

H.R Policy

• Personnel Files & Documentations

- The Organization maintains files for each employee.
- Personnel File is maintained for each employee of STEPS Organization.
- These personnel files contain confidential documents and are managed and maintained by Human Resources staff

Documents in personal file

1. Educational qualification
2. Joining form
3. Id proof
4. Address proof
5. Last company offer letter
6. Last company salary slip

• Job Description

The Human Resource Generalist manages the day-to-day operations of the Human Resource office.

- Every Department has their own J.d, and Profile.
- Every employee should know about his/her basic job roles and responsibility.

• Probationary Period

A probation period of three months shall apply to all new employees from the date of hire. Exceptionally, the probation period may be extended to Three months.

in case, if a new employee fails to perform in accordance to expectations of company staff/board, he/she will be given a notice, terminating the contract at the end of the probationary period.

• Staff Orientation

- All new employees will get an orientation about the organization's mission and strategies
- its structure and the staff within it
- the policies and conditions of employment,
- The internal rules and regulations, etc...

- **Working Days and Hours**

- Working Company follow a 6 days a week working schedule from Monday to Saturdays, (Every 2nd Saturday will be off) and Sunday considered non-working day.
- Unless otherwise specified, Company will observe the same public holidays as those prescribed by the Government not exceeding 12 days a year.
- The President will prepare a calendar of public holidays not exceeding 12 calendar days at the beginning of each fiscal year and circulate it to all staff.

- **Office Hours**

- The office shall open from 10:00 am in the morning till 7:00 in the evening. (Boys)
- The office shall open from 10:00 am in the morning till 6:30 in the evening. (Girls)
- All employees are expected to complete 9 & 8:30 working hours daily, there will be Half hour lunch-Break; it's a 1:30 to 2:00pm only.
- If anyone wants half day in first half so they need to come at 2:30pm, they need to take approval from HR and their reporting manager.
- If anyone need half day in second half so they can go at 2:45pm, they need to take approval from HR and their reporting manager.
- For sales people they need to update on what 'up or on mobile app with their current location before 10:15am.
- Sales person need to update their coming time and outgoing time on daily basis.

- **Late coming**

- If office timing is 10 am then 15 minutes is rest time.
- If any employee come after 10:15 then its deductible, (3 time allowed) (its counted as a half day..)
- If any employees come after 30 minutes its count as a Half day. (3 time allowed)

- **leave and Holidays**

- After Completion of probation period Employees can take 1 (C.L) leave in a month which is payable.
- For 1 day leave employees need to fill leave application before 1 day, and need to take approval by their Reporting head.
- All employees are entitled to 12 days of paid leave & other public holidays.

- **Absences**

- An employee who is unable to come to the office is required to notify the office of the reason for his/her absence.
- Unauthorized absences are grounds for disciplinary action. The following procedures shall apply:
 - I. An employee that has been absent for two consecutive working days without notice or explanation shall be personally sought of by the President. He/she shall be asked to put in writing the reason(s) for his/her absence.
 - II. if, after seven consecutive days of absence, the employee continues to fail to give any explanation of the cause of his/her absence, the employee will be considered to have resigned from his/her position.
 - III. In cases where the employee cannot give any satisfactory answer to the cause of his/her absences, in the judgment of the Director, the employee may be subjected to disciplinary action.

- **Staff Movement**

Assignments and Transfers

- According to project needs, any employee can be transferred temporarily or permanently to any location where Company conducts its activities.
- A permanent transfer to a new place of work that includes a new job mandate shall result in a contract renewal.

- **Office rooms**

- When leaving the office, every member of the staff should see **that all files, papers, and books,**
- Registers, etc. in his charge are kept in proper places (as far as possible in locked)
- **Turn off the lights** and fan before leaving your seat & Office.
- SIM card provided in the Office is used strictly for official calls under no circumstances; the telephone should not be used for **private calls except** in cases of emergency.

• Interim positions and promotions

- An employee may be called on to temporarily perform a job in a higher category. That does not **automatically give him the right to the salary and benefits of this position.**
- However, after a reasonable amount of time, Company shall **reclassify the employee in the category of the new job or return him/her to his/her former duties.**
- An employee who receives a promotion can be required to complete **a trial period in the new position.** If the trial period is successfully concluded, the employee will be reclassified in the new job category and at a salary scale level higher than his former position.
- If the trial period is **not satisfactorily completed,** the employee will be reinstated in a position at the **same level as his former position.**

• Employees Termination

Conditions for Termination

Employees shall lose their jobs under any of the following conditions:

Voluntary Resignation

- i. Personnel wishing to resign from post may do so by giving a resignation letter to the Executive Director stating the reasons for resignation and effective date of the same. Three months of prior notice is required for such resignations. **(1 Months' Notice period is important)**
- ii. The date on which the resignation letter is received at the Company office is considered the date on which notice of resignation is given. **Failure to provide sufficient notice may be ground for forfeiture of all accrued employee benefits.**
- iii. The employee will be relieved if anybody gets **Government job,** any other job for which they get more salary than what they are drawing now, **if the health condition** will not permit to work and on production of medical certificate, any other genuine cause the organization believes, if get **married not willing to work.** If they will not fulfill the above conditions, the employees will be relieved after **one month's Notice period** to the organization.
- iv. **Redundancy (not so much important)** of the Position – Depending on the nature and volume of its operation, Company may declare certain positions **redundant.** Persons occupying those positions will therefore be forced to be separated from Company with proper notice. While doing so, company will give at least **1 month's notice in advance.**

v. Termination with Cause Grounds for employee termination is the following:

- Continuing inefficiency and gross negligence of duty.
- Fund embezzlement.
- Intoxication while on official business or within office premises.
- Misuse of office equipment, and other properties.
- Repeated unauthorized absences and leaves.
- Unauthorized disclosure of official information.

• Staff payroll

- Staff payroll (salary sheet) is prepared by the HR as the basis of payment, & it's checked by Accountant.
- The staff payroll contains information on the employees' basic salary for the month, allowances if any, deductions and net salary payable, working days, leaves, paid leaves, and other information.

• Travelling allow.

- Every person who is going in to field for company purpose only they are eligible for travelling allowance.
- They need to fill Travelling allowance form & submit it before 30 or 31 date.
- With Travelling allowance form they need to attached original petrol bill & food bill.
- In travelling allowance form they need to mention all the details...exa. Date, Client name, Location From & To, Kilometer.

• Tax Deduction

- • Source Company will deduct tax at source where applicable as per Government rules.
- • Professional Tax deduction Registered with Government for the deduction of professional tax.
- • Renewing registration every year.
- • Professional Tax deducted from the staff and paying to commercial tax department.

• HR Initiatives / Employee Engagement and Development Activities

HR team Responsible for facilitating employee welfare & team building activities to improve staff retention.

- Birth calendar of the employee.
- Employee of the Months.

Recreational Activities:

- Games (Saturday)
- Special day's celebration... (Christmas, New Year,)
- Festive celebrations
- Monthly birthday celebrations
- Picnic

• Mobile phone usage

1. Personal mobile phone use is prohibited during working hours.
2. All employees are hereby requested to hand over their mobiles to the Housekeeping Person which will be handed over back to them in Lunch & after their shift hours.
3. Which employees have company sim & personal sim in same phone they can use their phone according to below condition only...
 - Surfing of social media for personal entertainment during office hours is not allowed.
 - A cell phone use is prohibited during meetings etc according to company mobile phone policy. • Employees should be kept their phones on silent or vibrate mode.
 - During office hours they can use only official ringtone. (movie song, loud ringtone, devotional ringtone)
 - The company does not hold any responsibility for the loss of mobile phone brought into the workplace.

• Dress Code Office Environment

- The intent of the policy is to create a comfortable work environment that is also professional and free from distractions. Business Casual is defined as clean, neat and professional in appearance.
- Below are some general guidelines for both men and women regarding what attire is appropriate.

Formals:

- Appropriate: Male: Shirt/Trouser/ Business Suit
- Female: Indian Wear/ Saari/formal shirt & Pant (Monday to Friday)
- Not Appropriate: Sweatpants / Athletic Pants Army Fatigues/Logo t-shirt, Overalls Low-Waist Pants

Casual:

- Appropriate: Golf /Polo Shirts T-Shirts, Dresses, suits Saturday Only
- Not Appropriate: Sweatshirts Rugby, Skirts Short dresses, Off-shoulder

• Suggestion

- The organization encourages participation and involvement of all the employees in finding **innovative ideas** in the interest of safe and easy procedures, institutions' growth, profitability, cost saving associate **satisfactory & image building**.
- All the employees are expected to contribute their **innovative ideas** in the above-said areas actively and on a regular basis by way of Suggestions.

•تقييم الأداء

تقوم الشركة بإجراء تقييم رسمي وشامل لأداء جميع الموظفين مرة واحدة في السنة. يهدف هذا التقييم إلى قياس مدى تحقيق الموظف لأهدافه الفردية وربطها بالأهداف الاستراتيجية للمؤسسة. تشمل عملية التقييم عدة مراحل أساسية:

يمنح الموظف فرصة لمراجعة أدائه وإنجازاته وتحديد نقاط القوة ومجالات التحسين. يقدم المدير ملاحظات موضوعية تعتمد على الأداء الفعلي والنتائج المحققة. يتم عقد اجتماعات لمناقشة النتائج وتبادل الملاحظات بشكل بناء. يتم اتخاذ قرارات الترقيات، والمكافآت، والتعديلات المالية بناءً على نتائج التقييم لضمان الشفافية والعدالة.

•مدونة السلوك

يجب على الموظفين الالتزام التام بالنزاهة، الصدق، والاحترافية في جميع التعاملات الداخلية والخارجية. يمنع تمامًا أي شكل من أشكال التحرش أو التمييز أو السلوك غير اللائق. يتعين على جميع الموظفين الالتزام باتفاقيات السرية وحماية المعلومات الحساسة الخاصة بالشركة والعملاء. تجنب أي ممارسات قد تؤدي إلى تضارب المصالح، مثل الأنشطة التي قد تؤثر سلبًا على سمعة الشركة أو قراراتها.

•التدريب والتطوير

تشجع الشركة على النمو المهني المستمر. يقوم قسم الموارد البشرية بتسهيل جلسات تدريبية، ورش عمل، وبرامج تطوير المهارات. يجوز للموظفين طلب تدريب مرتبط بمسؤوليات وظائفهم.

• الصحة والسلامة

تلتزم المؤسسة بالحفاظ على بيئة عمل آمنة.
سيتم إجراء تدريبات إخلاء الطوارئ بشكل دوري.
يجب على الموظفين الإبلاغ فوراً عن أي ظروف غير آمنة أو حوادث لقسم الموارد البشرية.

• العمل عن بُعد / من المنزل (إن وجد)

تتيح الشركة خيار العمل عن بُعد في ظروف خاصة أو طارئة بعد الحصول على موافقة مسبقة.
على الموظفين العاملين عن بُعد الالتزام بساعات العمل الرسمية المتفق عليها.
يجب الحفاظ على مستوى عالٍ من الإنتاجية والانضباط أثناء العمل من المنزل.
يتعين على الموظفين ضمان توفر وسائل الاتصال والمشاركة الفعالة في الاجتماعات والمهام.
يجب الالتزام بسياسات الشركة حتى أثناء العمل عن بُعد.

• تسوية الشكاوى

يجوز للموظفين الذين يشعرون بعدم الإنصاف تقديم شكوى إلى قسم الموارد البشرية.
سيتم إجراء تحقيق عادل وشفاف.
يُحظر تماماً أي انتقام ضد الموظفين الذين يقدمون شكاوى.

• الانفصال / مقابلة الخروج

عند الاستقالة أو إنهاء الخدمة، يجب على الموظف إعادة جميع ممتلكات الشركة (بطاقات الهوية، أجهزة الحاسوب المحمولة، شرائح الاتصال، الوثائق).
سيتم إجراء مقابلة خروج لفهم ملاحظات الموظف وتجربته.