Policy
10. Conflict of interest Policy
11. Intellectual Property and Security Policy

### **Intern Declaration:**

I have read and understand the contents of this manual along with the above policies and I agree to the terms of conditions of these documents.

Intern Name:

Intern Signature:

Date: