

# MAERSK INDIA PRIVATE LIMITED

## Employee HR Policy Manual

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CIN: U63030MH2006PTC160931

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# 1. INTRODUCTION

Welcome to A.P. Moller - Maersk India Private Limited. This Employee HR Policy Manual outlines the policies, procedures, and guidelines that govern employment with Maersk India. All employees are expected to read, understand, and comply with these policies.

## **1.1 About Maersk India**

Maersk India is a leading integrated logistics company, offering end-to-end supply chain solutions.

As part of the global A.P. Moller - Maersk Group, we employ over 5,000 professionals across major cities in India including Mumbai, Chennai, Bangalore, Delhi, and Kolkata.

## **1.2 Purpose of This Manual**

This manual serves as a comprehensive guide to company policies and procedures. It is designed to:

- Provide clear understanding of employee rights and responsibilities

- Ensure consistent application of policies across the organization

- Promote a positive and productive work environment

- Comply with Indian labor laws and regulations

## **1.3 Policy Updates**

Maersk India reserves the right to modify, amend, or update these policies at any time. Employees will be notified of significant changes through official communication channels.

## 2. LEAVE POLICIES

Maersk India recognizes the importance of work-life balance and provides comprehensive leave benefits to all employees.

### 2.1 Types of Leave

Leave Type	Entitlement	Eligibility	Carry Forward
Annual Leave (AL)	24 days per year	All permanent employees	Max 15 days to next year
Sick Leave (SL)	12 days per year	All employees	Not applicable
Casual Leave (CL)	8 days per year	All employees	Not applicable
Maternity Leave	26 weeks (paid)	Female employees	N/A
Paternity Leave	5 days (paid)	Male employees	N/A
Bereavement Leave	5 days per occurrence	All employees	N/A
Marriage Leave	5 days (one-time)	All employees	N/A

### 2.2 Annual Leave (Privilege Leave)

- Accrual: 2 days per month (24 days per year)
- Employees can avail annual leave after completing 3 months of service
- Minimum 3 days advance notice required for planned leave
- Maximum 15 days can be carried forward to the next calendar year
- Unutilized leave beyond carry-forward limit will be encashed at the end of the year
- Leave cannot be taken in combination with public holidays without prior approval

### 2.3 Sick Leave

- Accrual: 1 day per month (12 days per year)
- Medical certificate required for sick leave exceeding 3 consecutive days
- Cannot be carried forward to the next year
- Unused sick leave cannot be encashed
- In case of serious illness, employees may be granted extended medical leave with approval

### 2.4 Casual Leave

- 8 days per calendar year
- Can be taken for short-term personal reasons
- Minimum 1 day advance notice preferred (emergency situations exempted)
- Cannot be clubbed with sick leave
- Not encashable or carry-forward

### 2.5 Maternity Leave

- 26 weeks paid leave as per Maternity Benefit Act, 1961 (amended 2017)
- Can be taken up to 8 weeks before expected delivery date
- Medical certificate from registered practitioner required
- Applicable for first two children; 12 weeks for third child onwards
- Option to work from home for additional period subject to approval
- Miscarriage leave: 6 weeks paid leave

### 2.6 Paternity Leave

- 5 days paid leave within 30 days of child's birth
- Must be taken consecutively
- Valid for all employees irrespective of number of children

### 2.7 Adoption Leave

- 12 weeks paid leave for adoption of child below 3 months of age
- Applicable to both male and female employees
- Legal adoption documents required

### 2.8 Leave Application Process

1. Submit leave application through Workday portal at least 3 days in advance
2. Obtain manager approval before proceeding on leave
3. For emergency leave, inform manager immediately and regularize within 24 hours
4. Update out-of-office message and delegate responsibilities
5. Medical certificates must be submitted within 2 days of resuming duty

### 2.9 Leave Encashment

- Only Annual Leave (AL) is encashable
- Maximum 15 days can be encashed per year
- Encashment processed in December or at time of separation
- Calculated based on basic salary

#### **2.10 Unauthorized Absence**

- Absence without approval is considered unauthorized
- Salary will be deducted for unauthorized absence
- Continuous unauthorized absence for 3 days may lead to disciplinary action
- Absence for 7+ days without communication may result in termination

## 3. WORKING HOURS & ATTENDANCE

### 3.1 Standard Working Hours

- Monday to Friday: 9:30 AM to 6:30 PM (1 hour lunch break)
- Weekly working hours: 45 hours
- Flexible working hours available subject to manager approval
- Core hours: 10:30 AM to 4:30 PM (all employees must be present)

### 3.2 Attendance Policy

- All employees must mark attendance through biometric/digital system
- Grace period: 15 minutes (3 times per month)
- Late arrival beyond grace period will be considered as half-day leave
- Multiple instances of late arrival may lead to disciplinary action

### 3.3 Work From Home (WFH) Policy

- Employees can avail WFH up to 2 days per week subject to manager approval
- Must be applied 24 hours in advance through Workday
- Employees must be reachable during working hours
- Internet connectivity and laptop are employee's responsibility during WFH
- Complete WFH for extended periods requires VP approval

### 3.4 Overtime Policy

- Non-exempt employees eligible for overtime compensation
- Overtime must be pre-approved by reporting manager
- Overtime calculated at 2x hourly rate for work beyond 9 hours/day
- Alternative: Compensatory off (comp-off) can be availed within 30 days

### 3.5 Public Holidays

Maersk India observes the following public holidays:

Holiday	Date (2024)	Type
Republic Day	January 26	National
Holi	March 25	Festival
Good Friday	March 29	Religious
Independence Day	August 15	National
Ganesh Chaturthi	September 7	Festival
Gandhi Jayanti	October 2	National
Dussehra	October 12	Festival
Diwali	November 1	Festival
Christmas	December 25	Religious
Optional Holidays	3 days (employee choice)	Optional

Note: State-specific holidays may vary based on office location.

## 4. COMPENSATION & BENEFITS

### 4.1 Salary Structure

Employee compensation at Maersk India comprises:

- Basic Salary (40% of CTC)
- House Rent Allowance (HRA) - 50% of Basic in metro cities, 40% in non-metro
- Special Allowance
- Performance Bonus (10-20% of annual CTC based on performance)
- Provident Fund contribution (12% of Basic + DA)

### 4.2 Salary Payment

- Salaries credited on last working day of each month
- Payment through direct bank transfer (NEFT/RTGS)
- Salary slips available on Workday portal
- Form 16 issued annually before July 31st

### 4.3 Provident Fund (PF)

- Employee contribution: 12% of Basic + DA
- Employer contribution: 12% of Basic + DA
- Managed by EPFO (Employee Provident Fund Organization)
- UAN (Universal Account Number) issued to all employees

### 4.4 Gratuity

- Payable on completion of 5 years of continuous service
- Calculated as:  $(\text{Last drawn salary} \times 15 \text{ days} \times \text{years of service}) / 26$
- Maximum limit: Rs. 20,00,000
- Paid at time of resignation, retirement, or death

### 4.5 Employee Stock Purchase Plan (ESPP)

- Eligible employees can purchase Maersk shares at 15% discount
- Minimum service: 1 year
- Maximum contribution: 10% of basic salary
- Lock-in period: 6 months

### 4.6 Health Insurance

- Comprehensive group mediclaim for employee and family
- Coverage: Rs. 5,00,000 per family per year
- Covers spouse, dependent children, and parents
- Cashless hospitalization at network hospitals
- Top-up coverage available at employee cost
- Annual health check-up included

### 4.7 Life Insurance

- Group term life insurance of 4x annual CTC
- Personal accident insurance of 4x annual CTC
- Premium paid by company
- Nominee registration mandatory

### 4.8 Retirement Benefits

- National Pension Scheme (NPS) with 10% employer contribution
- Voluntary employee contribution eligible for tax benefits
- Superannuation benefit for employees above Manager grade

### 4.9 Performance Bonus

- Annual performance bonus ranging from 10-20% of CTC
- Based on individual and company performance
- Paid in Q1 of following financial year
- Pro-rated for employees joining mid-year

### 4.10 Reimbursements

- Mobile phone reimbursement: Rs. 1,500/month (Grade 3 and above)
- Internet reimbursement: Rs. 1,000/month (for WFH arrangements)
- Fuel allowance: Based on grade and business need
- Travel expenses: As per company travel policy
- Education assistance: Up to Rs. 50,000/year for job-related courses

### 4.11 Employee Referral Program

- Rs. 25,000 for successful referral (non-management positions)
- Rs. 50,000 for successful referral (management positions)
- Paid after completion of 6 months by referred employee
- Not applicable for positions filled through recruitment agencies

## **5. CODE OF CONDUCT**

### **5.1 Professional Conduct**

All employees are expected to maintain the highest standards of professional conduct:

- Act with integrity, honesty, and transparency in all business dealings
- Respect diversity and maintain a discrimination-free workplace
- Protect confidential company and client information
- Avoid conflicts of interest
- Comply with all applicable laws and regulations

### **5.2 Dress Code**

- Business casual attire from Monday to Thursday
- Smart casual on Fridays
- Formal business attire for client meetings and external events
- Safety gear mandatory in operational areas

### **5.3 Anti-Harassment Policy**

Maersk India maintains zero-tolerance towards harassment:

- Sexual harassment of any form is strictly prohibited
- Internal Complaints Committee (ICC) constituted as per POSH Act
- Complaints can be filed confidentially
- Mandatory POSH training for all employees
- Whistleblower protection guaranteed

### **5.4 Substance Abuse Policy**

- Alcohol consumption prohibited during working hours
- Use of illegal drugs or narcotics prohibited
- Random drug testing may be conducted for safety-critical roles
- Violation may lead to immediate termination

### **5.5 Conflict of Interest**

Employees must disclose:

- Outside employment or business interests
- Financial interests in competitors or suppliers
- Personal relationships with vendors or clients
- Any situation that may create conflict of interest

### **5.6 Data Protection & Confidentiality**

- All business information is confidential
- No unauthorized disclosure of company data
- Comply with GDPR and data protection regulations
- Return all company data and devices upon separation
- Non-disclosure agreement remains valid post-employment

### **5.7 Social Media Policy**

- Personal social media use should not interfere with work
- Do not share confidential company information
- Clearly state personal opinions do not represent company views
- Maintain professional image in online presence
- Report any security concerns related to social media

### **5.8 Gift & Entertainment Policy**

- Gifts from clients/vendors exceeding Rs. 5,000 must be disclosed
- Cash gifts are strictly prohibited
- Business entertainment must be reasonable and properly documented
- Prior approval required for gifts to government officials

## 6. PERFORMANCE MANAGEMENT

### 6.1 Performance Review Cycle

- Maersk India follows an annual performance management cycle:
- Goal Setting: January-February
  - Mid-Year Review: June-July
  - Year-End Review: December-January
  - Continuous feedback encouraged throughout the year

### 6.2 Key Components

- SMART goals aligned with business objectives
- Competency assessment
- 360-degree feedback from peers, managers, and subordinates
- Self-assessment
- Development planning

### 6.3 Performance Rating Scale

Rating	Description	% of Employees	Bonus Eligibility
Outstanding (5)	Exceptional performance	5-10%	150-200% of target
Exceeds (4)	Above expectations	20-25%	110-130% of target
Meets (3)	Meets all expectations	50-60%	100% of target
Needs Improvement (2)	Below expectations	5-10%	50-70% of target
Unsatisfactory (1)	Significant gaps	<5%	No bonus/PIP

### 6.4 Performance Improvement Plan (PIP)

- Initiated for employees rated "Needs Improvement" or "Unsatisfactory"
- Duration: 60-90 days
- Clear performance expectations and timelines defined
- Weekly check-ins with manager
- Successful completion leads to continuation; failure may result in termination

### 6.5 Promotion & Career Development

- Annual promotion cycle in Q1
- Based on performance, potential, and business needs
- Minimum 18 months in current role for eligibility
- Internal job postings available to all employees
- Career development discussions during mid-year and year-end reviews

### 6.6 Training & Development

- Minimum 40 hours of training per employee per year
- Mandatory compliance training (POSH, Data Protection, etc.)
- Technical and soft skills training
- Leadership development programs
- External certification support (up to Rs. 50,000/year)
- Tuition reimbursement for relevant degrees (up to Rs. 2,00,000)

## **7. HEALTH & SAFETY**

### **7.1 Workplace Safety**

Maersk India is committed to providing a safe and healthy work environment:

- Compliance with Factories Act, 1948 and Occupational Safety regulations

- Regular safety audits and inspections
- Safety training for all employees
- Personal Protective Equipment (PPE) provided for operational roles
- Emergency evacuation procedures displayed prominently

### **7.2 Occupational Health**

- Annual health check-up for all employees
- On-site medical facility in large offices
- First-aid trained personnel available
- Ergonomic workstation assessments
- Mental health support through Employee Assistance Program (EAP)

### **7.3 Employee Assistance Program (EAP)**

- 24/7 confidential counseling services
- Support for personal, family, and work-related issues
- Financial and legal consultation
- Stress management workshops
- Work-life balance initiatives

### **7.4 COVID-19 & Pandemic Preparedness**

- Remote work capabilities for eligible roles
- Enhanced sanitization protocols
- Vaccination support and drives
- Flexible working arrangements during health emergencies
- Paid quarantine leave if required

### **7.5 Incident Reporting**

- All accidents, injuries, and near-misses must be reported immediately
- Incident investigation conducted within 24 hours
- Root cause analysis and corrective actions implemented
- Anonymous reporting mechanism available
- No retaliation for reporting safety concerns

### **7.6 Wellness Programs**

- Annual wellness challenges and campaigns
- Yoga and meditation sessions
- Nutritional counseling
- Gym membership reimbursement (up to Rs. 2,000/month)
- Sports and fitness activities

## 8. GRIEVANCE REDRESSAL

### 8.1 Grievance Handling Process

Maersk India maintains an open-door policy for addressing employee concerns:

- Step 1: Informal Resolution** • Discuss issue with immediate supervisor/manager

- Most issues resolved at this level
- Timely feedback and action expected

- Step 2: Formal Complaint** • If unresolved, submit written grievance to HR

- Include details, evidence, and desired resolution
- Acknowledgment within 48 hours

- Step 3: Investigation** • HR conducts impartial investigation

- Interviews with relevant parties
- Confidentiality maintained throughout

- Step 4: Resolution** • Decision communicated within 15 working days

- Corrective actions implemented if required
- Follow-up to ensure satisfaction

- Step 5: Appeal** • If dissatisfied, appeal to next management level

- Final decision by VP/Country Manager

### 8.2 Whistleblower Policy

- Anonymous reporting channel available: [integrity@maersk.com](mailto:integrity@maersk.com)
- Protection against retaliation guaranteed
- For reporting fraud, corruption, or serious misconduct
- Global ethics hotline: +91-80-12345678
- Investigation by independent committee

### 8.3 Internal Complaints Committee (ICC)

- Constituted as per POSH Act 2013
- Handles sexual harassment complaints
- Includes external member as per legal requirement
- Complaint resolution within 90 days
- Quarterly reports to management

### 8.4 Exit Formalities

**Resignation Process:** • Submit resignation through Workday

- Notice period: 30 days (non-management), 60 days (management), 90 days (senior management)
- Buyout option available with manager and HR approval
- Complete handover of responsibilities
- Exit interview with HR mandatory
- Full and final settlement within 45 days of last working day

**Separation Checklist:** • Return all company assets (laptop, ID card, access cards)

- Clear all pending dues and advances
- Complete knowledge transfer
- Obtain clearance from all departments
- Collect experience letter and relieving letter

### 8.5 Contact Information

#### HR Department:

Email: [hr.india@maersk.com](mailto:hr.india@maersk.com)

Phone: +91-22-6123-4500

HR Portal: [workday.maersk.com](http://workday.maersk.com)

#### ICC Committee:

Email: [icc.india@maersk.com](mailto:icc.india@maersk.com)

Chairperson: Ms. Priya Sharma (HR Head)

#### Ethics & Compliance:

Email: [integrity@maersk.com](mailto:integrity@maersk.com)

Hotline: +91-80-1234-5678 (24/7)

#### Employee Assistance Program:

Phone: 1800-XXX-XXXX (Toll-free)

Available 24/7 in English, Hindi, and regional languages

## EMPLOYEE ACKNOWLEDGMENT

I, \_\_\_\_\_ (Employee Name), Employee ID: \_\_\_\_\_, acknowledge that I have received, read, and understood the Maersk India HR Policy Manual. I understand that:

- I am responsible for familiarizing myself with the policies outlined in this manual
- These policies may be modified by the company at any time
- Violation of these policies may result in disciplinary action, including termination
- I can seek clarification from HR for any policy-related questions
- This manual supersedes all previous policy documents

Employee Signature Date

Manager Signature Date

HR Signature Date

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