

# Recruitment/hiring process/procedure

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## **1.1 Recruitment**

### **1.1.1 Job Analysis**

- Job analysis is a systematic exploration of the activities within a job.
- It is a basic technical procedure, one that is used to define the duties, responsibilities and accountabilities of a job.

### **1.1.2 Job Description & Job Specification** **Job Description**

- The Job Description indicates the scope and nature of the work including all-important relationships.
- The Job Description shall be clear regarding the work of the position, duties etc.

#### **Job Specification**

- The first step in the program of Job Specification is to prepare a list of all available job vacancies in the organization.
- The second step is to secure and write up information about each of the jobs in Quadrant.
- The Job Specification shall include a statement of the employee characteristics and qualification required for the satisfactory performance of defined duties and task comprising a specific job or function.
- Minimum Age required for the Job is 21 years.
- The Job Specification is driven from Job Description.

### **1.1.3 Recruitment** **Methods** **Campus Recruitment**

- Representatives of the organization are sent to the potential candidates in the educational and training institutes.
- Contacts are established with the candidates seeking jobs.
- Representatives work in cooperation with placement cells in the institutions.

### **1.1.4 Minimum Age of Hiring**

- The Act provides for complete prohibition of work or employment of children below 14 years in any occupation and process and adolescents in the age group of 14 to 18 years in hazardous occupations and processes

#### **Media Advertisement**

- Vacancies in the organization are posted through advertisements in newspapers, job portals, professional journals and technical magazines.

#### **Organization Website**

- If there exists no current vacancy, anyone who wishes to join the organization can upload their resume to the company's website which the HR Manager reviews and records for future references.
- The website will be prepared by the HR team and made ready to accept applications.

## **References**

- Vacancies can sometimes be fulfilled by references from our current employees or othersources.
- But under this method too, the candidate must pass through the interview and otherformal processes to exhibit whether he is fit for the position offered or not.

## **1.2 Selection**

The selection process is a guide for Quadrant, to select the best qualified applicant for a specific job, provide accurate and appropriate information to the applicant about the job and the working conditions, and reinforce a positive image of the Institution.

### **1.2.1 CV Screening**

The CVs received through various methods of Recruitment explained above are reviewed by the HR Manager and the Departmental Heads.

### **1.2.2 Selective Interview**

Telephonic or Personal Interviews are scheduled with the short-listed candidates.

### **1.2.3 Background**

#### **Verification Overview**

#### **of the Procedure**

- It is a guide for Quadrant's HR Department to verify the background of the employeebefore or after offering any position in the Organization.
- **Termination:** An employee who fails Background Verification may be terminated by themanagement.

#### **Procedure Steps**

- Areas to be checked: The areas to be checked may vary according to the position offeredand local laws. However, the focus shall remain on the following:
  - Identity
  - Address
  - Education
  - Previous Employment
  - Criminal Background Verification(only if requested by the client)
- To verify the above areas, the HR Manager must obtain a copy of the followingdocuments(as permitted by Local Law):
  - **Proof of identity** – Passport, Driver's license etc.
  - **Address** – Address details including permanent and correspondence.
  - **Education** – Copies of educational certificates
  - **Previous Employment** – Previous employment appointment and exit / clearanceletters

- Employment verification shall be done from the immediate past employer only, unless it seems necessary to go to earlier employer.

#### **1.2.4 Reference Check**

- Third Party Verification: The organization conducts third party verification for the employees.

#### **1.2.5 Final Selection, Placement**

- This is the last step in the Hiring process.
- The suitable candidate who passes the selection processes is offered a position in the organization.
- Position offered to the selected candidate shall be confirmed by the candidate within seven days. The HR manager may extend the time of confirmation under special circumstances.
- Each employee is required to sign the appointment letter and a Confidentiality Agreement with the organization.

### **1.3 Non-Disclosure or Confidentiality Agreements**

- The HR -facilitator shall include "Confidentiality Agreement" as part of the initial terms and conditions of employment for all prospective employees and third parties.
- HR facilitator shall oversee this inclusion of agreement and shall periodically check for compliance.
- The HR facilitator shall review the 'Confidentiality Agreement' periodically when there are changes to terms of employment or contract, particularly when employees are due to leave the organization or contracts are due to end.

## **2 Induction**

- An induction program is the process used within Quadrant to welcome new employees to the company and prepare them for their new role.
- The HR and other policies of the organization are shared with the employee to enable him to understand his rights and obligations towards the organization.
- The employee is also provided with basic training to get started as per the induction and training policies of the organization.

## 3 Training & Development

### 3.1 Information Security Awareness and Training

- The IT/Compliance/HR/Recruitment shall identify and arrange for appropriate training and regular updates of organizational security policies and procedures for all employees and contractors under guidance from IS Team.
- The HR upon hiring employees shall coordinate with IT/Compliance department to provide them with company Specific orientation and on-going training to maintain their security knowledge, skills, abilities and awareness to the level required to perform their assigned responsibilities effectively.
- The awareness and training programs shall be structured to effectively raise the technical and management skill levels of personnel. Formal training shall be provided for users who have special security responsibilities.

### 3.2 Training & Development

- Training and Development of the employees is an ongoing process for the skill enhancement and better performance.
- In addition to the regular training scheduled from time to time, the Manager/ Supervisor shall assess the need for any training requirement of the employee as and when needed.

## 4 Exit Procedure

### 4.1 Overview of the Procedure

- This procedure is a guide for Quadrant's HR Department in managing the cessation of a staff member's employment with the organization.
- The employee exit procedure is followed to ensure both Quadrant and the employee understand the reason for discontinuing employment and to gain valuable feedback from the departing employee.

### 4.2 Procedure Steps

#### 4.2.1 Resignation or Dismissal

- Notification of cessation of a staff member's employment must be provided in writing.
- The employee has to provide resignation notice outlining intention to resign and the final date of employment. Notice must be provided as per the employee's employment contract.
- Where Quadrant is initiating termination of employment, notice of termination will be provided, outlining final date of employment and reasons for termination.

#### 4.2.2 Exit Interview

- All resigning employees are offered an exit interview with their supervisor and/or the CEO/Manager. The employee may also request a senior staff member to attend or replace their supervisor and/or the CEO/Manager for the interview.
- The purpose of the exit interview is to seek information from the employee as to their experience of employment with the organisation and to identify areas for improvement.
- The exit interview is a confidential discussion where matters that require investigation are highlighted while avoiding personal identification.
- A **Staff Exit Interview Form** is used to guide discussion and to document key points.
- Information provided during the exit interview is reviewed and incorporated into Quadrant's ongoing quality improvement activities where relevant.

#### 4.2.3 Return of Quadrant Inc's. Property:

- On or before the employee's final date of employment, the employee has to:
  - Return all property of the organisation (including keys, documents, information technology equipment, intellectual property etc.).
  - Return or be reimbursed with outstanding petty cash.
  - Submit hard and soft copy of all the work done and confidential files.
  - Inform supervisor of any passwords/codes that may prevent access to computer files.
- An **Employee Exit Checklist** is used to identify property to be returned to Quadrant by the employee.

## 5 Administration

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- Before the employee's final date of employment, Quadrant has to:
  - Calculate final payments.
  - Ensure forwarding contact details are provided by the employee.
  - Inform the employee's superannuation fund (if applicable) of the employee's final date of employment.
- On or before the employee's final date of employment, Quadrant has to:
  - Restrict computer network access – both office and remote.
  - Remove as a signatory to financial and other transactions.
- An **Employee Exit Checklist** is used to guide administrative tasks to be completed when exiting an employee.

## 6 Record Keeping

- The staff member's resignation letter or a copy of Quadrant's employment termination letter is filed in the employee's personnel file.
- The **Employee Exit Interview Form** discussion notes and completed **Employee Exit Checklist** is filed in the employee's personnel file.

COMPANY

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Authorized Signature

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Print Name and Title

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