

# Acme AI Ltd

# HR MANUAL

Issue Date			
Revision No	01		
Document No	HRM/1	Clause Ref.	1/2015

**Signature**

Written & Reviewed by: Acme Team

Approved By: Managing Director

# Contents

## HR Policy

Policy nos.	Policy Name	Annexes	Page no.
	<b>Section One</b>		
D Policy 1:	Employee Responsibilities & Obligations - General		10
D Policy 2:	Attendance	Annex 1: Statement of late Attendance. (p-14)	13
D Policy 3:	Manpower Planning		15
D Policy 4:	Organisation Structure & Establishments		17
	<b>Section Two</b>		
D Policy 5:	Recruitment & Appointment	Annex 1: Interview call letter. (p-29) Annex 2: Assignment memo to new employee. (p-29) Annex 3: Interview rating form. (p-30) Annex 4: Appointment letter. (p-32) Annex 5: Service conditions. (p-34)	20
D Policy 6:	Minimum Standards for Employment		41
D Policy 7:	Equal Employment Opportunity		42
D Policy 8:	Employment Interviews	Annex 1: Interview checklist. (p-44)	43
D Policy 9:	Pre-Placement Medical Examination	Suspended	
D Policy 10:	Reference Checking		47
D Policy 11:	Definition of Employment Status		48
D Policy 12:	Job Contract	Annex 1: Work/ job contract. (p-53)	51
D Policy 13:	New Employee Orientation		54
	<b>Section Three</b>		
D Policy 14:	Performance Management		57
D Policy 15:	Training and Development		65

# HR Policy

D Policy 16:	Employees Records Privacy and Retention	Annex 1: Record and retention. (p-80) Annex 2: Personnel record. (p-81) Annex 3: Staff form and service record. (p-82)	74
D Policy 17:	Reports, Information and HRIS	Suspended	
D Policy 18:	Compensation & Benefits	Annex 1: Salary structure - management staffs. (p-87) Annex 2: Salary structures non-management staffs. (p-87) Annex 3: Service benefits. (p-88)	83
D Policy 19:	Salary Administration		89
D Policy 20:	Incentive scheme Plan	Suspended	
D Policy 21:	Transfer & Transfer Expenses		91
D Policy 22:	Travel	Annex 1: Travel authorization form. (p-97) Annex 2: Travel expense statement. (p-98)	92
D Policy 23:	Standard Service Year		99
	<b>Section Four</b>		
D Policy 24:	Leave Entitlement	Annex 1: Leave record. (p-105) Annex 2: Compensatory/ substitute leave. (p-106)	100
D Policy 25:	Annual Leave	Annex 1: Annual leave application. (p-111)	108
D Policy 26:	Sick/Prolong/Accident Leave	Annex 1: Medical certificate for sick leave. (p-117)	113
D Policy 27:	Casual Leave	Annex 1: Casual leave application. (p-120)	118
D Policy 28:	Maternity Leave	Suspended	
D Policy 29:	Leave Without Pay & Unauthorized Absence.	Annex 1: Notice for unauthorized absence. (p-124)	121
D Policy 30:	Leave Encashment.	Suspended.	
D Policy 31:	Over-Staying of Leave/Loss of Lien	Annex 1: Explanation for overstaying leave. (p-128)	125

**Restricted**

# HR Policy

D Policy 32:	Public Holidays		129
	<b>Section Five</b>		
D Policy 33:	Loan facilities	Suspended.	
D Policy 34:	Medical Benefits	Suspended.	
D Policy 35:	Succession Planning & Organisation Review	Suspended.	
D Policy 36:	Provident Fund	Suspended.	
D Policy 37:	Gratuity	Suspended.	
D Policy 38:	Group Term & Hospital Insurance	Suspended.	
D Policy 39:	Car Scheme	Suspended.	
	<b>Section Six</b>		
D Policy 40:	Standards of Conduct		132
D Policy 41:	Conflict Of Interest		138
D Policy 42:	Employee Discipline	Annex 1: Charge sheet. (p-144) Annex 2: Inquiry notice. (p-146) Annex 3: Letter when explanation is not answered. (p-147)	140
	<b>Section Seven</b>		
D Policy 43:	Suspensions		148
D Policy 44:	Safety		151
D Policy 45:	Smoking In Work Place		156
D Policy 46:	Employee Counseling and Assistance		158
D Policy 47:	Communication		164
D Policy 47/ A: E-Mail Policy			169
D Policy 48:	Suggestions/Ideas		175
D Policy 49:	Participation Committee/Welfare Committee	Suspended.	
D Policy 50:	Grievance Procedure		177
D Policy 51:	Employee Relations	Suspended.	

# HR Policy

	<b>Section Eight</b>		
D Policy 52:	Employee Separations	Annex 1: Final Settlement receipt. (p-183)	181
D Policy 53:	Resignation		184
D Policy 54:	Termination	Annex 1: Termination letter without notice. (p-189) Annex 2: Termination letter with notice. (p-190)	186
D Policy 55:	Dismissal	Annex 1: Letter of dismissal. (p-193)	191
D Policy 56:	Discharge		194
D Policy 57:	Deceased Employees		196
D Policy 58:	Retirement		197
D Policy 59:	Redundancy		198
	<b>Section Nine</b>		
D Policy 60:	Exit Interview	Annex 1: Exit interview. (p-203)	201
D Policy 61:	Compliance & Regulatory Affairs	Annex 1: Document checklist. (p-212)	206
D Policy 62:	Stoppage of works	Annex 1: Stoppage notice beyond working hours. (p-218) Annex 2: Stoppage notice during working hours. (p-219)	216
D Policy 63:	Lay Off	Suspended.	

---

## Company Profile & Introduction

# Acme AI Ltd

Primary information :

Address : Head Office (House # 630, Road # 09, Mirpur DOHS, Dhaka-1216.  
Tel: 02-8080570, 02-8080725  
Fax: 02-8080725  
E-mail: info.acme@acmetechltd.com

Legal status of company : Private Limited Company

Banks : Trust Bank Limited

Insurance :

Management Personnel :

Position	Name
----------	------

<u>Chairman</u>	: <u>Zafar Iqbal Siddique</u>
-----------------	-------------------------------

Managing Director	: Major General Syed Fatamy ahmed Roomy (retd)
-------------------	--

Director	: Major General Safiqul Islam (retd)
----------	--------------------------------------

Director (Fin)	: Brigadier General Mosharaf hossain (retd)
----------------	---

Director (Ops & Pro)	: Engr. Md. Firoz Alam
----------------------	------------------------

# HR MANUAL

## *Objectives of*

### *HR Manual*

The HR Manual for the employees of Acme AI Ltd sets out the HR Policies and Procedures with a view to providing uniformity in the execution and monitoring of HR policies and practices throughout the company.

The manual is produced to enable supervisors and employees to be aware of the company's HR policies and procedures.

This manual has articulated the broader aspects of the employee issues only as such minor details exacting slight variations can be adopted to solve a particular problem in consultation with the MD.

The manual should be used with the discretion to the extent that some of the contents are confidential and should not be disclosed to any one outside the company.

The HR Manual supersedes all existing and previous Administrative Instructions on the subject covered. It is the authoritative guide for all HR affairs of the employees of the company.

Any changes in the manual will be published by the MD of the company.

### *Human*

### *Resource*

### *Policy*

The company recognizes that the employees are an integral part of the company being the most important resources in the organisation. Therefore, the employees, who serve in different Departments/Locations of the company, are united in their common endeavor to contribute to the strength and growth of the company.

---





## Restricted

### **Objectives**

The company believes in providing uniformity in matters of HR affairs throughout the company and based on that belief the objectives of the HR Policies are:

1. To attract the quality and caliber employees who would meet its operational need.
2. To retain and motivate all its employees with a view to maximise their contribution with efficiency and productivity.
3. To provide a working environment in which employees at all levels and in conformity to their positions are treated fairly and consistently wherever they are required to work and thus developing and maintaining an effective workforce.
4. To develop employees to assume position of authority and responsibility in the company with a thorough knowledge and commitment to the company objectives.

To achieve the above objectives, The company recognises the basic aspirations of the employees as individuals which may be stated as:

- They desire worthy and challenging work.
- They want to be associated with the company's objectives and they feel committed to them.
- They have joined The Group to pursue a meaningful career.
- They are willing to accept responsibility.
- They expect recognition of their contribution and rewards commensurate with their merit and performance.

Trust and confidence of the employees in the management is the pillar of good relations in the company. It is an established fact that unrest is generally created because of :

- Inequality of treatment
- Lack of promotion opportunities
- Out-dated system of wage payment
- Poor working conditions
- Inadequate training
- Poor communication
- Inadequate disciplinary

procedure It is therefore essential that:

- employees at all levels throughout the company have confidence in the leadership of their supervisors
  - The company has a sound HR policy and laid down procedures
-

## Restricted

### ***Equality of treatment***

The key note of our policy of management is a constant endeavour to achieve fairness. All our regulations, procedures and actions should ensure that all persons connected with our operation and business, - be they customers or employees are treated fairly and with due consideration for their feelings.

Our policy is to provide promotion opportunities to our employees based on merit and fitness for the job. Wherever possible preference should be given, to the employees in lower grade to fill up vacancy in a higher grade, particularly when such vacancies offer promotion or broader experience to existing employees.

### ***Compensation and Benefits***

With a view to retain and motivate our employees to achieve the maximum efficiency and productivity, it is essential that the terms and conditions of employment compare favourably with other companies. To maintain that situation, salary/wages and terms and conditions of employment are reviewed periodically and are matched with market forces.

### ***Training and Development***

Training and Development activities help new employees learn how to perform their jobs and help existing employees improve job performance and prepare for higher positions. The primary purpose of training and development in the company is to assist its employees to improve their skills, knowledge and overall abilities in order to enhance both their personal growth and their contribution to the achievement of the company's objectives.

---



**Restricted**

**Policy No:** D-01

**Subject:** **Employee Responsibilities & Obligations - General**

**Effective Date:** January 1, 2015

**Revision Date:**

---

**01.1  
Policy  
Statement**      The company expects certain standards from its employees regarding job attitude and performance. The following listing describes some of such expectations.

All supervisory personnel are required to review these items as part of the orientation process for newly hired employees. All employees are responsible for meeting these criteria. Part of each supervisor's responsibility is to take appropriate action when an employee fails to meet these standards. This may include "Standards of Conduct" (Policy No: 40) and the steps contained in Policy No: 42 on "Employee Discipline"

**01.2**      All employees are expected to be at their work place in

**Attendance  
and  
Punctuality**      accordance with the hours of work established by the company for its various business locations. The various timing of any particular locations would be announced separately. If an employee expects to be late or absent from work, the employee shall make every attempt to notify his or her supervisor.

No employee should leave the workplace during his/her working hours without prior permission.

Complying with working hours and maintaining a good attendance record are necessary so that the company can plan and conduct its business with minimum disruption.

Employees who are late or absent continually/frequently are subject to disciplinary action.

---



### Restricted

- 01.3** Efforts should be made to schedule overtime with notice so that
- Overtime Availability** employees can adjust their schedules and outside commitments.  
However, there are times when advance scheduling may not be possible. Employees are expected to be available for overtime work as required. Refusal to work overtime without valid reasons are tantamount to violation of lawful orders.
- 01.4** Performance of all employees will be reviewed by their
- Performance** supervisors. Employees should be encouraged to discuss their performance with their supervisors any time they are concerned about how they are being evaluated. Details are in Policy No. 14 on Performance Management.
- 01.5** All employees are expected to comply with the company's
- Safety, Health & Environment** safety procedures, to work in safe manner and to report any safety breach or concerns to their supervisors. (Consult Policy No. 44 on "Safety, Health & Environment")
- 01.6** As part of employment responsibilities, employees are expected
- Personal Conduct** to maintain good relationship with co-employees, acceptable behavior with the customer and those having business with the company. If an employee has access to or is authorized to use The company's supplies, funds etc., honesty is expected.
- 01.7** Any employee while leaving his work place is liable to be
- Liability to Search** searched by a person authorized by the management. The search must be undertaken in the presence of a witness.
- 01.8** All employees while on duty are instructed to carry with them
- Identity Card** their Identity Cards provided by the company. Duplicate Identity Card will be issued in the event of losing the first one on payment of Tk: 150/-.
- 01.9** Every employee is issued with the terms and conditions of
- Terms & Conditions of** services at the time of appointment or at a later date which will be required to be signed by him/her on each and every page as

**Service**

token of acceptance which will always be binding while on the service.

---



**Restricted**

**01.10**  
**Work**  
**assignment**

No employee should refuse to work which may be assigned to him whether of the same, lower or higher grade.

---

---

**Restricted**

**Policy No:** D-02

**Subject:** **Attendance**

**Effective Date:** January 1, 2015

**Revision Date:**

---

**02.1** To ensure uniform, proper and correct recording of attendance

**Policy Statement:** and to simplify the procedure, all supervisory personnel are advised to strictly adhere to the procedures described below:

**01.2** a. Attendance of all employees at all the main office to be

**Procedure:** recorded electronically through finger punch and at other locations in a register.

b. The main office system requires the employees to punch finger both at the time of reporting for duty and at the time of departure after the end of his/her duty.

c. Overtime should also be recorded electronically.

d. In locations/sites where there is no electronic attendance control machine yet, attendance will be recorded in the Attendance Register by marking self attendance counter signed by supervising management staff.

e. No grace period is allowed for attendance and late by even five minutes is considered LATE and three times late in a month or late for more than thirty minutes (cumulative) in a month, irrespective of the number of times, will qualify individual employee for financial penalty up to tk. 150/- per month.

f. Frequent/continued late over a long period would be considered as habitual latecomer and will make him/her liable for higher disciplinary action.

g. At the end of every month a statement of late attendance (form attached) should be prepared centrally and a copy circulated to the HR Department for information and necessary action.

---

***STATEMENT OF LATE ATTENDANCE***

MONTH: \_\_\_\_\_

**Acme AI Ltd**

**Policy: D-02.**  
**(Annex 1)**

LOCATION:

DIVISION/DEPARTMENT:

Name of Employee	PN	Current month		Cumulative up to Previous month in the current service year		Remarks
		No. of occasion	Total time Late	No. of occasions	Total time late	

---

**Restricted**

**Policy No.** D-  
03

**Subject:** **Manpower Planning**

**Effective Date:** January 1, 2015

**Revision Date:**

*The*

---

*company's*

*manpower*

*machinery*

**03.1**

**Policy**

**Statement:**

**03.2**

requirement on  
realistic basis

2. Removing skill obsolescence
3. Removing employees imbalance
4. Enabling The company to establish standard of performance.
5. Adopting technological changes
6. Ascertaining cost involvement for new projects
7. Provide realistic training and development
8. Career planning

The objectives of manpower planning is to determine manpower requirement for a given period, keep in view the utilisation level of existing workforce in conformity with the corporate business objectives. In order to achieve that, on regular basis management should carry out job analysis to determine the job forecast, the number of employees needed for various jobs, recruit employees needed for various jobs, recruit employees from inside and outside the organisation by using techniques such as test, interviews and plan their career and development.

The company's policy is to have a minimum number of jobs with a consistent approach towards organisational effectiveness.

Manpower planning is essential for :

1. Projecting systematical manpower

Department heads in coordination with and assistance of the HR shall plan their manpower requirement on a continuous basis as far ahead as possible corresponding to the level of business activity both short range and long range. This plan is then submitted to the Managing Director as appropriate and when approved constitutes the Department establishment.

---

**Restricted**

**03.3**

***Responsibility***

The HR will therefore have the following functions:

1. To review periodically the manpower positions of different Department/Functions.
  2. In view of the company's changing business requirement, wherever necessary, consult the Department Heads with regard to their respective establishments and recommend to the Managing Director as appropriate for appropriate enhances in the Department's establishment.
  3. To identify opportunities for reducing manpower
  4. Whenever necessary carry out job analysis of different positions and where necessary recommend changes.
  5. To examine the implication of any new project and recommend the manpower requirement in that connection.
- 
-



Restricted

**Policy No.** D-04

**Organisation Structure - Establishment**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**04.1**

**Policy**

**Statement:**

Various Departments as well as Corporate Functions have job positions approved by the Managing Directors of the company. Organisation Chart is prepared accordingly and positions other than those on the Organization Chart must be approved by the Managing Director.

Normally job descriptions will be formulated by HR Department after receiving the information from related Departments and Functions as the case may be.

---





### Restricted

#### **04.2**

1. Existing manpower resource will be reviewed, re-

#### ***Procedures***

evaluated and re-assessed after a year's interval during formulating annual budget, in relation to employees job specification, job requirement and compensation levels. Company's production/growth requirements will also be kept in consideration.

2. Vacancies arising as a result of employees' separation

for whatever reasons, unless the position is abolished, shall be approved by the Department/Functional Head as the case may be.

3. Employee Requisition Form should be initiated by the

concerned Department Head either because of vacancies created due to separation or creation of a new position. Prior to initiating the employee Requisition Form, the concerned Department Head should critically review the job description to obtain the followings:

- a. Is it up-to-date?

- b. Have duties and responsibilities changed

significantly since the description was last written?

- c. Does nature of job require any change because of

changed environment, changed business conditions or different demands? If so, this is the time to make certain that the description accurately describes the job the new incumbent has to do. The HR Department is to be provided with updated description if the job has changed significantly.

**04.3 Position/** Before a new position is approved, job description shall be  
**Job evaluation** prepared by the Head of the concerned department in consultation with HR Department, who would arrange to evaluate the position for proper grading and compensation purposes. Similarly all key positions should be re-evaluated on regular intervals.

---

**Restricted**

- 04.4** The job specification spells out the quality of employees to fill the job such as education, knowledge, skills, abilities and experience that the person must have in order to be able to do the job competently. While the job specification is primarily used for recruitment purpose, job description provides the evaluation. Job specifications must be carefully determined. Special caution must be given when height, weight, age, sex and other physical requirement are included to assure that they are bonafide occupational requirements.
- 04.5** To ensure that all employees are aware of the various department and functional organizations, name of supervisory persons, etc., the HR Department is responsible for monitoring and when necessary periodically updating and issuing organisation charts.
- Organisation Structure** The HR Department shall distribute copies of respective organisation charts to each Department Head, who will then make them available as they deem necessary for the information of others in the Department.
- No Department will have organization chart of its own without having the same approved or amended in a prescribed manner through HR Department as described above.
-



**Restricted**

**Policy No.** D-  
05

**Recruitment and Selection**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**05.1** This *Recruitment and Selection Policy* has been framed with the  
**Policy** view of recruiting and selecting people who have a strong  
**Statement:** desire to achieve the company's vision, and who will assist us in  
achieving the business results



## Restricted

### **05.2 Procedure:**

**Minimum requirements** are detailed throughout this policy and include:

1. The position is defined and justified by the requisitioning Department Head and authorized and processed by Human Resource Department.
2. The position is advertised unless a person has been identified through the succession planning process or other business requirements.
3. The Department Head is involved in the recruitment and selection decision. As a minimum, at least one other person from the Department, competent in the recruitment process, should assist beside the authorized person from HR Department.
4. Pre-requisite skills, qualifications, experience, competencies and other legislative requirements are met and documented
5. At least 2 reference checks are done and documented
6. Offers are approved by HR and in some special cases by the Managing Director
7. All people, whether internally or externally recruited, are inducted through employee orientation program (Policy No. 13).

### **05.3 Link with Succession Planning**

The company has succession planning which is a tool to assist with planning company's future people needs. Within the succession planning process, potential successors are identified for certain management positions. When such a position becomes vacant, an individual may be approached about the vacancy. However, this may not preclude advertisement, or consideration of people who respond to that advertisement. Vacant positions not filled through the succession process are advertised.





**Restricted**

<b>05.4 The role of Business Unit / Function</b>	It is the Department Head/Line Manager who will work with the new person. That's why the Department Head/Line Manager are involved fully in recruitment and induction. The Department Head/Line Manager depends upon the people that they recruit to assist them in achieving their MOs and KPIs or action plans. The Department Head/Line Manager is in the best position to assess the candidate's technical ability as well as the candidate's "fit" into the team.
<b>05.5</b>	Recruitment Standards for different positions will be available
<b>Recruitment Standard</b>	<p>with the HR Department which should be strictly adhered to and no deviation there from should be made without the approval of the MD.</p> <p>It is the responsibility of the HR to review and update the Recruitment Standard from time to time. Such standards would not be applicable to existing employees but for promotion cases, the set standards except the educational qualification should be considered.</p>
<b>05.6 Employee</b>	When a vacancy comes about within the approved
<b>Requisition Form</b>	establishment and it is deemed necessary to fill in the vacancy, the Employee Requisition Form (Annexu-I) should be completed and a copy thereof should be sent to HR Manager, who should find out if there is any suitable candidate already working in the company for whom a transfer to the vacant position would mean either a promotion or better prospect promotion. HR Manager will return the Requisition Form with his comments to the requiring department at the earliest. Recruitment procedure will then be set in motion where replacement of existing employee is not possible.
<b>05.7 Hiring</b>	While hiring, preference is given first to employees working for
<b>from the outside vs. from within</b>	the company. The fact that a qualified employee is doing essential work in a position that may be harder to fill than the current open position may be an influencing factor, but when making such decisions supervisors must be careful in order not to block career advancement merely for immediate convenience.

---

**Restricted**

**05.8**

***Filling Vacancy  
Through  
Promotions***

Each Department Head has involvement in the selection process, since their assessments of employee performance directly influence the department operations. However, the following guidelines to be followed in the promotion selection process:

1. Such promotions should be purely need oriented but

wherever possible mid term promotion should be avoided.

2. Promotions will be based upon merit.

3. Evaluations must be job-related.

4. Supervisors must consider as many potential candidates as necessary to assure high quality candidates.

5. Management retains the right to select or not select candidates from any source it considers appropriate.

**05.9**

Employees may be moved to different Departments by transfer

***Filling Vacancy  
Through  
Transfer***

or promotion. If the move is not a promotion then the transfer should not cause an increase in salary.

---

## Restricted

### **05.10 Attracting ADVERTISING**

#### ***the Candidates***

1. Internal *versus* External Advertising
2. The objective is to recruit the best person for the position. Therefore it is always better to advertise the position *unless* a person has already been identified through the succession planning process or other business requirements.

- a. Internal

It's easy to overlook an internal candidate, yet placing an internal advertisement is at no expense, so internally the position may be advertised if deemed appropriate on Notice Boards at all Company Locations as per attached format (Annex-VIII). This way, everyone is given a fair opportunity to have their application evaluated on its merits, and it can be a good opportunity to talk to the person about their career aspirations.

- b. External

Those who best meet the skills, qualifications, experience and competencies required for the position should fill vacancies. Therefore, if it is believed that there is no candidate within the company T who is suitable for the role, the advertisement should be done externally as well as internally. It may be chosen to advertise internally and externally at the same time if there is a tight time frame.

3. **Where to advertise externally**

Depending on the time the avenues like Websites (own or placement firms); Campus Recruitment; Outsourced placement /HR Firms should also be used, other than simply advertising in a newspaper. It is a good idea to think laterally how we might attract the right candidate.

4. **HOW TO ADVERTISE**

- a. Once the recruitment is approved, an advertisement needs to be drafted based on the skills, qualifications, experience and competencies
-

**Restricted**

**05.11**

***Screening &  
Selection of  
Applicants***

On receipt of employment application(s) may they be in response to the advertisement, through mail, e-mail, web-site or by hand, HR Manager will arrange weighted scoring or preliminary interview as the case may be for the purpose of listing potential candidates. Depending on the level of the position, following screening procedures will be followed:

- a. For the positions above Assistant Manager: preliminary interviews to assess technical (professional) and behavioral competencies
- b. For the positions of officers up to Assistant Managers: aptitude, technical (professional) and behavioral competencies, communication, psychological tests.
- c. For the positions below officers: technical (professional) , dexterity/mechanical aptitude, communication tests.
- d. For those meeting the stipulated specifications and pass the tests as applicable will be recorded separately.  
Application being rejected in the initial scrutiny/screening tests or after preliminary interviews need not be informed.
- e. For specified positions (listed by HR Department) the candidates for the entry level position may have to go through the Assessment Centre
- f. Concerned Department Head will then be forwarded with selected applicants for review and if necessary for future short listing of at least three suitable candidates. They to be called for further interview along with the Department

Head of the requiring Department, if necessary.

- g. Structured interview will be held in line with the company guidelines following interviewing techniques (Structured interview forms and questions are available with Corporate HR Department; Annex-VII).
  - h. Such applicant shall be forwarded with the company's standard application blank (Annex-VI) which he/she will be required to bring along duly completed with at the time of final interview.
  - i. If however, the applicants do not appropriately match the job requirement, the position shall be re-advertised and re-searched
  - j. Assessment of the interviews should be recorded on the Assessment Form (as available with HR Department) and maintained by HR Manager
-

**Restricted**

**05.12**  
**Verification of**  
**Information**

The HR Department will verify the information offered by an applicant in his or her employment application. While it is preferable to do so before hiring an applicant, there are many examples, when verification may be received after hiring an employee.

All applicants should be advised that false statements on the

company's employment application form are grounds for immediate dismissal, regardless of length of employment before the falsification is discovered.

**05.13 Hiring**

For all positions and salary grade, HR will seek final decision

**Decision**

from Managing Director.

**05.14**

Many job applicants, whether they are hired or not, may form

**Treatment of**  
**Job Applicants**

definite **opinions** of the company. Following cautions to be followed in the treatment:

a. All job applicants will be looked upon as potential

friends and colleagues and will be treated accordingly.

b. Avoid all practices that create ill-will.

c. Do not give applicants false hopes. If there is no chance of employing an applicant then tell him/her so.

d. Make no vague promises about a job in the future or never tell the applicant to keep checking back with us.

e. Unless there is a bonafide vacancy to be filled, or unless we anticipate a vacancy in the immediate future, do not give out any application blank to any one who comes looking for a job.

**05.15 Interview**

Candidates called for interviews (Annex-III) are not entitled to

**Expenses**

any payment from the company excepting the expenses for pre-employment medical check-up.

---

**Restricted**

**05.16** Copies of solicited applications, appointment letter and related **Documentation** material, including interview notes for all interviewed candidates

should be maintained by HR Departments as applicable.

Employees must be asked to produce originals of their degrees, testimonials /certificates, if previously employed; employment letter from the last employer, acceptance of resignation letter, last pay slip (from the immediate previous employer) are checked and copies will be retained for the company record.

**05.17** Selected candidates will have to go through required medical

**Medical Check-up** check up by the company's designated medical center/ physician if necessary.

HR Department will obtain the comments on fitness of the candidates in the prescribed format if necessary and asked.

**05.18** Candidates selected in the final interview and found medically fit

**Issuance of Appointment Letter** shall be given a written "Appointment Letter" in prescribed format of the company (available with HR, Annex-IX) and sent Regret Letters (Annex-IV) to candidates called for subsequent interviews (for the positions of officers and above only) after initial scrutiny/screening and preliminary interviews but not offered employment.

All appointment letters shall be signed by the Managing Director or HR Manager as the case may be.

**05.19 Reporting** HR Manager will issue a Reporting Memo (Annex-II) to the

**Memo** concerned department to which the new employee is assigned.

This will be issued after the issuance of appointment letter to the new employee to the concerned department.



Appointment Letter along with all the related documents will be sent to the Accounts Department for further action.

---

**Restricted**

**05.20**  
***Joining Report***

On joining the Company all new employees will submit a Joining Report in two copies.  
One copy will be retained in the personal file of the employee, while the duplicate copy will be forwarded to Account Department for salary and compensation purpose.

**05.21**

All new employees will be issued with an assignment memo

***Assignments /***  
***Job***  
***Description***

(Annex-V), indicating the department to which the new employee's service has been assigned.  
A full job description will also be issued by the HR Department where applicable

---



**Restricted**

Policy 05

(Annex I)

**INTERVIEW CALL LETTER**

Ref:

Date:

Dear Mr/Ms. ....

**RE: INTERVIEW**

We thank you for your application in response to our advertisement and interest you have shown in our Company.

You are requested to please call on the undersigned at our Office for an interview on ..... at ..... hours.

Please bring along with you the original testimonials.

Please note that no TA or DA will be admissible.

Yours faithfully,

HR Manager

Policy 05

(Annex II)

ASSIGNMENT MEMO TO NEW EMPLOYEE (Before joining)

**Acme AI Ltd**

Date.....

Our ref: .....

Name: .....

Address:.....

---

**Restricted**

.....

.....

Dear Mr./Ms,

**Re: Assignment**

Welcome to The company. I am pleased that you will be joining us as (Position title).

Enclosed for your information are:

- Orientation program
  
- Assignments for the probation period

Please review it prior to your first day. Human Resource Department will be happy to answer any questions about it for you.

Please report to HR Department. In the meantime, if you have any questions, please do not hesitate to call me: (Phone number )

Look forward to working with you.

Yours sincerely,

.....

Policy 05  
(Annex III)

**Acme AI Ltd**

**INTERVIEW RATING FORM (MANAGEMENT STAFF)**

Applicant :	Time:
Position:	Date:
BU/Function:	Place:

---

Criteria	Rating	Comments
----------	--------	----------

---

**Restricted**

<b><u>Work experience/exposure</u></b>  Relationship between candidate's work experience / exposure and position available		
<b><u>Decision making and judgment</u></b>  Candidate's logic, opinions & soundness of reasoning and decision making		
<b><u>Emotional stability &amp; maturity</u></b>  Candidate's self-confidence, independence (self-sufficiency) and ability to take on the		
pressure, rejection or failure		
<b><u>Ambition-motivation</u></b>  Candidate's expectations, initiative & desire to advance		
<b><u>Energy &amp; drive</u></b>  Candidate's interest, energy and speed of reactions to meet the demands of the		
situation/environment relating to the job		
<b><u>Work styles and values</u></b>  Ability to handle unpredictable situation, challenges and also routine jobs with high		
degree of professionalism and ethics		
<b><u>Flexibility</u></b>  Ability to handle multi task, wide range of problems, different environments, coping with		
conflicting and ambiguous demands		
<b><u>Intellectual capacity &amp; effectiveness</u></b>  Ability to deal with intellectually demanding aspects, thinking and conceptualization		

**Relationships**

Ability to maintain boss-subordinate relationship, team working, peer relationship, external/public relations

**Recommendation:**

Employ

Consider

Turn Down

Overall comments:

---



**Restricted**


Interviewer's name & signature:

--

Date:

**Instructions:**

1. During the interview, please indicate on the form by scoring in the appropriate box, how well the candidate matches the requirements for the position. Possible ratings: Outstanding 5; Above average 4; Adequate 3; Poor 2; Unacceptable 0.
2. Your ratings should represent a comparison of this individual to the job requirements.
3. In the comments column, please write evidences as found against the particular criteria during the interview. In doing so please ask politely appropriate questions (open, probing etc.) to find out the evidences from the candidate's given answers.
4. If you need, please add extra page and attach with the form.
5. After the interview the interviewer should review the form and make recommendation by ticking the appropriate box as to whether the person should be employed or considered for the employment or rejected

Policy 05

(Annex IV)

Appointment Letter (Management Staff)

**Confidential**

Date:

.....

.....

Dear Mr/Ms. ....,

**Appointment**

---

**Restricted**

Further to our series of interviews and follow-up discussions, the management of The company (hereinafter referred to as Company) is pleased to offer you an appointment in Company Name Limited (Garments) as ‘.....’, Unit ‘.....’, on the following terms and conditions: :

1. Your employment with The company will commence on (Date).
2. You will be based at (Location) and will report to the (Job Title).
3. You will be on probation for 6 months from the date of your appointment. On satisfactory completion of the period you will be confirmed in permanent employment.
4. Unsatisfactory progress during probation may result in extension of the period at the discretion of the Company. During the period of probation, one month’s notice or payment of one month’s basic salary in lieu of notice will be required on either side for termination of employment. No reason need be given for such termination.
5. Effective from the date of your joining, the following salary and allowances will be paid to you in arrears:
  - a. Basic Salary : Tk. ....
  - b. Other Allowances: Tk. ....In addition, you will be entitled to Incentives/Bonuses which will depend on the Bonus Scheme in existence.
6. Other benefits, facilities and welfare, obligations and regulations are as per the attached Conditions of Employment and Service Regulations of the Company. These together with amendments from time to time will be applicable to you and binding on you.

If you agree to accept this employment on the terms and conditions noted above, please sign the duplicate of this letter along with the attached Service Regulations and return to us.

We would welcome you to The company and sincerely hope that your career with the Company will be prosperous and rewarding.

Yours sincerely,

HR Manager

Acme AI Ltd

I \_\_\_\_\_ confirm that I accept the employment with  
\_\_\_\_\_ on the terms and conditions specified above.

---

**Restricted**

Policy 05

(Annex V)

(Service Conditions – Management Staff)

**Strictly Confidential**

**Acme AI Ltd**

**Conditions of Employment and Service Regulations For**

**Management Staff**

Employment of all Management Staff will be governed by the following terms and conditions in respect of the benefits they will derive from the company and the obligations they will have to discharge as an employee of the company. Every Staff shall be bound by these Conditions of Employment and Service Regulations and any amendments that may be made to the same from time to time. These Terms and Conditions are bilateral between the individual staff and the Company and are **strictly confidential**.

**1. APPOINTMENT LETTER**

Every permanent employee is issued with an appointment letter.

**2. STANDARD SERVICE YEAR**

The Standard Service Year for Management Staff starts from July 01 and ends on June 30.

**3. SALARY AND PERQUISITES** This comprises of two

parts:-3.1 The first part consists of the Basic Salary only.

3.2 The second part consists of all Other Allowances.

Part of the allowances may be paid against reimbursements against allowable house hold expenses as perquisites subject to the sole discretion of the Company when such policy is introduced.

**4. REVIEW OF SALARY & ALLOWANCES**

The Basic salary and allowances are reviewed every year in July and changes, if any, are communicated to the individual staff.

---

## **Restricted**

### **5. PAYMENTS**

Salary and reimbursable, if any are paid monthly in arrears directly into the Bank Account of the Staff. Payments against claims supported by vouchers are made once a month.

### **6. PERQUISITES**

#### **1. Accommodation**

No facility is in existence at this moment.

#### **2. Transport**

No facility is in existence at this moment.

#### **3. Residence and Mobile Telephone**

Depending on the job requirement Company may provide residential telephone and mobile phones solely at the discretion of the Company.

### **7. INCOME TAX**

All taxes on the income of the Staff is payable by the individual. Income Tax is computed by the Company at the beginning of the service year on the basis of annual taxable earnings and a declaration by the Staff. The tax is computed as per Income Tax Act rules in force and is deducted from the monthly salary and paid to the Government. At the end of the Income Tax year, a certificate is issued to the Staff showing the computation and the amount of Income Tax deducted.

### **8. ANNUAL INCENTIVE**

Annual Incentive Bonus, if any may be paid to the permanent Staff within 30 days after the end of the financial year as per the Incentive Scheme in existence which will be totally performance based.

### **9. LONG TERM**

#### **BENEFITS 1. Gratuity**

Although not in existence at this moment, all staff will be entitled to receive payment of Gratuity after completing 10 years of service with the Company whenever such scheme is introduced.

---

## **Restricted**

### **2. Staff Provident Fund**

Although not in existence at this moment, all the eligible staff will be entitled to be a member of Staff Provident Fund after confirmation whenever such scheme is introduced.

## **10. FACILITIES AND WELFARE**

### **1. Group Insurance**

Although not in existence all the permanent staff will be covered under Group Insurance Policy from the date of their joining the Company's service when introduced. The policy covers death and partial/total permanent disability resulting from accident during employment.

### **2. Annual Leave**

A Staff is entitled to annual leave of 30 calendar days per Standard Service Year and the leave should be availed within the service year. Accumulation of leave is not generally allowed. A staff on application may be allowed advance leave at the discretion of the Superior.

At the beginning of the Standard Service Year, a leave roster is prepared based on leave plans submitted by the Staff. For leave of 7 days or more application in the prescribed form should be submitted to MD's Office through the immediate superior well in **advance**. There is no Casual leave and all casual absence will be adjusted from the annual leave of the concerned staff. Application for casual absence should be submitted preferably in advance. Post-facto application of casual absence is not encouraged.

### **3. Pro-rata Compensation for Leave**

Staff who leave the Company's service before completion of a Standard Service Year, are paid compensation for the annual leave un-utilized on a pro-rata basis. If the leave already availed exceeds the pro-rata entitlement, deduction is made for the excess period. For the purpose of leave compensation/deduction, only basic salary is taken into consideration.

### **4. Absence Due to Sickness**

Absence due to sickness is considered as paid leave. Long absence will require recommendation from a medical practitioner. Long and frequent sick leave may be investigated by the Company.

### **5. Public Holiday**

---

## **Restricted**

The Company publishes at the beginning of the calendar year a list of paid holidays.

### **6. Loan**

The Company may agree to facilitate personal loan obtainable from the Company's Banker as per terms and conditions of the Bank's Special Loan Scheme for Company's employee, if any. No other loan is paid by the Company.

### **7. Transfer**

A Staff may be posted anywhere in Bangladesh as decided by the Company. In case of transfer requiring change of residence, cost of travel of the Staff, is borne by the Company. Reasonable expenses for packing and transportation of furniture, household item and personal effects, are reimbursed to the Staff on submission of expenses vouchers. Estimate of such cost needs prior approval of the Superior

### **8. Business Travel (Domestic)**

All Staff are expected to avail of convenient mode of transport. For journey by Rail, River Steamer or Road, a Staff is entitled to travel in 2nd class coach/cabin, if available. A Staff on tour, are entitled to free accommodation, meals in hotel, guest house or club as approved by the Company for different locations and an amount at out of pocket expenses fixed by the Company.

Where a Staff makes his own arrangements for staying with friends or relatives, he is paid a fixed Daily Allowance for the nights spent away from his place of work.

### **9. Business Travel (International)**

International travel is authorized by the MD and the class of travel, accommodation, allowances and other expenses are communicated to the individual. Where a staff makes his own arrangement for staying with friends or relatives, he is paid a fixed Daily Allowance for the nights spent abroad.

## **11. OBLIGATIONS OF EMPLOYEES**

### **11.1 Time and Attention**

All Staff are required to devote full time, energy and attention to their duties assigned by the Company. They are **NOT** allowed to have any gainful employment anywhere or to engage in or be financially involved or interested in any business or concern, directly or

---

## **Restricted**

indirectly, other than as a house owner or holder of share or debentures; unless specifically permitted by the MD in writing.

A Staff shall not remain absent without leave nor will he leave the station of his duty without permission from his superior.

### **11.2 Confidentiality of Information, Documents etc.**

A Staff shall not, either during his employment or after cessation of employment for whatsoever reason, divulge or communicate to any person or persons except to those officials of the Company who are entitled to know the same, or himself make use of any of the Company's secrets or any other information in relations to the Company's affairs or to the working of any process or invention which is carried on or used by the Company or information of any incident or any other matter which may come to his knowledge in the course of or by reason of his employment as misconduct.

A Staff shall not be interested or otherwise concerned directly, or indirectly, in the trade, or use of any of the Company products for personal gains. If any interest exists, it has to be declared to the MD and a written consent obtained. Failure to do so will also be considered as misconduct.

### **11.3 Joining Competition**

It is a specific condition of employment with Acme AI Ltd that NO Staff, either while in employment or within 2 years of cessation of employment for whatsoever reason, shall under any circumstances, be engaged either directly or indirectly as a Principal, Partner, Director, Agent, Employee or in any other capacity whatsoever, in any business, manufacturing or dealing in any of the products the company manufactures or markets in Bangladesh without the written consent of the MD.

## **12. GENERAL CONDITIONS**

### **1. Dismissal**

A member of the Staff will be liable for dismissal without notice or payment in lieu for any of the following reasons:

- a) Breach of any of his obligations under Section 11 of this Conditions of Employment and Service Regulations or any other Regulations made by the Company from time to time.
-



## **Restricted**

- b) Dishonestly with Company's business or properties
- c) Conduct unbecoming of a gentleman
- d) Conduct prejudicial to good order and service discipline
- e) Financial insolvency or being adjudged as insolvent by a competent Court of Law
- f) Willful disobedience to any lawful order or instruction issued by the Superior
- g) Conviction for a criminal offense involving moral turpitude

### **2. Termination**

The services of any Staff may be terminated by the Company by giving 30 days notice in writing or on payment of 30 days salary in lieu thereof. No reason need be given for such termination.

### **3. Resignation**

A Staff may resign from the services of the Company by giving 30 days notice in writing.

### **4. Service Benefits**

When introduced, a Staff will not be entitled to Gratuity or the Company's contribution to the Provident Fund if he

- a) resigns from the service of the Company without due notice
- b) has been dismissed from service under Section 12.1 of this Conditions of Employment and Service Regulations.

### **5. Retirement**

A Staff will retire at the end of the Standard Service Year during which he attains the age of 60.

### **6. Special Conditions**

Any special conditions of service mentioned in the Letter of Appointment, will be binding on the concerned Staff in addition to those mentioned in this Conditions of Employment and Service Regulations.

---

**Restricted**

I ..... do hereby confirm, having read and understood the ..

contents, my acceptance of all the terms and conditions mentioned above.

Signature of acceptance with date \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

---



**Policy No** D-06

## **Minimum Standards for Employment**

**Effective Date:** July 01, 2015

**Revision Date:**

- 
- 06.1  
Policy  
Statement** Candidates for the job opening will be selected on the basis of qualification, merit, competence, experience, future potential and satisfactory character and employment reference, without regard to race, creed, sex, origin, etc.
- 06.2** Candidates not qualified for employment are those who
- Non-eligibility** have previously worked in a permanent, full time job for the Company and were terminated for any cause including resignation.
- Candidates not having attained the age of 18 years.
- Candidates not found fit by Medical Officer.
- Minimum Standards for different positions as prescribed in the recruitment standard.
- Candidates should possess general qualification of merit in the related field, ability, competence education background and have potential for promotion and further advancement in the Company.
-



**Policy No** D-07

**Equal Employment  
Opportunity**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**07.1  
Policy  
Statement**

The Company will maintain a policy of nondiscrimination with all employees and applicants for employment. All aspects of employment within the Company will be governed on the basis of merit, competence and qualifications and will not be influenced in any manner by religion, caste or region.

**07.2**

All decisions made with respect to recruiting, hiring and

**Decisions**

promotions for all jobs will be made solely on the basis of individual qualifications related to the requirements of the position, likewise, the administration of all other HR matters such as compensation, benefits, transfers, reduction-in-force, recall, training, education and social/recreational programs will be free from any discriminatory practices.

---



**Restricted**

**Policy** D-08

**No**

**Employment Interview**

**Effective** July 01, 2015

**Date:**

**Revision**

**Date:**

---

**08.1** In most jobs, candidates will be interviewed in person. Generally, the Human

**Policy** Resource Department's interview is to explore the candidate background,  
**State** attitude, etc, while the department which has the opening evaluates the  
**ment** employee's job knowledge and capacity for growth in the position.

**08.2** The following guidelines cover interview areas which all interviewers may keep in

**Guidelin** mind:

**es**

- Give the candidate information about the Company, the job, working conditions, benefits and opportunities for advancement.
- Use the interview to discover more information about the candidate's qualifications. Use the Structured "Interview Checklist" (attached in Annex) as a guide.
- Try to put the candidate at ease.
- Don't build reasonable false hopes, if you are not be reasonably confident that the candidate will not be getting the position, make sure he or she does not leave the interview thinking he/she has been selected



- Get the candidate to talk about his or her experience, education, abilities, training, etc. But avoid questions which deal with matters which are not related to the job.
  - Keep in mind that it is against Company policy for an interviewer to influence an otherwise acceptable candidate to reject a position offer or to withdraw his or her application from further consideration in order to improve the employment prospects of some one else.
  - The interviewer should be an attentive and interested listener. Neither his or her manner nor words should imply criticism or impatience .
  - Write down facts, useful for follow-up interviews and will provide helpful insights for other interviewers who may be involved in them subsequently.
-

**STRUCTURED INTERVIEW CHECKLIST**

Name of Applicant: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Position: \_\_\_\_\_ Department: \_\_\_\_\_

Interviewed by: \_\_\_\_\_ Date \_\_\_\_\_

**I. JOB FACTORS – GENERAL (Ask these questions for the applicant's last three positions)**

\_\_\_\_\_ On your application you indicated you worked for \_\_\_\_\_ how long were you employed there?

\_\_\_\_\_ Please describe your responsibilities and duties with this Company.

\_\_\_\_\_ What were some of the things that you particularly enjoyed about that job?

\_\_\_\_\_ What were some of the things you enjoyed least in that position?

\_\_\_\_\_ Tell me what you consider to be your major accomplishment at that Company.

\_\_\_\_\_ Tell me about some of your setbacks and dis-appointments on that job.

\_\_\_\_\_ Tell me about the progress you made while with that Company.

\_\_\_\_\_ What was the most valuable experience you obtained in that position?

---

**Restricted**

\_\_\_\_\_ Why did you leave (or why do you want to leave) this Company?

**II. EDUCATION**

A. For applicants who did not attend university.

\_\_\_\_\_ What was the highest level of schooling you completed?

\_\_\_\_\_ Why did you decide not to continue your formal education?

\_\_\_\_\_ What were your overall grades?

\_\_\_\_\_ In what extra curricular activities did you participate?

\_\_\_\_\_ Tell me about the class or club offices you held.

\_\_\_\_\_ If you worked, how many hours a week? What kinds of jobs?

\_\_\_\_\_ What steps have you taken to acquire additional education since leaving  
High School?

\_\_\_\_\_ What training did you have in High School (or special Schools) that helped your career?

B. For university graduates and those who have had some university education.

\_\_\_\_\_ I see that you attended \_\_\_\_\_ University. Why did you select that  
University?

\_\_\_\_\_ What was your major ? What determined this choice?

\_\_\_\_\_ What were your overall university grades? How did they compare with your High School  
Grades?

\_\_\_\_\_ What courses did you start in the University and later drop? Why ?

\_\_\_\_\_ In what types of extra curricular activities did you participate in the University?

\_\_\_\_\_ If you worked during High School or College, how many hours per week? Summers? What  
types of Jobs?

\_\_\_\_\_ What were your vocational plans when you were in the University?

\_\_\_\_\_ If they are different now, when did you change your thinking? Why ?

---

**Restricted**

\_\_\_\_\_ What additional education have you had since you graduated from the University?

III. TECHNICAL OR SPECIAL FACTORS

Questions related to specialised skills, training and experience should be developed for each types of work for which applicants are being interviewed.

IV. INTANGIBLE FACTORS

A. Goals and motivation

- Tell me about your career goals, short-term and long term.
- How do you expect to reach these goals?
- In what way would a job in your Company meet your career objectives?
- What are your criteria for your own success?
- What factors in the past have contributed most to your own growth?
- What factors may have handicapped you from moving ahead more rapidly?
- What aspects of a job are important to you?
- What are your present earnings expectations? How do you arrive at this figure?
- What do you seek in this job that you are not getting in your present job?

B. Job performance and attitudes

- How would you describe the most effective superior you have had? What were his or her strengths? Limitations? Describe your least effective superior.
  - In the past, on what have superiors complimented you? For what have they criticised you?
  - Tell me about some of the significant problems you encountered on your jobs. How did you approach them?
  - If you join our Company, where do you think you can make the best contribution?
-

**Policy No** D-10

## **Reference Checking**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**10.1 Policy Statement** For recruitment, job applicants references should be checked including the previous employer only after they have been carefully checked for their previous academic and professional (job related) records with a view to predict future attitude, conduct and potential.

**10.2 Procedure**

1. HR Department shall be responsible to collect pre-employment references of the prospective candidates and verify them.
2. Contact at least two most recent employers as shown on the 'Employment Application'.
3. In addition to reference check from previous employers also confirm.
  - Personnel Character Reference
  - Birth Certificate
  - School /College Certificate & Degrees
  - Physical verification of permanent address as the need may be.
4. All reference checks shall be filled in employee's personal file.
5. Telephone Inquires:  
Information from previous employers may be verified by telephone which may be limited to the following :
  - date of hire or date of separation
  - reason for separation
  - Job Title
  - salary (confirmation only)
6. Written Inquiries  
  
If the request for information is in writing, detail salary information may be obtained in addition to the above and a copy retained in the employee's file.

---

**Policy No**

D-11

**Definition of Employment  
Status**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**11.1  
Policy Statement**

The Company will maintain Standard definitions of employment status and will classify employees for purposes of HR administration and related payroll transactions in accordance with the following definitions.

**11.2 Definitions**

EMPLOYEE All persons who receive wages or salaries directly from the

Company and are offered employment in writing.

PROBATIONARY Is one who is employed on a full time basis against a

EMPLOYEE permanent vacancy initially for a period of three months for employment against projects, and six months in case of Office Staff (clerical) and Management Staff. If the performance of such employee during the initial period of 3 or 6 months as the case may be is not satisfactory, their services would be terminated without notice or pay in lieu of notice and without assigning any reason.

The probationary period of a project employee or office staff

may however be extended by a further period up to three months or any period for management staff at the discretion of the Management. In case of poor performance when the incumbent fails to demonstrate his abilities for the position even in the extended period, his services should be terminated forthwith without any notice.

Probationary employee is not eligible to certain benefits like

membership of provident fund, festival bonus, paid leave of any types etc. but he would be entitled to the benefits under group and accident insurance. In case a probationary employee falls sick, leave may be granted but that leave will be without pay.

---

**Restricted**

PERMANENT EMPLOYEE

Is one who has been appointed for a work of permanent nature and who has successfully completed his/her probationary period and has been confirmed as such by the Company in writing.

TEMPORARY EMPLOYEE

Permanent employee is eligible to all employee benefits including bonuses, provident fund, group insurance, paid leave, gratuity etc. in accordance with the appointment letter and Company Rules.

Is one who is employed for specific period or a specific work of a temporary nature which is likely to be completed within a specified period. A temporary employee is not eligible for benefits except payment for prescribed holidays and those specifically mentioned in his terms of employment. Such temporary employment will be through temporary employment written contract (Annex-I)

BADLI/CASUAL EMPLOYEE

Is one who is engaged (Annex-II) on ad-hoc/daily basis without any written employment contract. Payment to such employee is made through CV (Cash Voucher) approved by authorised Manager.

JOB

CONTRACTOR -

VS EMPLOYEE

All employment be it probationary, permanent, temporary or casual are made by Manager authorised to do so and are included in the monthly employee return. Deployment of any person as casual for long time against permanent position is discouraged and if absolutely unavoidable should be done with extreme care.

Job contractor is an individual or a firm who is/are given contract to do or accomplish a particular work and is/are

paid for the work (Policy No. 12) and not on time basis. Such contractor is not an employee and is not included in the monthly employee return.

---



**Restricted**

EMPLOYEE

GRADES

For the purpose of fair and equitable compensation and job evaluation, the different categories of job through out the Company shall normally be classified into different grades which would be made available on request from HR Department. HR Department will keep the grades updated and bring changes as would be required and through approved process.



**Policy No** D-12

## **Job Contract Contractor**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**12.1**  
**Policy Statement**

There may be some jobs for which employment of people may not be necessary but contract may be given either to an individual or to a firm for accomplishment of the job. The contractor, at his own convenience and depending on the volume of the work may either do the work himself or employ one or more people to do the same.

**12.2**  
**Examples**

Payment will be fixed on job basis and not on time basis.

Example:

- Contract may be given to load and unload a truck.
  - Contract may be given to cut grass in a garden.
  - Contract may be given to clean premises.
  - Contract may be given to install a pipeline.
-



**Restricted**

**12.3**

***Procedures***

1. All such contract should be written contract (Annex) and  
signed by the contractor as acknowledgement of the  
terms and conditions of the contract.
  2. There should be two copies of the contract one for the  
Department file and the other for the Central Accounts.
  3. Our normal Purchase Order (PO) may be used in lieu of  
the contract and treated as purchase of services.
  4. Payment will be made on submission of bills by the  
Contractor as per the terms of the Contract or PO.
  5. The cost for such contract is charged against the work  
and not treated as employment cost.
  6. The contractor and/or his people will not be considered  
as employee of the company and hence, will not be  
included in the monthly employee return.
- 
-



**Restricted**

Policy 12

(Annex 1)

**Acme AI Ltd**  
**WORK CONTRACT**

CONTRACT NO.....

MR.                      S/O.                      of \_\_\_\_\_ is hereby given to do the  
following work: on/from . . . . . ( date )

**WORK DESCRIPTION:**

**PAYMENT**

The cost of the work will be Tk..... Tk:.....per..... payable on completion of the work  
and on submission of bill.

In case of failure to perform the contracted job as described above, proportionate deduction will be  
made by the Company from the amount receivable by the Contractor.

This work contract may be terminated by the Company at any time without giving any prior notice and  
without assigning any reason.

\_\_\_\_\_  
MANAGER

**ACKNOWLEDGEMENT**

I do hereby accept the above contract and the conditions thereof. I will be entitled to payment only after  
completion of the work to the satisfaction of the Company. I also confirm that this is purely a work  
contract, and does not entitle me to any employment with the Company or payment other than what is  
stipulated above.

\_\_\_\_\_  
Contractor

Note : To make 2 copies : one for the department file and the other for Accounts.

---

**Policy No** D-13

## **New Employee Orientation**

**Effective Date:** July 01, 2015

**Revision Date:**

---

<b>13.1 Policy Statement</b>	<p>To invest time and effort in the new member, with the expectations of being repaid by loyalty, hard work and rapid learning, ensure congenial and homogeneous working atmosphere for all new employees. Familiarize new employees with the Company culture and train them, and teach them what is important in the organisation.</p> <p>The basic stability and effectiveness of the organisation, depends upon its ability to familiarise new members. Orientation will help the new employees to become an effective member of The company.</p>
--------------------------------------	--

---





### Restricted

**13.2**

To establish logical objectives which makes an orientation

***Objectives***

programme more meaningful.

Objectives might include:

- a. To provide accurate and relevant information about the job(s) and the organisation so that new employee morale remains high and good performance is facilitated.
  - b. To provide a clear understanding of what the organisation offers and what it expects from a new employee.
  - c. To define the terms of employment.
  - d. To acquaint the new employees with the physical surroundings (i.e., the department, building, canteen etc.).
  - e. To familiarize new employees with their job duties, and to introduce them to others in similar positions.
  - f. To introduce the employee to employees and with detailed understanding of various aspects of the organisation. (Make sure that these people remain accessible).
  - g. To provide clear information regarding how problem get resolved: who do the new employees turn to for assistance with particular questions?
  - h. To offer a forum in which issues and questions pertaining to policies, benefits, etc. can be raised and resolved.
  - i. To promote the bond between the new employees and the organisation.
  - j. To reduce the level of anxiety new employees have and to increase their comfort level with the job and the organisation.
-

**13.3**

***Procedures***

**1. EMPLOYEE AND THE COMPANY  
(HR Department)**

- Tour of the facility
- Benefits
- Shifts, annual leave, holidays, sick leave.
- Basic policies: security, discipline, transfers and promotions, code of conduct, wages, efficiency, incentives, etc
- Safety: safety committees, procedure and its link with efficiency bonus, accident prevention etc.

**2. INTRODUCTION (Department Manager -Person whom he/she reports )**

- Welcome (given by the Department Manager )
- Company History
- Products, Services and Department overview
- Introduction to other members of the Sections/  
Department

**3. QUESTIONS AND ANSWERS**

- Encourage employees to ask question freely.

**NOTE:**

Other objectives may come to mind that are more suitable for a particular position. But remember, don't try to fulfill all objectives in one day, or even one week. Let employees know which matters have high priority - cover these items first. Detailed information which is not necessary for reducing anxiety and succeeding on 'Day One' should be left for another time.

---

**Policy No.** D-  
14

## **Performance Management – Management Staff**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**14.1** Managing performance is about identifying what the individual  
**Policy** or team must do to achieve business goals, and finding ways to  
**Statement** do this better than before. Managing performance is about  
getting the right job done now, and developing the individual to  
do a better job tomorrow.

Our business goals are achieved through the performance of all  
employees in the Company. Performance Management System  
is the means by which to get alignment of personal goals with  
business strategy, provide feedback for performance  
improvement and help identify and exploit the potential of our  
people.

**14.2** The entire Performance Management System in Acme  
**Parts** Technologies Ltd includes:

1. Performance Management Document (PMD), i.e.; Major  
Objectives (MOs) and Key Performance Indicators (KPIs), -  
Annex 2
2. Career Plan i.e.; Employee Development Plan (EDP), -  
Annex 3



**Restricted**

**14.3**

***Objectives***

1. To align the outputs of appraisee and teams with the objectives or goals of the Company, and in relation to one another,
  2. To build productive working relationships between appraisee and appraiser, with shared meaning about the work to be done.
  3. To optimize individual work performance by continual improvement, and so achieve superior work outputs
  4. To encourage appraisee behaviour that demonstrates the values adopted by this Company.
-



### Restricted

14.4

a. The performance objectives (MOs) of every appraisee are

#### **Principles**

aligned with the individual job description, team and organizational goals.

b. Formal MO setting is done at the beginning of the year

through joint discussion and agreement.

c. Appraisees are managed on a day-to-day basis according to

the principles of the Performance Management process (i.e. towards achieving MO & KPI).

d. Standards to be met by appraisees (Key Performance

Indicators) incorporate:

- Customer expectations
- All relevant Company, professional or legislated standards.
- Those agreed between appraiser and appraisee.

e. Pay increase and Incentive Scheme are linked to performance

and these are determined as an outcome of the Performance Management process.

f. The appraiser maintains a Performance Management record

for each appraisee, which contains both formal documentation and informal notes about the appraisee's performance and the appraisee has the right of access to this record.

g. The appraisee's Performance Management record is reviewed

by the appraiser's at least once a year and preferably more often.

h. The Performance Management Process is based on joint

discussion and comment between appraiser and appraisee, and there is joint responsibility for its occurrence.

i. A half yearly reviewed is done after six months (i.e., in December).

j. All the PMD records are kept with HR Department.





## Restricted

14.5

Major Objectives (MO)

### **Elements**

1. those **outputs** of the job which contribute to organisational goals, i.e. **why** the job exists
2. ideally a job should consist of 4 - 8 MOs

### Key Performance Indicators (KPIs)

1. those **activities** and **standards** which deliver the required outputs, i.e. **what** the Appraiser must do and **how** it must be done
2. KPIs answer the question: "**What will we see as an outcome?**"
3. KPIs should be:
  - a. **Specific** and Stretching
  - b. **Measurable**
  - c. **Achievable** and Accepted
  - d. **Realistic** and Relevant
  - e. **Time-framed** and Traceable

4. a number of KPIs can be set for each CRA

### Alignment

1. MOs and KPIs are determined with reference to the objectives or business plan of the department or business unit, i.e. what does the Appraiser's job contribute to achievement of the organization's goals?
2. it is the responsibility of senior Appraisers to communicate and inform Appraisees about the goals of the business unit.

### Documentations

1. the MOs and KPIs are recorded, and signed off by both parties
2. along with MOs and KPIs EDP is also recorded and signed off by all the parties
3. all the related documents are made in three copies and kept with the appraiser, appraisee and HR Department.



## Restricted

### 14.6

At the beginning of the Performance Management Process

#### **MO & KPI setting**

period, the MO and KPI to be jointly discussed, agreed, signed and documented as per the following process:

1. During the end of the last quarter when the performance appraisal of the previous year is done the MO & KPI for the next period is also jointly discussed, agreed, signed and documented. There will be 4 – 8 MOs with the following mandatory segments:
  - a. Functional responsibilities (JD)
  - b. Departmental Objectives
  - c. Compliance (Company rules, procedures, standards, ethics/integrity, conducts etc.)
  - d. Developmental Objectives (behavioural competency)
2. The criteria for ratings are understood between the parties i.e., the weighted factors and the KPI standards i.e., SMART factors (Example in Annex 1)
3. Resource requirements, if any are spelled out and action plan for the arrangements are documented along with.
4. These to be made in three copies and kept accordingly – with the appraisee, appraiser and HR Department.
5. If the business circumstances change anytime during the appraisal period requiring MO/KPI to change accordingly, the PMD will be changed through joint discussion and the documents to be modified accordingly in three copies as above.
6. HR Department will have prerogatives to challenge the justification of such changes, if felt.

### 14.7 Ratings

Following ratings matrix to be followed:

#### **Rating Key    Rating (Example)**

Exceeding target (MOs) by wide margin	5 >167%
Exceeding target (MOs) by significant margin	4 >133%
Exceeding target (MOs) by visible margin	3.5 >117%
Good - on target (MOs)	3 =100%
Missing the target (MOs) marginally	2.5 >83%
Missing major criteria	2 >67%
Missing out mostly	1 >33%



**Restricted**

**14.8**

***Performance  
Review***

1. Performance Review (appraisal) will be done minimum of once per year, along with provision for half year review.
  2. Performance review (appraisal) will be done against documented MOs and KPIs (as per 14.6)
  3. A joint discussion between appraiser and appraisee will be held
  4. This discussion to be conducted in private
  5. Outcome and comments will be documented and signed by both parties. As the review is expected to be a joint outcome, there will be less chance of disagreement, but if otherwise happens the appraisee will put dissent notes.
  6. This will include feedback from significant others, e.g. customers, colleagues, and subordinates etc, where possible
  7. There will be columns for incorporating the appraisee's own assessment of performance (self assessment).
  8. All the documents will be reviewed by the second appraiser (Appraiser's Supervisor) judiciously.
  9. Rating compilation will be done by HR Department and endorsement to be done by the C&B Committee having reviewed the company wide ratings to maintain the uniformity and internal equity.
-



**14.9**

***Performance***

***Review***

***Activities***

1. Assess performance against MOs and KPIs and rate it
2. Commend good performance
3. Counsel to improve any elements of poor performance
4. Action plan:
  - a. to correct shortfalls, where necessary
  - b. to link to other HR processes e.g. Training and Development, Recognition and Reward (ISP) and pay review
5. Document the outcome (PMD, EDP)
6. Revise MOs and KPIs for the next period.
7. Submit all the documents to Corporate HR





**14.10**

***Performance***

***Rating***

While rating, the followings will be done:

1. Separate ratings prepared by appraisee and appraiser before the appraisal.
2. Include reference to formal measures and informal indicators, e.g. data from performance indicators where these are formally measured, letters of commendation from customers, warnings for poor performance or misconduct.
3. Joint discussion and decision by the appraiser on the final rating and endorsed by the appraiser's supervisor
4. Rate performance per MO, KPI and then overall (Example in Annex 1).
5. Rating should not be a rigid arithmetic process, but be based on a reasonable conclusion drawn from all available data, and take into account factors beyond the control of the appraisee.
6. Objective to ensure as overall assessment is made and that this is regarded as fair by both the appraiser and the appraisee under the circumstances, which existed during the period under review.
7. Final scrutiny by Corporate HR and C&B Committee to challenge if found biasness or inconsistency or accept if found justifiable/rationale.



**Restricted**

**Policy No.** D 15  
**Training and Development**  
**Effective Date:** July 01, 2015  
**Revision Date:**

---

**15.1  
Policy  
Statement:**

Training and Development is focused on **helping employees perform better**. The single objective of all Training and Development activities is to develop human capital for sustained performance improvement.

The **performance management process** enables Appraisers to meet specific development objectives by:

- **linking** all Training and Development to performance objectives
- **prioritizing** Training and Development events in terms of business imperatives
- **assessing** the contribution made by Training & Development

Training and Development Manager will be held accountable to Head of HR for ensuring implementation and monitoring of all the clauses of this policy throughout the company. Respective BU HR Manager will provide assistance in implementation of this policy in the respective Business Units.

---



### Restricted

## 15.2

Superior Appraisee performance can provide a sustainable

### **Objectives:**

competitive advantage for the Company. Developing superior performers requires an investment in time, energy and (sometimes) money, by the Appraiser and the Appraisee. This investment will be optimized if the following objectives are addressed:

- preparation of an employee development plan (**EDP**)
- formulation of a team/departmental/**functional training plan**
- **organizing** the development event
- **preparing** the Appraisee for the development activity
- active engagement by the Appraisee in the **learning activity**
- **application** of the knowledge or skills learned
- **performance review** of the value added by the development activity

The Company recognizes that the ongoing development of our people and the existence of a skilled, flexible workforce is critical to our success in an increasingly competitive global economy. All Training and Development is targeted towards continual performance improvement by the individual, the team and the Company as a whole.



### Restricted

#### 15.3

Training and Development includes the following developmental

**Developmental Activities:** activities:

#### **Informal**

- **Coaching** is the day to day process of guidance and input to the Appraisee to improve performance. This includes: agreeing performance expected, giving specific constructive feedback, supporting growth and learning, assisting Appraisees to solve their own problems, providing consequences, and constant communication on issues and changes affecting the Appraisee.
- **Mentoring** is the process where experienced and successful Appraisees are matched with newer or junior Appraisees to provide useful job and career guidance and support, advice on mistakes to avoid and skills to develop.

#### **Formal**

- **Training** consists of instructional experiences which develop new skills and knowledge that can be applied immediately upon or shortly after arrival or return to the job.
- **Education** refers to learning activities designed to improve the capability of an Appraisee in a specific direction beyond the current job / responsibility.

#### 15.4

#### **Principles**

Accountable line Appraisers ensure:

- opportunity and support are provided for the agreed development activities
- the Appraisee accepts primary responsibility for achievement of the mutually agreed learning outcomes
- the Appraisee is provided with appropriate time and attention to implement what has been learned
- development needs and actions are formally reviewed in the performance appraisal
- development needs and actions are formally recorded in the



- Appraisee's Performance Management File
  - development needs and actions are informally reviewed throughout the year (part of the informal performance management process)
  - all learning outcomes are aimed at increasing the Appraisee's capability to deliver agreed MOs and KPIs, and in preparation for anticipated future job roles
  - development is a process not an event
-

## Restricted

### 15.5

#### ***Training and Development Process***

#### **The Training and Development Framework**

---

Formal Training and Development can be categorized by four

types or 'bands' of development activities: Induction, Core, Generic and Tertiary. Technical training is a fifth aspect, and can take place in any of the four bands.

#### **Training and Development Framework**

<b><i>Induction</i></b>	<b><i>Core</i></b>	<b><i>Generic</i></b>	<b><i>Tertiary</i></b>
-------------------------	--------------------	-----------------------	------------------------

Those activities which **introduce** the Appraisee to the Company and the job

Those programs which are **unique** to the Company e.g. Performance Management

Those programs which are **general** in nature, and typically cross a number of roles; may be provided by an **internal or external** trainer; e.g. presentation or selling skills; etc.

Those programs which are provided **externally**, and normally result in a **formal qualification** e.g. university or college studies

#### ***Technical Training***

Those activities and courses that primarily develop **task-related job skills**, generally tailored to Company requirements; e.g. all shop-floor competency based training, driver training and computer software skill training.

Technical training includes all equipment, process and technology based skills and knowledge training conducted in accordance with any local technical standards.

#### **The Development Process**

**Employee development** follows a three-step process:

- Step One: The development need is identified, and actions to address it are agreed.
- Step Two: The Appraisee undergoes the development event.
- Step Three: The learning is applied on the job and is evaluated by the Appraiser.



Restricted

**15.5.1**

**Step 1: *Identify the training need and agree actions to***

**Step One**

***address it***

The basic question to ask is:

“What skills, knowledge or competencies must the Appraisee learn in order that s/he can perform this job to standard?”

**Training needs identification (TNI)** means:

1. Defining the required performance standards (MOs and KPIs)
2. Establishing the skills, qualifications, knowledge and behavioral competencies required to perform at this level
3. Assessing the Appraisee's current skills, qualifications, knowledge, and behavioral competencies against those required to perform to standard
4. Describing the gap
5. Articulating the development needs (using the EDP)

Diagnosis of the individual's performance gaps is the primary means of identifying training needs. Company standards and business imperatives as well as legislative requirements may also need to be considered. Once the needs have been agreed between Appraiser and Appraisee, the means of meeting these needs should be discussed.

Options may include:

- observation of others
- coaching or counseling by the Appraiser or another Appraisee or mentor
- project or special assignment
- secondment
- more experience in the role

- private study
  
- formal training
  - on-the-job
  - on-site training centre
  - off-site training

Where a formal training activity is deemed to be the most appropriate means of development, the appropriate training program should be sourced from inside or outside the Company through the HR Department.

The **Employee Development Plan (EDP)** can now be prepared. This documents the development needs and the actions to be taken. The Learning Index notes the source of each training program.

---

**Restricted**

**15.5.2**  
**Step Two**

**Step 2: The learning event**

Prior to attendance at any training / education activity, the

immediate Appraiser and the potential Appraisee should discuss

how the learning will be transferred to the job. The outcome of the discussion is a plan that addresses *how* the development effort will result in significantly new or improved behaviour on the job. This is about return on investment and helps ensure knowledge or skills acquired are actually employed in the manner intended.

Please consider:

- How the Appraisee's workload will be handled so that s/he may attend training with a clear mind, and without being penalized by returning to an overload situation.
  
- Who else needs to know that the Appraisee is on a training program?
  
- Visibly supporting the learning by 'popping in' to the training room where possible

When the Appraisee returns from the training program it is good management practice to discuss the Appraisee's experience of the training event, and to re-affirm the agreed transfer of learning activity.



### Restricted

#### 15.5.3

#### **Step 3: *Transfer of learning to the job***

##### **Step Three**

Transfer of training is about the ability to apply to the job the

knowledge/skills/behaviors that have been learned in the development event. The quality of the transfer process will directly affect the return on investment from the training. Even where the Appraisee has successfully demonstrated new skill/knowledge/competence at a training / development event, this does not ensure that the new skill/knowledge/competence will be brought back to the work place.

After training, **implement the *Transfer of Learning* plan.**

Consider each of the following:

- Were the learning objectives achieved?
- Is any additional coaching required?
- Is any psychological / emotional support required?
- Does the Appraisee have opportunity to practice the learning?
- Does the Appraisee participate in transfer related decisions?
- Can/should immediate job pressures be reduced?
- Are there any other barriers limiting the transfer of learning?
- Revisit the 'reality check' that was part of the "*Transfer of Learning*" discussion. The Appraiser's challenge is to demonstrate credibly and consistently that you *want* the Appraisee to change to the new ways of thinking and behaving



- Give positive reinforcement of every demonstration of the new learning
  - Provide a role model
  - Allow time for post training assignment completion
  - Encourage ongoing contact with other trainees.
-

### Restricted

#### 15.6

1. Manager, Training and Development will prepare and update

#### ***Training Calendar***

Training Calendar within 1 month after closing the annual appraisal process after having obtained all the EDPs from all the Business Units and also inputs from Succession and OMR Process (Succession and OMR Policy). He/she will prepare the training and development budget based on the calendar and get the same approved by the Head of HR.

2. He/she will arrange the training as well as internal and external resources as available and as per the requirement of the training calendar.
3. A monthly report will be prepared by him showing the training and development events of the month along with the participants' evaluation reports of all the training held.

#### 15.7

#### ***Links to Other HR Processes***

Training and Development is an integral element of the **performance management process**. The training needs identification (TNI) is based on gaps in the Appraisee's capability to do a particular job to the desired standard now or in the future. The value of any development experienced by the Appraisee should be seen in the performance of the Appraisee on the job, and this is formally assessed at the time of the performance appraisal.

Training and Development can also prepare the Appraisee for future roles. In this sense, **succession planning** (Policy on Succession Planning and Organizational Review) is a longer-term application of the principles of training and development. The Individual Development Plan records both immediate and longer-term development needs, and is used for Training and Development as well as career planning purposes.

---

**Restricted**

**15.8** Training and Development involves a partnership .

***Paper Works***

Documenting development needs, agreed actions and any formal evaluation of the learning is good practice. This ensures there is no uncertainty in the minds of the various partners. It is also a standard for good performance management. All Training and Development paperwork should be kept in the performance management file.

*Format* of the Employee Development Plan (EDP) is attached.

---



**Policy No.** D  
16

## **Recordkeeping Privacy and Retention Policy**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**16.1** Good record keeping is essential to efficient business  
**Policy** operations. It is also critical for all legal related issues. Setting  
**Statement:** up a record keeping system is not exciting and doing paperwork  
can be time consuming. But creating and maintaining a well-  
organized system is easier than fixing a poor one.  
This policy statement provides standard by which information  
contained in employee and other records will achieve accuracy,  
privacy, legal compliance and the system of recording and  
storing Company records.



## Restricted

16.2

Following are important business records which need to be

### **Key Record**

archived on yearly basis. Depending on the nature and

### **Keeping**

complexity of the business and functions, the respective owners of the following records may combine one or more of these categories or break them down and have their own archiving policies.

#### **1. Accounting and Bookkeeping Records**

Sales and expense information, inventory, ledgers, income statements, balance sheets, cash flow statements, and other financial statements.

#### **2. Bank Records**

Bank statements, cancelled checks, bank reconciliations, notices from and to your bank, deposit slips and any loan related notices and documents.

#### **3. Contractual Agreements**

Contracts, real estate leases, equipment leases, purchase agreements, sales agreements, joint venture agreements, work for hire agreements, and other contracts.

#### **4. Corporate Records**

Articles of Association, Bylaws, Shareholder Minutes and Consents, Board Minutes and Consents, state filings, Action of Incorporator, and amendments to the various corporate documents.

#### **5. Correspondence**

Important letters sent and received by mail, faxes and important email that you want to make sure is not lost and should be kept in hard copy.

#### **6. Employee Records**

Employment applications, actual employment offer letters, employee handbook or policies, employment agreements, performance appraisals, employee attendance records, employee termination letters, and any settlement agreements with terminated employees.

#### **7. Forms Used in the Business**

---

**Restricted**

**16.3**

***Records***

***Retention***

All the records as listed in Clause 16.2 are to be archived and retained for some time for fulfilling audits, legal requirements and other eventualities.

Although some specific documents may be essential but retaining all the records in general for indefinite period will require additional space or demand unnecessary time for maintenance. Therefore, depending on the business requirements some records need to be retained for the period as mentioned in Annex 1.





## Restricted

16.4

The permanent employee record folder will be maintained in

### ***Permanent Employee Record Folder***

the files of the HR Department. This folder shall include such information as the employees application for employment, verification of references, payroll data, evaluations of performance, reasons for termination of employment, etc.

Not every type of record is kept for every employee, however filing requirements depend upon the employee's department, level and performance history. Every employee folder does contain a comprehensive employee history, as shown in the attached Staff Form and Service Record.

The information contained in the permanent employee record folder is classified "Confidential". The contents may be made available to an employee at the employee's request, or supervisor may answer specific question relating to information contained in the folder, Internal access to employee records is restricted to those Company officials with a clear "need to know" basis.

#### 1. Information Request and Employment References

Requests for information from employee's file received from other departments and inquires from outside the Company, including requests for references of former employers will be directed to HR Department.

#### 2. Reference with Written Approval

With written approval of the employee or by ex-employee, salary, job chronology and performance information may be released in writing only. This will be

explained to separating employees by the HR Department at the exit interview.

#### 3. Government Inquires

The Company will co-operate with the Government and its agencies investigating an employee.

---



**Restricted**

- 16.4.1** Department Managers will also maintain records on each employee they supervise. The department folder will not contain as much detail as the permanent folder, since the purpose of this file is primarily to reflect current information concerning the employee's status and performance. Basic personnel data will be noted in the folder in short form, as depicted in the (attached form). Managers should maintain accurate attendance records for each employee, since they are frequently used as part of the employee's performance evaluation.
- 16.4.2** After confirmation of an employee in his appointment his "Staff Form & Service Record" (attached) will be prepared by the HR Department for their record and HRIS. The Form has been so designed that it shows at a glance the service record of an employee in all its aspects as also his bio-data viz. permanent address, date of birth, date of appointment, date of confirmation, date of retirement, next of kin, educational qualification, training undergone, grade, salary/wages particulars of disciplinary action, if any, promotion, transfer etc.
- 16.4.3** All locations are required to send to Head Office, HR Department pertaining to any change in respect of permanent staff at the locations. The changes cover variable information like promotion /up-gradation, transfer, increment, termination of employment, nature of duty, salary/wages etc.
- Notice of Change**



**Restricted**

**16.4.4**

The Department Record Folder will accompany the employee

***Records  
Disposition***

in the event of transfer to a different department/location within the Company. When an employee leaves the Company, the Department Supervisor will forward the folder to the HR Department.

The HR department will, after receiving the Department Folder,

review its contents and keep any information which is not already reflected in the Permanent Employee Record Folder. The remaining contents may then be disposed of. The permanent Folder will be removed from active files three months after cessation of employment. At that time, the permanent Folder will be placed in the Company's inactive personnel records storage file where it will be held for a period of 5 years and then discarded.

**16.5**

All types of records as stated in the above clauses may or may

***Computerization***

not be computerized, will have to be kept and retained as prescribed.

Some of the records will have to be retained in hard copies for

fulfilling the Govt. regulations beside the computerized information system like HRIS.

---



## Record and Retention

---

Record Type	Keep for
Income tax reports, protests, court briefs, appeal	Indefinitely
Annual financial statements	Indefinitely
Monthly financial statements	3 years
Books of account, such as the general ledger	Indefinitely
Subledgers	3 years
Canceled, payroll and dividend checks	6 years
Income tax payment checks	Indefinitely
Bank reconciliations, voided checks, check stubs etc.	6 years
Sales records such as invoices, monthly statements, remittance advisories, shipping papers, bills of lading and customers' purchase orders	6 years
Purchase records, including purchase orders and payment vouchers	6 years
Travel and entertainment records, including account books, diaries and expense statements and receipts	6 years
Documents substantiating fixed-asset additions, depreciation policies and salvage values assigned to assets	Indefinitely
Personnel and payroll records, such as payments and reports to taxing authorities, including income tax	6 years
Corporate documents, including certificates of incorporation, company charter, constitution and bylaws, deeds and easements, shares, share transfer records, minutes of board of director meetings, retirement and terminal payments records, labor contracts and license, patent, trademark and registration applications	Indefinitely
Permanent Employee Record Folders after cessation of service with the Company	5 years



**Restricted**

Policy 16

Annex 2

**Acme AI Ltd**

---

PERSONNEL RECORD

Name \_\_\_\_\_ Empl. No \_\_\_\_\_ Unit/Function \_\_\_\_\_

Department/Section \_\_\_\_\_ Grade \_\_\_\_\_

Address

Phone No:

Sex:

Marital Status: Married/Unmarried

Date of Birth

No. of Dependents

Date Employed

Section/Department

Qualification

Starting Basic

Previous Working Experience

---

Date	Grade Changes if any	Reward/ Punishment	Basic Pay	Reason for Change	Authorised by

Date of leaving Employment

Reason For Leaving



**Restricted**

Policy 16

Annex 3

**Staff Form and Service Record**

Empl. No.

Name: \_\_\_\_\_ Place of Birth : \_\_\_\_\_

Father's Name : \_\_\_\_\_ Date of Birth : \_\_\_\_\_

Local Address : \_\_\_\_\_ Proof of Age : \_\_\_\_\_

\_\_\_\_\_ Nationality: \_\_\_\_\_

\_\_\_\_\_ Religion : \_\_\_\_\_

Permanent Address : \_\_\_\_\_ Relations within the Company \_\_\_\_\_

\_\_\_\_\_ Name : \_\_\_\_\_ (Empl No. \_\_\_\_\_ )

Village \_\_\_\_\_ P. O. \_\_\_\_\_ Relationship : \_\_\_\_\_

P. S. \_\_\_\_\_ Dist. \_\_\_\_\_ **Next of Kin**

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

\_\_\_\_\_ Address : \_\_\_\_\_

Specimen Signature of Employee \_\_\_\_\_

Reference and Date of Appointment Letter \_\_\_\_\_ Joined on \_\_\_\_\_

Date of Medical Certificate \_\_\_\_\_ Confirmed on \_\_\_\_\_

**Service Record**

Effective Date	... Events	Reference	Initial of Manager

**Policy No.** D 18

**Compensation and  
Benefits**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**18.1** To provide a competitive compensation and benefits structure  
**Policy** which aims to attract and retain the right caliber people as well  
**Statement:** as encourage and recognize superior performance in the  
achievement of our business objectives and personal  
performance while maintaining both internal and external equity.

**18.2** 1. The salary structure for all are attached as Annex  
1.  
**Salary** 2. The benefit structure for all are as Annex 2.  
**Structure –**  
**Management**  
**Staff:**



### Restricted

18.3

The performance of the company results from the performance

**Basis:**

of its employees in driving the business forward with renewed vigour.

1. **Compensation Survey:** The management of Acme

---

Technologies Ltd feels that to attract and retain the right calibre people it needs to carry out a compensation survey. Such survey to be carried out among the comparators.

2. **Job Evaluation:** While the current structure has been based

---

on the existing job grades, from time to time Company will determine an effective and universally accepted and tested method for job evaluation and carry out the same. The result of job evaluation will be used for readjusting the job grades.

3. **Basic Salary:** Basic salary has been anchored at the

---

median (50<sup>th</sup> percentile) keeping within the range of 50<sup>th</sup> to 60<sup>th</sup> percentile of the surveyed comparators at the gross salary levels of the bench marked positions.

4. **House Rent:** To take full advantage of the current income

---

tax laws of the country, House Rent has been kept as 50% of the basic held individually.

5. **Conveyance Allowance and Personal Allowances:** are

---

kept flat keeping in view the philosophy that these are two areas which should be kept the same for all the individuals in that particular grade in commensurate to the standard of living as well as quality of life as expected to be led in that grade.

6. **Minimum:** In each grade's basic, minimum has been fixed at

---

80% of the Median of the surveyed comparators. This philosophy will continue in future whenever there will be salary survey to be done among the comparators to adjust to the job markets.

7. **Open-ended system:** There will be no cap for the maximum

---

as the basic will remain open ended.

8. **Rounding up:** In each grade the fractions have been

---

rounded up for making the same easier to understand.

---

## Restricted

### **18.4** **Salary Fixation**

1. **New entrant**: In each salary grade there is open ended range from the minimum basic. Depending on the initial offer and previous progression, the basic can be fixed at any point within this range of basic in that particular grade along with the corresponding allowances.
2. **Yearly Salary Increase**: Every year management should decide as to what % increase should be given on performance ratings of 2, 3, 4 and 5 depending on following three factors:
  - a. Company's profitability
  - b. Job market situation, and
  - c. Prevailing CPI (Consumer Price Index) in the country

Then the new basic of an individual to be fixed having given the % increase decided for that year based on his/her achieved performance ratings. Accordingly the corresponding allowances will be calculated based on the increased basic.

3. **Promotion/Up-gradation**: On promotion or up-gradation the new basic should be calculated at 2.5% more than the % increase decided for rating 4 in that particular year. Then the new basic to be fixed at that point (after given the % increase) within the range of basic of that particular grade (new job grade after promotion) along with the corresponding allowances.
  4. **Linkage with the Incentive Scheme Plan (ISP)**: The total yearly salary increase should be calculated at an increase in the sum total of both gross salary and ISP payment to be received. At this moment the ratio between gross salary and ISP payment is on an average ratio of 90:10. ISP part should eventually increase more over the years.
-





### Restricted

**18.5** Up-gradation within the band will be done on the following

**Up-gradation** basis: Years of service in that grade should be minimum 3

- years. However, for exceptionally high performers this would be relaxed.
- Yearly performance ratings should be minimum 3 in last three performance assessments
- Any record of misconduct during the last three years will be taken as disqualification for the up-gradation.

**18.6** Promotion will depend on the following factors irrespective of  
**Promotion** service length in a particular grade and or performance:

- Business requirement
- Vacancy for the position
- Succession Planning
- EDP
- Yearly performance ratings should be minimum 3 in last three performance assessments
- Assessment of the qualifications, competencies, skill and abilities needed as the prerequisites against the position.

**18.7** Unless there is a pressing need for doing otherwise, there will  
**Compensation** be compensation survey carried out in every three years to  
**Survey** adjust to the job market for maintaining competitiveness and external equity. Based on the survey results among the comparators, the salary and benefits structure will be adjusted.

**18.10 Salary** Salary and benefits of non-management staff are attached as **Benefits**  
– **Non-** Annex 3 to this Policy.

**management**

**staff**

---



**Restricted**

Policy 18

Annex 1

**Acme AI Ltd**  
**Salary Structure: Management Staff**

Category	Job Grade	Basic	H/ Rt 100% of Basic	Med 25% of Basic	Tpt 25% of Basic	Mob 25% of Basic	Internet 7% of Basic	Festival half of gross in each Eid	Total
CE/CFO	M9	23000	23000	5750	5750	5750	1610		64860
GM	M8	12000	12000	3000	3000	3000	840		33840
DGM	M7	12000	12000	3000	3000	3000	840		33840
AGM	M6	10000	10000	2500	2500	2500	700		28200
Manager I	M5	8000	8000	2000	2000	2000	560		22560
Asst Manager	M4	7000	7000	1750	1750	1750	490		19740
Sr Executive	M3	6000	6000	1500	1500	1500	420		16920
Executive	M2	5000	5000	1250	1250	1250	350		14100
Officer	M1	3000	3000	750	750	750	210		8460

**Acme AI Ltd**

**Salary Structure: Non - Management Staff.**

Policy 18

Annex 2

Category	Job Grade	Basic	Med 25% of Basic	Tpt 25% of Basic	Mob 10% of Basic	Festival 1 Basic in each Eid		Total
Junior Officer	N 1	3000	750	750	300			4800
Asst Officer	N 2	2500	625	625	250			4000
Office	N 3	2000	500	500	200			3200

Assistant								
Field Staffs	N 4	1500	375	375	150			2400

---

**Restricted**

**Service Benefit**

Policy 18

Annex 3

<b><u>Service Benefits - Management/Non Management Staff</u></b>			
<b>Components</b>	<b>All Grade</b>	<b>Remarks</b>	<b>Status</b>
Medical Benefits	To continue	Existing Facilities	
Festival Bonus	To continue	Existing Facilities	
Leave	To continue	Existing Facilities	
Leave encashment	As per the labour laws	During final settlement	Held in abeyance
Gratuity	5 yrs of svc: 51%; 7 yrs of svc 70%; 9 yrs of svc 90% and 100%  6 yrs of svc 60%; 8 yrs of svc 80%; 10+ yrs of svc	Entilement: <u>On normal retirement</u> 1.5 basic month's for every years of service; <u>Other separation</u> 1 month's basic for every year of service; <u>No gratuity</u> below 5 years of service	Held in abeyance
Provident Fund	7% of basic	Contributory	Held in abeyance
Group Term Insurance	Tk.50,000	Accident, Disability & Death	Held in abeyance
Incentive Scheme			Held in abeyance



**Policy No.** D 19

## **Salary Administration**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**19.1** It is the policy of the Company to pay salary/wages and  
**Policy** allowances competitive with those in our community and  
**Statement:** industry, giving recognition to individual effort and contribution to  
the success of the Company.

Determination of salary policy is the responsibility of HR in  
agreement with the Managing Director, which is periodically  
reviewed with the C&B Committee.

**19.2** Each permanent staff in the Company is placed in a salary **Salary Grades:**  
scale which establishes the value of the position in relation to

other positions in the organization,

All salary scales are open ended with both variable (for  
management staff) and fixed (for non-management staff) rate of  
annual increments (Policy on Compensation and Benefits).

**19.3** Employees will be hired, preferably at the minimum rate of the **Scale**  
**Minimum:** applicable scale. Exception to this principle will be only to

compensate a highly experienced person.

***Salary Increase***

***Frequency***

---



**Restricted**

- 19.5** Salary increase which are felt necessary and desirable and
- Special Salary Adjustment** which are not covered under clause 19.4 or do not conform to the guidelines, are designated as special salary increase adjustment.  
Recommendations for such increase, should be sent to HR explaining the reasons for adjustment, the manner in which the proposed increase in salary is recommended and the effective date. The changes will be made from effective date. The changes will be made effective only after having approved by the MD.
- 19.6** Pay roll is prepared, administered and authorized by the HR Department.  
**Salary Disbursement** All payments are disbursed by the Accounts Department.  
Salary payments to employees are made on monthly basis preferably through bank transfer wherever possible.
- 19.7** Salary/wages and regular allowances except for reimbursable  
**Pay Days** allowances are disbursed on the 1st working day of every month.  
Reimbursable, if any are disbursed on the 7th day of the following month.
- 19.8**  
**Reserved**
- 19.9** If a scheduled pay day falls on a holiday, then payment will be  
**Pay Day vs Holiday** disbursed to employees on the first working day following the holiday.
- 19.10** Company policy is not to pay salary/wage in advance of the  
**Payment Before Scheduled Day** normally scheduled pay date except for long leave or emergency in which case request must be made in writing and

approved by HR department.



**Policy No.** D  
21

**Transfer Policy – Management Staff**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**21.1  
Policy  
Statement:** A Management Staff may be posted anywhere in Bangladesh as decided by the Company.  
In case of transfer requiring change of residence, cost of travel of the Staff and his family (spouse and 2 dependent children) is borne by the Company

**21.2  
Temporary  
Transfer**

1. As deemed necessary the Company may require making temporary transfer of its Management Staff to any field office or other location in Bangladesh. However such temporary arrangement should be for a maximum period of 6 months. If the period exceeds then he/she will be entitled to normal transfer benefit. In such cases a Management Staff will be transferred not temporary transfer arrangement.
2. Entitlements of accommodation and meal during the period of temporary transfer will be the same as mentioned in the Travel Policy (Policy 22)

---



**Policy No.** D  
22

**Travel Policy – Management Staff**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**22.1 Policy Statement:** Whenever a management staff is required to travel on Company business requiring the use of overnight accommodation outside his/her normal place of stay or undertake any other type of move/journey or shifting for business reasons s/he will be entitled to the following after observing the formalities as stated below:

**22.2** 1. Domestic Travel is authorized by The Department Head or

**Business Travel (Domestic)** Reporting Supervisor.  
2. Attached Travel Authorization Form (Annex 1) will be used for authorization

**22.2.1**

**Mode of Transport**

**22.2.2**

**Accommodation**

**22.2.3** Reasonable costs of meals at hotels, restaurants, guest houses

**Meals** or clubs will be reimbursed at actual.

**22.2.4**

**Daily Allowance**

---

## Restricted

### 22.2.5

#### ***Out of pocket allowance***

### 22.2.6

In the event of workshop, conference, meeting, training, short

#### ***Company arrangement***

visit etc., if company makes the accommodation arrangement in Company resident/rest rooms/hotels/development centres, then no reimbursement will be claimed.

In such event, if the individual staff has to bear the meal

expenses, s/he will be reimbursed the same at actual. Besides, s/he will be paid Out of Pocket Allowance.

### 22.2.7

#### ***Overnight Allowance***

### 22.2.8

Transportation cost within the city/ town will be reimbursed at

#### ***Transportation Cost***

actual if not provided by the Company.

### 22.2.9

#### ***Outside City limit***

### 22.2.10

1. All the claims to be made in the Travel Expenses Statement

#### ***Claims***

Form (Annex 2) and should be supported by Travel Authorization Form and vouchers.

2. No request for advance will be entertained without the Travel

Authorization Form duly signed by the Superior.

3. Staff staying in hotels with another colleague will not claim

for reimbursement of hotel tariffs

## Restricted

### 22.2.11

1. Authorization Form (as attached, Annex 1);

### **Definitions**

2. TE Form (as attached, Annex 2);
3. Per Night would mean the night spent away from the residence;
4. Vouchers would mean receipt for any kind of expenses.

### 22.3

#### **Business Travel (Foreign)**

1. Foreign Travel is authorized by MD.
2. Attached Travel Authorization Form (Annex 1) will be used for authorization

### 22.3.1

#### **Air fare & Travel Documents Expenses**

1. Y Class for all.
2. Business Class for Board members for flights over 4 hours
3. Visa Fee, Foreign Travel Tax, Embarkation Fee etc., are borne by the Company
4. Any management staff wishing to deviate from the direct route may do so with the approval of MD and HR department, but will have to pay for the additional cost.

### 22.3.2

#### **Hotel Accommodation**

1. Will be paid @ US\$ 100 per night for USA, UK & European countries, US\$ 80 for other countries and US\$ 60 for Indian subcontinent.
  2. Where hotel accommodation is specified by the nature of the residential course, then Company will pay the full rate instead of the above rate
  3. If the management staff is in any doubt and believes that the hotel accommodation will be significantly more expensive than the specified rate, then approval from Chairman/Vice Chairman must be obtained beforehand.
  4. Where a staff chooses to stay with friends or relatives will be paid 50% of the above rate for the nights spent abroad. For Board members a fixed Daily Allowance may be paid.
-





**Restricted**

**22.3.3**

***Meals***

1. The individual management staff (excepting Board members) will be entitled to an allowance for meals @ US\$ 15 for breakfast, 15 for lunch and 20 for dinner.
2. It will be management staff's responsibility not to claim for meal allowance if a free meal is provided for by the host during a particular portion of the trip
3. Where meals are included with the residential course fee, no allowance for meals will be claimed

**22.3.4**

***Out-of-pocket  
Expense***

For miscellaneous and incidental expenses US\$ 15 will be paid per night as out-of-pocket expense (US\$ 10 for Indian sub-continent only)

**22.3.5**

***Laundry  
Expenses***

Management staff can claim laundry expenses only if the trip lasts for more than 5 days. All other misc. expenses are covered under the out-of-pocket expenses

**22.3.6**

***Transportation***

Transportation expenses between airport to hotel (and vice versa) and between hotel and meeting venues will be charged on actual basis

**22.3.7**

***Other Expenses***

1. Items like mini bar, personal telephone, transport for personal trips, newspapers etc. will be on management staff's own account
2. Company will reimburse the management staff for all reasonable business related expenses (e.g., entertaining the host etc.) incurred while travelling overseas.



### Restricted

22.4

***Use of Own  
Vehicle for  
Company  
Purposes***

1. Car: For the use of own car on Company's business, a

\_\_\_\_\_ mileage allowance at the rate of Tk 7.00 per km will be reimbursed on submission of a bill duly approved by the superior. Journey from residence to office and back is not considered as business trip.

2. Motor Cycle: For the use of own motor cycle on Company's

\_\_\_\_\_ business, a mileage allowance @ Tk 2.00 per km will be reimbursed on submission of a bill duly approved by the superior. Journey from residence to office and back is not considered as business trip.

3. The above rates will be applicable in case a management

\_\_\_\_\_ staff uses Company vehicle for personal reasons.

---



**Restricted**

Policy 22

(Annex 1)

**Acme AI Ltd**

**TRAVEL  
AUTHORISATION**

Name : \_\_\_\_\_ Emp. No. \_\_\_\_\_

Designation: \_\_\_\_\_

Location: \_\_\_\_\_

Expected Departure Date \_\_\_\_\_ Expected Arrival Date: \_\_\_\_\_  
Time \_\_\_\_\_ Time \_\_\_\_\_

Transportation-**Air**/Rail/Steamer/Road/Others.....

Journey: From ..... To .....

Mode of stay: Hotel/Company Arrangement/Own/Others .....

Purpose of visit:

\_\_\_\_\_  
\_\_\_\_\_

Advance, if any (to be taken from **any location**) Tk. .... ..

( Taka \_\_\_\_\_ ) Only.

Signature : \_\_\_\_\_

Approval : \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

( Taka  
Received Payment Signature & Date

**Restricted**

Policy 22

Annex 2

**Acme AI Ltd**

**TRAVELLING EXPENSES STATEMENT**

Name : \_\_\_\_\_ P.F. No. \_\_\_\_\_  
Designation: \_\_\_\_\_  
Location: \_\_\_\_\_  
Departure Date \_\_\_\_\_ Arrival Date \_\_\_\_\_  
Time \_\_\_\_\_ Time \_\_\_\_\_

	Taka	Ps.
Transportation- <b>Air</b> /Rail/Steamer/Road..... From ..... To .....		
Travelling allowance for _____ days @ Tk. Other expenses (if any) _____ _____		
Total :		
Less : Advance, if any (taken from ... ..)		

Net payable to/by me Taka :

) Only.

Signature : \_\_\_\_\_

Approval :

\_\_\_\_\_

---

Note : Please include cost of Tickets purchased by the Company in transportation column  
and show the same amount in advances deductible from total expenses.

---

**Restricted**

**Policy No.** D 23  
**Standard Service Year**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**23.1** Standard Service Year means Service period from 1<sup>st</sup> July to  
**Policy** 30<sup>th</sup> June.

**Statement:**

**23.2** Employee benefits like Leave, Incentive Scheme/Bonus,

**Applicability:** Performance Review, Salary Increases are all based on the  
Standard Service Year.

---





**Restricted**

---

**Policy No.** D 24

**Leave Entitlement Policy**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**24.1** Policy governing employee leave are designed to offer a paid

**Policy Statement:** leave program that meets baseline standards where the Company provides following number of paid leave days for employees to use for any purpose, consistent with the Company norms. Among its principles, it is sought that the policy would:

1. provide certainty, predictability and accountability for employees.
2. offer paid leave under a uniform and coordinated set of rules.
3. facilitate compliance and save on administrative costs.
4. allow for different work environments and size.
5. satisfy statutory requirements.

**Management Staff**

**and Non-management Staff**

Annual Leave:	20 days	Annual Leave:	17 days
Sick Leave:	13 days	Sick Leave:	14 days
Casual Leave:	10 days	Casual Leave:	10 days
Maternity Leave:	16 weeks	Maternity Leave:	16 weeks



### Restricted

**24.2**

***Salient Points:***

1. During probationary period the employee shall not be entitled to any type of paid leave. Any absence during probationary period will be without pay.
2. All leave will be granted at the convenience of the Management and nothing can limit the discretion of the Management to refuse, revoke or curtail leave in the interest of the Company.
3. Leave may be refused or deferred but in such cases the Management must record the reasons for refusing or deferring the leave in writing on the application form.
4. Annual leave is first earned during the current Standard Service Year which will be due for availing in the next Standard Service Year.
5. Casual and Sick Leaves are due and can be availed in the current Service Year.
6. New employee who joins the Company in the middle of a Standard Service Year, his entitlement of leave is calculated on pro-rata basis from the date of his joining to the end of the Standard Service Year.
7. A new employee on confirmation will be entitled to avail only Sick and Casual Leave due in the current Standard Service Year but will not be entitled to avail annual leave until the beginning of the next Standard Service Year when he/she will be entitled to avail the Annual Leave earned in the preceding Standard Service Year.
8. Un-notified absence may be adjusted against paid leave at the discretion of the Management provided the employee concerned furnishes a justifiable explanation for his inability to not attend and the same is recorded in the leave application. Employee should be cautioned against repetition of such absence. Un-notified absence for a day on rare occasion may however be considered leniently and adjusted against casual leave.
9. All leave records must be maintained in the HR Department as the case may be as per the format (attached). With the introduction of HRIS the same will be computerized.

10. Advance Annual/Sick Leave may be granted up to a

---

**Restricted**

**24.3**  
***Compensatory***  
***/ Substitute***  
***Leave for office***  
***staff and***  
***company***  
***workers***

1. Whenever an employee is required to work on a published festival holiday (as stated in Policy No. 32), a day for each day of such work will be treated as below:

a. Two days' additional compensatory holidays with full pay and a substitute holiday shall be provided for him.

b. These types of compensatory and substitute holidays

fallen due may be added with his/her casual leave entitlement as additional leave.

c. This entitlement is only for office staff and would be

governed by the relevant sections of Bangladesh Labour Act, 2006



## 24.4

### **Leave Accumulation- office staff and workers**

#### **Restricted**

1. Leave accumulation will only be entitled to office staff

and workers as per the Labour Laws as follows.

2. If any employee does not take leave to which s/he is entitled to either in whole or in part, any such leave not taken by him/her shall be added to the leave to be allowed to him/her, in the succeeding period of twelve months.

3. Leave up to the following limits may be allowed to

accumulate for office staff and company workers.

4. Type of <u>Leave</u>	<u>Maximum Limit of Accumulation</u>
a. Annual Leave	40 days
b. Casual Leave	Nil
c. Sick Leave	Nil
d. Maternity Leave	Nil

5. Leave up to the above accumulation limits can be carried forward to the next Standard Service Year and any excess of the limit will be forfeited at the end of the Standard Service Year.

6. Accumulated leave up to maximum limits at the end of the Standard Service Year can be carried forward and added with the next year's entitlement to make the total entitlement for that year.

7. Employees should be encouraged to avail annual leave and discouraged accumulation thereof.

8. The accumulated leave is not en-cashable.

---





**Restricted**

**24.5**

***Leave Plan***

1. All employees will be required to indicate in November every year the annual leave plan for the next year.
  2. The concerned Departmental Manager will review these plans and pass them on to the HR as the case may be and BU HR and Gp HR will prepare consolidated leave plan for all management employees. The consolidated leave plan for M10+ management staff will be approved by the CEO.
  3. Copies of the approval plan will be circulated to all the Departmental Managers.
  4. For non-management employees similar exercise should be carried out as practicable as possible. In such event, the consolidated leave plan will be approved by the respective functional heads.
-



**Restricted**

## Policy 24

**Leave Record From 1<sup>st</sup> January 20..**

**to 31<sup>st</sup> Dec 20..**

(Annex 1)

Name .....

Empl.

Grade

No .....

Unit.....

Section .....

• • • •

C/L

A/L	S/L
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10	10
11	11
12	12
13	13
14	14
15	15
16	16
17	17
18	18
19	19
20	20
21	21
22	22
23	23
24	24
25	25
26	26
27	27
28	28
29	29
30	30
31	31
32	32
33	33
34	34
35	35
36	36
37	37
38	38
39	39
40	40
41	41
42	42
43	43
44	44
45	45
46	46
47	47
48	48
49	49
50	50
51	51
52	52
53	53
54	54
55	55
56	56
57	57
58	58
59	59
60	60
61	61
62	62
63	63
64	64
65	65
66	66
67	67
68	68
69	69
70	70
71	71
72	72
73	73
74	74
75	75
76	76
77	77
78	78
79	79
80	80
81	81
82	82
83	83
84	84
85	85
86	86
87	87
88	88
89	89
90	90
91	91
92	92
93	93
94	94
95	95
96	96
97	97
98	98
99	99
100	100

B.F. from last year after encashment

Current years entitlement

[illegible]

**Note: All entries for leave without prior permission must be recorded in RED in**

**Restricted**

**Policy 24**  
**(Annex 2)**

**Acme AI Ltd**

**COMPENSATORY LEAVE / SUBSTITUTE LEAVE**

NAME \_\_\_\_\_ Empl No. \_\_\_\_\_ Dept/BU \_\_\_\_\_

I worked on \_\_\_\_\_, which was a published holiday / my weekly day of rest/holiday.

Accordingly, \_\_\_\_\_ day(s) may please be added to my current year's casual leave entitlement as compensation.

Signature of applicant

Date

\_\_\_\_\_

\_\_\_\_\_ Day (s) to be added to the applicant's C/L entitlement of the current year as compensation.

\_\_\_\_\_  
Authority

\_\_\_\_\_  
Date

(This portion to be returned to the applicant)

Name \_\_\_\_\_ Empl No. \_\_\_\_\_ Section \_\_\_\_\_

\_\_\_\_\_

**Restricted**

\_\_\_\_\_ day(s) has/have been added to your current year's C/L entitlement.

Accordingly your present C/L balance is \_\_\_\_\_ days.

\_\_\_\_\_

Authority

\_\_\_\_\_

Date

---



**Policy No.** D  
25

**Annual Leave Policy**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**25.1**

**Policy**

**Statement:**

Employees at all position should be encouraged to avail annual leave to enable them to spend a reasonable period of time with their family and be out of monotonous life which in turn will help increase their productivity,  
An employee is entitled to annual leave in a Standard Service

Year which as follows:

**Management Staff – All  
Category**

---

Annual Leave: 20 days

**Non-management Staff**

---

Annual Leave: 17 days

---





### Restricted

25.2

**Leave Terms  
and  
Procedures:**

1. A new employee is not entitled to avail annual leave until the expiry of the Standard Service Year in which s/he is confirmed.
2. Annual Leave should normally start from the first day of the week (day following the weekly holiday). Exceptions may however be made for extreme exigencies which should be briefly noted in the application.
3. Annual Leave cannot be taken for a period of less than 7 continuous calendar days.
4. Application for annual leave should be in the prescribed form (attached) and approved at least one week before the leave is enforced.
5. Having the computerized HRIS fully in place, the leave form can be submitted electronically for approval and record thereof.
6. Weekly holidays intervening the annual leave period are considered as leave but NOT the Company published holidays. Accordingly, while posting annual leave in the leave record the intervening published holidays are not counted.

**Example:**

If X applies for 7 days annual leave from 1<sup>st</sup> to 7<sup>th</sup> January (Saturday to Friday) and there is a published holiday on the 4<sup>th</sup> January, the leave will be approved for days i.e., 1<sup>st</sup> to 7<sup>th</sup> January irrespective of the fact that 4<sup>th</sup> is a published holiday but in his leave record only 6 days will be posted with a brief statement that 4<sup>th</sup> was a published holiday.

---



### Restricted

**25.3** 1. If un-availed, only non-management staff can carry it

***Un-availed  
Leave***

forward to the next year subject to the accumulation limits as per the Labour Laws (40 days maximum).

2. Management staffs will not be entitled for encashment of the un-availed leave (annual leave balance) which will be on the basic pay.

3. If the services of an employee, to whom annual leave is due, is dispensed with whether as a result of retrenchment, discharge, removal, dismissal, termination, retirement or by reason of resignation before he has availed of any such leave, the Company shall pay his wages in lieu of the un-availed leave.

**25.4** 1. Sick leave is not permissible either during or in continuation

***Notes***

of annual leave. However, any genuine absence beyond the sanctioned annual leave period be it for sickness or for any other reason will be adjusted from annual leave provided such absence was duly notified and approved.

2. Selection of annual leave dates is subject to approval of the management. Management reserves the right to refuse or suggest alternate dates if the dates do not suit Company's operation. Efforts will however, be made to accommodate the needs and convenience of employees.

3. Annual leave should be scheduled and approved by the

Department/Section Head and sent to the HR for record.

**25.5** Whenever annual leave is approved to an employee for a

***Special  
consideration***

period, which extends beyond the normal pay day, the employee will be allowed on request to draw his/her salary/ wages for the month in advance prior to his proceeding on leave.

---

**Restricted**  
**Acme AI Ltd**  
**LEAVE APPLICATION**

Policy 25

(Annex 1)

Name \_\_\_\_\_ Emp No. \_\_\_\_\_ Dept/BU \_\_\_\_\_ Job Title \_\_\_\_\_

Annual Leave/Casual Leave required for \_\_\_\_\_ days from \_\_\_\_\_ to \_\_\_\_\_

\_\_\_\_\_  
Signature of Applicant Date

<b><u>Leave Due</u></b> C/L _____ days  A/L _____ days  _____ Initial _____ Date	<b><u>Dept Head</u></b> Can be spared  Cannot be spared Reason _____ _____ Alternate Date _____ Initial	Granted Leave  Not granted   _____ Authority _____ Date	<b><u>Posted on Leave</u></b> <b><u>Record</u></b> _____ This Leave is with  without prior permission  _____ Initial
--	---	---	---

(When leave is granted without pay, this portion is to be sent to the Assistant who prepares salary/wage sheet)

Name \_\_\_\_\_ Emp. No. \_\_\_\_\_ Dept/BU \_\_\_\_\_ Job Title \_\_\_\_\_

Leave granted without pay for \_\_\_\_\_ days, from \_\_\_\_\_ to \_\_\_\_\_

\_\_\_\_\_  
Authority Date

Name \_\_\_\_\_ Emp No. \_\_\_\_\_ Section \_\_\_\_\_ Job Title \_\_\_\_\_

applied for Casual Leave/Annual Leave \_\_\_\_\_ days, from \_\_\_\_\_ to \_\_\_\_\_ has

been granted Annual/Casual Leave

Has not been granted for the following reason:

Alternate date of leave suggested is from \_\_\_\_\_ to \_\_\_\_\_ for which fresh application should be made.



**Restricted**

Balance after adjusting this

leave if approved.

C/L                    days

A/L                    days

\_\_\_\_\_

Authority

\_\_\_\_\_

Date





**Policy No.** D  
26

**Sick / Prolonged / Accident Leave**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**26.1  
Policy**

**Statement:**

Absence caused, due to personal illness or any injury from an accident out of or during the course of employment is adjusted from an employee's sick leave entitlement as paid leave.

An employee is entitled to sick leave as follows in a standard

service year, which, if un-availed during the year can neither be encashed at the end of the year or be carried forward to the next year as accumulated sick leave. Employees should therefore be encouraged to use sick leave judiciously so as to keep this protection available.

An employee is entitled to sick leave in a Standard Service

Year which is as follows:

**Management**

**Staff**

**and Non-management**

**Staff**

Sick Leave: 13 days

Sick Leave: 14 days



### Restricted

#### 26.2

#### **Leave Terms and Procedures:**

1. Sick leave is granted on the recommendation of Doctor in the prescribed form (attached) which requires the Doctor to examine the employees before making such recommendation. Doctor's recommendation for Sick Leave must be forwarded to the Management by the employee immediately after the Doctor has so recommended.
2. A sick employee must strictly follow Doctor's advice on rest and medication.
3. Sick leave is calculated only on working day basis.
4. Sick leave cannot be taken immediately before or after annual leave to provide an extended leave period. If an employee falls sick during annual leave he must first avail his entire annual leave before applying for sick leave.
5. In case of serious prolong illness, an employee may be permitted to utilize his/her annual and casual leave after exhausting his sick leave to cover the absence on account of illness.
6. If an employee has exhausted, all types of paid leave including those accumulated to cover his absence due to prolong illness and is still absent due to illness, any further sick leave will be without pay, unless otherwise decided by the management on advice from HR.

**26.3** During the period of sick leave, an employee is expected to **Maintenance of** maintain regular contact with his Manager/Supervisor (or make

#### **contact**

other suitable arrangements) in order for the Manager/Supervisor to know the employee's health condition and expected date of return to work. Sick leave benefits are contingent upon maintenance of regular contacts.

#### **26.4 Fitness Certificate**

Depending on the nature of illness, the Manager will require the employee to obtain fitness certificate from the Doctor to return to work.

---

## Restricted

**26.5**

It is important that all employees understand sick leave

### ***Abuse of Sick Leave***

requirement and provisions, and that the leave privilege is not abused. Management is responsible for monitoring the continued use of sick leave closely. The following actions are involved in this process.

#### **1. Abuse Indicators**

- a. Little or no sick leave balance due to sick leave being taken as soon as it accrues.
- b. Reports sick the day before or following a holiday or vacation period.
- c. Sick leave taken frequently on the day after or before the weekly holiday.
- d. Sick leave taken after requests for either annual/ casual leave is refused.

NOTE:

Management monitoring the above indicators should look for consistent patterns. Infrequent use of sick leave in any of the above situation should not be considered abusive action.

#### **2. Follow-up-Actions**

Once a Supervising Manager has reasonable cause to believe that an employee is abusing sick leave, he or she shall take the following steps.

- a. Carefully document all dates and amounts of leave taken by the employee.
  - b. Meet the Doctor who recommended his leave and discuss with him about the employee. Meet the employee involved. Mention any patterns which have caused concern but do not accuse the employee of abuse. Give the employee an opportunity to explain his or her position. If personal reasons are involved, consider whether you should refer the employee for counseling.
  - c. If abuse continues after the employee has been warned of your concerns, inform the HR Department, who will consider possibilities of other
-

**Restricted**

**26.6**

Absence on account of injury within the scope of employment

**Accident Leave** and duly certified by Doctor will not affect an employee's sick, annual or casual leave. It should be treated as Accident leave with full pay.

In this case the Labour Laws relating to Workmen

Compensation should be followed strictly for non-management staff and for the management staff, management discretion should be applied.

**26.7**

1. In cases of prolonged sickness, the Company may grant

**Special Sick Leave**

special sick leave for a maximum period of 60 days at a special rate of payment noted below for the following specific diseases only, if recommended by Company's Doctor in consultation with a specialist.

- Tuberculosis
- Heart Diseases
- Cancer

3. Special sick leave would be granted on the recommendation of the Doctor.

4. Special sick leave can only be granted if the employee is receiving treatment at a place of employment.

5. Special sick leave cannot be granted in continuation of annual leave, absence without leave and any kind of unpaid leave.

**SPECIAL SICK LEAVE PERIOD BENEFIT**

First 30 days	With full pay
Subsequent 30 days	With 50% pay

---



**Restricted**

Policy No. 26

(Annex 1)

**Acme AI Ltd**

**Medical Certificate for Sick Leave**

Name of Employee: ..... Empl  
..... No. ....  
Date of Time .....  
Examination: .....  
.....  
Nature of Illness: . .....  
Recommendations : .....  
.....  
a) Sick Leave to .....  
from .....  
b) The patient should ..... rest at home / rest in bed .....  
.....  
c) Fitness certificate to rejoin duty ..... is required / is not required .....  
Remarks (if any) .....  
.....  
(Signature of Medical Adviser)  
Date

**Sick Leave Application**

I request for Sick Leave as recommended above.

Sick Leave approved

.....  
(Signature of Employee)

Date.....

Posted on S/L record

(This Portion is for the Applicant)

Name of Empl. No. ....  
Employee:.....  
.....

Sick leave for: ..... days to ..... is approved  
from .....  
.

---

(Authority)

---



**Policy No.** D  
27

**Casual Leave**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**27.1  
Policy  
Statement:**

A permanent employee to meet his/her personal obligation, emergency situation and or an unforeseeable situation of personal nature may request for leave of absence from his/her work which is adjusted from casual leave. Such request should be in response to serious personal needs rather than that for occasional time off to rest or relax.

An employee is entitled to casual leave as follows in a Standard Service Year to which compensatory leave (as per Policy No. 24) if any earned during the current Standard Service Year is also added. Whatever the casual leave accrued in the current Standard Service Year and remain unutilized at the end of the year, can neither be encashed or carried forward to the next year.

An employee is entitled to casual leave in a Standard Service Year which is as follows:

**Management Staff and Non-management Staff**

Casual Leave: 10 days

Casual Leave: 10 days

---



### Restricted

#### **27.2**

#### **Leave Terms and Procedures:**

1. Casual leave may be taken from 1 day to 3 consecutive calendar days.
2. Casual leave can be for either pre-lunch or post lunch period or consecutive 4 hours period either at the beginning or at the end of the 8 hours duty which will be treated as full day.
3. Employees who are scheduled to work for half day on Thursday can apply for casual leave on that day which will be treated as full day casual leave.
4. Whenever possible prior permission for casual leave should be taken.
5. Availing of casual leave often without prior permission is considered as an act of indiscipline.
6. Availing of casual leave without prior permission is a disqualification under the Incentive / Bonus Scheme.
7. Application for casual leave should be made in the prescribed form (attached)
8. Casual Leave cannot be prefixed and at the same time suffixed with any other type of leave.
9. Casual Leave is calculated on the basis of working day.

#### **27.3 Note**

Any genuine absence beyond 3 days of sanctioned casual leave period (other than due to sickness duly certified by Company Doctor) will be first adjusted from annual leave and after exhausting annual leave it will then be adjusted from Casual Leave and after exhausting both the leaves, it will be treated as leave without pay PROVIDED the extended absence was duly notified and approved.

---

**Restricted**

***Acme AI Ltd***

**LEAVE APPLICATION**

Policy 27

(Annex 1)

Name \_\_\_\_\_ Emp No. \_\_\_\_\_ Dept/BU \_\_\_\_\_ Job Title \_\_\_\_\_

Annual Leave/Casual Leave required for \_\_\_\_\_ days from \_\_\_\_\_ to \_\_\_\_\_

\_\_\_\_\_  
Signature of Applicant Date

<b><u>Leave Due</u></b>	<b><u>Dept/BU Head</u></b>	<b><u>Posted on Leave</u></b>	
C/L _____ days	Can be spared	Record _____	
A/L _____ days	Cannot be spared	This Leave is with _____	
	Reason _____	without _____	
	Alternate _____	prior permission _____	
	Date _____		
_____ Initial	_____ Initial	_____ Authority	_____ Date
_____ Date			_____ Initial

(When leave is granted without pay, this portion is to be sent to the Assistant who prepares salary/wage sheet)

Name \_\_\_\_\_ Emp. No. \_\_\_\_\_ Dept \_\_\_\_\_ Job Title \_\_\_\_\_

Leave granted without pay for \_\_\_\_\_ days, from \_\_\_\_\_ to \_\_\_\_\_

\_\_\_\_\_  
Authority Date

Name \_\_\_\_\_ Emp No. \_\_\_\_\_ Dept \_\_\_\_\_ Job Title \_\_\_\_\_

applied for Casual Leave/Annual Leave \_\_\_\_\_ days, form \_\_\_\_\_ to \_\_\_\_\_ has

been granted Annual/Casual Leave | \_\_\_\_\_

☐

Has not been granted for the following reason:

\_\_\_\_\_  
Alternate date of leave suggested is from \_\_\_\_\_ to \_\_\_\_\_ for which fresh application should be made.

\_\_\_\_\_  
Authority Date



***Policy No.*** D 29

**Leave Without Pay and Unauthorized Absence**

***Effective Date:*** July 01, 2015

***Revision Date:***

---

**29.1** Leave without pay is an absence for which the employee  
***Policy Statement:*** concerned is not entitled to the payment of usual salary/  
wages. Such leave may be granted even though, there are  
sufficient paid leave in the credit of the employee or when  
there is no leave due, depending on the circumstances.



### Restricted

29.2

Leave without pay may be granted under the following

**Circumstances:** circumstances :

1. When there is no leave due:
  - a. For genuine illness - absence recommended by  
Doctor.
  - b. To appear in the University, or any other  
examinations.
  - c. A much unexpected prolonged absence required  
by unavoidable circumstances.

**NOTE :**

- o To be eligible for leave without pay for the above reasons, the employee concerned must have a satisfactory past record of employment with the Company.
  - o Such leave will NOT be granted to an employee who is habitually irregular and often remain absent from duty in an unauthorized manner and avail his paid leave entitlement of full year in a few months. Such employee should rather be marked unauthorized absence and award the treatment as laid down under the relevant policy.
1. When there are sufficient paid leave in the employees credit, leave without pay may be granted for following reasons:
    - a. To regularize an absence for more than 3 days which did not have prior approval or information but being somewhat satisfied with the explanation put forward by the employee for his inability to obtain prior approval or keep the management informed.
    - b. To regularize short absence up to 3 days of an employee whose past record indicates that he frequently remained absent without intimation or approval and subsequently regularized such absence by putting in casual leave application.
    - c. An employee in such circumstances would be
-



**Restricted**

**29.3**

Entitlement in the case of leave without  
pay.

***Entitlement***

1. Only basic and no other regular monthly allowances  
would be paid.
2. If the leave without pay is for more than 30 days,  
then  
annual, casual or sick leave will NOT accrue for that  
period.

**29.4**

Leave without pay VS unauthorized  
absence

***Unauthorized  
Absence***

1. Leave without pay is a authorized leave of absence  
granted to an employee with the curtailment of certain  
pay and allowances as stated above while unauthorized  
absence is a absence without prior permission and  
which has not been subsequently approved or  
regularized.
  2. It should be noted that any unauthorized absence  
  
subsequently regularized as leave with or without pay  
no longer remains an offence by itself though it may be  
a supportive document for further similar offence.
  3. To charge an employee for habitual absence without  
  
leave, record must be build up for habitual  
unauthorized absence which should not have  
subsequent regularization / approval and the employee  
is informed accordingly as per the letter (attached).
  4. In the case of unauthorized absence, the employee will  
  
NOT get any salary or allowance of any type. It should  
be on the basis of "no work no pay".
-



**Restricted**

Policy 29

(Annex 1)

***Acme AI Ltd***

(Unauthorized absence)

Name: \_\_\_\_\_ Date \_\_\_\_\_

Empl. No \_\_\_\_\_ Dept \_\_\_\_\_

You were absent for \_\_\_\_\_ days (s) from \_\_\_\_\_ to \_\_\_\_\_ without the prior approval/  
intimation. Your explanation for such absence is unacceptable.

Your such absence for \_\_\_\_\_ day (s) is therefore unauthorized and you  
will NOT get any basic pay for the said period.

\_\_\_\_\_  
Authority



**Policy No.** D 31

**Over-staying of Leave**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**31.1  
Policy  
Statement:** Any employee who remains absent beyond the period of sanctioned leave and has no prior approval or sends no information for his such absence, he shall be liable for appropriate disciplinary action unless he returns within 10 days of the expiry of the sanctioned leave and explains to the satisfaction of the management the reason for his inability to return earlier

**31.2** In order to treat a particular absence as a case of

**Constituting  
Misconduct** "misconduct" warranting disciplinary action, the followings are essential:

1. An employee must go on sanctioned leave even if it is for one day.
2. The sanctioned leave must be followed by unauthorized absence i.e. the employee do not report for duty after the expiry of leave but continues to remain absent without the prior approval of the management or any intimation thereof.
3. Such unauthorized absence should be for 10 days and above.

NOTE: Unauthorized absence not preceded by sanctioned leave will also be treated as misconduct. (Consult Policy on disciplinary procedure)

---



### Restricted

**31.3**

***Procedures***

1. If an employee fails to resume his duty after the expiry of his leave and also fails to apply for extension of leave prior to the expiry of his sanctioned leave, all the absence beyond the sanctioned leave period will be unauthorized.
  2. No action needs to be taken until the expiry of the 10<sup>th</sup> day of such unauthorized absence. On the 11<sup>th</sup> day a letter (attached) should be sent to the employee informing him that disciplinary action will be taken against him unless he reports back to the duty immediately.
  3. Absence without leave is more than 10 days is a kind of misconduct and an employee may be dismissed or otherwise dealt.
  4. A proceeding is to be drawn for dismissal or other kind of punishment for such absence.
  5. If an employee, on the other hand request for extension of the sanctioned leave, he should be informed in writing as to whether the extension is granted or not.
  6. Failure of the management to respond to the employee's request for extension will be construed to have approved the extension. It will therefore not be viewed as right to treat such absence as unauthorized when management failed to respond. Any disciplinary action in such situation will be illegal.
-





### Restricted

**31.4**

An employee who has been dismissed from the service due to

***Entitlement***

such misconduct will be entitled to all benefits and privileges which have accrued to him due to his past services i.e.,

1. Full payment with all allowances up to the last day of sanctioned leave.
2. Encashment of any un-availed leave.
3. Bonus as applicable.
4. Provident Fund both the employees and as well as the Company's contribution as per rule.
5. Gratuity as per rule.
6. Outstanding dues in Incentive Scheme, if any

**31.5**

***Overstaying of leave***

Any management or supervisory staff who remains absent beyond the period of sanctioned leave and has no prior approval or sends no information for his such absence, he shall be liable for appropriate disciplinary action unless he returns within stipulated time of the expiry of the sanctioned leave and explains to the satisfaction of the management the reason for his inability to return earlier.

---



**Restricted**

Policy 31

(Annex)

**Acme AI Ltd**

REGISTERED WITH A/D

Our ref :

Date:

Name:

Designation:

Empl. No:

Address:

You were granted ..... days .....leave from ..... Accordingly,  
you were due to resume your duties on ....., but on the expiry of the leave you  
have neither reported for duty nor have you applied for/obtain any extension of your leave.  
Hence your absence from ..... is un-authorized construing misconduct.

In the circumstances, we would like to inform you that as you have failed to report back for  
duty within 10 (ten) days of expiry of the leave granted to you, the management will now be  
compelled to take appropriate disciplinary action against you unless you report back to the duty  
immediately..

You are advised to also explain within .....as why disciplinary action would not be  
initiated against you.

Yours faithfully,



**Policy No.** D 32

**Public Holidays / Festivals**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**32.1**  
**Policy**  
**Statement:** Company observes a total number of 11 days Public/Festival Holidays as listed below for all locations. Holidays declared by the Govt. beyond the Company listed holidays, are not applicable.

**32.2**  
**Name of**  
**Holidays:** Generally following are the days which should be considered while declaring the 11 days of festival holidays:  
Shaheed Day

Independence Day  
Shab-e-Barat  
Bangla Naba Barsha  
May Day  
Shab-e-Quader  
Eid-ul-Fitr  
Eid-ul-Azha  
National Mourning Day  
Victory Day



**Restricted**

**32.3**

HR Department publishes the list of Public Holiday at the

***Procedures***

beginning of each calendar year.

1. Holiday (s) falling on Friday will not be substituted.
  2. For every such day casual leave will be added to all such affected non-management employees (office staff and company workers) as compensatory leave (as per Policy No. 24) if they are made to work on that day.
  3. Should a holiday fall during an employee's scheduled annual leave, the day will not be counted as leave (see policy no. 25 on Annual Leave).
  4. Non-management employees required to work on a scheduled holiday will be compensated by payment of usual over time and or compensatory leave as stated in Policy no. 24.
  5. A management and supervisory employee required to work on a scheduled holiday will be treated by the management at its sole discretion owing to business considerations.
  6. Any public holiday declared by the Government during anytime of the year (nationwide or area wide) which is beyond scheduled holidays for any extra ordinary situation like national elections will be treated beyond the above 11 days.
-





**Restricted**

**Policy No.** D-40

**Standards of Conduct  
(Code)**

**Effective Date:**

**Revision Date:**

- 
- 40.1** To ensure safe, efficient and harmonious operations and to fully
- Policy Statement:** inform all employees of their responsibilities, certain standards of conduct have been established for the guidance of all employees. The standards mentioned are only a partial list of acceptable behaviour and conduct. Any violation of such acts or omissions will constitute misconduct and lead to disciplinary actions.
- 40.2** The purpose of our Code is to set out the values and standards
- Purpose:** which guide the way we do business. Our business brings with it obligations to comply with the law, adhere to our own policies and principles, exercise good stewardship of our assets and the environment, and behave safely and ethically at all times. The Code brings together a set of standards, helping to define what company expects of its businesses and people regardless of location or background. All employees must follow this Code. By doing so, they will ensure that their activities strengthen the business and support the Group's values. The Code:
- Summarises the legal and ethical standards that affect us all
  - Details standards that have a country wide application
  - Outlines our obligations and the expectations of our all stakeholders
  - Helps us identify key risk areas – and how those risks should be approached
  - Gives guidance on how we should resolve difficult questions about business conduct
-



## Restricted

### 40.3

#### **Stakeholders**

Our guiding principles are broken down into four stakeholder groups. Our stakeholders are people with an abiding interest in company:

- **Customers, suppliers and markets** – customers who are satisfied and feel understood; suppliers who appreciate us because we are demanding but fair
- **Shareholders** - who expect the best endeavours from our organisation to maximise the value of their investment
- **Employees** - who work with enthusiasm and pride because they feel challenged and valued
- **Communities** – in which we play a practical and positive role, and that appreciate our involvement and contribution.

### 40.4

#### **Key Steps**

Key steps to maintaining our standards:

- Know what is right
- Do what is right - always
- If you are unsure, ask
- Keep asking until you get an answer.

#### **40.5    *Guiding Principles*    Our guiding principles:**

The company is committed to following a set of core values – our guiding principles. These outline how we expect our people to treat our customers, suppliers and markets, our fellow employees, shareholders, and the communities in which we work and live. Our guiding principles set the tone and overarching objectives of the Code of Conduct. Our individual standards provide the details of what issues we face and how we are expected to respond to them.

---

## **Restricted**

**40.6**

***Communities &***

***Public***

### **Responsibilities to local communities and the public:**

The company is committed to being a positive contributor to the communities in which we do business. We oppose public corruption, act as responsible stewards of our products and the environment, play a part in supporting activities in the places where Company Name operates, and support the fundamental principles of good governance and human rights.

Company Name participates in a number of programmes and initiatives in support of these principles. The first obligation of responsible citizenship is to obey the laws of the country and communities in which we do business. Also, as a good corporate citizen, we have a responsibility to behave as a conscientious neighbour. This includes:

- Adherence to safe work practices
  
- Sound environmental management
  
- Respect for the principles of human rights
  
- Measured and appropriate community engagement.

### ***Markets***

**40.7**

***Customers,***

***Suppliers &***

## **Responsibilities to customers, suppliers and markets:**

In all our business dealings, The Company Name strives to be fair and honest. We will always act in line with all applicable laws and regulations. We will always compete vigorously but fairly, complying with all laws protecting competition and the integrity of markets,

The Company Name will not knowingly use suppliers who operate in violation of applicable laws and regulations, including local safety, environmental and employment laws. In particular, we will always:

- Compete vigorously but fairly and legally
  - Respect the intellectual property and copyright of others
  - Promote our products and services accurately and honestly
  - Comply with international trade controls
  - Strive to ensure our suppliers operate in line with our Code
  - Meet government, industry, customers' compliance and Viyellatex's safety and quality standards.
-

Restricted

**40.8**

**Responsibilities to shareholders:**

***Shareholders***

The company is committed to promoting the interests of our

shareholders by working hard to achieve superior financial results. In pursuing this goal, we will protect Viyellatex's assets and resources, avoid conflicts of interest (Policy No. D-41) and self-serving activities including insider trading, and we will be forthright in measuring and reporting our financial performance. Our shareholders trust us to use our company assets

responsibly – to make our businesses grow and ultimately increase the value of their investment. Honest and accurate recording and reporting of information is essential. All financial books, records, accounts and claims must accurately reflect transactions and events, and conform to both generally accepted accounting principles and Viyellatex's system of internal controls. Undisclosed or unrecorded funds, assets, claims or liabilities are not allowed. Employees uncertain about the validity of an entry or process are expected to consult our business assurance and risk audit department. In particular, we will always:

- Avoid conflicts of interest (Policy No. D-41) that may interfere with our obligations to Viyellatex
- Create and retain honest, accurate and timely records
- Protect the confidentiality of Viyellatex's proprietary information and information systems
- Respect company time, property and funds





**Responsibilities to and expectations of employees:**

***Employees***

The company is committed to fostering a workplace that is safe and that is founded on fair employment practices and mutual respect. We believe in fair treatment and compensation of employees, recognising and rewarding good performance, and offering opportunities for advancement through promotions and training. In return, we expect employees to adhere to our Code and to take personal responsibility for the upkeep of our standards and good corporate citizenship. In particular, we will always strive for a work environment that:

- Values the safety, health and security of our co-workers
- Values and embraces diversity and equal opportunities
- Prohibits all forms of harassment
- Prohibits the abuse of drugs and alcohol
- Ensures respect for the confidentiality of our employees' personal information
- Encourages caution, moderation and good judgment in the giving and receiving of gifts, favours and entertainment.



### Restricted

40.10

Acts and omissions which constitute misconduct :

#### **Misconducts**

---

Following are the Acts and Omissions mostly listed in

Bangladesh Labour Laws 2006 are of serious nature and constitute misconduct which can result in dismissal:

- i. Wilful insubordination or disobedience, whether  
  
alone or in combination with others, to any lawful or reasonable order of a superior :
- ii. Theft, fraud or dishonesty in connection with the employers' business or property.
- iii. Taking or giving bribes or any illegal gratification in connection with his or any other Worker's employment under the employer.
- iv. Habitual absence without leave or absence without leave for more than ten days.
- v. Habitual late attendance.
- vi. Habitual breach of any law or rule or regulation applicable to the shop or commercial or industrial establishment.
- vii. Riotous or disorderly behaviour in the shop or commercial or industrial establishment, or any act subversive of discipline.
- viii. Habitual negligence or neglect of work.
- ix. Frequent repetition of any act or omission for which a fine may be imposed.
- x. Falsifying, tampering with, damaging or causing loss of employers' official records.
- xi. Giving false information regarding his name, age, qualifications or previous experience at the time of employment.
- xii. Disclosing to any unauthorised person any secret or confidential information including proprietary information in regard to processes, dealing and affairs of the company or its affiliates which may come into the possession of the workman in the course of his/her work of otherwise.

Note: An employee can be dismissed without following the disciplinary procedures if he is committed for an offence involving moral

---

**40.11**

***Employees'***

***Personal***

***Responsibility***

Your personal responsibility to do the right thing – how the Code is enforced

Company Name employees must follow the principles and standards contained in our Code. Those that do not follow the Code put themselves, their co-workers and the company at risk. This is not acceptable. A failure by an employee to comply with the Code or any other company policy or requirement, may result in disciplinary action up to and including dismissal, referral for criminal prosecution and legal action to recover losses or damages resulting from such violation.

If you manage or supervise others, you have special responsibilities to make sure you support, train, monitor and enforce compliance with our standards. You should know and understand our Code.

Enforcement of the Code applies to all employees as well as all representatives, consultants and agents doing business on our behalf.

---



**Restricted**

**Policy No** D-41

**Conflict of Interest**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**41.1** To protect the integrity of Company information, product, services and employee efforts, all employees are expected to devote their best efforts to the interests of the Company and

**Policy** ... conduct of its affairs. While the Company recognizes the right of

**Statement** employees to engage in activities outside of their employment which area of a private nature and not related to our business, it is however mandatory for the employee to make full disclosure of such activities in order to assess and prevent potential conflicts of interest.



### Restricted

**41.2**

While it is not possible to describe all the circumstances and

***Procedure***

conditions which might develop, the following procedure should be followed :

1. Employees have an obligation to devote their full time to

employment of the Company and must not engage in any outside professional work without a written approval from the Company. If a spouse or other members of an employee's immediate family is engaged in a business similar in nature to the Company's, it must be disclosed in full to the Company in writing.

2. No employee will engage in outside work that may

interfere with his/her primary job with the Company. Nor will any employee engage in any activity of a nature that is in some way hostile or adverse to the Company.

3. No employee of the Company will accept a retainer,

commission, consulting fee or any sort of remuneration or any other arrangement without a written approval of the Company.

4. No employee, or members of their immediate family may

directly or indirectly, borrow from, lend to, invest in or engage in any financial transaction with the potential customer, client or supplier.

5. Employees engaging in outside work, even though it

does not interfere with their primary job with the Company are required to disclose the nature of that work and obtain written approval of the Company at the time of their employment with the Company or before commencing the activity. No outside work can be done during regular office hours and no suppliers are to be used to conduct this outside activity.

6. Any employee doing any outside work is under obligation to advise his/her client that the work is in no way by for, or in the name of the Company.

7. Any questions regarding a possible conflict of interest or

outside work should be taken up with the Company.

---



**Policy No.** D-42

## **Employee Discipline**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**42.1  
Policy  
Statement**

To provide appropriate guidelines for steps in disciplinary action process which will help documenting and correcting undesirable behaviour and consequently support and promote effective operations in the interest of the Company Name Group and employees. Such practices call for a uniform policy on the administration of fair, consistent and constructive employee discipline.

**42.2** Major elements of this policy include :

**Elements**

- a. Constructive efforts towards helping employees achieve full satisfactory standards of conduct and job performance.
  - b. Correction of employee shortcoming or negative behaviour only to the extent required.
  - c. Sufficient notice to employees that disciplinary action result from continued or gross violation of employee standards of conduct or unsatisfactory job performance for which the employee is at fault.
  - d. Written documentation of disciplinary warning given and corrective measure taken.
-



**Restricted**

**42.3**

***Charge-sheet***

1. When an Act of Misconduct is alleged to have been committed (Policy .... ) by an employee, his superior will make preliminary investigations and inform MD of the results of his investigation through his immediate superior.
2. If the MD is satisfied that a prima facie case exists against the employee, he will consult the BU HR Manager /Corporate HR who will advise whether to issue Charge-sheet. The charge-sheet will be issued by the concerned Supervisor or MD as the case may be.
3. The charge-sheet will be issued as early as possible from the date of commitment/detection of the act of misconduct but in no case later than one month otherwise it will become time-barred.
4. Three copies of the charge-sheet will be prepared. Distribution will be as follows :
  - a. Original Copy: Employee Concerned
  - b. Duplicate Copy: This copy will be placed in the personal file of the employee. The employee will sign this copy as proof of receipt of charge-sheet.
  - c. Triplicate Copy: Corporate HR

5. There should be strict proof of delivery of the charge-sheet to the employee so that he/she may not at a later stage, deny its service. The following procedure for the service of the charge-sheet to be adopted.

a. In case the employee is present, call him/her and handover the charge-sheet to him, obtaining his/her signature or thumb impression on the duplicate copy.

b. In the event the employee refuses to accept charge-sheet, or to sign on the duplicate, an endorsement to that effect may be made on the duplicate copy, witnessed by two

witnesses. In the postal address as is available in personal file, the charge-sheet to be sent by Registered with A.D. at that address with a note that the charge-sheet has been sent by post as the employee has refused to accept it.

c. Another copy thereof will be posted on the Notice Board of the Office in the presence of two witnesses whose signatures or thumb impressions to be taken on the duplicate copy.

6. The Charge-sheet (attached) will contain the charges in detail and the relevant section of the Bangladesh Labour Laws and must always call upon the employee concerned

---

**Restricted**

**42.4**

***Enquiry  
Procedure***

1. The charge-sheet issuing Officer/Manager in consultation with MD will request HR Department to appoint an Officer/ Manager not directly connected with and or witness of the incident of charge-sheet as Enquiry Officer to conduct the enquiry into the alleged misconduct.
  2. The Enquiry Officer will read out the charge-sheet and written explanations of the employee concerned to him, and allow him to add anything voluntarily. Such additional statement will be recorded by the Enquiry Officer in writing and the same will be confirmed by the employee concerned by appending his signature.
  3. It will thereafter be essential and binding on the Enquiry Officer to bring on record all the evidence, oral or written, which the company may have, no matter how strong and clear-cut the charge may appear to be i.e., the misconduct/prosecution story must be stated at the enquiry even though it may appear to be a formality.
  4. The employee concerned will be afforded all facilities and given full opportunity to defend himself and plead his case. He will also be allowed to nominate any person employed in the company to assist him and produce his witnesses and adduce evidences if he so wishes.
  5. The employee concerned will be present throughout the enquiry and all evidence will be heard and recorded in his presence. The employee concerned will be given adequate opportunity to cross-examine the witnesses and this fact should be recorded.
  6. The statement of all witnesses will be recorded in writing.
  7. At no stage of the enquiry, the Enquiry Officer will leave the site of enquiry nor shall the accused be asked to leave the room when the statement of either the Viyellatex's witnesses or of the accused are being recorded. Such recorded statements will be signed, to confirm its correct recording, by the persons making the statement and also by the accused. All recorded statements will also be signed by the Enquiry Officer.
  8. No outside interruption should be allowed by Enquiry Officer. He should take care before enquiry that his normal work does not need his attention during the enquiry. Only in most urgent cases should he be disturbed for work other than the enquiry during the enquiry proceedings.
  9. The Enquiry Officer on the closing of the enquiry will submit a written report to the person who authorised the
-



**Restricted**

**42.5**

An employee found guilty of misconduct shall be liable to any

***Punishments***

of the following punishments:

- a. Withholding of increment or promotion for a specified period not exceeding one year.
- b. Reduction to a lower post; or
- c. Dismissal or discharge without prior notice or pay in lieu thereof or any compensation.
- d. Suspension without wages as well as subsistence allowance for a period not exceeding (seven days and such period may be within or in addition to the period of suspension pending enquiry
- e. Warning in writing
- f. Fine : (According to relevant section of payment of wages chapter of Bangladesh Labour Laws) fine can be imposed.





**Restricted**

**42.6**

With a view to bringing uniformity and to avoid delays and legal

***Enquiry  
Procedure***

complications in recording the enquiry proceedings, the following points are further clarified and stressed in this regard.

1. The charge-sheet must be read out to the accused and a note to this effect should be made in the proceedings.
  2. The statement of the prosecution witnesses is to be recorded in the first person. The Enquiry Officer may put question necessary to clarify the statement and record them accordingly. After the completion of the statements, the accused will be asked if he wishes to cross-examine/ ask any questions from witnesses. The exact questions and answers will be recorded.
  3. After the statement of all the witnesses have been recorded, the accused will be asked if he wishes to make a statement. This will also be recorded in the first person. Questions for the clarification of the statement may be asked by the Enquiry Officer and recorded exactly. In case the accused declines to give a statement, a note to that effect will be recorded and duly signed by the accused.
  4. The accused will be asked if he wishes to produce defense witnesses and substantiate his statement with some documentary evidence. The documentary evidence so given should be placed on record. The statement of witnesses, if any, should be recorded in the usual manner as in 2 above.
  5. All statements will be recorded in English or Bangla and signed by the persons making the statement, accused, and the Enquiry Officer.
-

**Acme AI Ltd**

**CHARGE SHEET**

Date : \_\_\_\_\_

**Restricted**

Name and Employee Number

Position

Department/Section/Location

Date and time of alleged offence \_\_\_\_\_

- 1) Allegations have been made against you under section 23(4) of Bangladesh Labour Laws 2006.

\_\_\_\_\_

In that you are alleged to have :-

- 2) Therefore, you are directed to submit a written explanation by \_\_\_\_\_ to the undersigned as to why disciplinary action will not be taken against you for the alleged misconduct stated above.

\*\* Meanwhile you are placed under suspension pending inquiry with immediate effect. During the period of suspension you will be paid subsistence allowance as per law.

\_\_\_\_\_  
Signature and designation of  
the person making charge

Date \_\_\_\_\_

Received one copy

\_\_\_\_\_  
Signature of the person charged

Date \_\_\_\_\_

N.B. : If the person charged refuses to sign, this fact will be confirmed in presence of the two other responsible witnesses, and one copy of the charge sheet will be sent to his local address under registered post and another copy will be displayed on the Notice Board.

Dated \_\_\_\_\_

Witness (1) \_\_\_\_\_

---

**Restricted**

Witness (2) \_\_\_\_\_

\*\* To be deleted, if the person charged is not to be suspended pending enquiry.

**Policy No: 42**

**(Annex 2)**

Ref :

Date :

Name

Employee No:

Address :

Dear ..... ,

Inquiry

Your explanation in reply to our show cause dated \_\_\_\_\_ under our reference no..... is  
the .....

unsatisfactory.

Mr..... , (Designation) has been appointed to inquire into the charges of alleged  
misconduct as stated in our above show cause letter.

The inquiry will be held on (Date) at (Time) in the Chamber of (Designation) and on any other subsequent date(s), time and place that may be deemed fit and necessary by the Inquiry Officer. You are accordingly, advised to be present at the place of inquiry on the date and time mentioned above alongwith your witness and evidences as deemed necessary by you.

In the inquiry you will be given every opportunity to adduce evidence and produce witnesses in support of your statement/defence and cross examine the witnesses and evidence produced against you.

Yours sincerely,

.....

---

**Restricted**

**Policy No: 42**

**(Annex 3)**

Ref :

Date :

Name

Employee Number.

Address :

Dear .... ,

Further to our show cause letter no..... dated..... whereby you were asked to explain within (date) as to why disciplinary action should not be taken against you for the misconduct stated therein.

As of to-day we have not received any explanation from you. You are therefore again directed to submit a written explanation latest by (date) to the undersigned, failing which we will be constrained to take further steps in the matter without waiting for your explanation.

Yours sincerely,

.....

**Restricted**

**Policy No.** D 43

**Suspension**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**43.1** Considering the gravity of the offence and for the purpose of  
**Policy** conducting an enquiry into misconduct where management  
**Statement:** considers it necessary, the employee may be suspended up to  
sixty days pending enquiry.

During the period of suspension the employee concerned will  
not be required to give his attendance or attend the workplace.

During the period of suspension, the suspended employee will  
not be entitled to his regular pay and allowances. He will  
however, get a subsistence allowance.

Suspension pending enquiry is not a punishment.

This policy is basically applicable for the non-management  
staff. However, this policy may be enforced wholly or partly to  
the management staff as well solely at the discretion of the  
management.





### Restricted

**43.2**

1. The order of suspension will be in writing signed by the

***Procedures:***

Manager who issued the charge-sheet which can be incorporated in the charge-sheet or a subsequent order depending on the gravity of the offence and the circumstances. The order of suspension will take immediate effect on delivery to the employee.

2. Consent of the Head of HR is necessary before taking such action.

3. Suspension pending enquiry can be maximum up to 60

days and for any period beyond that will entitle the suspended employee to his normal pay.

4. Every effort should be made to complete the enquiry and

communicate the decision to the suspended employee within 60 days and this time limit should be strictly adhered to.

5. However, if for absolutely unavoidable circumstances

enquiry is not completed or decision cannot be taken within 60 days, the concerned employee may still be asked to remain away and not to enter the workplace. But for the extended period the employee will be entitled to his normal pay.

6. If in the enquiry, the employee is found NOT GUILTY, the

Suspension order should be withdrawn and he shall be deemed to have been on duty during the period of suspension and shall be entitled to the normal pay as he would have received if he had not been suspended. While calculating his normal pay, the amount paid as subsistence allowance should be deducted.

**43.3**

***Suspension as punishment:***

1. An employee may be suspended as a measure of punishment having committed an offence and found guilty following the procedure as specified in Employee Discipline Policy.
  2. Such period of suspension shall be without wages and subsistence allowance and for a period not exceeding seven days
-

**Restricted**

**43.4**

Subsistence Allowance consist of 50% of the followings:

***Subsistence  
Allowance:***

- a) Basic pay
  - b) All other allowances
-



**Restricted**

**Policy No.** D 44

**Safety**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**44.1**

**Policy**

**Statement:**

The company is committed to managing a safe, secure and healthy working environment. Safety of the employees, customers, suppliers and local communities, and the protection of the physical environment in which Company Name operates are of prime importance.

**44.2**

**Objectives:**

Safety Policy Objectives:

- To prevent injuries to Company employees
- To avoid health hazard to employees
- To protect Company property from damage
- To provide for safety to public in connection with Company's operations and when using Company facilities and products.

- To make every attempt to reduce the possibility of accident occurrence
  - To develop employee consciousness and attitude for safe working.
-

### Restricted

44.3

***Process to be followed to achieve the objectives:***

- Employees to know that their well-being is vital to our operations.
- Keep safety above all-even production
- Visible commitment of top management
- Make Safety Policy known to all employees
- Close involvement and commitment of Managers to safety
- .
- Involve all employees in safe working and accident prevention program.
- Ensure safe working rules and practices
- Hold all line managers and supervisors responsible for accidents in their section
- Safety audits by Head Office
- Make accident reporting mandatory
- Investigate all accidents and take corrective action expeditiously
- Improve employee knowledge and enthusiasm for safe working.
  - .. Improve employee knowledge on company operations and maintenance.
  - .. Safety training programs to be followed regularly
  - .. Circulate information on occurrence of major accidents elsewhere
  - .. Safety committee, meetings and seminars to be held regularly
  - .. Good performance on safety to be recognised and rewarded
  - .. Display safety posters, sign boards and banners conspicuously
  - .. Encourage employees to make suggestions for safety improvements.
- Management commits itself to provide safe working conditions :
  - .. Provide fire fighting and first-aid equipment as required
  - .. Provide protective equipment, instruments and tools for safe working
  - .. Remove and remedy potential accident causes expeditiously
  - .. Safety should not be compromised for fear of expenditure.

- Train customers and users in safety :
    - ..Circulate relevant safe working rules to customers
    - .. Sales force talk to customers regularly on safety
    - .. Hold seminars for customer on safety.
-

## SAFETY ACTIONS

**Procedures:**

1. A Safety Programme in line with the Safety Policy will help to control the likelihood of accidents, to be followed by all units as published by HR Department from time to time.
  2. Safe working Rules  
Safe Working Rules are developed and circulated to employees. These rules prescribe the minimum standards to be adopted for day to day work in factories, installations, workshops and offices. The implementation of these rules to be monitored.
  3. Safety Committees  
Safety Committees have been set up in every unit and Head Office of the Company. These Committees are required to meet each month to discuss performance of safety in the units. Minutes of these Safety Committees are sent to Head Office, HR Department. There is also a high powered Corporate Safety Committee set up in the Head Office to periodically review the Company's safety performance and adopt necessary corrective measures.
  4. Permit to Work System  
Any maintenance/modification work carried out by maintenance staff or outside contractors in safety zones has to be supported by a formal permit to work by the Support Services Department.
  5. Safety Audits  
Safety audit is carried out by Compliance Department.
  6. Accident Reporting  
Monthly reports in the prescribed form are to be sent by units to Head Office for monitoring the location wise accidents, their nature and man-days lost because of sickness/injuries resulting from these accidents and also for corrective measure.  
  
Besides, report on accidents resulting in absence for 48 hours or more should be sent to the Chief Inspector of Factories and other Govt. Agencies as per the Labour Laws.  
  
Transport accidents involving Company vehicles whether it causes personal injury or not should be
-



***Incident  
Reporting and  
Investigation***

**Restricted**

A. DEFINITION

1. Damages of Factory or equipment.
2. Product or substance causes or allegedly causes damage to personnel, company, equipment, process or environment.
3. Breach of Statutory Regulations or Acts or violation of any Safety Rules.
4. "Near misses". These are situations where injury or damages that could have occurred were averted by themselves or through timely corrective action.

B. PROCEDURE

1. All notifiable dangerous occurrences Including near miss incidents and other incidents must be recorded.

Every notifiable dangerous occurrence must be notified forthwith to the concerned Departmental/ Functional Head. Notification must be confirmed in writing within seven days on the standard "Dangerous Occurrence Report".

Failure to record or to notify would be treated as neglect of duty.

2. Persons responsible for filing in these forms must be clearly identified.

Failure to do so may deprive the Company of an important defense in legal proceedings

No person should enter information without authority, or any way alter, deface or destroy these forms.

These forms must be kept in a secure place. Apart from the obligations described above, legal provisions oblige separate and specific records to be kept of all such incidents in which an employee is seriously injured and comes within the purview

of Bangladesh Labour Act, 2006. In case of any  
minor or serious or fatal accident,

---

**Restricted**

**44.6**  
***Compensation***

1. Accidents During Working Hours  
All absence on account of injury on special leave  
  
with pay and will not affect an employee's annual, casual or sick leave. During such leave he will be paid his/her full salary or wages including all allowances. Company will also bear all medical expenses for the treatment of the injury.
2. In case of very serious injury which attract the  
  
provisions of workmen's compensation under Bangladesh Labour Act 2006, the Company will pay also compensation as prescribed by the ACT.
3. Accident Outside Employment

Where an employee meets with the employment,  
  
he/she is required to report the accident to the Manager at the first available the following day. In the case of such accidents, Company has no responsibility and absence if any, for such accident will be on employees own account and will be adjusted against his entitlement of sick, annual and casual leave and beyond that will be leave without pay.

---



**Restricted**

**Policy No.** D 45

**Smoking in Workplace**

**Effective Date:** July 01, 2015.

**Revision Date:**

---

**45.1** To comply with safety regulations, health codes and to  
**Policy** accommodate the preference of both smoking and non  
**Statement:** smoking employees, a strict adherence to no smoking rule is  
absolutely essential. A “NO SMOKING” rule throughout  
company’s locations is a requirement of safety rules.

**45.2** Smoking means inhaling, exhaling, burning or carrying lighted  
**Definition:** tobacco smoking equipment.



### Restricted

**45.3**

a. Prohibited Areas

***Procedure:***

For reasons of safety, public health or other concern, smoking is prohibited in all designated areas at Viyellatex's all locations. Signs are posted to that effect.

b. Smoking Areas

1. Private, enclosed office workplaces where occupants are smokers.
2. Employee lounges where identified by the Company as having adequate ventilation.

c. Visitors

Visitors to any of our office areas are expected to observe smoking and non-smoking designations.

d. Miscellaneous

All Managers and Supervisors are responsible for reporting "No Smoking" violations and enforcing the "No Smoking" rule. In locations where smoking is permitted, ashtrays and fireproof containers will be provided which must be used to discard ashes, etc.

---

---





**Restricted**

**Policy No.** D  
46

**Employee Relations & Counseling and  
Employee Assistance**

**Effective** July 01, 2015

**Date:**

**Revision**

**Date:**

---

**46.1  
Policy  
Statement:**

1. Employee Relations: With a view to preserving a positive work environment, the Company's employee relation policies emphasis open door practice in which employee have the right to deal directly with their Superior and other members of management regarding complaints or inequitable condition of employment.
2. Counseling and Employee Assistance is a program  

---

designed to assist in the identification and resolution of work-related and non-work-related productivity problems associated with employees impaired by personal concerns including, but not limited to, health, marital, family, financial, alcohol, drug, legal, emotional, or other personal concerns which may adversely affect employee job performance.



## Restricted

**46.2**

Through undertaking this program, the Company will make

### ***Objectives***

the employees more productive, and do better work more efficiently thereby:

- Improving productivity
- Decreasing time away from work
- Lowering health care related concerns
- Improving employee retention
- Reducing accidents at work

This policy largely focuses on helping individual employees as well as strengthening Company leadership as a whole through:

- Crisis response
- Advice on coping with company reorganization, such as resizing
- Grief and loss support in the workplace
- Services for a drug-free workplace
- Conflict resolution
- Disaster planning
- Team building
- Communication



## Restricted

46.2

1. **Core Activities:** The core activities will include:

**Features:**

- 
- a. services for individuals through identification and resolution of job-performance issues related to an employee's personal concerns, and assessment, referral, and follow-up;
  - b. services for managers and supervisors through providing assistance in referring employees to the CEA, and supervisor training;
  - c. services for organizations through violence prevention / crisis management, group interventions, and employee orientation

2. **Referrals:**

- 
- a. **Self-referral** – voluntary and confidential use of the CEA by an employee who suspects that he or she has an alcohol, other drug, emotional, and/or other personal concern.
  - b. **Formal or informal referral** – referral to the CEA by a supervisor or other management official of any employee who has deteriorating job performance, time, attendance and/or conduct problems, either orally or in writing.
  - c. **Other referral** - referral to the CEA of an employee by a welfare committee official, medical practitioner, or through any means other than a self-referral or a supervisory referral.

3. **Follow-up:**

- 
- a. Follow-up will be done through establishing one or more contacts with a designated person in CEA to monitor progress and/or the impact of the CEA recommendations or referrals to CEA resources and to determine the need for additional services.
  - b. Follow-up may consist of:
    - telephone contact,
    - in-person interviews,
    - written satisfaction and progress surveys / questionnaires, and
    - a review of job-performance and attendance records.

- c. Follow-up is a monitoring process, not a therapeutic process such as aftercare.
-

**Restricted**

**46.3**

The four types of core services that CEA will provide are:

***Framework***

1. Individual
2. Managerial/Supervisory
3. Organizational
4. Administrative

**46.4**

***Individual***

The company recognizes the fact that sometimes life can get in the way of work. Everyone has days once in a while when they don't get much work done and it can be extremely difficult to focus on job duties every day.

Service offered by CEA Department to help the employees deal with following personal problems as much as feasible.

- Job performance issues
- Physical and mental health
- Family, marital and elder care
- Financial and legal
- Alcohol, drugs and other addictions
- Emotional and stress

Now and then good employees have something going on at home that gets in the way of work. The employee may be absent more often than usual or be doing poor quality work. CEA will try to get employees working at their peak performance level again by helping them deal with their issues. CEA services will help employees with these issues by:

- Preventing troubles from starting
- Identifying problems when they begin
- Finding solutions to help solve personal problems

These services are usually confidential. CEA will provide employees with:

- Evaluation of the employee's situation
  - Short-term counseling
  - Referrals to doctors or other programs that can further help
-



## Restricted

### **46.5**

Services provided for managers and supervisors include:

#### ***Managerial / Supervisory Services***

1. Assistance in referring employees to CEA for counselling
2. Guidance about how to appropriately support employees with personal concerns that may be affecting their health and well-being
3. Assistance with back-to-work discussions and reasonable accommodation agreements, in consultation with concern Department Head
4. Performance management guidance / consultation particularly around issues related to employee conduct and performance, as well as those related to occupational situations and conditions that affect employee well-being, as appropriate, in consultation with concern Department Head.
5. Supervisor training and education
6. Management consulting and coaching

### **46.6**

#### ***Organizational Services***

Services provided for organizations include:

1. Violence prevention and crisis management
  2. Traumatic and critical incident services
  3. Group interventions, support groups
  4. Employee orientation
  5. Educational services/programs
  6. Special and auxiliary services (such as work/life, drug-free workplace training, disability management, change management, organizational development, etc.)
-



**Restricted**

**46.7** Employee Relations and Counselling and Employee **Administering** Assistance programs and all the related services will be **the Program** undertaken by CEA Department. CEA will have designated person(s) to provide such services. Services in support of program operations / program administration activities include:

1. Adherence to policies and procedures (general policies as well as compliance with applicable laws and regulations)
  2. Evaluation and reporting
  3. Staffing and professional development / other human resources activities
  4. Development of program structure / design (such as budget, advisory committees, etc.)
  5. Referral (clinical) resource development and maintenance
  6. Involvement with committees / groups / teams within the organization
-



## 46.8 Some

### Important Points

- Restricted Services** – Specialized services and
1. **Counselling** counselling interventions provided by CEA with the purpose of identifying and mitigating or resolving participants'
    - a. personal,
    - b. professional,
    - c. financial,
    - d. mental health, or
    - e. addiction ***problems or challenges***
  2. **Satisfaction Survey** – An anonymous and confidential measurement which reflects participant satisfaction with CEA services received.
    - a. An independent agency/consultant may design its own survey instrument.
    - b. Such measurements should be routinely taken by an acceptable and easily administered means. Whenever possible, the survey instrument should allow for easy tabulation and review.
    - c. Participants satisfaction assessments may include, but are not limited to, such items as:
      - timeliness of initial contact,
      - timeliness of service delivered,
      - follow-through,
      - effectiveness in resolving the participant's issues,
      - confidentiality,
      - accessibility, and
      - Conformity with Company Name culture.
  3. **Counsellor** – A specially trained individual in ER and TM Department who operates in an occupational setting and whose clients will be employees in general
-

**Policy No.** D  
47

**Communication - General**

**Effective Date:** July 01, 2015

**Revision Date:**

---

- 47.1**  
**Policy**  
**Statement:** The company has adopted a communication policy as the effective means of getting across the purposeful ideas and information to all the concerned people within and outside the organization in an appropriate manner.
- 47.2** Following principles to be adhered to make the

- Principles** communication effective:
1. Use the language understood by the intended receivers.
  2. In any case it should be clear, concise and easily transferable into action.
  3. Before it is transmitted clear thinking on the part of the originator is very necessary.
  4. Formal organizational communication is determined by approved organizational chart which describes the official lines of authority and accountability. Formal communication has to go through a formal line of authority.
  5. Ensure uniformity in dissemination of information and the timings of this dissemination.
-





### Restricted

47.3

Internal communication is defined as the communication

***Internal  
Communication***  
***n***

between individuals where both the senders and the recipients of the communication are employees or management. The internal communication may be executed verbally, or in writing through e-mail or inscribed on papers based on the importance and priority of the subject.

***Procedures:***

1. The initiating person or the person primarily responsible for the communication should sign on the left. The co-signatory will sign on the right (optional).
  2. Any inter-departmental communication made by an individual should be with the prior consent of his/her Immediate Supervisor and a copy of the communication should be shared with the Departmental Head.
  3. Written internal communications may be made through internal memo pad or e-mail. The letter-head pad should not be used for this purpose.
  4. Communications involving or influencing any corporate decision or policy should be in writing or through e-mail and be preserved for future reference. Any such communication will require prior approval of the Departmental Head and copies must be shared with the Chairman and the Vice Chairman.
  5. Internal communication having any financial implication should be signed by at least two persons including the immediate supervisor or the departmental head of the initiator. A copy of such communication should be shared with the Head of Finance Department.
  6. The concerned departmental head may formulate any additional SOPs for the convenience of communication within the department.
  7. Any general circular prior to distribution should be forwarded to the Chairman or the Vice Chairman for necessary endorsement.
-

**Restricted**

**47.4**

External communication is defined as the communication

**External  
Communication**

made by the employees or the management. The external communication may be executed verbally, or in writing through e-mail or inscribed on papers based on the importance and priority of the subject.

*Procedures:*

1. Written external communications may be made through letter-head pad or e-mail. The internal memo pad should not be used for this purpose. In case of e-mails, a hard copy should also be preserved for record.
2. External communications should always be signed by two executives out of them at least one of the signatories should be a person holding a position of a departmental head or above.
3. Any external communication having financial implication will require prior approval of the immediate supervisor and should also be with the consent of Departmental Head and shared with the Finance Department (bcc or forwarded internally).
4. Any work order or purchase order should be signed by the concerned departmental head and co-signed by the Head of Finance.
5. The work orders or purchase orders exceeding a value of Tk..... (Taka -----) only should be substantiated with an expense requisition approved by the Chairman/Vice Chairman.
6. The initiating person or the person primarily responsible for the communication should sign on the left. The co-signatory will sign on the right.
7. The final draft of any report or letter or information forwarded-
  - a. to the government offices, or
  - b. to the media

Prior to distribution should be forwarded to the Executive Secretary to the Chairman/Vice Chairman to bring it to attention to ensure necessary modification / endorsement.

---



**Restricted**

**47.5**  
**Exemptions**

The above guidelines will fall optional for the following communication:

1. Merchandising information disseminated to the existing  
  
Company buyers as a matter of regular communication / queries.
2. Correspondences with local vendors / acquaintance on  
  
technical matters related to information technology.
3. Correspondences with local vendors / acquaintance on  
  
non - commercial technical matters related to manufacturing technology.
4. Communications made by the Chairman/Vice  
  
Chairman.

**47.6**  
**Confidentiality  
of Information  
or Documents**

1. A Staff shall not, either during his/her employment or after cessation of employment for whatsoever reason, divulge or communicate to any person or persons except to those of Officials of the Company who are entitled to know the same, or himself make use of any of the Company's secrets or any other information, which he may receive or obtain in relation to the Company's affairs or to the working of any process or invention which is carried on or used by the Company or information of any incident or any other matter which may come to his/her knowledge in the course of or by reason of his employment with the Company. Breach of this condition during employment will be considered as misconduct.
  1. A Staff shall not be interested or otherwise concerned directly or indirectly, in the trade, or use of any of the Company information for personal gains. If any interest exists, it has to be declared to the Chairman / Vice Chairman and a written consent obtained. Failure to do so will be considered as misconduct.
-

**Restricted**

**Policy No.** D 47/A

**E-mail Policy**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**47A.1  
Policy  
Statement:**

This policy must be complied with by all the employees and contractors those are provided with access to certain internet and intra-net services of the Company, including but not limited

to internet access, e-mail, local area network, stand alone computer terminals and laptops.

The Company offers certain computers and internet services as a tool for employees to utilize in connection with their job

related functions. It is the philosophy of the Company that these services can be used to enhance the productivity of our employees and further the efficient accomplishment of tasks

that benefit the business and the prospects of the Company

---



## Restricted

47A.2

### **Company e-mail addresses:**

#### ***Employee e-mail***

All employees with a bona fide need will be issued with an e-mail address for use only in connection with bona fide business on behalf of the Company.

#### **No Privacy in Company e-mail**

The Company respects the privacy rights of its employees. At the same time Company e-mail usage is given only for Company use and in furtherance of Company activities and not for the private or personal use of employee. Employee's privacy is not extended to employees of related functions, which are the only functions for which e-mail may be used. As such, employees should not have an expectation of privacy with respect to use of the Company provided e-mail address.

#### **Employee e-mail passwords**

Each employee who is issued an e-mail account shall be issued a password with which to gain access to such account. The password shall be logged and retained by the authorized person of the IT Department. Employees are put on notice that password does not secure privacy of such e-mail account or mean that the contents of e-mail files are private or personal to employee. All passwords shall be the property of the Company. Employees are not authorized to make any changes to such passwords without obtaining approval and issuance of a new pass word from the authorized person of the IT Department.

#### **Company management right to review e-mail information**

Employees are provided with e-mail addresses only for Company matters. The e-mail accounts and all information transmitted through these accounts are the property of the Company and not of the employee and shall be considered to be Company records. The contents of the Company e-mail account will be available at all times to access by Company management. Employees should have no expectation that any information contained in e-mail that they send and receive are confidential. They are not. All e-mail contents shall be accessible by company management. The Company routinely backs up this information, so the employees' e-mail will normally be accessible to the Company from back-up files, even if it is deleted by the employees. You should also be aware that the contents of e-mail transmission to or from you may be disclosed within the Company for any purpose, including but not limited to decision relative to employee matters. The contents of your e-mail and other information on the Company systems are periodic unannounced inspections.

---

#### **Password and Encryption Keys**

**Restricted**

**47A.3** Concern employee shall be provided with a Company e-mail **Requirement of** account to be used only in connection with job related tasks.

**Written** Only those employees with bona-fide need will be permitted

**Approval** other type of access to the internet using Company facilities. Internet access using the Company facilities is only permitted for employees who first receive written approval from the management (and of the IT Department). Approval shall only be given for the scope of access that is reasonably necessary to meet the employee's job functions. Access beyond the scope of access that is approved shall require separate approval. The IT Department shall be responsible for maintaining a register of Company employees who have access to the internet using Company facilities. IT Department shall also be responsible for maintaining a register of e-mail addresses and passwords for all company employees using the e-mail facilities.

---





**Restricted**

**47A.4** As stated above, internet access will only be permitted to

***Procedure for  
Obtaining  
Internet Access  
Approval***

employees who first receive written approval. Access is permitted only within the scope of the approval that is given. The employees must demonstrate a bona-fide job related need for the internet access.

The following are the procedures for obtaining approval internet access using Company's facilities:

1. The employee must first be certified by the IT Department

as meeting the minimum requirements established by the IT Department relative to knowledge and skills of the internet and internet browser software.

2. The IT Department shall inspect the employee's computer

system and environment and certify that minimum hardware, software and network access requirements are met and security present.

3. The employees shall submit a request for internet access

on the forms that can be obtained from the IT Department. The request form shall include a description of the bona-fide reason why internet access is necessary to fulfill the employee's job functions as well as the scope of access that is being requested.

4. The completed and executed request form must be submitted to IT Department.

5. The authorized person in IT Department shall review the

request and consult with the supervisor(s) of the employee and Company management where necessary. Following review, the IT Department's authorized person shall notify the employee whether the request granted or denied. IT Department may modify the scope of access that is being granted.

---



### Restricted

#### **47A.5**

#### ***Restrictions on Use***

1. Any access to the internet which is approved as aforesaid shall be subject to the following policies and conditions whether or not they are referenced in any approval for access. Internet access through the Company systems is a privilege and not a right of any employee. Approval granted shall be deemed to impose certain responsibilities on the employees.
  2. No access shall be for personal reasons or personal browsing. Access shall only be permitted within the parameters for which approval was granted. Access is only permitted for bona fide business purposes and for furthering the interests of the Company.
  3. Only properly licensed software and browsers that are placed on the Company computer terminal by the IT Department may be used to gain access to the internet.
  4. No software, executable files, databases or other 'live' technology may be received through e-mail, down loaded from the internet, installed from external discs, or otherwise placed on the Company's computer system without prior permission from the IT Department. Prior to any approval, the authorized person from IT Department shall assure that the information is appropriately licensed for use installed on Company machines and is free from viruses.
  5. The Company shall have the right to monitor and inspect the computer systems (hard drives and external devices), history files, log files and other aspects of the Company computers and software for any reason at its discretion. Employees have no right of privacy as to any item or communication using property of the Company.
  6. Company property shall not be used for personal browsing, including but not limited to accessing any sexually explicit or sexually oriented materials.
  7. All of the policies set forth above with respect to use of e-mail shall apply equally to use of general internet access, including but not limited to web based e-mail application, chat room participation, usenet and newsgroup access and all other internet related use and access.
  8. Any violation of these policies may lead to disciplinary actions, including potential termination.
  9. All employment policies of the Company shall apply equally
-

**Restricted**

**47A.6**  
***Security of***  
***Information***

1. Each employee using internet technology shall do with sensitivity to the need to protect confidential and proprietary information of the Company. You must always assume with regard to each transmission of data, that the internet does not provide adequate measures to protect the security and confidentiality of items that you may transmit. You should also assume that you have no control over dissemination of information once it is received by the internet recipient. Each employee must take all steps necessary to protect the confidential, proprietary, and trade secret information of the Company. Employees are NOT authorized to transmit any such information over the internet without the advanced consent of the Company authority. This prohibition is applicable regardless of the use of any encryption technology.
  2. In the event that an employee finds it necessary to transmit any confidential, proprietary or trade secret information over the internet for compelling business reason, the employee shall first inform the management authority and transmit such information only under the supervision of the authority. If the information cannot be transmitted with adequate assurance of protection and security, other available methods of transmission should be used.
- 
-



**Restricted**

**Policy No.** D 48

**Suggestions / Ideas**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**48.1** To encourage employees to be innovative in their jobs, and to  
**Policy** benefit both the Company and the individual employee, the  
**Statement:** Company encourages employees to give their suggestions on  
operations. Employees' suggestions/ideas to improve any  
working area of the Company may include ideas for quality  
improvement, cost control, methods, productivity,  
manufacturing/production, sales, safety, etc.

**48.2** Wage and salary/employee benefits are outside the scope of  
**Limitation:** this policy.





### Restricted

**48.3**

Employee who in the course of working with a particular job,

***Procedure:***

determines a better method of doing the same job, which to his/her mind will bring in substantial improvement in working, may put forward the suggestion at his/her discretion.

Following are some of the criteria that may be used to determine the usefulness of the suggestion :

- Is the suggestion original;
- Is the description furnished by the employee sufficient to enable the Company to evaluate and test the expected outcome;
- Will implementation of the ideas or approach results overall saving or efficiency increase to the Company.

Employee interested in putting up a suggestion or idea may do so in writing and forward it to Department Manager with a copy to Chairman.

Upon receipt of any such suggestion it should be evaluated for merits and demerits.

If additional information is needed or if the idea is not meriting further consideration it will be notified to the individual by the respective Manager.

If the suggestion has merit, it will be discussed with the respective Board Members and then put to the Chairman for final approval.

If the suggestion or idea is accepted for implementation, the employee will be duly notified by a letter of commendation / thanks / appreciation / cash reward.

The accepted suggestion will be implemented by the concerned department after receiving necessary instruction from the respective Board Member.

---



**Restricted**

**Policy No.** D 50

**Grievance Procedure**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**50.1** The existence of an effective Grievance Procedure and the  
**Policy** very fact that employees have a right to be heard and are  
**Statement:** actually heard helps to improve morale and reduces the  
likelihood of arbitrary action by Superiors. Therefore it is very  
essential to have a clearly defined grievance procedure in the  
Company.

**50.2** A grievance is any discontent or sense of injustice felt by an  
**Definition:** employee in connection with his employment in an  
organisation. It is a dissatisfaction which an employee feels  
when he/she believes, rightly or wrongly that he/she has not  
been treated fairly concerning his/her seniority, hours of work,  
leaves and holidays eligibility and other related terms or  
conditions of employment or when he/she believes a mistake  
has been made in the administration of a rule, plan or a  
Company Policy.

Regardless of the issue and/or individuals involved no one will  
suffer retaliation for making use of this system.



**Restricted**

**50.3**

If any employee has a question about interpretation or

***Function:***

application of the Company's policy, or is in disagreement with a fellow worker or supervisor or feels that he/she has been treated unfairly, or some problems have not been resolved to his/her satisfaction, he/she may use the following procedure for solution of such problems without fear of discrimination.

Failure to comply with the procedure listed below shall

constitute a waiver of the grievance.

1. The employee should bring the situation to the attention

of his immediate superior, explaining the nature of his problem and his suggested solution, if he has one. If it is a group problem, one or more of the group should talk to the immediate superior about the problem.

The Superior may give the employee, or group, his reply

immediately or may postpone his answer to study the situation and/or obtain more information. Answer must be given to the employee or group within a reasonable time.

2. If the reply the Superior gives to the employee does not

clear up the situation, he may talk to the Department Head/Manager.

If the answer to the employee or employee or group

given by the Department Manager did not clear up the situation, the employee group may take up the matter in writing with the concern MD/Head of HR as the case may be.

3. The concern MD / Head of HR will determine if the

employee has already talked to the Department Head/Manager, and he will then :

- Talk with the employee or group to get further

clarification of the problem.

- Talk with the Superior and Department Head/

Manager as the case may be to get further clarification of the problem.

- If necessary, schedule a meeting between the

employee or group and the Department Head / Manager. Both the employee and Department Head /Manager may have additional representatives

---

**Restricted**

**50.4**

***Statutory  
Provisions***

Under Section 33 of The Bangladesh Labour Act 2006 any individual employee who has a grievance in respect of any matter covered under the Act and intends to seek redress thereof, must submit to the Management in writing and by registered post within thirty days of the occurrence of the cause of such grievance.

The Management shall ask the employee in writing to appear before him on a fixed date and give the employee concerned a personal hearing, investigate into the matter and communicate its decision within fifteen days of receipt of the grievance petition.

If the decision is not satisfactory the employee may lodge a complaint to the Labour Court within thirty days after receiving the decision from Management.

NOTE : It is advisable to keep a record of the personal hearing by recording his statement and obtaining his signature.



**Restricted**

**50.5** At any level of the grievance process, Company **Guidelines for** representatives should follow these principles :

**Grievance**

**Hearing**

1. Listen, Don't brush off the complaint until you have heard it fully. Don't interrupt the employee's explanation. If you must ask questions, do so without becoming argumentative.
  2. Make sure you understand the complaint. Observe the time limits for making a reply, but before you answer the complaint make sure you understand the facts of the situation, and the rules and policies that apply.
  3. Check out all available records, including records of attendance, overtime, etc.
  4. Check on the proper interpretations of any policies or contract provision. When in doubt, consult the Head of HR.
  5. In preparing an answer, make sure it is based on all the facts and is consistent with all the policies and other requirements involved. Beware of personal interpretations that might cause problems when applied to other locations of the Company. Consult the Head of HR for advice.
  6. If neither the employee nor the Company is clearly at fault, give the benefit of the doubt to the employee.
- 
-





**Restricted**

***Policy No.*** D 52

**Employee Separation - General**

***Effective Date:*** July 01, 2015

***Revision Date:***

---

***52.1*** Cessation of employment can take place for various reasons.

***Policy*** This is therefore intended to assist in the timely and accurate

***Statement:*** handling of the process of removing employees from the  
Company Pay Roll which is consistent with positive employee  
relations practices.



## Restricted

52.2

The categories of separation and their definitions are :

### ***Categories of Separation:***

#### 1. RESIGNATIO N

- a. Voluntary separation on the request of the employee.
- b. Resignation with or without notice.

#### 2. TERMINATION

                      
The Company terminates the employment without

assigning any reason but by giving either:

- a. 2 months advance notice or pay in lieu thereof for management staff and
- b. 120 days' advance notice or pay in lieu thereof for non-management staff.

#### 3. DISCHARG E

                      
Termination of services of employee by the Company for

reasons of physical or mental incapacity or continued ill health of the employee or such other similar reasons not amounting to misconduct.

#### 4. DISMISSA L

                      
Termination/Separation in which the employee is removed from the payroll on grounds of misconduct.

#### 5. DECEASE D

                      
The death of an employee while in active employment.

#### 6. RETIREMENT

                      
Automatic separation / termination of employment on

attaining the age as below and qualified for benefits under the Company's retirement Scheme:

- a. 60 years for management staff
- b. 57 years for non-management staff

#### 7. REDUNDANCY

                      
Reduction in manpower due to changing business needs or when work no longer available.

---

**Restricted**

**52.3**  
**Note**

In all types of separation stated as above  
a. the appropriate provisions of the labour laws (as specified in all the relevant policies) to be followed in case of non-management staff and  
b. service conditions (as specified in all the relevant policies) to be followed in case management staff.  
The attached form of receipt to be used for payment following cessation of employment which should be in full and final settlement of all claims.

Policy 52

Annex 1

**Acme AI Ltd**

Received from company the sum of Tk: (here state the full amount due) in full and final settlement of my claim against the Company and the amount due to me from the Company.

I further confirm that I have nothing outstanding with the Company

Date

Signature

Note : Revenue Stamps required.

**Restricted**

**Policy No.** D 53

**Resignation**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**53.1** It is the policy of the Company to make a reasonable effort to  
**Policy** retain good employees who appear to be resigning due to  
**Statement:** reasons which might be corrected.

When an employee announces his/her intention to resign, immediate steps should be taken to determine the real cause, and where possible and desirable, correct the situation in order to retain the employees.

**53.2**  
**Administration:**

1. Permanent employee who wishes to resign must give two months' advance notice as stated in the letter of appointment.
2. If a permanent employee resigns without giving notice, the Company may claim two months' pay from the employee in lieu of notice.
3. An employee's resignation must be made and accepted in writing. The Company should always ascertain the reason for resignation.
4. When an employee serves advance notice, immediate removal from duties may occasionally be desirable to minimize the adverse effect on other employees or to allow the separated employee to seek new employment.
5. In case of management staff, prior approval of the Head of HR in consultation with the Chairman must be secured by the authority accepting the resignation.



**Restricted**

**53.3**

1. Gratuity as per rules (Gratuity Policy)

***Eligibility /  
Payments***

2. Provident Fund own as well as Company contribution with interest if completed 5 years of continuous service, if not, only own contribution & interest thereon (PF Policy).

NOTE: A deserter, whose resignation has not been

formally accepted, will not be entitled to Company's contribution.

3. Encashment of leave (Leave Policy)

4. Bonus on pro-rata basis.

**53.4**

***Deductions***

1. Loan or advance if any.

2. Two months' basic in the case of resignation without prior notice.

---

---





**Restricted**

**Policy No.** D 54

**Termination**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**54.1**

**Policy**

**Statement:**

It is the policy of the Company to make reasonable effort to retain good employees. Personnel turnover is expensive for a number of obvious reasons. Before termination all facts must be carefully reviewed.

It is sometimes possible that an employee, because of special circumstances, is not performing satisfactorily in the Company.

Consequently, it is sometimes possible to arrange for a transfer where his/her output may improve and thus prove mutually beneficial to both employee and the Company.



### Restricted

**54.2**

1. The services of a permanent employee may be terminated

**Administration:**

without assigning any reason but by giving him/her:

a. in case of management staff, two months' notice

in writing (attached) or two months' salary in lieu thereof

b. in case of non-management staff, 120 days' notice in writing (attached) or 120 days' salary in lieu thereof. Strict observance of the Bangladesh Labour Act 2006 is necessary.

2. This should normally be done in the case of unwanted employee.

3. In case of management staff Head of HR's consent and the approval of the Chairman is necessary before such action is taken.

4. The notice period need not be calendar months. Notice may be given at any time during the month.

5. The service of an employee on probation may be terminated without notice as stated in the letter of appointment.

6. A non-management permanent employee cannot be dismissed for misconduct by merely giving 120 days' notice. If there is an implication of misconduct the employee must be given a charge sheet and subsequent procedure followed (refer to policy on Standards of Conduct and Employee Discipline).

---



## 54.3

- ### ***Eligibility / Payments***

2. Only in case of non-management, compensation at the rate

3. Provident Fund own as well as Company contribution with

#### 4. Encashment of unutilized leave (Basic only)

termination. (Festival & any other scheme in existence)

## 6. Gratuity as per rules (Policy on Gratuity)

7. A Certificate of Service is given to the employee.

## 54.4

1. Loan or advance, if any,

## ***Deductions***



**Restricted**

Policy 54

(Annex 1)

**LETTER OF TERMINATION**

(Without Notice)

Name :

Empl No. :

Location :

**Termination of Employment**

Your employment with the Company is hereby terminated with immediate effect. You will be paid the usual termination benefits as per law.

You are accordingly advised to handover all Company documents, papers and other articles including the Identity Card that are in your possession to ..... immediately.

Please collect all your dues from Finance/Accounts during the working hours (preferably the same day) or on any other subsequent working day.

\_\_\_\_\_  
HR/Authorized Manager

Copy to : Head of Finance

---



## **LETTER OF TERMINATION**

(with notice)

Name :

Empl No. :

(Location) :

### **Termination of Employment**

You are given 2 months / 120 days (4 months) prior notice for termination of your employment with the Company. This notice is from immediate effect and your employment will automatically stand terminated effective from ..... . You will be paid the usual termination benefits as per terms and conditions of service / law.

You are accordingly advised to handover all Company papers, document and other articles including the Identity Card that are in your possession to ..... on .....

Please collect all your dues from Finance/Accounts during the working hours on ..... (employee's last working day) or on any other subsequent working day.

---

HR/Authorized Manager

Copy to : Head of Finance

---



**Restricted**

**Policy No.** D 55

**Dismissal**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**55.1** Dismissal is a severe act of punishment and before such  
**Policy** action is taken, strict observance of rules and disciplinary  
**Statement:** procedure as laid down under Policy on Discipline as well as  
Labour Act 2006 (for non-management staff) is necessary. The  
action is taken where the employee has committed misconduct  
(see Policy on Misconduct and Employee Discipline).  
Dismissal letter (attached) is issued only after proven  
misconduct and signed by the authorized Manager from HR  
Department as the case may be.



## 55.2

- Eligibility of Payments:***

2. Only in case of non-management staff, compensation at

### 3. EX-GRATIA

Clause 55.2.2.

a) Ex-gratia Payable only if compensation as in

b) In the payment sheet only the total amount to be

4. Encashment of un-availed leave (Basic pay).

### 55.3

## ***Deductions***

1. Loan or advance, if any,



**Restricted**

Policy 55

(Annex 1)

Our ref :

Date :

Name :

Empl No. :

Address :

Dear Sir,

**Dismissal**

Reference to the show-cause letter..... of..... for misconduct against you and the letter.....

inquiry held in that connection, we wish to inform you that the Inquiry Officer has submitted his inquiry report. It is evident from the inquiry proceedings and the inquiry report that you were given all opportunities to defend your case by producing witness in your favor and also by cross examining the witnesses produced against you.

On a careful perusal of the inquiry proceedings, the report thereon as well as other connected papers and evidence, we find you guilty of the said charge of misconduct and the punishment warranted therefor is that of dismissal.

Your past service records have also been looked into and there being no extenuating circumstances in your favor, you are hereby dismissed from service with immediate effect.

You are advised to collect your outstanding legal dues, if any, in full and final settlement of all your claims against the Company from the Finance/Accounts Department on any day during working hours after surrendering your Identity Card and other property of the Company, if any, that are presently in your possession to .....

Yours faithfully,

(.....)

**Restricted**

**Policy No.** D 56

**Discharge**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**56.1** An employee may be discharged from service for reasons of  
**Policy** physical or mental incapacity or continued ill health. To  
**Statement:** discharge an employee on such ground his past medical  
records and registered medical practitioner's certificate should  
be used as supporting evidence.

**56.2** The discharge order is to be signed by the Head of HR in case  
**Administration:** of management staff.  
For non-management staff, consent of Head of HR is  
necessary before such action is taken by the BU HR Manager.





**Restricted**

**56.3**

***Benefits /  
Eligibility:***

1. If an employee who has not completed one year of continuous service will not be entitled for any benefits.
2. In case of non-management staff, either compensation at the rate of 30 days last drawn basic salary for every completed year of service or for any part thereof in excess of six months or GRATUITY (Policy on Gratuity) whichever is higher.
3. Provident Fund own as well as Company's contribution with interest provided he has completed 5 years of continuous service. If not then only own contribution and interest thereon. (Policy on PF).
4. Encashment of unutilized leave (Basic)
5. Bonus (Festival and Annual) on pro-rata basis calculated up to the date of his discharge.
6. A certificate of Service is given to the employee.

**56.4**

***Deductions:***

Outstanding Loan/Advance, if any

---



**Restricted**

**Policy No.** D 57  
**Deceased Employees**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**57.1** As a good employer The company would like to ensure that the  
**Policy** family members of any employee who embraces death during  
**Statement:** the service with the Company receive all the benefits that the  
deceased employee is entitled to get from the Company.

**57.2** If an employee dies while in the service after a continuous  
**Eligibility:** service of not less than three years his or her nominee or in  
the absence of any nominee, his or her dependant shall  
receive death benefits.

**57.3** Following are the benefits:  
**Death Benefits**

1. Two months' salary.
2. Any other compensation payable under Chapter XII of  
the Bangladesh Labour Laws 2006.
3. Encashment of un-availed leave, if any
4. Any ex-gratia solely at the discretion of the  
management.

---



**Restricted**

**Policy No.** D 58

**Retirement**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**58.1  
Policy  
Statement:** An employee retires from the Company's service on the day after attaining:

1. 60 years in case of management staff, or
2. 57 years in case of non-management staff

**58.2  
Administration:** An employee who is due for retirement will be notified in writing by the HR Department at least six months before the date of his retirement.

Failure to notify as above will not however, delay his/her retirement.

**58.3  
Benefits /  
Eligibility:** Effort should be made to settle all his/her payments on his last working day.

1. Encashment of Leave (Basic)
2. Employment Certificate
3. Retirement Gift, if any

**58.4** Outstanding Loan/Advance, if any

***Deductions:***

---

**Policy No.** D 59  
**Redundancy**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**59.1** Due to business exigencies and changing needs, reduction in  
**Policy** manpower may become necessity due to which work may no  
**Statement:** longer be available to certain categories of employees.

**59.2** Decision for mass scale reduction in manpower is generally  
**Decision:** taken at the top level of the management and implemented by  
the Head of HR under Special Scheme.





### Restricted

**59.3** While working out the scheme, following points should be

**Consideration** taken into consideration:

1. Communication strategy – so that the right message for reduction reaches the targeted employees.
  2. Campaign strategy – how and when the campaign to be launched should be determined so that the redundant employees do not resort to any industrial relations situation.
  3. Identification of the employees – although the number needs to be worked out, the strategy should be there to identify the employees whose skill set will be less important to the Company.
  4. Those employees whose performance has been under question marks (for any reason) but could not be held for any non-performance related awards, are the employees who should be at the top of the list.
  5. The severance package should be made in a manner to make it attractive so that people take the redundancy scheme voluntarily. The following points to be borne in mind:
    - a. Loss of earning that would have fallen due to the employees for the remaining period of service
    - b. Savings of the Company from shedding the number against costs as would have incurred retaining them.
    - c. Social impact – affect on the family members if too much then there would be risk of facing pressure from the community and the Govt.
    - d. If possible, to work out the outplacement and counseling sessions for the separating employees creating positive impact on other employees.
  6. Payment of severance benefits should be made in time along with the normal termination benefits as per the Bangladesh Labour Laws and other Policies of the Company which otherwise would have fallen due for leaving the Company.
-

**Restricted**

**59.4**

As per the redundancy scheme that would be worked out.

***Eligibility of the  
Payment***

---

---



**Restricted**

**Policy No.** D 60

**Exit Interview**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**60.1** With a view to establishing a real reason of employee  
**Policy** separation and to get their feelings, all separating employees  
**Statement:** will receive exit interviews. These interviews will be held  
immediately upon notification by the employee of his/her plan  
to resign or the employment is otherwise terminated.  
Exit interview will be conducted by Head of HR or his  
nominated person.



**Restricted**

**60.2**

The objectives of the exit interview are :

***Objectives:***

1. To determine the real reason why the employee is leaving in case of resignations.
  2. To discover any grievances the employee may have regarding department conditions so that corrective action can be taken.
  3. To discover any misunderstandings the employee may have had regarding his/her job, or the Management so that corrective action can be taken.
  4. To explain to the employee the reason for discharge, or termination.  
Termination/Discharge, if not properly handled, can be the cause of considerable hard feeling towards the Company on the part of the community. Customers acceptance which has cost years of effort and money to create, can be undermined by a few careless termination/discharge.
  5. To retain the goodwill of the employee, his/her family and friends towards the Company.
-





**Restricted**

**60.3**

1. If the reason for separation is unsatisfactory or below

***Procedures:***

- average performance it should be pointed out that he/she has been allowed every opportunity to improve. In order to preserve his/her self-confidence and self-respect, he/she should be made to understand that although he/she did not succeed on this job, it by no means follows that he/she will not do better in a different line of work. His/her favorable qualities should be pointed out with the suggestion that if properly directed they may carry them on to considerable success elsewhere. Effort should be made that upon termination of the interview, the employee should be left with the thought that the Company is anxious to help him/her and that his/her discharge is to his own advantage.
2. Listen patiently. Do not argue. Thank the employee for even severest criticism.
  3. Advise employee about all matters regarding final pay, Company benefits etc.
  4. Copy of the exit interview will be sent to the existing employee's supervisor and Board members.

Policy 60

(Annex 1)

**Exit Interview Format**

Name:	Job Title:
Service length:	Type of separation:
Date of separation:	Date of exit interview:
Name of Interviewer:	



**Restricted**

1. Why are you leaving COMPANY NAME GROUP?

2. What could have made you stayed back in COMPANY NAME GROUP?

3. What are your future plans?

3a. Are you aware of the clause of your service condition that you would not be able to work with our competition for next two years or do similar business for next two years?

4. Do you intend to keep touch with Acme AI Ltdfter you leave us?

5. How did you view the working environment in COMPANY NAME GROUP?



**Restricted**

6. Did you have enough scope and opportunity here for self development (skill and knowledge)?

7. Do you think you would be able to use your skill and experience elsewhere? What are you taking out from COMPANY NAME GROUP?

8. What are your contributions to COMPANY NAME GROUP?

9. In your opinion what are the positive sides of Acme AI Ltd(strength)?

10. In your opinion what are the areas Acme AI Ltdshould improve?

11. Any other comments



**Restricted**

**Policy No.** D 61

**Compliance Policy**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**61.1** The company is committed to compliance with Bangladesh  
**Policy** Labor Law, 2006 and the requirements given by the different  
**Statement:** regulatory bodies.

**61.2** To support the implementation of the Bangladesh labor law,  
**Entitlement** the company shall put into effect internal policies and control  
mechanisms to identify any potential noncompliance at an  
early stage and work towards remediation wherever required.  
This internal audit or compliance system should integrate the  
monitoring and implementation of compliance-related systems.  
This system must be supported by an internal compliance  
team, headed by the compliance Manager, officer and  
integrates the work of relevant HR, QA and other areas' staff  
within the company. The Business Units also generate and  
keep records which demonstrate their legal and non-legal  
compliance.

The Business Units shall ensure that all their activities,  
contracts or agreements, accounting, and so on are in  
compliance with its internal policies which in turn are compliant  
to all the relevant local, national and international legislation  
and also keep the record of their activities, contracts or

agreement, accounting and others. (annexure 1-Document Checklist)

### **Zero Tolerance Issues**

The following issues are considered zero tolerance:

1. Non-compliance to basic government licensing regulations
  2. Confirmed case of child labor
  3. Non-payment of minimum wage
  4. Confirmed case of prison or bonded labor.
-



**Restricted**

**61.3**

Employees shall receive the following benefits mandated by

**General issues** law.

1. Attendance as per the policy no.3 and labor law
2. Recruitment and selection as per the policy No.6 and labor law
3. Wages and Benefits as per the policy No.18 and labor law
4. Equal Employment Opportunities as per the policy No.8 and labor law
5. Annual Leave as per the policy No.25 and labor law
6. Sick Leave as per the policy No.26 and labor law
7. Casual Leave as per the policy No.27 and labor law
8. Maternity Leave as per the policy No.28 and labor law
9. Public Holidays as per the policy No.32 and labor law
10. Medical Benefits as per the policy No.34 and labor law
11. Bonus/Incentives as per the policy No. 18 and labor law
12. Provident Fund as per the policy no.36 and labor law
13. Group Term & Hospital Insurance as per the policy No.38 and labor law
14. Standards Of Conduct as per the policy No.40 and labor law
15. Conflict Of Interest as per the policy No.41 and labor law
16. Employee Discipline as per the policy No.42 and labor law
17. Suspensions as per the policy No.43 and labor law
18. Safety as per the policy No.44 and labor law
19. Smoking in Work Place as per the policy No.45 and labor law
20. Employee Counseling as per the policy No.46 and labor law
21. Suggestions/Ideas as per the policy No.48

22. Participation Committee/Welfare Committee as per the policy No.49 and labor law
  23. Grievance Procedure as per the policy No.49 and labor law
  24. Employee Relations as per the policy No.46 and labor law
  25. Employee Separation – as per the policy No.51 and labor law
  26. Resignation as per the policy No.53 and labor law
  27. Termination as per the policy No.54 and labor law
  28. Dismissal as per the policy No.55 and labor law
  29. Discharge as per the policy No.56 and labor law
  30. Deceased Employees as per the policy No.57 and labor law
  31. Retirement as per the policy No.58 and labor law
  32. Redundancy as per the policy No.59 and labor law
  33. Exit Interview as per the policy No.60 and labor law
  34. Mandatory Registers/Documents as per labor law
  35. Stoppage Of Work as per the policy No.62 and labor law
  36. Lay Off as per the policy No.63 and labor law
-

## Restricted

### **61.4**

#### **Overtime and working Hours**

##### **Working Hours**

Except in extraordinary business circumstances, employees shall not be required to work more than 48 hours per week with 12 hours overtime; or a lower limit on regular and overtime hours set by the local law. Employees shall also be entitled to reasonable meal breaks every day and at least one day off after six consecutive days of work.

##### **Overtime**

All overtime work shall be voluntary. Factory shall educate all employees including managers and supervisors about the policy. The total number of overtime hours shall not exceed 12 hours per week or the number specified by local law. Overtime premium shall be paid in accordance with the law.

### **61.5**

#### **Social Issues:**

##### **Child Labor**

The company shall not engage in or support the use of child labor in any way including apprenticeship programs and subcontractors. All workers at the company shall have reached the age of 18 or the minimum employable age mandated by the labor law. The company shall ensure that all employees' files contain adequate documentation proving their legal age.

##### **Physical harassment**

- None of the staff will indulge in intentional and unwelcome physical contact, physical abuse (including and not restricted to slapping, pushing, making workers to stay on knees, hitting with any object), or threats of abuse to an individual or an individual's property.

- Engaging workers in jobs which are typically not suitable to their physical state or characteristic (employing pregnant women in jobs which require long hours of standing, making workers carry loads beyond their capacity etc).
-

**Restricted**

**61.6**

**Environmental**

**Issues:**

**a. Cleanliness:**

The company shall be kept clean and free from effluvia arising from any drain privy or other nuisance, and in particular-

- (a) Accumulation of dirt and refuse shall be moved daily by sweeping or by any other effective method from the floors and benches of work rooms and from the staircases and passages and disposed of in suitable manner
- (b) The floor of every work-room shall be cleaned and swept regularly by using disinfectant where necessary or by some other effective method
- (c) Where the floor is liable to become wet in the course of any manufacturing process to such extent as is capable of being drained, effective means of drainage shall be provided and maintained
- (d) All walls and partitions, all ceilings and staircases shall be painted or varnished at least once in a year.

**b. Ventilation & Temperature:**

Effective and suitable provision shall be made in the company for securing and maintaining in every workroom through –

- 1) Adequate ventilation by circulation of fresh air
- 2) Walls & roofs shall be of such material and so designed to maintained such temperature as will secure to workers therein reasonable conditions of comfort and prevent injury to health

3) In case of production of high temperature from any source, such adequate measures as are practicable, shall be taken to protect the workers there from

separating the process which produces such temperature from the workroom by insulating the hot parts or by other effective means.

c. **Drinking Water:**

- ☐ Effective arrangement shall be made in the company to provide and maintain at suitable point conveniently situated for all workers employed therein, a sufficient supply wholesome drinking water
- ☐ All such points shall be legibly marked "DRINKING WATER" in a language understood by the majority of the workers and no such points shall be situated within twenty feet of any working place or toilet

d. **Toilets:**

In every floor-

- ☐ Sufficient number of toilets shall be provided conveniently situated and accessible to workers at all time
  - ☐
-

## Restricted

61.7

### a. **Tools:**

#### ***Other Issues:***

1. Tools mean all sort of mechanical and electrical equipment irrespective of size, shape and capacity of the same.
2. All tools must be held by authorized persons in the company who will be responsible for the maintenance/ records of this system.
3. All tools must be kept in a locked box or container at all times. Only the authorized persons in the company will be allowed to keep the key of the container.
4. Without written permission through proper requisition, none is allowed to receive, use and keep custody of any tools
5. Records will be maintained of lost, broken and used tools including those where all parts of the tools have not been recovered after breaking. This is to ensure that broken pieces do not come loose and get lost.
6. The tools box will accommodate different types of tools for each machine's maintenance. There will be two containers, one for new tools and the other one for used and broken tools.
7. New tools must be stored in the container in their original plastic receptacle in order to avoid accidental spillage of loose tools on to the company floor and as well on to the maintenance room. While, the containers for used/ broken needles must be sealed to avoid accidental spillage.
8. Comparing the number of new and used/ broken tools of each type will produce an accurate record of tools in use.
9. There should not be any tools along with machines kept as idle.
10. Mechanics must NOT be allowed having any tools at their custody while at rest or after working hours.
11. The supervisor or mechanic in charge of the system MUST complete all of the required information in full of the accountability of all tools.
12. Supervisors or mechanics should replace new tools with old ones whenever he notices one such unserviceable tool. This will ensure to use correct tools which can help reduce the possible damage to the machine/s and users.
13. The above policies and procedures are applicable for tag guns as well, which is accounted of storage, handling and disposal.

14. The company is in the process of making it a complete needle free company as much as feasible, as per requirement of some customers. There is no pins and

---



**Restricted**

- 61.8** All the Laws concerning employment of workers applicable
- Labor Law*** shall be binding on the Company as well as on the workers.
- 61.9** The company shall maintain all the compliance issues given by
- Buyers*** the respective buyers.
- Requirements***
- 
-



**Restricted**

Policy 61  
(Annex 1)

**Document checklist**

Audit Area	List of documents	Available	Not available
------------	-------------------	-----------	---------------

Management Practice	Company Policy & Procedure _____		
	Copy of Worker's Hand Book covering recruitment, working hours, grievances, disciplinary action, harassment & abuse, performance appraisal, broken needle, wages and benefits etc.		

Documentation	<b>Personal File</b> _____		
	Employment contract		
	Doctor Signed Age Verification Form		
	Confirmation letter		
	Increment letter		
	Warning letter		
	Dismissal/Termination/Resignation letter (if any)		
	Leave Application form		
	Service Record		
	<b>Register</b> _____		
	Attendance Register		
	Leave Register		
	List of pregnant workers currently working in the company		
	Maternity Leave Register		
	Broken Needle Register		

## **Restricted**

First Aid Register

	Accident Register		
	Grievance/Suggestion Box Register		
	Fire Drill Register		
	Fire Fighting Equipment Register		
	<b>Statutory Documents</b>		
	Photocopy of Trade License		
	Photocopy of Fire License		
	Photocopy of Bond License		
	Photocopy of Factory License		
	Photocopy of Environment License		
	Photocopy of Boiler Certificate		
	Photocopy of EPB Certificate		
	Photocopy of BGMEA Certificate		
	Approved Factory Layout of Chief Inspector of Factory		
	<b>Training on Health, Safety, Hygiene and</b>		
	<b>Company Policy etc.</b>		
	Training Notice		
	Training Minutes (if any)		
	Attendance		
	Photograph		

<b>Payment</b>	Attendance Card of the workers at least six months		
	Workers Wage Sheet at least six months		
	Copy of Pay slip		
	Maternity payment records		
	Final settlement records of workers		

	<b><u>First Aid</u></b>		
	List of first aid team members		
	First Aid Training documentation		
	List of first aid items kept in the first aid kits		

Diploma Certificate of Medical Assistant



## Restricted

<b>Health and Social facilities</b>	<b>Toilet</b> _____		
	Toilet cleaning checklist		
	<b>General</b> _____		
	Cleaning of Drinking water container		
	Drinking water testing report		
	Copy of weight lifting instruction		

<b>Occupational Health &amp; Safety</b>	<b>General Safety</b> _____		
	Copy of Safety Management Manual		
	Meeting Minutes of Safety Management (If any)		
	<b>Chemical Safety</b> _____		
	List of chemicals used in the company		
	Copy of relevant Material Safety Data Sheet (MSDS) for each chemical		
	Records of disposable chemicals		
	Copy of general instruction on chemical handling (if any)		
	<b>Electricity</b> _____		
	Register for electric equipment maintenance		
	Generator maintenance register		
	Transformer Maintenance register (if exist)		
	<b>Fire Protection</b> _____		
	List of fire fighting equipment		
	List of fire fighting team members		
	Checking register of fire fighting equipment		
	<b>Machine Safety</b> _____		
	Machine maintenance register		
	Instruction related to safe handling of hazardous machinery		
	<b>Steam Boiler</b> _____		
	Boiler maintenance register		
	Boiler operator certificate		

Environment

Waste disposal procedure

**Restricted**

	Effluent Treatment test repot		

<b>Welfare</b>	Cleaning of Child care room		
	Attendance & other things related to child care taker		

**Prepared and Checked**

**by**

**Authorized by**

**Compliance Manager**

**Head of HR**





**Restricted**

**Policy No.** D 62

**Stoppage of Work**

**Effective Date:** July 01, 2015

**Revision Date:**

---

**62.1**  
**Policy**  
**Statement:**

Management may stop at any time any section or sections of an establishment, either wholly or partly for any period due to fire, catastrophe, breakdown of machinery, stoppage of power supply, epidemics, civil commotion or other cause beyond its control.

This policy is basically applicable for the non-management staff. However, this policy may be enforced wholly or partly to the management staff as well solely at the discretion of the management.

**62.2**  
**Procedures:**

In the event of any situation requiring stoppage of work, the affected employees will be notified by notice (attached) posted in all the notice boards of the location indicating as to when the work will resume and whether such employees are to remain or leave their workplace.



### Restricted

**62.3**

1. If the employees are not detained and the stoppage of work

**Payments:**

is only for a day the affected employees will NOT be entitled to payment of wages for the day.

2. But if the stoppage is for more than a day, then the

employees will be entitled to wages for the day or days by which if exceed one working day.

3. If the employees are detained at their workplace and the

stoppage is only for one hour, the affected employees will not be entitled to payment of wages for one hour.

4. If however, the stoppage of work is for more than an hour

and the employees are also detained at their workplace for more than an hour, the workers will be entitled to full wages for the whole period irrespective of the stoppage.

5. If the period of stoppage of work extends beyond three

working days, the employees may be laid-off in accordance with the provision of Lay Off Policy

6. A lay-off shall be effective from the day of stoppage of work

and any wages paid to an employee for the first three days may be adjusted against the compensation payable for such subsequent layoff.

**62.4**

**Note:**

1. Term wages include basic and all other allowances.
2. For taking benefit of the stoppage never detain employees

at their workplace for more than one hour and never declare stoppage for more than a day.

3. Payment or non-payment only applies to permanent employees.

4. Policy on stoppage is applicable only for establishments which employs 5 or more workers.

.

**Restricted**

Policy 62

(Annex 1)

**NOTICE OF STOPPAGE OF WORK BEYOND WORKING HOURS**

Notice is hereby given that the work of \_\_\_\_\_ Section/  
Department of our \_\_\_\_\_ (location) has/have been stopped from  
\_\_\_\_\_ a.m./p.m. of \_\_\_\_\_ (date) to \_\_\_\_\_ a.m./  
p.m. of \_\_\_\_\_ (date) and the employees are to remain at \_\_\_\_\_ on  
due to \_\_\_\_\_

The work is likely to resume at \_\_\_\_\_ on \_\_\_\_\_ and the  
workers are to remain at their workplace before the actual resumption of work.

MANAGER \_\_\_\_\_

DATE \_\_\_\_\_

**Restricted**

Policy 62

(Annex 2)

**NOTICE OF STOPPAGE OF WORK DURING WORKING HOURS**

Notice is hereby given that the work in \_\_\_\_\_ Section/ Department of our  
\_\_\_\_\_ (location) has/have been stopped from \_\_\_\_\_  
a.m./p.m. to-day.

The work is likely to resume at ..... a.m./p.m. on ..... (date) and  
the

employees are to leave/or remain at their workplace or to report for duty at \_\_\_\_\_  
a.m./ p.m. on \_\_\_\_\_ (date).

MANAGER \_\_\_\_\_

DATE \_\_\_\_\_