

EMPLOYEE HANDBOOK

IRIS™

Talent Management

29 May, 2018



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IRIS™

Note from the Managing Director

It is my pleasure to introduce the IRIS Employee Handbook to help you to better understand the work environment at IRIS.

We have been able to complete a successful 25 years with dedicated and unstinting support from all of you. The Handbook is an important document in ensuring that TM policies are kept updated and current and aligned with industry best practices.

I would urge everybody to go through the Hand Book and be aware of the policies, procedures, working conditions, and benefits described and contribute suggestions for further improvement.

Finally, I would like to acknowledge the efforts of Talent Management team and the many reviewers who have been responsible for developing this Handbook.

Thank you and hope you enjoy working at IRIS.

Best Wishes

Anil Apte

Managing Director

IRIS TM

Note from Senior Manager – Talent Management

Dear Colleague,

To you who are joining us at Iris, a sincere welcome. And to you who have been with us through the years, our thanks for continued contribution to our growth. This is your Employee Handbook (EHB). Each of you, newcomer or veteran, will find this Employee Handbook helpful. It describes the various benefits for which you, as an employee, are eligible and discusses those programs and policies that affect your job.

This Employee Handbook attempts to clearly define all TM policies and procedures of IRIS in one manual. I hope this Handbook will serve as a guideline to familiarize you with our organization culture, employee orientation, training and development, compensation, benefits, educational assistance, privileges of employment, social and recreational programs and separation. These policies and procedures apply to all areas of operations within IRIS.

We value employees' suggestions and sense of belongingness and encourage employee involvement and participation in improving the quality of work life. Such involvement and participation by employees build commitment to achieving goals of the organization and employee satisfaction. We welcome your suggestions, recommendations or feedback on the policies and procedures specified in this Handbook, Please send your feedback to the Talent Management Department at Talent.Management@Irissoftware.com

Best Wishes,

Monica Lohani

Senior Manager
Talent Management

Introduction

Talent Management Department is pleased to introduce the Employee Handbook (EHB) to serve as a reference for TM policies, procedures and practices at IRIS. These pertain to organization culture and welfare of IRIS employees.

This document is designed to familiarize employees with working conditions, policies, procedures and benefits affecting employment at IRIS. It also describes expectations that IRIS has from its employees.

The content of this handbook and the policies and procedures described in it are presented as a matter of information and general guidance only and not to establish contractual rights between IRIS and its employees. Decisions on the interpretation and administration of all Company policies, including those in the Handbook, are the responsibility of senior management. All employees are expected to ensure that they are familiar with the policies and procedures published on the intranet and other separate notifications by the Company.

The Company reserves the right to revise, supplement or rescind any policy or portion of the Handbook, from time to time, as it deems appropriate. Changes in laws and regulations may also affect the benefits programs described in this Handbook. Notifications of such changes to the policies/ procedures as and when they occur will be sent to all employees.

The contents of this document may not be copied, or circulated without prior consent of an authorized person from TM Department.

1. Work Culture

1.1. Employee Induction and Orientation

Orientation is a process of welcoming & receiving new employees and introducing them to the organization; its people and culture. Our Talent Management (TM) Department will spend time with new employees giving them the basic information required to settle down quickly and start the work. The basic information will cover Company's policies and procedures on Leave Administration, Attendance Recording System, Identity Card, Opening of Bank Account, Salary Administration and other miscellaneous day to day activities. The new joiners are also required to go through the Employee Handbook carefully.

1.2. Communication

Our goal at IRIS is to provide an employee friendly working environment. To that effect, we encourage open lines of communication so that issues can be resolved through dialogue and frank discussions.

1.2.1 Lines of Communication

We believe that all employees should be kept fully informed about organization's plans, activities, and changes. The Reporting Officer of an employee is always the best source of information. IRIS needs and encourages communication from every employee. In case of any questions, or suggestions, the employee may please feel free to discuss them with the Reporting Officer or TM.

1.2.2 Open Door Policy

IRIS maintains an open door policy that encourages employees to discuss matters with their Reporting Officers, or with any member of management regarding business related matters or personal concerns. Our success has been built on free exchange of ideas, objective identification of problem areas and quick response and resolution of issues of contention. The Open Door Policy provides employees with an effective way to let managers know their problems, suggestions and ideas.

1.2.3 IRIS Intranet (myIRIS)

[myIRIS](#) is the IRIS intranet on which important information and developments about IRIS are posted from time to time.

All the policies, forms and other relevant information can be obtained from the site. In addition, birthdays are acknowledged for all employees and important events are posted on the portal.

myIRIS also provides an interface to the following important links:

- [QMS](#) (Quality ManagementSystem)
- [ISMS](#) (Information Security Management System)
- [IRIS Portal](#) for internal application
- [iMPROVE](#) for logging process improvement ideas and suggestions
- [Bugzilla](#) for logging ISMS change requests and security incidents

1.2.4. IRIS Portal

This is the internal application portal which provides the user access to various online tools:

- Service Logs for logging problems and service requests to the respective departments.
 - IT Service Log
 - Facilities Log
 - TM Service Log
 - Finance Service Log
- Time Tracking System (TTS)
- Leave Management System (LMS)
- General (Attendance and Travel Documents, Skill Summary)
- Claims (Reimbursement Claims)
- Cab Request

1.2.5. Notice Boards

The notice boards are located in designated areas to provide employees with information concerning IRIS activities, policies, project achievements and accolades from customers.

1.3. Dress Code

Employees should follow formal or semi- formal attire from Monday to Thursday in the India office.

In case of any business meetings or client visits, they should wear business formal attire. On Friday employees can chose to wear casuals, only if there is no business meeting/client visits scheduled for the day. Dressing in a fashion that is clearly deemed inappropriate or that negatively affects IRIS's reputation or image is not acceptable.

In addition, employees traveling domestically & internationally are required to adhere to the [Dress Code and Personal Appearance Guidelines published on intranet.](#)

1.4. Punctuality

All employees are expected to attend office on time and maintain punctuality. Work schedules are disrupted when an employee is absent or late. Tardiness and absenteeism also places additional burden on fellow employees. The employee shall ensure that the information of absence reaches the Reporting Officer and the Front Office in advance.

1.5. Cell Phone Usage

While using cell phones in office, employees are advised to adhere to the following guidelines, so as not to disturb your colleagues:

- Keep the ring tone volume low, or in vibrator mode.
- Maintain a low/soft conversation pitch
- If you have to answer business/client calls, please do so in a conference/meeting room. This will also help maintain confidentiality of the call content.

1.6. Prevention of Sexual Harassment Policy (POSH)

IRIS seeks to maintain a fair, safe, harmonious and productive working environment free from sexual harassment and any form of discrimination, intimidation or disruptive behavior. Thereby IRIS ensures that no employee is disadvantaged by way of gender discrimination and all allegations of harassment are taken seriously, investigated and dealt with effectively and appropriately.

Visit [Prevention of Sexual Harassment Policy \(POSH\)](#) for details.

1.7. Prohibition of Smoking / Alcohol / Drugs

Smoking in office premises is prohibited. All employees are requested to please refrain from smoking in the office premises.

Further, no employee may report to work or remain on duty while:

- Under the influence of or impaired by alcohol;
- Under the influence of or impaired by any controlled substance or drug.

No employee may possess, sell or distribute alcohol, drugs or controlled substances while on IRIS property or during office hours.

Drinking alcoholic beverages or use of other intoxicants, drugs or controlled substances during office hours is prohibited.

To prevent drugs and other contraband from being brought into the Company premises, the Company may, at its discretion, inspect any locker, package, purse, tool box, vehicle or other personal belongings brought onto the Company premises in connection with the investigation of any rule violation or in the maintenance of a safe workplace. Employees will co-operate in all investigations of suspected rule violations or of workplace safety.

1.8. Health & Safety

Safety and accident prevention is vital to IRIS. It is our goal to prevent personal injury to our employees by ensuring the following:

- Safety hazards are eliminated from all jobs;
- Unsafe acts or conditions be detected, reported and corrected; and
- Safety consciousness is instilled in all employees.
- First-aid is available with Facilities Department.

Employees shall keep their individual work area clean and free from objects that could, in any way, cause accidents or injury. Employees are advised not to have food at their desk.

From time to time, fire drill and safety drills may be conducted. All employees are expected to cooperate to make these drill activities successful. In case of any unsafe conditions observed at the workplace, employees are supposed to report them immediately to their Reporting Officer / Manager – Facilities, so that they can be corrected.

Emergency Help Line Numbers are displayed on the intranet.

1.9. Employee Disciplinary Policy

The disciplinary procedure shall be initiated against employees for violation of IRIS Security Policies and, cases of violence, misconduct and non-performance. Prior to initiating any disciplinary action, TM department will verify whether a breach has actually happened or not. Only if it is found to be a breach, appropriate disciplinary action shall be initiated.

The action may range from Warning to Termination depending upon the severity of violation of Code of Conduct.

Please read [Disciplinary Policy](#) for details.

2. Work Timings

2.1. Hours of Work

Days and Hours of Work

- IRIS follows a five day working week, i.e. from Monday to Friday
- Working hours are from 9:00 AM to 6:00 PM IST (Certain departments/teams may follow different working hours depending on business requirements)
- Attendance for employees will be captured and calculated as per the Attendance Recording System (ARS)

Work hours rules

- Every employee working in India is required to work for 45 hours each week
- Employees travelling overseas on business will be required to work 40 hours per week
- Time Sheet entries for off shore and for onsite needs to be minimum 45 hours and 40 hours respectively each week
- Minimum physical attendance in Iris India office is expected to be 40 hours per week
- Any shortfall in the physical attendance hours must be covered by a supporting approved ARM / Leave request
- Less than 4 work hours will be considered as absent
- Between 4 and 8 work hours will be considered as a half day
- Greater than or equal to 8 work hours will be considered as full day working

Work hours rules(weekend/holiday)

- Any employee working over the weekend for less than 4 hours would be marked as absent
- Any employee working between 4 to 6 hours over the weekend will be marked present for half a day
- Any employee working more than 6 hours over the weekend will be marked present for the whole day

2.2. Holidays

IRIS observes 10 holidays in a year. The Holiday List is published at the beginning of the year and is posted on the intranet.

The [Holiday List](#) is displayed on [MyIRIS](#)

2.3. Leave Policy

Employees are entitled to the following leaves:

- All associates are entitled to 20.5 Earned Leaves every financial year.
- All associates are eligible for two Special Leaves every financial year to be taken on any day of his / her choice. Special Leave will not be encashed or carried forward to the next year.
- All female associates, who have completed 80 days of continuous service with IRIS, shall be entitled to Maternity Leave for up to two children. This shall also cover adopted children as per the Maternity Benefit Act, 1961.
- All male associates shall be entitled to Paternity Leave for up to two children.

Please visit [Leave Policy](#) for details.

Employee Leave is managed through the online [Leave Management System \(LMS\)](#).

2.4. Late Hours Working Policy

The purpose of the Late hours working policy is to compensate employees who are required to work at those times and is applicable to all full time permanent employees who work late hours to provide work coverage to clients due to client requirements for BSTS as well as or organization specific requirements for any non-BSTS staff.

Please visit [Late Hours Working Policy](#) for details.

3. Salary and Deductions

Salary shall be credited by the 1st of each month.

The monthly salary shall have the following deductions -

- The Company is required, by law, to make Provident Fund (PF) deductions from the employees' salary @ 12 % of their basic salary (or more, as specified by the employee concerned). The Company also contributes 12% of the employee's basic salary towards the Provident Fund. PF contribution is mandatory for employees with basic salary less than or equals to INR 15000 per month. An employee cannot opt out of PF once enrolled for it.
- RECOMM: Every employee is expected to contribute a fixed amount per month towards the Employees' Recreational Committee "RECOMM". This contribution will be deducted from salary on a monthly basis and used only for the recreational purposes for the employees only.
- SPIN: As a part of IRIS's Corporate Social Responsibility, IRIS contributes to the Society for People in Need (SPIN) towards the growth and development of homeless children at a shelter called Ashray Bhavan. Employees may also contribute to the cause. The contribution will be deducted from salary on a monthly basis and is voluntary.

All the above mentioned deductions are communicated to the employees before getting processed in the payroll.

All employees of IRIS are eligible for specified Reimbursements as per their eligibility e.g. Medical & Cell Phones etc. All reimbursement claims should be made on the prescribed form, supported by original bills and submitted to Accounts department.

Your salary is strictly confidential. Any query regarding your salary details should be communicated to the TM/ Finance & Accounts department.

4. Employee Facilities & Benefits

4.1. Transport

IRIS provides transport facility to employees at subsidized cost for commuting between office and home as per certain terms and conditions. The facility is extended to different directions of Delhi / NCR. The responsibilities for setting the guidelines and coordinating transport is lies with the Facilities Department.

Please contact the Facilities team for details.

4.2. Cafeteria

IRIS provides meals to employees at subsidized rates through an outside vendor. Meal facilities are also provided at the IRIS cafeteria to the employees working or attending trainings on holidays/ weekends.

Regular feedback is taken and suggestions may be sent to Facilities Department for further improvement.

4.3. Extended Work Hours

IRIS values the efforts extended by the employees when they are working beyond office hours. Employees are offered free meals and transport facility. The employees have to abide by the following rules to avail the benefits under this scheme –

- Inform his/ her Reporting Manager about late stay and seek approval on the same.
- Send approval to the Facilities department OR raise a Service Log by 5 PM specifying whether he / she is interested to avail dinner and transport facility and the time of leaving office.
- Employees who work beyond regular office hours shall be provided with
 - Shared conveyance for the journey back to home after 7:30 PM
 - Snacks at 7:15 PM
 - Dinner at 8:30 PM

4.4. Domestic and Local Travel

Travel procedures for employees traveling within Delhi/ NCR or to any other city within India for work/ meetings/ trainings, are provided under the Domestic Travel Policy. IRIS provides associates with the assistance necessary for travel, while complying with the applicable rules.

The Domestic and Local Travel policy is under review. Please contact Facilities department for specific requests.

4.5. International Travel

International travel for the purpose of business is currently handled by Facilities department. In the event of any travel, you are advised to contact Facilities department for assistance.

4.6. Medical Insurance

IRIS extends the following medical insurance benefits to its employees. Talent Management Department facilitates this process. Details related to the policy and reimbursement procedures are available under Mediclaim Policy on myIRIS.

4.6.1. Group Mediclaim

All employees at IRIS, their immediate family (self, spouse and up to two children) and employee's parents/ in-laws, are covered under Mediclaim Policy. The sum assured ranges from INR 300000 to INR 800000 as a family floater.

4.6.2. Group Personal Accidental Insurance (GPA):

All employees at IRIS are covered under GPA policy of INR 500000

4.7. Leave Travel Assistance (LTA)

IRIS has implemented an LTA policy to extend benefits to employees on the travel expenses incurred by them when they travel to any part of India on vacation.

Visit [LTA Policy](#) for details.

5. Employee Development

5.1. Training and Development

Training and Development function caters to one of the most important values of IRIS – Employee Development. We are consistently focused upon building a skilled and knowledgeable workforce. The trainings include technical, soft skills, quality, process, project specific and customer/ end user trainings which aim at meeting the ongoing growth and development needs of employees as well as keeping skill sets in tune with the Company's objectives and project requirements.

Training details are posted on the [Training Calendar](#) on myIRIS.

5.2. Performance Management

Successful performance in the present job is a major determinant of an employee's future growth in IRIS. Employee performance is reviewed on a continual basis by the respective Reporting Officer.

A formal Performance Appraisal exercise is carried out across the organization, annually in April for all IRIS employees as per the following eligibility criteria:

An employee in the system at the beginning of the financial year or joining IRIS on or before September 30 (i.e. ≥ 6 months in IRIS), will be covered under the normal appraisal cycle.

An employee joining between October 1 and December 31 (i.e. 3 - 6 months in IRIS), will be evaluated in this cycle of appraisal for salary rationalization, if needed.

An employee joining on or after January 1 (i.e. ≤ 3 months in IRIS), will not be covered in that years' cycle of appraisal. E.g. an employee who joined on January, 2017 will not be entitled for an appraisal in the appraisal cycle of the year 2017-2018.

Performance appraisal may be also be conducted for specific employees, if required, in the event of completion of probation or training period or at the end of a major project.

The appraisal cycle is subject to change at company's discretion. Performance Appraisal, along with an excellent standard of work and behavior is one of the basis for determining increments/ promotions. Increments/ promotions are given at the discretion of the management and not as a matter of right.

For details of how the performance appraisals are conducted, please refer the Performance Appraisal Process in QMS.

6. Reward & Recognition

IRISians are recognized and rewarded for outstanding contributions & efforts to improve team bonding & motivation. This includes outstanding achievements that have a notable impact on a program, project or an individual activity that contributes to the mission and pursuit of excellence at IRIS.

To reassure IRISians that while the organization appreciates their ongoing commitment to IRIS's goals, they especially value when IRISians go above and beyond what's expected.

Please visit [Rewards & Recognition Program](#) for details.

7. Cell Phone Reimbursement

Employees will be eligible for Cell Phone Reimbursement on need basis. The Terms and Conditions for Cell Phone reimbursement are as given below:

Type of Expenses

- Calling Charges: All official calls will be reimbursed based on the self-certification by the user. Please note that the bill will be subject to random verifications by the Accounts team.
- Fixed monthly charges: The Rental, Caller ID displays & any other services charges will be reimbursed on the basis of % of official use i.e. if 75% of the calling charges are official, then the same percentage i.e. 75 % of the total fixed charges will be reimbursed.
- No reimbursement for cost of Handset and other Accessories Security Deposit & Activation charges, Repair & Maintenance and Loss or Theft
- Other Facilities: STD/ ISD / Roaming & any other facilities are subject to approval by HOD.

Certification / approval of Calls

- All official calls have to be certified by the user on the bill copy along with the completed Cellular Phone Reimbursement Form and should have the approval of the HOD.
- All the approved bills have to be submitted to Accounts for clearance on a monthly basis.

Mode of payment

- IRIS will reimburse the amount claimed by the user either through a cheque or cash, depending on the amount/approval and not to the cellular phone operator.

Withdrawal of facility

- In case of resignation / termination from the employment of IRIS, this facility automatically stands withdrawn. Also, in case of gross discrepancy observed in the certified official calls during random checks, IRIS will have the authority to withdraw this facility from the user with immediate effect.

8. Certification Reimbursement

IRIS provides reimbursement of specified technical certification examination costs to its regular full time employees who complete a minimum of six months with IRIS. The interested employee need to seek necessary approval from the HOD (is it RO or HOD). This is to encourage and assist employees in enhancing their competence in their present jobs as well as to prepare them for advancement within the organization.

Visit [Certification Reimbursement Policy](#) for details.

9. Employee Responsibilities

We need your cooperation in understanding your responsibilities and adhering to the expectations.

9.1. Personnel Records

Employees are responsible for providing correct and updated personnel information to TM.

Employee's personal records reflect the complete information about him/her. Personnel Record of an employee consists of the following:

- Full Name
- Present residence addresses and phone number
- A passport size photograph
- Permanent address and phone number
- Person/s to notify in case of emergency
- Blood Group
- A copy of the Educational degrees and Professional Achievements
- A copy of the Past Employer/s release / experience Certificate/s
- Copy of Passport/ Driving License/ Pan Card

All records of both current and terminated employees are maintained in strict confidence.

9.2. Marking Attendance

Attendance is registered using Access Cards and recorded by the Attendance Recording Machine (ARM). To ensure your attendance is marked correctly, please note and observe the following:

- All employees must carry their Identity Cards and the access cards with them while in office and swipe them at every Entry/Exit movement during the day.
- Employees must not use/carry access cards other than their own.
- In case the employee has forgotten to bring the access card, he/she has to contact front office to manually record the incoming times and also get a temporary card to log the in/out timings in the ARM.
- In case the employee expects to be on duty out of the office for a full day(s), the employee needs to inform TM in advance or at the earliest.
- In case an employee has not recorded his/her attendance in ARM (on arrival/departure/intra-day movements) due to any reason, he/she needs to inform Front Office Executive or TM at the earliest.
- In-case of any problem in recording attendance in the ARM, the employee must contact TM immediately.

Employees working Onsite

- Employees working onsite are exempted from recording their attendance in the ARM.

- TM will arrange to manually record attendance of ALL employees working onsite as per the timesheet received at the end of every month. (For more details on timesheet refer clause 6.4 (b) of employee handbook)

In case of Loss of Card

- Facilities department should be informed about the loss of an Identity card at the earliest.
- In case of loss of an Identity Card, a duplicate Identify card will be issued at a certain cost to the employee.
- If the employee finds his/her original Identity card, he/she must return the original Identity- card to the Facilities Department.

9.3. Timesheet Recording

Time sheets are required to be filled in and completed by all the BSTS and DMS employees/ contractors on the weekly basis. This is done through the Timesheet Tracking System (TTS).

Refer [TTS](#) help for details.

9.4. Quality responsibility

In addition to their normal job responsibilities, all employees have a responsibility towards quality. All employees are expected to:

- Attend the mandatory training sessions on QMS awareness
- Read, understand and implement the IRIS quality policy and relevant processes
- Give suggestions and participate in continuous quality and process improvement

Employees are also expected to enhance their knowledge with ongoing training and awareness sessions organized by TM to keep the employees up-to-date with relevant quality requirements.

9.5. Security responsibility

In addition to their normal job responsibilities, all employees have a responsibility towards security. All employees are expected to read, understand and abide by the contents of the Information Security Policies of IRIS, which may change from time to time.

Employees are expected to take all reasonable care to ensure the Confidentiality, Integrity and Availability of the information or assets that they use, process, hold and store or come to know of it.

Training and awareness sessions about ISMS are organized by TM in coordination with the Information Security team to keep the employees up-to-date with relevant security requirements. Employees are expected to attend these.

Employees play a major role in IRIS' efforts to maintain a safe and secure working environment by complying with IRIS policies, and treating all threats seriously, and reporting incidents immediately.

For details visit the [ISMS site](#).

9.5.1. Security Compliance Agreement

As a part of the ISMS requirement, all employees and contractors working at IRIS are required to sign a policy agreement at the time of joining as well as annually.

By signing this document, employees acknowledge that they have read, understood and agreed to abide by the IRIS Security Policy and the acceptable usage of assets and other relevant guidelines.

The Acceptable Usage Policies are displayed on the [ISMS site](#).

9.5.2. Reporting / Logging of Security Incidents

All employees are responsible for reporting security incidents and can do so without the fear of reprisal or criticism.

In the interest of improving security at IRIS, all employees working at IRIS are requested to report any security weaknesses or incidents that they observe to the Security Team, You can do this by sending an email to ISMS group or logging in [Bugzilla](#) as ISMS-Incident.

10. Employee Engagement

IRIS encourages employees to participate effectively through the following forums so that they can bring improvements in the ongoing processes and make IRIS one of the best places to work:

10.1. Employee Suggestion Scheme (ESS)

ESS is a mechanism for building the commitment and means for “participative management by employees”. To promote employees interest and awareness in the improvement of work, environment, work methods, working conditions, work quality and safety. It also serves to develop and encourage employee's problem solving ability and creativity. We encourage employees to send in their suggestions.

Visit the [ESS](#) link on [myIRIS](#) for details.

10.2. Recreational Committee (RECCOM)

RECCOM is responsible for organizing fun activities and celebrations during the year. It has representatives from various departments and from all levels of hierarchy.

10.3. IRIS Portal and Service Log

The [IRIS Portal](#) application provides an interface to log Problem and Services Requests to IT, Facilities and TM.

In addition, it also provides a facility to log and view attendance, time sheet (TTS) and claims.

An employee is welcome to provide suggestions for improvements in the current TM policies and procedures to make IRIS “The Best Place to Work”.

11. Separation

In the event of an employee deciding to leave IRIS, his/ her letter of resignation must be given to the Reporting Officer, who in turn will inform the Head of Department and the TM Department. Employees who are resigning (confirmed as well as those under probation) have to serve a notice period of 90 days. . If the notice of separation is given on a holiday, those days are not counted as part of the notice period.

The relieving date will be decided by the Reporting Officer based on the notice period and employees' current assignments. The employee shall get clearance from internal departments and the Reporting Officer. TM ensures the smooth exit of employees by coordinating for clearance and full and final settlement.

At the time of separation, the employee must submit his/her Access card, Library books and other IRIS assets to respective departments as a part of the full & final settlement.

Please contact TM for any clarifications.

12. Corporate Social Responsibility

As a part of Corporate Social Responsibility, IRIS and its employees contribute towards the growth, development and rehabilitation of homeless children.

IRIS regularly contributes towards SPIN, (Serving People In Need) an NGO based in Faridabad, which is providing food, shelter, education and a vocation to homeless children. Please visit <http://www.ashraybhavan.org> for details.

In addition, IRIS participates in *Delhi Half Marathon* every year for charitable causes and supports *Goonj*, an NGO, with clothes and other utility items.

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