



GROUP POLICY MANUAL for uploading

POLICY SESSIONS

- I. ETHICS & CODE OF CONDUCT
- II. GENERAL ADMINISTRATIVE POLICIES
- III. HR POLICIES

I. ETHICS & CODE OF CONDUCT

1. ETHICS POLICIES & CODE OF CONDUCT

1. Follow company rules and policies completely and willingly.
2. Respect everyone and earn respect in return.
3. Honesty and integrity are sacrosanct; any violation is never compromised.
4. No employee shall receive any gifts, cuts, financial help including loans or any kind of enticements from vendors / service providers / business partners.
5. Copying and sharing company's files/data/information in any form with a third party is prohibited.
6. Sharing of company's strategies and business initiatives with anybody else other than those officially approved by the management is disallowed.
7. No personal / private jobs are to be done at company premises during office hours.
8. Allegations or accusations against anybody, complaints without sufficient proof or evidence, will not be entertained.
9. Women employees are to be treated honorably to avoid any kind of sexual embarrassments to them.
10. Self-discipline in terms of reaching office in time, attending meetings on time, keeping timelines, entering data in official forms fully and clearly, responding to official communications and observing rules and regulations are always appreciated.
11. No social media indulgence, unless part of permitted official duty, during office hours - facebook, twitter, linkedin, and the likes.
12. No absence from work without intimation / approved leave

Unacceptables

13. Habitual late coming
14. Misuse / Unauthorized use of Office Equipment /Facilities
15. Willful damage/vandalizing property
16. Consuming Alcohol / Drugs on duty and/or in company premises
17. Tampering / Falsification of Documents or Information
18. Rude / Violent /Aggressive behavior towards colleagues and/or customers
19. Dress / attire in violation of company policy
20. Plagiarizing / theft / misuse of intellectual property
21. Refusal to allow security personnel to inspect one's work space, baggage or belongingness at the security gate.
22. Not swiping / punching biometric attendance system.
23. Making negative statements about the company , one's superiors or management in private or public.
24. Casual attitude at workplace causing undue delay, cost escalation or loss of productivity.
25. Misplacing / losing company's properties due to carelessness.
26. Involvement in any proven criminal charges by the police.

2. Employee Obligations on Ethics

1. In all cases of discipline and behavior norms, the company's policy is based on self-discipline and self-regulation. Those who follow this dictum need not worry about punitive measures.
2. Report any violations or malpractices to the management without hesitation or fear.
3. Never be a silent spectator of unethical practices.
4. Discourage unethical and illegal tendencies in the budding stage itself.
5. A manager is duty bound to note any aberration/noncompliance and instruct the Staff Members to correct the course immediately.

II. GENERAL ADMINISTRATIVE POLICIES

3. OFFICE TIMINGS & ATTENDANCE

- a. CORPORATE OFFICE TIMING - 10.00 AM TO 6.00 PM MONDAY TO FRIDAY AND 10.00 AM TO 2.00 PM ON ALL SATURDAYS
- b. Timings of Branch Offices and Multiplexes are published at the respective venues.
- c. Under extremely unmanageable situations, 3 late comings not later than 15 minutes will be ignored.
- d. Beyond 3 days, any late coming will invite deduction of half day leave from NPL.
- e. Habitual late coming will invite disciplinary actions from the management.
- f. Attendance for Salary will be accounted from 23rd of the month to 22nd of the next month.
- g. Attendance must be recorded by swiping/punching the biometric machines wherever present. In places where biometric machines are not present, attendance must be registered by signing the muster.
- h. Lunch time duration: 30 minutes between 1.00 pm and 2.30 pm.**

4. PAID HOLIDAYS

- a. The Management in the beginning of the year declares and circulates a list of holidays among all employees at all Establishments and Corporate office.
- b. Mandatory national holidays are 26 Jan, 15 August and 2 October. Additionally 1 May is observed as a holiday in Maharashtra.
- c. Any employees in bands **S and O** working on any of the above 4 holidays, would be entitled to one day's salary extra and a compensatory holiday.

5. DRESS CODE

- The dress code at the **Corporate office** and **Branch Offices** will be as follows...

Monday to Thursday -

Female Employees - Formals (Salwar Kamiz, Western, Sari, etc.)

Male Employees – Formals with Leather Shoes as footwear.

On Friday & Saturday – Semi Casuals, Smart Casuals.

- Office boys and Chauffeurs will wear official uniforms given by the company.
- Senior Managers and Directors are advised to wear formal suits while meeting important clients, attending seminars or business conferences

Multiplex

- **Specified categories** of employees are entitled for **2 / 3 pairs of uniforms every year.**

All employees provided with uniforms are required to wear the uniform while on duty.

6. Travel, Boarding & Lodging Policies

- a. Domestic Travel means travelling outside the limits of one's HQ within India.
- b. Local Travel means traveling within the limits of one's HQ city/town/place of work.
- c. All travel, hotel and ticketing related jobs will be handled by the 'travel desk' of the company in compliance with the policies given herewith. Make use of the system in the intranet.
- d. Approval of Directors or CEO must be obtained for air travel.
- e. Tours need to be planned at least 15 days in advance. To avail of maximum cost benefit in ticketing, company suggests advanced planning beyond 30 days. Plan firmly and clearly to avoid last-minute cancellations and related loss to the company.
- f. Unjustifiable cancellation cost will be debited to the employee's account. Director & CHRO is authorized to determine the validity of the cancellation and the cost recovery.
- g. For emergency tours by air (less than 3 days' notice), valid reasons must be presented along with approval from a Director or CEO.
- h. Air travel is allowed for journeys taking more than 12 hours by train or road. The HOD and the travelling employee should always use discretion to choose the most cost-effective option wherever possible.
- i. Air travel is permitted only for employees from AGM and above category in the corporate office and L band employees at all other locations. Exception to this clause is management's discretion.
- j. All air travels should be made by economy class. Business Class travel is permitted for Directors only in exceptional cases where economy class ticket is not available.
- k. In places where company has guest house, employees will strictly make use of the same instead of hotels.

7. Travel Advance and Expense Settlement

- a. Employees going on tour can take a cash advance to meet the cash expenses calculated on the basis of daily average and duration of tour.
- b. Most hotel bills will be settled on 'Bill to Company' basis. Have clarity about mode of payment before starting the journey.
- c. To avoid the risk of carrying too much cash, the employee can use own credit/debit card and claim the amount spent on return.
- d. Travel expense settlement should be done within 3 days from the date of return with all supporting bills/invoices/ticket copies.
- e. If an employee has pending travel expense settlement, no fresh advance is paid unless the previous account is fully settled.
- f. Unsubstantiated claims or claims above one's limits will be deducted without any debate.

8. Boarding & Lodging Limits for Corporate Employees

Band	CITIES	Maximum limit per day (Rs.)	
		Lodging & Boarding / Total Accommodation & Food Expense Limits	Local Conveyance
L	MUM, DEL, KOL, BLR, HYD, CHEN, GOA	6000	Rent a Car
	OTHER CITIES	4000	Rent a Car
M	MUM, DEL, KOL, BLR, HYD, CHEN, GOA	4000	Taxi
	OTHER CITIES	3000	
E	MUM, DEL, KOL, BLR, HYD, CHEN, GOA	2000	Taxi/Auto
	OTHER CITIES	1500	
O	MUM, DEL, KOL, BLR, HYD, CHEN, GOA	1500	Auto
	OTHER CITIES	1000	
S	MUM, DEL, KOL, BLR, HYD, CHEN, GOA	1300	Auto
	OTHER CITIES	1000	
T	MUM, DEL, KOL, BLR, HYD, CHEN, GOA	1500	Auto
	OTHER CITIES	1000	

Please note : the company has identified a set of hotels in most cities for its employees at negotiated rates. Please contact Travel Desk or HR-Admin for knowing these hotels as per one's eligibility. The above limits cover total expenditure on account of room rent, food, laundry and other incidentals except local conveyance.

9. Boarding & Lodging Limits for Multiplex & Food

Band	CITIES	Maximum limit per day (Rs.)	
		Lodging & Boarding / Total Accommodation & Food Expense Limits	Local Conveyance
GM/DGM/ AGM/Sr. Mgr	MUM, DEL, KOL, BLR, HYD, CHEN, GOA	3500	Taxi
	OTHER CITIES	2500	Taxi
Business Head/Cinema Mgr	MUM, DEL, KOL, BLR, HYD, CHEN, GOA	2500	Taxi/Auto
	OTHER CITIES	2000	
Duty Manager/ Sr. Captain	MUM, DEL, KOL, BLR, HYD, CHEN, GOA	2000	Taxi/Auto
	OTHER CITIES	1500	Taxi/Auto

Please note : the company has identified a set of hotels in most cities for its employees at negotiated rates. Please contact Travel Desk or HR-Admin for knowing these hotels as per one's eligibility. The above limits cover total expenditure on account of room rent, food, laundry and other incidentals except local conveyance.

10. LOCAL TRAVEL WITHIN HQ CITY/TOWN

Band	MODES of TRAVEL & ELIGIBILITY	
L	RENT A CAR / HIRED CAB / COMPANY VEHICLE	SELF-OWNED 4-WHEELER Rs.8 per KM.
ALL OTHER BANDS		SELF-OWNED 4-WHEELER– Rs.8 / KM
	TAXI / AUTO / BUS / LOCAL TRAIN depending on the context and time	TWO-WHEELER – Rs.3 per KM

11. PC/LAPTOP POLICY

- The PC/Laptop must be Company owned if it is to be used inside the Company premises by employees.
- Only IT department staff will be allowed to load software on the Company owned laptops.
- Laptop being company property, in case of loss or theft, the employee will bear the full cost.
- Any damage or repair charges paid by the company in the event of 'mishandling' of the laptop whilst the laptop was in possession of the employee can be recovered from the employee's salary. This does not apply to normal hardware/software malfunctions or manufacturing defect.
- As soon as the employee terminates his or her services from the company the laptop should be handed over to the IT department.
- The IT department reserves the right to check the contents of the laptop any time during the period of employment of the employee.
- Under no circumstances should the laptop be left unattended in public, in a hotel room or checked in as 'registered baggage' when traveling.

12. SIM CARD POLICY

- Cellular phone **SIM card** will be **allotted for official & personal use on need basis to** employees of certain **departments as decided by the management** .
- All **bills** of cellular phones usage should be **checked and signed by the user** and **routed through the Admin Dept. for payment**.
- In case the **Employee to whom the SIM card is allotted leaves** the services he/she should **surrender the SIM card back and the same** shall be **re-allotted to another eligible Employee**.
- All employees who fall under this scheme are required to keep their Mobile phones on the “ON” mode 24 hrs a day.

13. REIMBURSEMENT OF MOBILE BILL

- **REIMBURSEMENT OF MOBILE BILL**
- Cost of mobile calls made for official purpose would be reimbursed to employees on submission of the original bill.
- The limits above Rs.1000 per month are usage based and hence individual. The management will sanction the limits on a case to case to basis and document the same for reimbursement.
- All employees in the bands of M will be eligible for a maximum limit of Rs.750/- p.m. and others in the bands of E, O, S and T are eligible for Rs.500/- p.m. as reimbursement against submission of original bill.
- On overseas travel Sim cards from Matrix could be used for reduced expenses on mobile.

14. CAPITAL EXPENDITURE POLICY

- In case there arises the need to purchase / replace any equipment in a property, a Capex form needs to be filled by the head of the property / department and submitted to the CEO. Approval of Regional and National Head of Operations must be obtained before presenting the proposal to CEO.
- Quotations from **minimum three vendors to a maximum five vendors** must be collected by the purchasing department/manager before deciding the final purchase. A **comparison report needs to be prepared and presented to the CFO.**
- **Any expenditure above Rs. 5 Lakhs will be decided by a purchase committee comprising of Director, CEO, CFO, COO & Functional Head with the Chairman as the final approving authority.**
- **Purchases between Rs.50,000 and 500,000/- will be decided by the CEO and CFO jointly.**
- **Purchases below 50,000/- will be decided by the CEO and COO jointly.**
- On selection of the vendor, the purchase department will issue a PO to the vendor with the required terms & conditions of procurement of the said equipment/work.
- The Cost of the new / replaceable equipments needs to be accounted in Capital expenditure in the book of records and assets within the company.
- After procurement the **asset coding** should be done

15. MEDIA MANAGEMENT

- All media matters relating to the group will be discussed by the Chairman or those deputed by the Chairman with a specific brief.
- No employee should discuss or answer any query from the Media – print, electronic, digital – about the company.

SESSION III

HR POLICIES

16. BAND & GRADES

- The company follows a band and grade structure with the following objectives:
 - ✓ parity in designation, qualification, experience and compensation
 - ✓ planning and deciding designation, salary structure and training
 - ✓ Rewarding good performance by granting grade promotion within a band

ROLES	BANDS	DESIGNATIONS	GRADES								
LEADERSHIP/PLANNING/ DIRECTION/DECISIONS	L	AVP, VP, Sr VP, PRESIDENT, CFO, CHRO, CMO, COO, CEO, excluding directors	L1	L2	L3	L4	L5	L6	L7	L8	L9
MANAGEMENT & EXECUTION PLANNING/ACCOUNTABILITY/ SUPERVISION	M	ASST. MGR, MGR, SR.MGR, AGM, DGM, GM, SR.GM	M1	M2	M3	M4	M5	M6	M7	M8	M9
ASSISTING THE MANAGEMENT, SEMI- SUPERVISORY & EXECUTION	E	EXE. ASST / EXECUTIVE, SR. EXECUTIVE, ASST. MGR	E1	E2	E3	E4	E5	E6	E7	E8	E9
EXECUTION / PROCESS RUNNING / SUPPORTING JOBS	O	OFFICER, SR OFFICER	O1	O2	O3	O4	O5	O6	O7	O8	O9
EXECUTION / WORKERS/ GENERAL STAFF	S	OFFICE BOYS / CHAUFFERS/FRONT DESK EXE / RECEPTIONIST	S1	S2	S3	S4	S5	S6	S7	S8	S9
FUTURE TALENTS	T	GRADUTE / TECHNICAL / MBA-MANAGEMENT	T1	T2	T3	T4	T5	T6	T7	T8	T9

17. BAND & GRADES

- Band and Grade Structure for Multiplex**

BANDS	DESIGNATIONS	GRADES								
L	GM/DGM [REGIONAL BUSINESS HEAD], MULTIPLEX BUSINESS HEAD	L1	L2	L3	L4	L5	L6	L7	L8	L9
M	Duty Manager, Cinema Manager, Theatre Manager, Sr. Theatre Manager,	M1	M2	M3	M4	M5	M6	M7	M8	M9
E	Asst. Manager, Sr. Executive, Sr. Engineer, Sr. Accountant, Guest Relations Exe	E1	E2	E3	E4	E5	E6	E7	E8	E9
O	Accountant, IT Engineer,	O1	O2	O3	O4	O5	O6	O7	O8	O9
S	Head Projectionist, Projection Supervisor, Security Supervisor, Security Officer, Maintenance Supervisor, Sr Supervisor, Team Leader, Store Incharge, HSK Supervisor, Security Officer, Back Office Exe, Brew Master, Sr. Brew Master Electrician/Projection Operator, Plumber, Carpenter, Housekeeping, Maintenance, Driver, Kitchen Helper, Office Boy, CCE, Sr. CCE, Parking Attendant, Technician, Jr. Accountant,	S1	S2	S3	S4	S5	S6	S7	S8	S9
T	Management Trainee (Trainee Duty Manager), Graduate/ Diploma Trainee (Trainee Store Inc, Trainee Team Leader, Trainee Brew Master)	T1	T2	T3	T4	T5	T6	T7	T8	T9

18. BAND & GRADES

- Band and Grade Structure for FOOD OUTLETS**

BAND S	DESIGNATIONS	GRADES								
L	SR. MANAGER/AGM/DGM/GM	L1	L2	L3	L4	L5	L6	L7	L8	L9
M	ASST. MANAGER, MANAGER,	M1	M2	M3	M4	M5	M6	M7	M8	M9
E	CAPTAIN, SENIOR CAPTAINS	E1	E2	E3	E4	E5	E6	E7	E8	E9
O	SR. STEWARDS/CAPTAIN	O1	O2	O3	O4	O5	O6	O7	O8	O9
S	SR. STEWARDS / STEWARDS / TRAINEE STEWARDS	S1	S2	S3	S4	S5	S6	S7	S8	S9
T	GRADUTE/TECHNICAL/MANAGEMENT	T1	T2	T3	T4	T5	T6	T7	T8	T9

19. LEAVE POLICY (w. e. f. Jan 2015)

PRIVILEGE LEAVE (PL):

- a. Every employee will be entitled for **21 days** PL. The leave is credited on 1st January of each year or on pro rata basis only after completing **240 days of continuous service** from the date of appointment.
- b. Any kind of paid leave is granted only on completion of 3 months of service since joining. The maximum paid leave granted is 5 days for 3 months completed.
- c. PL can be **accumulated** up to a **maximum of 42 days**. Any accumulation over and above 42 days will be treated invalid.
- d. **Company recommends healthy consumption of** PL by every employee.
- e. Granting PL at a stretch of more than 7 days for employees in band **M and L** is subject to the exigencies of work and discretion of management.

NON PRIVILEGE LEAVE (NPL):

- f. Every **confirmed employee** is entitled to a **maximum of 9 days of NPL** in a year after completing **180 days of continuous service** from the date of joining. The NPL includes both Casual and Sick leaves.
- g. NPL cannot be clubbed with PL. Eg: 3 days of casual leave and 3 days of PL together cannot be granted. It has to be 6 days of PL.
- h. Half day leave is permitted.

20. LEAVE POLICY (2015) contd.

MATERNITY LEAVE:

- All married female employees (permanent, temporary or probationary) are entitled for a maximum of 90 days Maternity Leave. Employee is free to decide the commencement of the leave with a 15 days notice to HOD.
- The leave will be granted on production of a medical certificate from a registered medical practitioner.
- Extension of leave for another 30 days after the expiry of 90 days is permitted without pay. A request must be sent to the HOD for granting extension.

COMPASSIONATE LEAVES

- This is a very special kind of leave sanctioned in an unfortunate situation where one's parents/children or a sole dependent is admitted in a hospital or an employee loses a close member of the family.

2 days of leave in addition to the PL and NPL are granted here at the discretion of the management.

Unpaid Leave of Absence:

- In exceptional cases, an employee who has no PL or NPL to his/her credit can apply for LEAVE WITHOUT PAY [LWP] if the reasons for the leave are justified. But granting such a leave will be **the sole discretion of management.**
- Unpaid leaves are sanctioned to the extent of maximum 30 days.

21. LEAVE POLICY (2015) contd.

IMPORTANT LEAVE RULES

- During notice period after tendering resignation letter, no paid leaves are allowed. Any absence from work during this period will be treated leave without pay.
- Leave deduction on salary is calculated on gross amount.
- Absence from work without authorised leave for more than 6 working days shall result in disciplinary actions including termination of services.

22. COMPENSATORY OFF

- The compensatory off rules or payment in lieu of extra hours / overtime are applicable only to **employees** in band S and O
- The person will have to avail the compensatory off within following 6 working days. This means if someone works on a Sunday, s/he has to avail the 'off' by the coming Saturday.
- For all other bands granting compensatory off lies within the discretion of the management.
- **L band** employees are exempted from compensatory off

23. RECRUITMENT POLICY

- a. Manpower Requisition Form[MRF] is required to be filled in and submitted to HR department for all recruitments at all Bands/Levels at all locations.
- b. There are two kinds of recruitments :
 - a. filling up a vacancy arising out of attrition
 - b. filling up a new position that is freshly created.
- c. In the first kind of recruitment[A], the head of the department or location should authorize the MRF under intimation to HR
- d. In the second kind of recruitment[B], the authorization has to come from Head of HR/CHRO who in turn would obtain permission from top management before starting the recruitment process.
- e. Ideally every department should plan and budget their new financial year's manpower needs in the beginning of the year and submit it to top management for approval. HR will comply with the approved plan vis-à-vis the MRF submitted.
- f. The HR department or its representatives are responsible for recruitment. The line managers, however, can gather and forward appropriate CVs to HR to aid the process in the interest of the company.
- g. For multiplex locations, the head of the multiplex in co-ordination with HR representative can initiate recruitment for essential workers in the interest of the location under intimation to HR head.

24. RECRUITMENT - EXPENSE REIMBURSEMENT FOR CANDIDATES FROM OUTSTATION

- a. Candidates called for Interview from a place more than 200 KMs away from the place of interview will be reimbursed travel expenses as per the following guidelines:
- b. For Bands T, S, O and E, to and fro 3-tier Train Fare or Normal Bus Fare as per the prevailing rates plus an allowance of Rs.100 for local conveyance will be reimbursed without any proof. This reimbursement will be done by cash by the person in charge of the recruitment. A signed receipt from the candidate will be ensured and submitted to accounts dept.
- c. For Bands M and L instead of 3-Tier train fare, 2nd AC train fare/Bus fare and actual local conveyance expenses [auto/taxi]will be reimbursed.
- d. In exceptional cases when candidates in L Band has to take a flight to the place of interview, the air ticket will be provided by HR dept with due permission from CHRO/Top Management.
- e. All outstation candidates coming for interview will be provided with food / snacks / refreshments at the discretion of the interviewer.
- f. Respect timings given and treat all candidates courteously, in view of the fact that this has a correlation with “Employer Branding” - in short, avoid making any candidate wait at the reception for a long time.

25. Selection & Appointment

- a. For all bands minimum 5 suitable CVs should be screened and shortlisted for interview.
- b. Interview of minimum 3 candidates for any position is mandatory
- c. The interview ratings should be recorded by all interviewers on the interview assessment form.
- d. A satisfactory interview should consume minimum 45 minutes.
- e. Apart from the icebreakers and pleasantries, the core questions should focus on specific achievements and the capabilities behind it matching with the needs of our job, and also the level of knowledge, skills and behavioral traits matching with competencies mentioned in the position profile[PP].
- f. HR should provide the relevant competency spec from PP to the interviewer.
- g. For S, O and E band selection, apart from personal interview, assessment of basic computer skills and general intelligence is essential.
- h. For S, O and E band selection, there will be 2 to 3 levels of interview – level-1 by HR and level-2 by reporting manager and level-3 by respective director or head of the function / department.
- i. All selections must be made after conducting thorough antecedents checking
- j. For selection of level M and L employees, appropriate psychometric assessments will be employed as a reference tool.
- k. Final approval for selection:
 - 1. Band L by Chairman
 - 2. All other bands by respective directors / head of the department in concurrence with HR department.

25. Selection & Appointment (contd...)

- l. Offer Letter / Letter of Intent must be issued by HR department under all circumstances.
- m. While handing over the offer letter, the would-be employee should be briefed about producing all the required documents in original. The candidate should also be told that the appointment letter will be issued only on production of all the required documents.
- n. Before issuing appointment letter, verification of all previous employment records, service documents and educational certificates must be carried out by HR department.
- o. Health certificate from a reputed hospital or testing institution is mandatory for all regular employees on payroll.
- p. Issuance of appointment letter is subject to the above verification and cent percent compliance.
- q. Appointment letter will be issued after the physical joining of the new employee within 3 days of joining.
- r. **Appointment letter will be signed by CHRO or an authorized HR manager.**

26. INDUCTION POLICY

- Induction of new employees would take place every Monday at the corporate office.
- For other locations, HR recommends a fixed day for new employee induction.
- HR would welcome the new member and initiate the preliminary documentation process.
- Upon completion of the documentation process, HR induction in-charge would start the formal induction process in line with the approved agenda.
- After completing the HR induction process, the induction in-charge would introduce the employee to his/her reporting boss and other related seniors and peers.
- Post the above, departmental induction would start.
- Either the HOD or a designated senior colleague would drive the departmental induction process. The HOD would also assign a “buddy role” to a senior colleague. The ‘buddy’ would hand-hold the new member for a period of 30 days in all matters at workplace .
- HR would collect an ‘induction feedback’ from the new employee after 30 days.

27. PROBATION & REGULARISATION POLICY

- a. Employees in T band will be on probation for a period of one year from the date of appointment. Reducing the probation and regularizing the employment falls within the discretion of management.
- b. Band O & E employees will be on probation for a period of 6 months.
- c. Band M employees will be on probation for 3 months.
- d. There is no probationary period for band L employees.
- e. The Manager in charge of Performance Management from HR would collect feedback from the reporting bosses every month about the progress of new employees. The confirmation of employment is subject to monthly as well as end-of-probation assessment jointly done HOD and HR department.
- f. There is no financial increment in compensation upon confirmation under normal circumstances. However, if there is a written commitment on the same at the time of joining, it will be complied by HR.

28. Training & Development Policy

- The objective of this policy is to develop functional competencies, right attitudes and values, and leadership qualities in employees.
- **1. TRAINING NEEDS IDENTIFICATION :** Training needs arise continuously. The identification of training needs will be done at three levels as follows :
 - 1.1] AT ORGANISATIONAL LEVEL : by the Top Management, Board of Directors, HR Team, Organization and Business Development Consultants, in sync with the changing environment and emerging challenges.
 - 1.2] AT DEPARTMENT LEVEL : by HODs in consultation with team, HR / Consultants
 - 1.3] AT INDIVIDUAL LEVEL : through quarterly/biannual/annual PMS, Performance Review Meetings, Critical Incidents and request from the employee)
- 2. The learning need identification process is crucial to the effectiveness of the training programs. Hence more stress will be given on proper identification of needs.
- 3. Training investment will be done only after establishing its benefit and value to the organization.
- **4. TYPES OF TRAINING PROGRAMS :** Program planning will be done keeping the 5 categories below in mind:
 - Induction Training – core values, operating systems, policies, SOPs
 - Refresher Courses – technical skills, functional skills
 - Personal Development Programs [Knowledge / Skills/Attitudes]
 - Management Development Programs [for managerial skills]
 - Leadership Development Programs [for leadership development]
- **5. TIME COMMITMENT:**
 - All employees shall invest at least 24 Hours during a year [2 hours a month] in self-learning through e-Learning portal. Additionally, they also undergo 16 hours of company sponsored training programs in a year apart from the induction training at the time of joining.
 - Multiplex and food business employees should undergo short refresher sessions every week under a separate SOP.
 - Employees in M & L band may be required to attend strategically important training programs as and when decided by the company. This is over and above the mandatory 16 hours.
- 6. TRAINING BUDGET will be planned and administered by HR department.

29. PERFORMANCE MANAGEMENT [PMS] POLICIES

- a. PMS policies stand at the heart of all business management policies. After all business success is the outcome of top performance.
- b. All employees must have clarity about his/her specific Key Result Areas and Key Performance Indicators. Additionally in the beginning of the year, every manager sits with juniors and sets specific performance-linked goals.
- c. Performance Review is done on an annual basis in the month of April. The KRAs and Goals are assessed against the Performance Indicators. Additionally behavioral norms and potential for promotion and high responsibilities will be assessed.
- d. HR will drive this initiative with the support of HODs.
- e. The scores of the annual assessment will be used for deciding the increment, variable pay and promotion of the employee.
- f. The assessment will also lead to training and development needs identification, career counseling and corrective measures wherever needed.
- g. Apart from the annual appraisal, there will be quarterly review meetings and feedback sessions aimed at performance improvement.

30. TRANSFER POLICY

- a. **Employees could be transferred** from one place to another **as per the need of the company or the Group** and these transfers shall become **effective through a communication initiated by the HR department** .
- b. **All statutory dues** shall be **taken over by the new company in case the transfer is to a different company within the group**.
- c. **Date of joining** shall **remain** the original date of joining the group for gratuity calculation.
- d. Employees can apply to HR head for transfer within the group. If there are vacancies or possibilities, HR head will try to accommodate the request on merit.

31. Expense Reimbursement on Transfer

- Cost of transporting household goods to a different location will be borne by the company subject to the following conditions:
- Employee has to submit three quotations from three different surface transporting or packing & moving companies to the Admin Head with a copy to HR Department.
- Admin head will verify and approve the most appropriate quotation.
- Reimbursement of the final amount will be subject to submitting the supporting bills / documents.
- No extra payment will be done with regard to transfer of residence.

32. BOND POLICY

- Objective : To **ensure** that the Employer gets a **fair return on the financial and other resources invested in the development of its employees.**
- To **retain and nurture talents** for mutually beneficial relationship.

CONTEXT OF THE BOND

- Employer **sponsors studies** abroad or in India at the request of the employee at a substantial cost and time.

NATURE OF THE BOND : Written commitment from the employee to work in the company for a minimum period of 3 to 5 years post training. The tenure is decided on the basis of cost incurred.

AMOUNT AND PERIOD FOR THE BOND

- The **amount** of the bond is **decided based on the total expenses incurred** on the employee for the training. This includes cost of travel, training, boarding, lodging and salary of the employee for the period which he / she is going for the course plus any other incidental expenses.

BOND PERIOD AND RECOVERY CLAUSE

- **If the bond is broken by the employee, then the bond amount will be recovered from the employee on pro-rata basis.**

33. EXIT POLICY

RESIGNATION

- Any employee leaving the services of ABC group is required to give his / her resignation letter in writing as per the terms of one's appointment letter.
- To relieve an employee during notice period after submission of resignation is the prerogative of the employer. Regarding compensation, clauses in the appointment letter are binding for both.
- Full and final settlement of accounts will be done within 60 days from the date of relieving subject to clearance of all dues.
- Termination of employment is subject to the conditions in the appointment letter.

RETIREMENT AGE

- An employee on attaining the age of 60 years retires from the permanent services of the company.
- Extension of services on retainer basis is solely the prerogative of the employer.

34. GRIEVANCE MANAGEMENT

An employee is entitled to raise a grievance without fear of retaliation or victimisation, if he/she has a genuine reasons behind it.

- **INFORMAL WAYS OF RESOLVING A GRIEVANCE**

- Since most work-related complaints and disputes can be settled through conversation, members are encouraged to present the issue orally as soon as possible to the reporting manager, who in turn should facilitate an unbiased conversation.

- **ROLE OF HUMAN RESOURCE DEPT IN GRIEVANCE MANAGEMENT**

- The role of HR comes only when the attempts at the above level fail. In this case, the aggrieved employee can approach the CHRO directly through a mail first marking copy to his/her immediate superior and HOD.
- The CHRO depending on the merits of the case will intervene and resolve the matter in line with the policies of the company.

- **Escalation of Policy**

- In a rarest of the rare case where the employee feels that justice has not been done, he or she can approach the Chairman of the Company or his deputed representative with prior permission.

35. EMPLOYEE LOAN POLICY

1. Eligibility to apply for a company loan requires minimum 3 years of service in the company.
2. The maximum loan currently available is 3 times the gross monthly salary not crossing the maximum limit of Rs.200,000/- for all employees.
3. The terms and conditions of the repayment plan must be documented and signed. The repayment will be through deductions from the monthly salary and bonus, if any.
4. Employees are not permitted to resign from the services unless existing loans are fully settled. However, if there is termination of employment, the employee is expected to settle the loan for full and final settlement.
5. There must be a year's gap before applying for a fresh loan

36. EMPLOYEE WELFARE POLICIES

- **Mediclaime** cover is available for all regular employees on payroll.
- Insurance Premium would be borne by the company under group mediclaime.
- **Executive Health Check-up** : Employees above the age of 40 yrs would be eligible for Executive Health Check-up at a reputed hospital. An amount of Rs 4,000/- would be reimbursed on submission of bills and supporting documents. This amount would be paid once a year.
- **Indoor Games Facility** : Badminton Court is accessible on the terrace for those interested in improving their physical fitness level.
- **First Aid Box** : Every location shall maintain a first aid box containing essential medicines and dressing material.
- **PROVIDENT FUND** : As of now 12% of the basic pay will be deducted as employee's contribution and **equivalent amount will be contributed by the company to PF.**
- PF Account can be transferred or encashed by the employee post separation.

37. Death Relief Fund

1. In case of death of any member of the group, all employees can make a voluntary contribution to a common relief fund and donate the amount to the spouse or parents of the deceased person.
2. An HR representative will initiate and close the collection drive within 45 days
3. Other aids are subject to the discretion of the management and prevailing policies.