

Crest Handbook

Information, Rules & Regulations, Procedures and Policies Guideline booklet

Friends,

Welcome to ‘Crest’

Be part of the Crest family. For smooth functioning of this family certain information needs to be known by all. Treat this as a guideline - booklet.

This is a guideline booklet specifying the various structures, procedures, rules and regulations to be adhered to at all times, for seamless functioning of the organisation.

Common sense is an integral part of our day- to –day life. So if you find anything that is missing in this booklet, please go by your common sense or ask the right person if in doubt.

Do what is right for inter- personal harmony and upholding of our work-culture and the status of our company, ‘Crest Test Systems Pvt. Ltd.’

We encourage everyone to strive to excel in their respective areas of work, while being an integral part of our Crest culture and help ensure ‘excellence through harmony’

Wishing You All a very bright future in CREST

With Affinity,

From

Management,

Crest Test Systems Pvt. Ltd.

**Owner’s Message**

 *Today, on the occasion of welcoming all, I am very happy to launch our Company Guidebook,*

*We, the team at Crest, have worked together these years to carve a niche for ourselves. But this journey has not been very organized in true sense. Now with us together seeing several opportunities on the horizon, its’ time to think back and re-organize ourselves to reap better fruits, quickly.*

*We have always believed that when we work as a team, each team member has a virtue and a limitation, ability and a weakness, a goal and a dream. However, the common goal of the team is to win. The game gets better by the active contribution from the players, improving the game by re-learning, taking on challenges, adhering to the rules of the game and finally winning.*

*This guidebook defines the playfield, the team, the game and the rules in general. This is the 2nd edition of the book. Learning and Improvement is an ongoing process at Crest. As we go along, we shall refine the way we work.*

*I welcome you all to ‘Crest’. We have a strong tradition of team members who have been with us for years without whose strong support this journey would not have been possible.*

*We want you to be with us for life. Be sure that Crest will offer you rewarding life*

*With best wishes*

*Akash Vinaykumar Achwal*

Company Brief

Dear Friends,

It has been an exciting journey since formation of Crest Test Systems. (Formerly known as Crest Technology). It was founded in on 17th December 2009 and turned Crest Test Systems Pvt limited on 5 October 2015.

We began with some Test & Measurement products in the field of Power sector. Steadily but surely, we widened our horizons, and are now in Auto, Rail & Metro, Battery testing products.

Taking on New Technology challenges, and taking lead in entering various other sectors for Test requirements is the essence of our success story.

Ever since then, like any other Company, we have gone through cycles of challenge, uncertainty, success, failures and also rewards. We have sailed through them successfully and now have become our strengths.

Support from our families, friends, well- wishers, suppliers and most importantly, CUSTOMERS, has made it possible for Crest to earn a well- deserved reputation in the field of Speciality Automated Test Solutions.

**Values / मूल्ये ( तत्वे )**

We, human beings are basically intellectual and emotional beings coming from various backgrounds having different experiences. Our desires & behaviour is largely based on these factors.

Hence there arises a need for common directive principle to bring everyone on the same platform towards work, culture and self - growth

**Values / मूल्ये ( तत्वे )**

**1 Delivering benefits to delight customer / ग्राहकांचा लाभ व संतुष्टता**

**Be the customer’s preferred choice by understanding his needs and going beyond to deliver benefits through innovative concepts**.

आपली कंपनीच ग्राहकांची प्रथम पसंती राहील ह्याकर्ता,नाविण्यपूर्णा तंत्रज्ञ्नाद्वारे ग्राहकाच्या व्यक्त आणि अव्यक्त गरजा पूर्णत्वास नेऊन त्याला संतुष्ट ठेवणे.

**2 Committing results / पूर्ततेची बांधिलकी**

**Remaining focused on goals, taking ownership of results while following set processes of the organisation.**

कंपनीच्या उद्दिष्टांवर पूर्ण लक्ष केंद्रित करून , प्रस्थापित कार्यपद्धती नुसार काम करताना, कामाच्या पूर्ततेची जबाबदारी घेणे .

**3 Being Equal & Ethical / समानता व पारदर्शकता**

**Taking immense pride in being an ethics driven organization with transparent business practices and treating all with respect and dignity**

सामाजिक समभाव व व्यावहारीक पारदर्शकता ह्या दोन महत्वपूर्ण मूल्यांचा सार्थ अभिमान बाळगणे

**4 Learning and evolving / ज्ञानाकडून समृद्धीकडे**

**Nurturing growth through meritocratic approach, with emphasis on excellent craftsmanship, progressive environment and synergetic team.**

उत्तम कार्य व कार्यशैली , प्रगतिशील विचारसरणी , उर्जात्मक एक्य व

ह्या वर आधरित गुणवत्तेनुसार, सर्वांचा सर्वांगिण विकास घडवणे व जोपासणे.

Organizational Structure

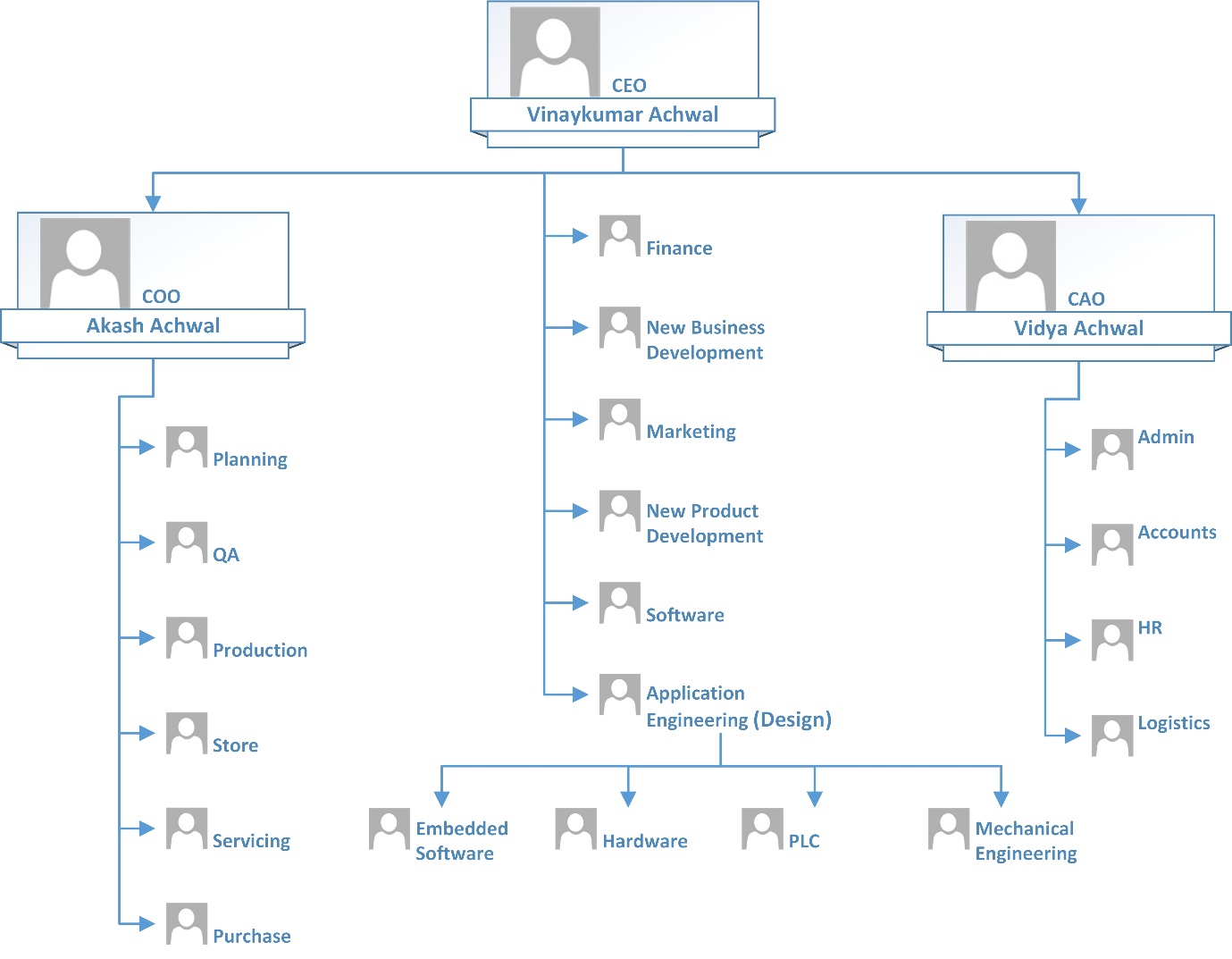


Table of Contents

[Section 1 – Employment at Crest 10](#_Toc74300051)

[1.1. Terms & Conditions of Employment 10](#_Toc74300052)

[1.2. Workplace Commitments 13](#_Toc74300053)

[1.3. Conduct at work 17](#_Toc74300054)

[1.4. Dress Code 18](#_Toc74300055)

[Section 2 - Recruitment 20](#_Toc74300056)

[2.1. Employee Verification 20](#_Toc74300057)

[2.2. Selection 20](#_Toc74300058)

[2.3. Joining Process 21](#_Toc74300059)

[Section 3 – Employment Classification 24](#_Toc74300060)

[3.1. Employee on Probation 24](#_Toc74300061)

[3.2. Confirmed Employee 25](#_Toc74300062)

[Section 4 - Day-To-Day Operations 26](#_Toc74300063)

[4.1. Working Hours: 26](#_Toc74300064)

[4.2. Attendance Policy: 26](#_Toc74300065)

[4.3. Salary Distribution: 27](#_Toc74300066)

[4.4. Salary Heads: 27](#_Toc74300067)

[4.5. Advance Salary: 28](#_Toc74300068)

[Section 5 - Overtime 29](#_Toc74300069)

[5.1. Extra Hours working at Company Premises 29](#_Toc74300070)

[5.2. Working on a Holiday or a Weekly off at Company Premises 29](#_Toc74300071)

[5.3. Working on a Holiday or a Weekly off on Site/Tour 30](#_Toc74300072)

[5.4. Compensatory off - in exceptional cases 30](#_Toc74300073)

[Section 6 - Leave Policy 30](#_Toc74300074)

[6.1. Absenteeism 31](#_Toc74300075)

[6.2. Weekly Offs 31](#_Toc74300076)

[6.3. Yearly Holidays 32](#_Toc74300077)

[6.4. Annual Leave 32](#_Toc74300078)

[6.4.1. Earned/ Paid Casual leaves (Maximum 24 per Year) 32](#_Toc74300079)

[6.4.2. Leave without pay (LWP) 34](#_Toc74300080)

[6.4.3. Leave for employee on probation 34](#_Toc74300081)

[6.4.4. Leave during Notice Period 34](#_Toc74300082)

[6.5. Other Leave 35](#_Toc74300083)

[6.5.1. Paternity Leave 35](#_Toc74300084)

[6.5.2. Maternity Leave 36](#_Toc74300085)

[6.5.3. Bereavement Leave 37](#_Toc74300086)

[6.5.4. Wedding Leave 38](#_Toc74300087)

[6.5.5. Leave for Voting 38](#_Toc74300088)

[6.5.6. Extra Ordinary Leave 39](#_Toc74300089)

[6.5.7. Leave during Pandemic, Natural calamities & other unknown situations 39](#_Toc74300090)

[Section 7 – Employee Exit Policy 40](#_Toc74300091)

[7.1. Resignation 40](#_Toc74300092)

[7.2. Termination of Employment 43](#_Toc74300093)

[7.3. Absence or absconding from work 46](#_Toc74300094)

[7.4. Absconding Employee 47](#_Toc74300095)

[Section 8 – Employee Benefits 48](#_Toc74300096)

[8.1. Gratuity Scheme 48](#_Toc74300097)

[8.2. Diwali Bonus and Ex-gratia 48](#_Toc74300098)

[8.3. Use of Cab Conveyance 49](#_Toc74300099)

[8.4. Mobile SIM Card and Laptop 49](#_Toc74300100)

[8.5. Group Medical Insurance 49](#_Toc74300101)

[8.6. Personal Accident Insurance Policy 49](#_Toc74300102)

[8.7. Medical Reimbursement 50](#_Toc74300103)

[8.8. Leave Travel Allowance (LTA) 52](#_Toc74300104)

[8.9. Employer contribution to Provident Fund 53](#_Toc74300105)

[Section 9 – Employee Progress and Evaluation 54](#_Toc74300106)

[9.1. Performance Management System 54](#_Toc74300107)

[9.2. Grades System 56](#_Toc74300108)

[9.3. Reward & Recognition policy 57](#_Toc74300109)

[9.4. Training & Development policy 58](#_Toc74300110)

[Section 10 - Tour & Travel 60](#_Toc74300111)

[10.1. Tour Intimation 60](#_Toc74300112)

[10.2. Travel 61](#_Toc74300113)

[10.3. Daily Allowance 61](#_Toc74300114)

[10.4. Local Conveyance 62](#_Toc74300115)

[10.5. Lodging & Boarding 63](#_Toc74300116)

[10.6. Laundry Expenses 64](#_Toc74300117)

[10.7. Other official expenses 64](#_Toc74300118)

[10.8. Use and Handling of Company Property when on tour 64](#_Toc74300119)

[10.9. Post Tour Attendance 65](#_Toc74300120)

[10.10. Procedure of claiming reimbursement 65](#_Toc74300121)

[10.11. Code of Conduct at Client Site 66](#_Toc74300122)

[Section 11 – Property and Safety 69](#_Toc74300123)

[11.1. Company Property 69](#_Toc74300124)

[11.2. Health and Safety 73](#_Toc74300125)

# **Section 1 – Employment at Crest**

* 1. **Terms and Conditions of Employment**
  2. **Workplace Commitments**
  3. **Conduct At Work**
  4. **Dress Code**

## **Terms & Conditions of Employment**

**Work Related:**

* Every employee will dedicate his full time to the work of Company during work hours, and shall not undertake any direct / indirect business / work / assignment etc. even on part-time basis for any reason whatsoever without the prior written permission from the Company.
* Every employee will put in his best in the performance of employment duties assigned to him from time to time and at all times, act in the best interests of COMPANY.
* Every employee will comply with all rules, regulations and procedures established for the above by COMPANY.

**Retirement age:**

* One will retire from the COMPANY's services at the age of 60 or earlier if found medically unfit.
* The actual date of retirement lies within the discretionary powers of the Management & Directors.

**Software Related:**

* Every employee is strictly prohibited from bringing any unauthorized / infringed copies of software in the office premises, from any external sources or copying software from one computer system to another which may include any violation of the provisions of the Copyrights Act.
* Non-compliance of this rule will be regarded as a serious offense and you will be subjected to appropriate disciplinary or monetary actions.

**Intellectual Property Rights:**

* You will agree to inform COMPANY of full details of all inventions, discoveries, concepts and ideas (collectively called. “Developments.”)
* Any New idea or Concept, Hardware and apparatus, products, processes and methods, formulae, computer programs and techniques.
* Any improvements and related knowledge, which you conceive, improve, complete, or put in to practice (whether alone or jointly with others)
* All that is developed by you or under your supervision.
* All that results in any work, which you do or may do for COMPANY
* All that relates to the present or prospective business, work of COMPANY; Developmental” work and documentation created by you while you are in the employment of COMPANY, which results from any work done using any equipment, facilities, materials or personnel

*The ownership of all that is mentioned above, from moment of creation, lies entirely from all aspects, with the Company. The associated employee, team, will forsake/give up its right to all developments, creations, and improved upon done using company premises, facilities and personnel.*

**Non-Solicitation / Non-Compete / Non-Diversion:**

During the term of this Employment Agreement and for a period of two (2) years subsequent to the termination of this Agreement, you will not, without the prior written consent of COMPANY, directly, indirectly, or through any other party solicit business from or perform services for any direct or indirect COMPANY customer or any prospective COMPANY customer whom you had any contact with or exposure to, at any time during the term of this Employment Agreement.

During the term of this Employment Agreement and for a period of two (2) years subsequent to the termination of this Agreement, you will not, without the prior written consent of COMPANY, seek engagement or employment, either full-time or contractually with any Company that is likely to deploy you on project / assignment in Offshore or Onsite client engagement where COMPANY is already working for the same client and where you have been engaged in a project with the client Company for a period exceeding one month. This clause does not apply if a period of one year has already exceeded from the last date of working with the specific client.

During the term of this Employment Agreement and for a period of two (2) years subsequent to the termination of this Agreement, you will not, without the prior written consent of COMPANY directly, indirectly, or through any other party solicit, offer to, or accept the employment of, persons who are then, or were during the previous six (6) months, employees of COMPANY or any COMPANY subsidiary / associate / affiliate.

**Confidentiality:**

In connection with your providing certain products and/or services to COMPANY and/or on behalf of COMPANY, you will have access to information concerning COMPANY and COMPANY’s clients. As a condition to your being given access to such information, you agree to treat any information concerning COMPANY and/or COMPANY’s clients which is furnished to you by or on behalf of COMPANY and/or COMPANY’s clients (herein collectively referred to as the "Confidential Information") in accordance with the provisions of this letter and to take or abstain from taking certain other actions herein set forth. The term "Confidential Information" does not include information which is already in your possession, or becomes generally available to the public other than as a result of a disclosure by you or becomes available to you on a non-confidential basis from a source other than COMPANY and/or Company’s clients. The confidential Information shall be solely used for the purpose of and on behalf of COMPANY and you further agree that disclosure of the same shall be with prior permission of COMPANY.

You agree to promptly redeliver to COMPANY, upon request, all Confidential Information including all Intellectual property rights, whether registered or unregistered on any tangible media and that you will not retain any copies, extracts or other reproductions in whole or in part of such material. You further agree that breach of this confidentiality letter agreement could cause irreparable harm to COMPANY and that COMPANY shall be entitled to any and all injunctive relief, as well as monetary damages, including reasonable attorney fees, for such breach.

**Arbitration/ Dispute:**

In case of dispute between employer and employee, such dispute shall refer to sole arbitrator appointed by the management. The award passed by the sole arbitrator shall be binding upon the parties. The arbitration proceedings shall govern as per the Indian Arbitration Act 1996 and amendment thereto.

**Governing Law:**

The validity, construction, interpretation and performance of this Contract will be governed by Indian Laws and decided upon by a competent Court in Pune.

**Remedies:**

Notwithstanding paragraph (Arbitration clause), you agree that your failure or neglect to perform, keep, or observe any term, provision, condition, covenant, warranty, or representation contained in this Contract, the confidentiality Contract or any other agreement between you and COMPANY will cause COMPANY immediate and irreparable harm and that COMPANY is, in addition to all other remedies available to it, entitled to immediate injunctive and equitable relief from a court having jurisdiction to prevent any breach and to secure the enforcement of its rights hereunder.

Remedies for damages procuring prior to COMPANY's knowledge of breach or until action in breach ends and related in any way to the effects of the breach shall include but not be limited to monetary damage, liquidated damage, attorney’s fees and other cause related to the action.

**Employment:**

This appointment is being made in good faith on the basis of your CV and other information provided by you during the course of COMPANY and your mutual discussions. Any data, which is not consistent with the information provided by you, shall result in termination of employment forthwith and you shall indemnify COMPANY in full, for any losses suffered by COMPANY. COMPANY reserves the right to make suitable formal / informal checks with your educational institutions and previous employers as may be applicable. You are requested to produce all the documents as mentioned in the checklist attached on your date of joining.

**Accepting Gifts or presents:**

You shall not accept any presents, commissions, or any kind of gratification in cash or kind from any person, party, firm or company having dealings with COMPANY and if you are offered you will report the same immediately to COMPANY.

**Governance by Company rules:**

On matters not specifically covered in this Employment Contract, you shall be governed by COMPANY's service rules, practices, etc. which are liable for modifications, additions, total or partial withdrawal, suspension / revocation, etc. from time to time. COMPANY's decision on all such matters shall be final and binding on you.

## **Workplace Commitments**

**Equal Opportunity Employment:**

This company is an equal opportunity employer and does not unlawfully discriminate, as far as possible, against employees or applicants for employment on the basis of an individual's race, colour, religion, creed, sex, age, disability, or marital status. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.

**Non-Harassment Policy / Non-Discrimination Policy:**

This company prohibits discrimination or harassment based on race, colour, religion, creed, sex, age, disability, or marital status. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and is free from discriminatory practices, including without limitation harassment. Consistent with its workplace policy of equal employment opportunity, the company prohibits and will not tolerate harassment on the basis of race, colour, religion, creed, sex, age, disability, or marital status. Violations of this policy will not be tolerated.

Harassment is generally defined as unwelcome verbal or non-verbal conduct, based upon a person's protected characteristic, that denigrates or shows hostility or aversion toward the person because of the characteristic, and which affects the person's employment opportunities or benefits, has the purpose or effect of unreasonably interfering with the person's work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment.

Sexual harassment includes unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; verbal abuse of a sexual nature; sexually oriented jokes; crude or vulgar language or gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; physical contact such as patting, pinching or brushing against someone's body; or physical assault of a sexual nature.

**Reporting:**

Any company employee who feels that he or she has been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate attention of their HOD. The company will promptly investigate all allegations of discrimination and harassment, and take action as appropriate based on the outcome of the investigation.

**Drug-Free / Alcohol-Free Environment:**

Employees are prohibited from unlawfully consuming, distributing, possessing, selling, or using controlled substances while on duty or otherwise. In addition, employees may not be under the influence of any controlled substance, such as drugs or alcohol, while at work, on company premises or engaged in company business. Anyone violating this policy may be subject to disciplinary action, up to and including termination.

**Open Communication Flow:**

The company has open communication flow and takes employee concerns and problems seriously. The company values each employee and strives to provide a positive work experience. Employees are encouraged to bring any workplace concerns or problems they might have or know about to their HOD or some other member of management.

**Outside Employment:**

An employee is prohibited from seeking any outside employment during the hours beyond the regular working hours of the company, whatsoever. It is expected that an employee uses their time away from work for personal activities and gets adequate rest so that he can maintain his efficiency when working at the Company. The Company is of the belief that any employee that does outside work during the non-working hours compromises their working efficiency. Anyone found to be violating this policy will be subjected to termination.

**Privacy:**

Employees and employers share a relationship based on trust and mutual respect. However, the company retains the right to access all company property including computers, desks, file cabinets, storage facilities, and files and folders, electronic or otherwise, at any time. Employees should not entertain any expectations of privacy when on company grounds or while using company property.

All documents, files, and electronic information, including e-mails and other communications, created, received or maintained on or through company property are the property of the company, not the employee. Therefore employees should have no expectation of privacy over those files or documents.

**Confidentiality:**

Employees will unavoidably receive and handle personal and private information about clients, partners, and our Company. Significant efforts, time, and money has been invested by the Company over the years to develop all the informational tools that are available at its disposal. If the Company's intellectual property is not properly protected, it becomes available to others who have not made similar investments. This would cause the Company to lose its competitive advantage and compromise its ability to provide unique services to its customers. Confidential and proprietary information is secret, valuable, expensive and/or easily replicated. Common examples of confidential information are:

* + - Unpublished financial information
    - Data of Customers/Partners/Vendors
    - Patents, formulas or new technologies
    - Customer lists (existing and prospective)
    - Data entrusted to our company by external parties
    - Pricing/marketing and other undisclosed strategies
    - Documents and processes explicitly marked as confidential
    - Unpublished goals, forecasts and initiatives marked as confidential

This information may be legally binding (e.g. sensitive customer data.) and/or constitute the backbone of our business, giving us a competitive advantage (e.g. business processes) and must be well-protected. Employees must ensure that they:

* + - Don't use confidential information for any personal benefit or profit
    - Don't disclose confidential information to anyone outside of the Company
    - Don't replicate confidential documents and files and store them on insecure devices
    - Shred confidential documents when they are no longer needed
    - Only disclose information to other employees when it is necessary and authorized
    - Keep confidential documents inside our Company's premises unless it is absolutely necessary to move them

Care must be taken by all Company employees, independent contractors, and agents to utilize only legitimate resources to collect information concerning competitors and to avoid those actions which are illegal, unethical, or which could cause embarrassment to the Company.

The confidentiality policy is applicable to all employees, including board members and department heads, contractors, and interns, who may have access to confidential information. The company requires employees to sign non-compete and/or non-disclosure agreements (NDAs) when working on confidential projects and handling confidential documents. This policy is binding even after separation of employment. When employees stop working for the Company, they are obliged to return any confidential files and delete them from their personal devices.

The Company expects individuals having confidential information from a former employer and bound by a nondisclosure agreement to fulfil their obligation to the former employer. These individuals should refrain from using any confidential information belonging to any former employers in the Company's business. The Company, however, does expect individuals to use all information, which is generally known and used by persons of their training and experience and all information, which is generally known in the industry towards their work in the Company.

When a situation is unclear, all individuals should consult with the Company management. The Company management may, in its discretion, further consult with the Company's legal advisors. Substantial civil and criminal penalties may be levied against the employee and the Company for misappropriation of trade secrets that are avoidable through compliance with the Company's policies

All confidentiality breaches will be investigated and any employee found to be wilfully breaching the confidentiality guidelines for personal profit will face disciplinary action. Unintentional breaches of confidentiality may also be punished depending on the frequency and seriousness. Employees who repeatedly disregard this policy, even when they do so unintentionally will be terminated and may possibly also face legal action.

Confidential information may occasionally have to be disclosed for legitimate reasons to regulatory bodies as part of an investigation or audit and to contractors that require disclosing some information (within legal boundaries). In such cases, employees involved should document their disclosure procedure and collect all needed authorisations from their HOD. The Company is bound to avoid disclosing more information than needed.

**Conflict of Interest:**

A conflict of interest refers to any case where an employee's personal interests might contradict the interest of the Company. The relationship of the Company with its employees is based on mutual trust. As the company is committed to preserve the interests of all its employees, it expects them to act only towards its own fundamental interests. The conflict-of-interest policy applies to all prospective or current employees of the company, as well as independent contractors and persons acting on behalf of the company.

A conflict of interest may occur whenever an employee's interest in a particular subject may lead them to actions, activities or relationships that undermine the Company and may place it to disadvantage. This situation may take many different forms that include, but are not limited to:

* + - Employees' ability to use their position with the company to their personal advantage
    - Employees engaging in activities that will bring direct or indirect profit to a competitor
    - Employees owning shares of a competitor's stock
    - Employees using connections obtained through the company for their own private purposes
    - Employees using company equipment or means to support an external business
    - Employees acting in ways that may compromise the company's legality (e.g. taking bribes or bribing representatives of legal authorities)

If there is a possibility of a conflict of interest occurring, it must be addressed with the management and the HOD and resolved before any actual damage is done. HODs must also keep an eye on potential conflict of interests of their subordinates. The responsibility of resolving a conflict of interest starts from the HOD and may reach the management.

All conflicts of interest will be resolved as fairly as possible. The management has the responsibility of the final decision when a solution cannot be found. In cases when a conflict of interest is deliberately concealed disciplinary action may be invoked up to and including termination. In general, employees are advised to refrain from letting personal and/or financial interests and external activities come into opposition with the company's fundamental interests.

## **Conduct at work**

**Professional Conduct:**

* This company expects its employees to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable and productive. Employees should be respectful, courteous, and mindful of others' feelings and needs. General cooperation between co-workers and HODs is expected. Individuals who act in an unprofessional manner may be subject to disciplinary action.
* Employees are expected to conduct themselves on the job in a manner that contributes to operating effectiveness, productivity, safety and creates a harmonious work environment. The most important thing is to always try to learn, absorb and implement new things. Do not work towards individual growth but towards achieving Company goals.
* Employees must not behave in a manner that would cause stress to anyone, disturb interpersonal relationships, and most importantly the work culture of the Company. One should use the right words when they are in the office premises or on official work. Offensive language and rude or authoritative words should never be employed.
* Physical contact as expression of affection is to be avoided.
* Use of mobile phone and texting during working hours, for personal reasons, is not encouraged and must be kept to a minimum. One may use mobile phone freely during non-working hours and during breaks.
* Playing music on speaker is prohibited as it may cause unwanted distraction to other employees, indirectly affecting their productivity and work efficiency. Also, as the choice of music is personal in nature, it may not be universally liked by everyone. However, an individual is free to use headphones if they feel listening to music improves their efficiency and they are able to focus on their work better.

**Religion:**

* There should not be any adherence to following one’s religious practices. They cannot be followed unless sanctioned by the management.

There could be restrictions in few matters based on Hindu religion.

## **Dress Code**

An employee's personal appearance and hygiene is a reflection on the company's character. Employees are expected to dress appropriately for their individual work responsibilities and position. Each employee should use their common sense to decide what to wear in office. Shirts should not be repeated if they have an offensive odour. Socks should be clean and should not smell. Mild and pleasant-smelling perfumes/deodorants may be used if desired. The emphasis is on being neat, well-groomed, and appropriately attired.

**Weekdays:**

Formal dress code should be adhered to on all working days except Casual Fridays (If the Saturday in the week is a holiday, the Friday is a Casual Friday). Formal dress code should be adhered to on a Friday also if the Saturday in that week is a Working Saturday.

**Dress code for Men:**

Full sleeved or half sleeved shirt, neatly tucked in. Shirts should not have large checks, broad stripes, printed patterns, or any embroidery. The shirts should not be of bright or fluorescent colours like orange, red, green, etc.

Formal trousers or simple and plain coloured jeans. Jeans/trousers should not have any embroidery or rivets. Ripped, torn, or distressed jeans are not allowed. Wearing a belt is compulsory. However, belts should not have unusually large buckles.

Formal shoes or simple casual shoes must be worn. Sports shoes, sandals, slippers, and flip-flops are not allowed. *Considerations will be made in case of any injuries.*

An employee must have short and neatly combed hair. Beards must be shaved or trimmed properly.

**Dress code for Women:**

Formal-looking tunics with pants. Salwar suits or Kurtas with leggings are permissible. Sarees are also allowed. Tops should not have large checks, broad stripes, printed patterns, or any embroidery. The tops should not be of bright or fluorescent colours like orange, red, green, etc.

Formal trousers or simple and plain coloured jeans. Jeans/trousers should not have any embroidery or rivets. Ripped, torn, or distressed jeans are not allowed.

See through blouses or shirts and tops with low necks and deep backs are not allowed. Sleeveless, strappy tops are also unacceptable. Skirts or dresses are also considered inappropriate.

Flat sandals or closed-toe formal footwear must be worn. Footwear may have 1-1.5 inch heels. High heeled footwear, stilettos, and boots are not allowed. Sports shoes, slippers and flip-flops are also not allowed. *Considerations will be made in case of any injuries.*

An employee must keep their hair tied at all times. Open hair is not allowed.

**Casual Fridays:**

Casual clothing may be worn only on Casual Fridays, i.e., the Saturday in that week is a holiday.

**Casual Friday dressing for** **Men:**

T-shirts may be worn on Saturdays. T-shirts should not have and big squares, stripes, words, prints, designs, or hoods. The company t-shirt should not be worn.

Simple and plain coloured jeans. Jeans should not have any embroidery or rivets. Ripped, torn, or distressed jeans are not allowed. Wearing a belt is compulsory. However, belts should not have unusually large buckles.

Sports shoes may be worn. Sandals, slippers, and flip-flops are not allowed. *Considerations will be made in case of any injuries.*

**Casual Friday dressing for** **Women:**

T-shirts may be worn on Saturdays. T-shirts should not have big squares, stripes, words, prints, designs, or hoods. The company t-shirt should not be worn.

Simple and plain coloured jeans. Jeans should not have any embroidery or rivets. Ripped, torn, or distressed jeans are not allowed. Wearing a belt is compulsory. However, belts should not have unusually large buckles.

Sports shoes may be worn. Slippers and flip-flops are not allowed. High heeled footwear, stilettos, and boots are also not allowed. *Considerations will be made in case of any injuries.*

**Working Saturdays:**

Casual clothing may be worn on Working- Saturdays.

**Men:**

Only company t-shirts may be worn on Working - Saturdays.

Simple and plain coloured jeans. Jeans should not have any embroidery or rivets. Ripped, torn, or distressed jeans are not allowed. Wearing a belt is compulsory. However, belts should not have unusually large buckles.

Sports shoes may be worn. Sandals, slippers, and flip-flops are not allowed. *Considerations will be made in case of any injuries.*

**Women:**

Only company t-shirts may be worn on Working- Saturdays.

Simple and plain coloured jeans. Jeans should not have any embroidery or rivets. Ripped, torn, or distressed jeans are not allowed. Wearing a belt is compulsory. However, belts should not have unusually large buckles.

Sports shoes may be worn. Slippers and flip-flops are not allowed. High heeled footwear, stilettos, and boots are also not allowed.

**Note:** In case of lost uniforms or negligence in usage, employee will have to pay half the cost of uniform. *Considerations will be made in case of any injuries.*

# **Section 2 - Recruitment**

* 1. **Employee Verification**
  2. **Selection**
  3. **Joining Process**

## **Employee Verification**

**Pre – Employment Verification Check:**

This Pre-Employment Reference Check is carried out for all the employees with experience, joining the Company.

Company conducts the following reference checks of the employees joining the Company.

**Pre- Employment Reference Check:**

* Employees joining the Company shall provide two references of which, one should be from the former employer.
* Company may conduct a formal reference check and tries to receive information on the employee’s Integrity, Work Performance, Conduct, Work Behaviour and the past employment details like salary, designation and duration of employment etc.
* Photocopy of Passport could be asked for verification

**Background Verification Check:**

* Background verification check is carried out for the employees who do not possess a passport at the time of joining Company.
* Company may conduct a formal background verification check with the references given by the employee.
* The details that will be asked for, will be any Criminal tendencies, Residence, Integrity, Conduct & Behaviour and other details like the capacity in which he/she knows the employee, for how long he knows the employee etc.
* If there are any relatives / acquaintances of the employee working in Company, they could be asked for an opinion and feedback on the employee to be recruited.

## **Selection**

**Objective:**

To ensure selection of right candidate with required competency for a particular designation / Post / Project within a certain time frame.

**Applicability:**

Besides permanent employees, this process is also applicable to all contract and trainees of Company.

**Sourcing of resumes:**

The concerned recruiting person (as per the job description and specifications received) will go through references, internal database, job portals, advertisements and walk-in interviews as and when required.

**Selection Procedure:**

* The concerned person goes through the applications.
* The concerned person shortlists candidates and schedules the Written Test and/ or an Interview.
* After the Scheduled Written Test, the Test sheets are evaluated and after analysing them, selected candidates are called for interview.
* After 1st round of interview, if felt to be the right candidate, he would be called for a 2nd round of interview, where in, he will be interviewed by a team.
* After the elimination rounds, candidate(s) is selected
* If found to be a right candidate, he is selected after understanding his salary and other expectations.
* Based on the feedback of the final round of Interview and expectations, the concerned person, then forwards the interview evaluation documents and selection note to Hr person for further procedure.

**Issue of Employment (Offer) Letter:**

The offer letter is then issued to the selected candidate and the tentative joining date of the candidate is updated in the recruitment records for future reference.

**Induction:**

The Induction program for new joinee is conducted in the first week of joining. This involves a half-day orientation by various function heads and executives.

HR provides joining kit to all new joinee(s) at the beginning of the Induction program. On the Joining Day HR sends actual list of joinee(s) post updating in his records, to employee’s immediate manager.

## **Joining Process**

**Objective:**

The joining process aims to assist the new joinee in completion and submission of all the necessary forms & documents enabling him to smoothly join the mainstream activities of the Company and work effectively.

**Applicability:**

Besides permanent regular employees, this process is also applicable to all contract employees and trainees

**Joining Formalities:**

The employee on joining Company should submit the following documents to the HR department.

1. Joining form
2. 3 copies of latest passport size photograph.
3. Photocopies of all the educational certificates and mark sheets. (To be verified with original certificates and mark sheets)
4. Photocopies of proof of date of birth i.e. birth certificate or school- leaving certificate (To be verified with Original certificates).
5. Relieving letter and Service certificate from the last employer (if applicable)
6. Photocopies of experience certificates (to be verified with original certificates) (if applicable)
7. Last salary slips from last employer (if applicable)
8. Medical Examination Report from Registered Medical practitioner as suggested by the Company.
9. Duly filled declaration form to cover family members for medical Insurance.
10. Photocopy of Passport & Aadhaar card.

Employees who do not possess Aadhaar card / Passport card are expected to apply for and should submit the Aadhaar card / Passport within three months’ time. (For Verification purpose)

1. Duly filled Income Tax declaration form (Form No. 60)
2. Permanent Account Number (PAN no.), for Income Tax purposes (if applicable)
3. UAN (Universal Account Number) for PF account, Company will apply for new UAN, in case an employee does not have one.
4. Certificate of income from the last employer-Form 16 (if applicable)
5. Service/Training agreement and letter of guarantee (if applicable)
6. HR Department shall provide the employee with the Employee Number on the day of joining. This Number, (along with other details, if required) has to be quoted for all future references and correspondence and other mandatary items within the Company.

**Appointment Letter:**

HR issues Appointmentletter to the employee within 5 working days of joining.

**Updating of Employee Personal Details:**

HR ensures updating of the employee record with personal and other details given below in HR system within 7 working days from the date of joining.

**But the responsibility of updating HR, regarding changes in the given data, in later period of time, lies with the employee.**

**Employee Personal Data:**

1. Address (Permanent and Current)
2. Family Details
3. Contact Details (Phone Numbers)
4. Education Details
5. Previous Employment details
6. Nomination
7. Salary Details
8. Passport and PAN Card details Company Details
9. Base Residential Location
10. Reporting Manager
11. Bank account details

HR creates and maintains personal file for the new joinee which contains the documents submitted by the employee, except for Joining & Recruitment feedback forms.

**Company Identity Card:**

All employees are provided with Company Identity Card in the first week of joining. This card has to be displayed by the employee at all times during the office hours

He has to fill in the form provided by the HR.

* The card will contain information as:
* Company name with Logo and address
* Employee name, ID
* Emergency contact numbers
* Blood Group
* This card has to be displayed by the employee at all times during the office hours.
* The loss / damage to the Company Identity card should be intimated to the HR department immediately.
* Employees should surrender the card to the appropriate authorities on cessation or termination or on resignation of employment.
* Violation of this, can be considered as misconduct and the Company can take suitable action.

# **Section 3 – Employment Classification**

* 1. **Employee on Probation**
  2. **Confirmed Employee**

This company assigns positions, determines wages and compensations and benefits to the employees in accordance with the classification of the employee.

## **Employee on Probation**

When new employee joins the Company, he may be on probation period before he/she is confirmed in the service of the company.

If an employee is on probation, the same will be mentioned on his/her Appointment Letter, along with the duration of the probation period.

During the probation period, the employee is eligible for reduced number of leaves and may not be entitled for other company benefits.

Note: On completion of the probation period, if the performance is found to be satisfactory, he/she will be confirmed in the Company.

**Objective of probation period:**

To confirm that the employee selected for a particular job profile is a right person for the job and fits into the culture of the Company

**Guidelines:**

Probation Period may vary person to person depending on job profile, past work experience, and his/her competency etc. during probationary period.

All employees, can be on Probation for a period of maximum of 1 year from the date of their joining.

During the Probationary Period, the following factors of employee will be closely monitored.

* Knowledge, Skills and deliverables.
* Attitude towards work and the organization.
* Behaviour with superiors and peers.
* Ability to adjust to the requirements of the job.
* Adjustment & adherence to the organizational culture, values and discipline

At the end of the probation period the employee will be considered for confirmation based on the review report of the reporting manager & Department Head.

**Procedure:**

Two weeks before the end of the probation period a **Probation Review Report (PRR)** will be sent to the Department Head, seeking a recommendation on the confirmation of the appointment.

**There could be three possible recommendations:**

* Appointment could be confirmed as per the due date in accordance with the appointment Letter.
* The appointment could be extended further for a specified number of months, advising the employee to improve upon his shortcomings / weak areas.
* The appointment could be terminated. This exercise has to be necessarily done before the expiry of the probation period

**Note:**

The recommendations will be shown to, discussed with and duly signed by the Manager prior to being forwarded to HR for action.

**In providing Feedback the Superior will:**

* Express his concerns clearly without undue delay and in appropriate circumstances
* Focus on critical areas.
* Acknowledge good work performance

**Extension of Probation:**

* The probation period may be extended in weak cases at the sole discretion of the Directors
* Ideally only one extension can be recommended and this cannot exceed the duration of the original probationary period.
* All the rules of original probation period will apply in the extended probation period.

## **Confirmed Employee**

* On completion of the probation period, if the performance is found to be satisfactory, then he will be said to be a confirmed employee of the Company.
* Once confirmed, the employee is eligible for leaves and other benefits mentioned in the Hand-Book of the Company.
* Confirmed employees are Full-time Regular employees, who work as per Company timings, for at least 9 hours.

# **Section 4 - Day-To-Day Operations**

* 1. **Working Hours**
  2. **Attendance Policy**
  3. **Salary Distribution**
  4. **Salary Heads**
  5. **Advance Salary**

## **Working Hours:**

* Working Hours of the Company are 9.00 AM to 6.00 PM
* Lunch time: 1.00 PM to 1.30 PM
* Tea Time: 10.00 AM to 10.15 AM and 2.30 PM to 2.45 PM. (Tea is provided, at company's cost, twice during the day.)
* Weekly Off: Every Sunday and 1st & 3rd Saturday of each month. (In case of work-load they could be Working days)

**Flexibility of working hours:**

We at Crest are not flexible about working hours except under unavoidable circumstances. But a person is expected to put in more hours and complete the work in hand. This is a method of meeting the needs of each person and the Company. He is also expected to put in more hours to meet the delivery deadlines.

**Management reserves the right to change the working days and hours if required.**

## **Attendance Policy:**

* Employees must carry their ID badge at all times while in office premises or customer premises.
* Office Premises: Employees are required to make compulsory RFID / Face Recognition entry both at the time of first entry and the time of last exit for the day, and in between to clock.
* Customer Premises: Employees are required to make compulsory entry through Attendance Mobile App/Website both during the time of entry at customer premises and the time of exit from customer premises. The Attendance software will log that entry with your location.
* The In and Out entry by employee at Office or Customer premises will be taken as reference for attendance.
* All employees are required to log in minimum total of 54 working hours (in case of Saturday working) or 45 working hours (in case of Saturday OFF) (including Lunch and Tea time) in a week.
* Half day working is considered when the employee is in office between 9.00 AM to 1.00 PM or 1.30 PM to 6.00 PM

## **Salary Distribution:**

On- line-transfer/Pay-cheques are distributed during the first week of every month.

* Salary will reflect work performed for the previous month.
* Pay includes salary and wages earned less any Deductions like applicable Advance, Income Tax, Provident Fund, Professional Tax, ESIC etc.
* Employees are expected to submit the declaration of their investment plans to Accounts within stipulated time frame, based on which the tax liability is estimated and income tax is deducted till the end of financial year. In case the employee fails to submit the proofs of investments, tax is deducted as applicable per government rule.
* Employees joining in the middle of the financial year are required to produce salary certificate showing details of income and tax deducted in their previous organization to enable proper tax computation for the entire financial year.
* Notify Accounts Department, if the pay check appears to be inaccurate
* Any change in name, address, telephone number, marital status is to be informed to Accounts & HR in advance.

## **Salary Heads:**

The Components of salary are broadly classified as below:

* **Basic Salary:**

The Basic salary component will be used for computation of Applicable Provident Fund, Superannuation. This component of the salary is fully taxable and is paid on monthly basis.

* **House Rent Allowance (HRA):**

HRA is an allowance given to the employee towards house rental. It is a non-taxable component subject to production of valid original rent receipts and is paid on monthly basis.

* **Conveyance Allowance:**

Conveyance allowance is paid to the employee for expenses borne by them towards conveyance. This component of the salary is tax-free and is paid on monthly basis.

* **City Allowance**:

City allowance is an allowance that is paid to employees, as a part of their CTC (Cost to Company). This acts as a compensation for the high cost of living in metropolises and large cities where the standard of living is higher than the national average.

* **Education and Higher education allowance**:

As the name suggests is an allowance to for education of employees’ children.

## **Advance Salary:**

To impart welfare through providing financial assistance to the employees for better life. Salary advance can be given depending on the financial status of the Company and the Number of employees asking for the advance and the amount disbursed as Salary advance and the financial status of an employee

**Applicability**

All permanent employees below a certain grade and below a certain pay level.

**Guidelines & Process:**

* Employees may request for advance against salary and write to Department Head for such salary advance along with the reason.
* Approval for such salary advance shall be at the discretion of HR in consultation with Department Head
* Department head in Consultation with the management will inform both HR and accounts department of the decision.
* Advance amount will be less than or equal to the previous month's Net Salary.
* The advance shall be recovered from subsequent month's salary.
* No interest will be charged on such advance if paid back in stipulated time frame/target date.
* Salary advance request may be considered for medical reason, Employee's marriage, educational fee, Onetime payment for house purchase, unpredicted financial challenges.
* Salary advance request may not be considered for Purchase of home appliances, credit card debt repayment, and any type of loan repayment

# **Section 5 - Overtime**

* 1. **Extra Hours working at Company Premises**
  2. **Working on a Holiday or a Weekly off at Company Premises**
  3. **Working on a Holiday or a Weekly off on Site/Tour**
  4. **Compensatory off - in exceptional cases**

To give dues for the work an employee has put in to complete the given task on time. To give an employee his dues for working for the benefit of the company, by keeping aside his personal life. It will be considered as overtime.

All overtime must be approved in advance by a Department Head or a Director.

**No compensatory off will be given for overtime work.**

## **Extra Hours working at Company Premises**

**Entitlement / Eligibility:**

All employees except ***Department Heads and Section Heads*** are eligible for overtime pay for working after 7 pm, with present company working hours of 9 pm to 6 pm. To avail this, minimum 2 hours are required to work after 6 PM.

**Process:**

The overtime pays will be calculated from taking assistance of attendance machine data by HR personnel (Punch in and punch out timing will be taken as reference) and calculated as follows.

***Overtime Pay = Number of Extra Hours Worked X Hourly Salary of the Employee***

It will be added to employee’s salary of that particular month or disbursed separately.

**Note:**

* Snacks and tea will be provided for employees who works between 7 PM to 9 PM
* Dinner will be provided for employees who works after 9 PM
* The bills will be paid/refunded from Accounts after verification from HOD.

## **Working on a Holiday or a Weekly off at Company Premises**

**Eligibility:**

All employees except ***Department Heads and Section Heads*** are eligible for compensatory pay for working on a holiday or a weekly off at company premises.

**Process:**

The overtime pays will be calculated from taking assistance of attendance machine (Punch in and punch out timing will be taken as reference) and calculated as follows.

***Overtime Pay = Number of Extra Hours Worked X Hourly Salary of the Employee***

It will be added to employee’s salary of that particular month or disbursed separately.

**Note:**

* Morning or Afternoon Tea will be provided for employees who works for half day.
* Morning Tea, Afternoon Tea and Lunch will be provided for employees who works for full day.
* Snacks and tea will be provided for employees who works between 7 PM to 9 PM
* Dinner will be provided for employees who works after 9 PM
* The bills will be paid/refunded from Accounts after verification from HOD.

## **Working on a Holiday or a Weekly off on Site/Tour**

**Eligibility:**

All employees except ***Department Heads and Section Heads*** are eligible for overtime pay for working on a holiday or a weekly off while on site or tour.

**Process:**

The overtime pays for working on a holiday or a weekly off on site or tour is calculated as:

***Overtime Pay = Per Day Salary of the Employee***

***Note: Extra hour overtime is not applicable on site.***

## **Compensatory off - in exceptional cases**

The guidelines are broad guidelines only and may not cover all scenarios. Granting of compensatory off is at immediate manager's discretion Therefore, it is expected that in addition to these guidelines, the immediate manager should apply his personal judgment on a case-by-case basis.

To provide a framework for the managers to consider compensatory off to those employees who have been continuously working for extended hours or have been working on holidays and weekend.

Employees are required to indicate such compensatory off/working in attendance sheets only after approval by the immediate manager

# **Section 6 - Leave Policy**

* 1. **Absenteeism**
  2. **Weekly Offs**
  3. **Yearly Holidays**
  4. **Annual Leave**
  5. **Other Leave**

## **Absenteeism**

**Ground, Approvals and Actions regarding Absenteeism:**

* The company does not tolerate absenteeism without reason
* Habitual or Chronic absenteeism may result in disciplinary action.
* Unauthorized, Uninformed departures from Company premises may result in disciplinary action.
* Employees who need to leave early, for illness or otherwise, should inform their HOD & HR person before departure. It should be followed by email to HOD at the earliest.
* Any negligence in Punch-In or Punch-Out time in the attendance system in company premises as well customer premises, may result in fine of Rs. 50 for each entry.
* HR will collect this fine and manually enter the timings for the missing entry after getting approval from the employee's HOD.
* Any disregard for punctuality by anyone can be questioned and appropriate action will be taken, especially on those who are habitual late comers. Action is left to the discretion of HOD.
* If an employee exits the company at any time during the working hours and does not return, it will be considered as a Leave.
* Short leave for 3 hours for only emergency work of employee will be granted by HOD at his discretion, depending on that employee’s leave record till date, of that financial year and the validity of the purpose.

## **Weekly Offs**

* All Sundays along with the 1st and 3rd Saturdays of each month are weekly offs.
* Saturdays could be adjusted and altered sometimes to be in continuation with other holidays or festivals.
* Note that 5th Saturdays, whenever they occur in a month, are Working Saturdays.

## **Yearly Holidays**

The company observes 9 holidays for religious activities/social activities including government holidays; these are declared at the beginning of the financial year and updated in the Holiday Calendar provided each year.

* Gudhi-Padwa
* Maharashtra Day (1st May)
* Independence Day (15th August)
* Ganesh Festival (2/3 days)
* Dasara
* Diwali Festival (3 days)
* Republic Day (26th January)
* Elections - if applicable that year.
* Picnic (1 day) if applicable in that Year

*Note: Company reserve rights to alter the declared holiday calendar if required*

## **Annual Leave**

Employees can avail the following types of leaves:

* + 1. **Earned/ Paid Casual leave (Maximum 24 per Year)**
    2. **Leave Without Pay (LWP)**
    3. **Leave for Employee on Probation**
    4. **Leave During Notice Period**

### **Earned/ Paid Casual leaves (Maximum 24 per Year)**

**Objective:**

To encourage employees to avail earned leaves in order to enable them to rejuvenate and have more of family time together

**Guidelines:**

* Every confirmed Employees working part-time or full-time employee is entitled to avail total **24** Casual Leave in a financial year. (The employee earns 2 leave per month).

e.g., If employee worked for 4 months, then he/she avails 4 X 2 = 8 earned leave.

* An employee can utilize earned leave as per his/her requirement and following the company rule.
* Maximum 12 leave from balance leave at the end of the year can be carry forwarded to the next financial year.
* Maximum 12 leave from balance leave (after carry forward of 12 leave) can be encashed in that particular financial year.
* Any balance leave after 12 leave carries forward and 12 leave encashment will automatically lapse.
* Total number of leave for any financial year will be equal to carry forward leave from last year and 24 leave credited for current financial year.
* The total number of leave for any financial year will be maximum 36 (Maximum 12 carry forward from last year plus 24 leave created for current year)
* The casual leaves are credited to employee’s leave account at the beginning of financial year (on 1st April of each year).

**Leave Application Process:**

* Employee is required to fill in the Leave Card and send e-mail to Manager / HOD for leave approval. (Employee can apply for leave through our Attendance System Mobile App or Web Portal)
* Manager/HOD can approve or reject the leave application and notify it to Employee and HR through mail. (Manager / HOD can approve or reject the leave application and notify Employee and HR through Attendance System Mobile App or Web Portal)
* Employee may avail of leave only after obtaining the required approval.
* If, due to any reason, an employee is unable to send an email in time, then the HOD and the HR must be informed by either phone call or message before 10 am. After resuming to the work Employee has to update and email Leave Card to HR and Manager / HOD

(If, due to any reason, an employee is unable log leave application, then the HOD and the HR must be informed by either phone call or message before 10 am. After resuming to the work or before Employee has to apply for leave and get approval)

* Any leaves taken without prior permission will be treated as LWP (Leave without Pay).

**Note:**

Planning of leaves adjoining holidays should be avoided. Leaves that will hamper order execution should also be avoided.

**Leave Application Process:**

* Once the employee resumes work, he should fill Leave Card and send it to his Reporting Manager, who in turn will forward it to HR person.

**In case of serious Health conditions:**

* Employees may be required to provide:

Medical certifications supporting the need for leave if the leave is due to a serious health condition of the employee or employee’s family member.

* Periodic recertification of the serious health condition; and periodic reports during the leave regarding the employee’s status and intent to return to work should be sent.
* Employees must return to work immediately after the serious health condition ceases.
* Employees who have taken leave because of their own serious health condition must submit a fitness-for-duty certification before being allowed to return to work.

**In case of prolonged absence from work**

Company will try its best to restore an employee to his/her original job or an equivalent job with equivalent benefits, pay, seniority, and other employment terms and conditions as provided if financially feasible to the Company.

### **Leave without pay (LWP)**

**Objective:**

To provide authorized leave/ absence from work, in case an employee has no earned leave balance and is compelled to take leave due to unavoidable circumstances.

**Guidelines:**

* Leave without pay will not be considered until an employee has exhausted all appropriate and accumulated leave balances
* For half-day LWPs, half a day's salary will be deducted from the employee's pay-check. For 1 or more days of LWPs, the salary for the number of days that the employee is absent will be deducted.
* The Reporting manager/HOD/ Director’s approval on all such grant would be imperative.

**Procedure & Process:**

The same application and sanction process is applicable like Casual Leave.

### **Leave for employee on probation**

During the probation period, an employee is expected to spend adequate time to understand their responsibilities and acquire the skills required for doing their job in the Company. However, the Company understands that an employee may be required to take leave due to unavoidable circumstances during this period. Hence as a favor he can avail some leaves

**Entitlement:**

* Employees on probation are eligible for all public holidays.
* If employee’s probation period is of one year, then he is eligible for 6 paid leaves and 3 paid leaves if the probation period is of 6 months.
* Pre - approved paid leave are entitled to employees during their probation period.
* Any leaves taken beyond this during the probation period will be treated as LWP

**Procedure & Process:**

* Procedure and process for both confirmed and employees on probation remains the same
* Employees are expected to apply for them for medical or emergency reasons

### **Leave during Notice Period**

During the notice period, an employee is expected to spend adequate time to hand over his responsibilities to another assigned employee and wrap up ongoing projects in hand.

**Process**

* When an employee resigns or is relieved by the company, leaves for the remaining months from the Relieving Date till the 31st of March of that Financial Year will be deducted from their leave balance.
* If the Relieving Date is before the 10th of the month, then no leaves for that month will be credited. If the Relieving Date is between the 10th and 20th of a month then 1 leave for that month will be credited.
* If the Relieving Date is after the 20th of a month, then 2 leaves for that month will be credited.
* The remaining leaves can be encashed by the employee and will be credited into the employee's bank account as a part of their final dues’ settlement.
* The maximum number of leaves that can be encashed when leaving the Company is may vary. The leave encashment amount is calculated as:

***Leave Encashment Amount = Per Day Salary X Balance Leave***

* If an employee is terminated due to extraordinary circumstances, it is at the sole discretion of the management whether to allow encashment of leaves.

**Procedure**

* By rule an employee cannot avail any leaves during Notice Period.
* Leaves may be sanctioned by the management at its discretion.

## **Other Leave**

* + 1. **Paternity Leave**
    2. **Maternity Leave**
    3. **Bereavement leave**
    4. **Wedding Leave**
    5. **Leave for Voting**
    6. **Extra Ordinary Leave (EOL)**
    7. **Leave during Pandemic, Natural calamities & other unknown situations**

### **Paternity Leave**

**Objective:**

To provide male employees with time off from work to provide care for his new born child or make arrangements for the child's welfare.

**Entitlement:**

An employee is eligible to take 5 working days as paternity leave per child. This leave must be taken on a continuous stretch.

The paternity leave is applicable for the birth of the first two children only.

**Procedure:**

Employees are eligible to avail of the paternity benefit as per the guidelines given below:

* Employee should apply for leave at least 3 weeks in advance of his proceeding on leave (except in case of emergencies).
* Employee can avail paternity leave not later than 3 months from the time his child is born.

**Leave Application Process:**

* Employee needs to request grant of this leave on e-mail to his Reporting Manager.
* If the leave request is approved, then Manager forwards this e-mail request to HR.

**Note:**

The paternity leave cannot be taken in continuation with other forms of leave except LTA.

### **Maternity Leave**

**Objective:**

This policy is aimed at providing support to female employees during maternity. It lays out the responsibilities of the Company and an Employee with respect to this policy, and defines the support that the Company provides to the employee. This policy complies with The Maternity Benefit Act, 1961 (hereinafter referred to as “the Act”).

**Applicability:**

* The maternity leave policy is applicable to all female employees who have worked with Company for more than 1.5 years.
* The maternity leave policy is applicable to all female employees who have minimum 80 calendar days of attendance prior to proceeding on leave for Maternity benefit.
* A female employee should not be pregnant at the time of joining the Company.

**Note:**

Female Employees covered under ESIC maternity benefit will not be applicable under the act.

**Entitlement:**

An employee is eligible to take a maximum of twelve weeks of Maternity leave (84 calendar days) (including all the weekly offs and holidays falling in between that period) i.e. 6 weeks (42 calendar days) prior to the expected date of delivery and 6 weeks (42 calendar days) after the delivery. In case the employee has taken less than 6 weeks (42 calendar days) of leave prior to the delivery, the balance leave can be taken after the delivery. **However, the total number of days of Maternity Leave is restricted to 12 weeks i.e. 84 calendar days**

**In case of Miscarriage or termination of pregnancy**

* In keeping with the guidelines laid down in the Act, all female employees are eligible to avail of the maternity benefit
* In the unfortunate event of a miscarriage or termination of pregnancy due to medical reasons, an employee is entitled to avail leave with **salary for a** **maximum period of four weeks**.
* The weeks will be calculated from the next day of the unfortunate incident.
* Benefits can be availed for miscarriage or medical termination of pregnancy only on production of certificate from a registered medical practitioner.

**In case of any illness arising out of pregnancy, delivery**

* In case of any illness arising out of pregnancy, delivery, and premature birth of child, miscarriage, medical termination of pregnancy or tubectomy operation the concerned employee may avail additional leave for a maximum period of one month.
* It is at the discretion of management.
* This entitlement is subject to production of such proof that validates that the illness has arisen due to reasons mentioned herein above in this section.
* Payment for maternity leaves is calculated based on full monthly salary. This salary is disbursed to the employee on a monthly basis
* Employees covered under the ESIC act would be paid from the ESIC department

**Leave Application Process:**

* Employee needs to request grant of this leave, minimum of one month in advance, on e-mail, to her Reporting manager. Employee is required to also submit to the Manager a certificate from the attending Doctor certifying her pregnancy and also mentioning the expected date of delivery.
* Manager is required to forward the form and the Doctors Certificate to HR.
* One should intimate the Reporting manger and HR Department once the date of delivery is confirmed by the doctor.

### **Bereavement Leave**

**Objective:**

To meet near and dear ones in case of loss of a close relative.

**Entitlement:**

All the employees of the company, but approval will be at the discretion of Senior or HOD.

**Guidelines**

* If there is a death of a **parent or both the parents** of an employee: Minimum no of days 7 including days of travel can be granted and is at the discretion of the HOD/ Directors.
* If there is a death of **a close member of the family** of an employee: 4 days including days of travel in case of outstation visit or at the discretion of discretion of the HOD/ Directors.
* If there is a death of person who are not related to you 1 day can be availed & no more than 3 days of leave can be granted if the place of visit is outside Pune.
* Weekly offs and other holidays are included in the 7 & 4 days of leave criteria.
* A bereavement leave cannot be taken in continuation with other forms of leave.
* Employee or someone from their family must inform the HOD about the anticipated duration of extended leave. Approval of it will be in the hands of HOD or Reporting Manager

**Process of application:**

* Verbal information to HOD & HR in case of urgent departure
* Verbal approval of HOD even in case of urgency is mandatory.
* Immediate manager HOD should inform HR immediately after receiving verbal information.
* An employee should try to send what’s app, message or mail, whatever means, to inform immediate manager, HOD or HR in writing.

It should include:

1. Relation to the deceased person.
2. Place of visit
3. Likely date of resumption of work.

* It should be followed by leave application, post recommencement of work in case of unavoidable circumstances.
* HOD should inform HR immediately after receiving verbal information.

### **Wedding Leave**

Wedding is a very happy and an important event in everyone’s life. Crest wishes to add a little to this happiness by granting additional 7 working days of leave excluding non-working Saturday and Sunday.

**Entitlement:**

All employees on pay-role.

**Process:**

Employee should inform the reporting head once the date of the wedding is fixed. The Head can then assign the work to another employee. An employee is expected to finish maximum work in hand before going on leave, could be by staying in office for a greater number of hours.

### **Leave for Voting**

**Objective**

As responsible citizens of India, Management encourages employees to participate in voting during elections.

**Guidelines & Information**

* The company grants a day off to cast a ballot in an election.
* Out-station employees will be given as per the requirement.
* Voting time off is granted on a paid basis.

1. Please inform the days and dates of voting once they are known, to your immediate Senior and Department head if you wish to vote.
2. Decision lies with the management to grant leave.
3. Voting mark should be present on an employee’s finger

* Should any unexpected circumstances arise while voting, the employee must notify their HOD as soon as possible.
* Other type of holidays should not be taken in continuation with this type of holiday, unless approved by the Reporting senior in consultation with Department head.

**Note:**

Management reserves the right for the consideration of this type of leave.

### **Extra Ordinary Leave**

If an employee requires leaves, due to unavoidable circumstances, when all other leaves have been exhausted, he can apply for an EOL. Management reserves the right to sanction or reject this leave application and also decide whether the leave will be with or without pay.

***The management is free to change the leave policies as per the business requirements from time to time. Discretion of the management will prevail after taking the overall review of the leave pattern and work load into consideration.***

### **Leave during Pandemic, Natural calamities & other unknown situations**

In above mentioned situations all decisions related to absence from work, working hours, Salary, work commitments etc. shall lie with the management. Every decision will be in the benefit of the Company and Employee alike

# **Section 7 – Employee Exit Policy**

* 1. **Resignation**
  2. **Termination of Employment**
  3. **Absence or absconding from work**
  4. **Absconding Employee**

## **Resignation**

The Company understands that personal situations may arise which requires resigning from the service in Crest. This request does not alter an employee's at-will relationship with the company.

To ensure that employees / trainees separating from services of the Company have smooth exit from the Company and also ensure knowledge transfer without affecting continuity of the Company’s operations.

Besides permanent employees, this process is also applicable to all trainees.

**Notice period**

If an employee wishes to resign, then he is expected to inform in advance to his concerned Department Head. The employee is required to serve a notice period to hand over his responsibilities to another assigned employee and wrap up his ongoing projects.

The duration of the notice period is determined by the employee's designation at the time of his leaving the company, new or assigned employees joining date, and assignment in hands. Company believes in relieving the employee of his services at the earliest.

**Expectation from an employee:**

An employee is expected to serve the full notice period in order to complete the transition of his duties to an employee identified by the Company.

**Procedure:**

If an employee wishes to resign from the services of the Company, the employee shall provide the Company **written notice** as per notice periods stated.

**Notice Period Durations for Permanent Employees:**

* All senior employees, i.e., department heads and Sections Heads and Managers are required to serve a Maximum **4** months of notice period.
* All middle level employees, i.e., Engineers and Support Staff are required to serve a Maximum of **2.5** of notice period.
* All technicians are required to serve a maximum of **2** months of notice period depending on seniority.

**Notice Period durations for Probationary Employee:**

* An employee who has completed less than one and a half months can be terminated / leave, with seven days of notice without presenting any reasons whatsoever.
* An employee who has completed more than one and half months can be terminated or can leave with a minimum of 1 month of notice.

**Penalty for Shortfall in Notice Period:**

* If an employee, whether permanent or on probation, does not wish to fulfil his notice period, he will be required to pay to the Company an amount proportionate to the salary for the balance number of days in his notice period.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Amount Payable to the Company | = | 1 | x | Per Day Salary of the Employee | x | Number of Days Balance in the Notice Period |  |

* Failure to provide such notice or to serve the entire notice period shall make the employee liable to pay the Company equivalent to the full monthly fixed salary\* for the amount of shortfall in such notice period.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Amount Payable to the Company | = | 2 | x | Per Day Salary of the Employee | x | Number of Days Balance in the Notice Period |  |

(It does not include additional benefits)

**Availing leave during Notice Period:**

* No leave will be sanctioned during the Notice Period except on reasons of illness, unless supported by valid medical certificate and approved by Reporting Manager.
* The notice period may be extended by the duration of leave at the discretion of the Reporting Manager.
* Any Unauthorized leave during the Notice Period is considered violation of the policy. This could lead to monetary loss to the employee. It will differ from case to case.

**Last day of Notice Period falling on the Holiday**

* In case the last day of the Notice Period falls on Off -Saturday / Sunday or a Crest holiday, then it is excluded from the Notice Period and the previous working day is considered as the last working day of the resigned employee.

**Salary Handling after Resignation**

* If the resigned employee’s last working day falls on any day of the month, the employee’s dues, except Leave Encashment, will be settled in the following month for the number of days he/she has worked in that particular month.
* Leave encashment dues are paid on or before employees last working day.
* Per Day Salary = Gross Salary of the Month X 12 months of the Year

280 days = No of Working Days in a year

* Amount of Leave Encashment = Per Day salary x No of Leaves left
* Should the employee be unable to personally retrieve their pay-check, it will be mailed to the address on file

**Relieving letter, Service Letter and Experience Letter**

Resigned employee is entitled to obtain Relieving letter, Service letter and Experience certificate only if he has completed all exit formalities including payment of dues to the Company (if any) and handed over of his duties to an employee identified by the Company.

**Resignation Procedure:**

* An employee, on resignation is required to send mail and also handover the hard copy of resignation letter with signature to his immediate manager and send Mail regarding the same to the HOD.
* The immediate manager will in turn inform the Department head who would accept or reject the resignation.
* Immediate Manager or Department Head must forward the original resignation letter & forward the mail to the HR on the same working day, indicating the preferred last working day expressed by the employee.

**Reporting Manager & HR**:

The immediate manager and HR will jointly review the resignation and confirm the last working day of the employee.

* HR shall initiate the resignation process along with the Relieving letter, Service letter & Experience certificate (if applicable) to the employee subject to fulfilment of all exit formalities.
* On the last working day, Accounts shall handover the Leave Encashment cheque (if applicable) to the employee, after he receives the intimation from HR to clear his dues. **Should the employee be unable to personally retrieve their pay-check, it will be mailed to the last address on file.**
* Accounts shall handover the final settlement (salary and other dues cheque) (if applicable) in the 1st week of the month, following his last working day.
* The employee should provide all physical proof of tax related investments, rent receipts, medical bills and other benefits to Accounts. These are considered for working out final settlement and tax computation. Accounts will not consider any fresh submission of documents received post closure of final settlement.

**Employee owning to the Company:**

* If employee owes any dues to the Company, employee is required to issue a cheque in favour of the Company towards payment of such dues. Once the dues are cleared, he will be liable to receive Relieving letter, Service letter & Experience certificate, at the discretion of HR in consultation with Department Head.

**Exit Interview:**

* The exit interview is an initiative to understand the resigned employee’s feedback on the work environment, culture, policies within the Company and the reasons for his separation so as to utilize the feedback in improving the work & work environment within the Company.
* On completion of HR formalities, the reporting manager, HOD, or anyone who is associated with employee and record the feedback, in the specified HR format.
* Resigned Employee is expected to fill an Exit Interview form and send it to HR with true feedback.
* HR will get Exit Interview form filled from resigned employee.
* A hard copy of the Exit Interview form filled by the resigned employee and the Employee Feedback form; Form filled by HR, & interviewees will be filed in the resigned employee’s personal file.
* Such feedback is collected only from employees who are leaving voluntarily. The feedback is analysed by concerned department & HR to initiate certain action if required.

**Reference Check Request by Ex-Employees**

* Ex-employees may request for a reference check to be provided to other companies/ government authority.
* The ex-employee should send a written request to the HR at which he last worked mentioning details like employee code, date of joining, date of leaving, last location worked along with a copy of their relieving / experience letter.
* While requesting he should also mention the purpose and the company/ government authority requesting the reference check.
* If the immediate manager of the ex-employee receives such reference check request formally or informally, he is required to forward the same to HR for further processing.

**Request for Experience Certificate by Ex-Employee**

* External agencies may require submission of work experience certificate in a format specified by them.
* The ex-employee may send a written request for such experience certificate to the HR mentioning details like employee code, date of joining, date of leaving, last location worked along with a copy of their relieving / experience letter.
* While requesting he should also mention the purpose and the company/ government authority requesting the reference check
* Attach a copy of the prescribed format in which experience letter is to be provided.

## **Termination of Employment**

**Enforced Termination**

The Company may terminate an employee’s services at any time with or without Cause & with or without notice under exceptional conditions.

* The Company may be forced to terminate any employee who violates company polices, practices or rules of conduct. Poor performance and misconduct could also be grounds for discipline or termination.
* On account of reason of any of the acts of omission, the company shall be entitled to recover the damages from the terminated employee.
* The Company will not suspend or terminate any employee when he is on leave or on site for company related work except under exceptional conditions

**Termination without cause**

There would be strong and valid reason for an employee to be terminated without notice or cause.

* If the Company terminates an employee’s services without cause, it shall provide the employee written notice as per notice periods stated above in Duration of Notice periods.
* Pay the employee an amount equal to the full monthly fixed salary\* for the shortfall in such notice period.

*\* Full monthly fixed salary = annual gross salary less variable pay (does not include additional benefits).*

* Termination Notice period may vary depending on the intensity of the cause of Termination.
* Employees, whose services are terminated, shall get the employment certificate with the remarks “Terminated Services”. Certificates to be only issued on providing duly signed clearance certificate**.**

**Relieving letter, Service letter, Experience certificate for terminated employee**

* The terminated employee is entitled to obtain relieving letter, service letter and experience certificate subject to his completion of exit formalities including payment of dues to the Company (if any) and completion of the transition of his duties to an employee identified by the Company.
* Experience certificate is also subject to the terminated employee obtaining his manager’s or HOD or associated heads, approval for the contents of the experience certificate.

**Termination with cause**

* An employee’s breach of any of the terms of the Employment Letter or Joining Letter or any other Agreement signed by you with the Company or
* An employee’s breach of the Company code of conduct, policies, rules, regulations and procedures,
* The Company’s background check reveals discrepancies in the information or documents provided by an employee to the Company during the recruitment process, or
* An employee’s failure to submit the documents listed in Employment Letter to the Company on the date of joining, or
* The Company finds employee’s performance unsatisfactory during any period of training or in the discharge of duties assigned to employee, or
* Any act or omission by an employee that may have the effect of injuring the reputation or

Business of the Company or causing loss to the Company, or

* An employee’s unauthorized absence from work; or
* An employee’s insubordination; or
* An employee’s misconduct

**Note:**

In such instances, the employee is not entitled to get any notice pay from the Company

**Availing leaves during Notice Period**

* Refer Guidelines on “Leaves during Notice Period” in RESIGNATION section

**Treatment of leave balance**

* Refer Guidelines on “Treatment of leave balance” in RESIGNATION section.

**Last day falling on a holiday**

* In case the last day of the Notice Period falls on Saturday/ Sunday or a holiday, then such holidays are excluded from the Notice Period and the previous working day is considered as the last working day of the terminated employee.

**Salary Handling:**

Refer to ‘Salary Handling Section’

**Entitlement for Relieving letter, Service letter & Experience certificate**

* The terminated employee, **with cause** is entitled to obtain **only service letter** subject to his completion of exit formalities including payment of dues to the Company (if any) and completion of the transition of his duties to an employee identified by the Company.
* HR shall issue the termination notice and initiates the termination through a mail notification to various other employee & the immediate manager
* Along with the Relieving letter (if applicable), Service letter & Experience certificate (if applicable) to the employee subject to the clearance of all exit formalities including payment of dues to the Company (if any) and completion of the transition of his duties to an employee identified by the Company (if applicable).
* HR shall co-ordinate with the employee for handing over the final settlement cheque.
* Before providing a relieving letter to a terminated employee, HR in consultation with Accounts Department, should confirm that no dues are receivable from an employee.
* Once the formalities are done, it should inform the accounts department for issuing any dues to the employee and final settlement cheque.
* In case of immediate termination, the employee should under HR guidance obtain the no dues clearance before the close of working hours of his last working day.

**Procedure by Department Head or Immediate reporting manager**

* Each Immediate manager or Department Head, who receives mail notification from HR about terminated employee, shall, after verification, give the no dues clearance to HR within 7 working days of receipt of such mail.
* In case of any excessive delays in the clearance process, employee may accelerate the issue to the respective function heads.

**Procedure by Employee towards Accounts Department:**

* The employee should provide all physical proof of tax related investments, rent receipts, medical bills and other benefits to Accounts. These are considered for working out final settlement and tax computation. Accounts will not consider any fresh submission of documents received post closure of final settlement.
* If employee owes any dues to the Company, employee is required to issue a cheque in favor of the Company towards payment of such dues.
* On intimation from HR, Accounts shall hand over the final settlement cheque (if applicable) and any other dues (if applicable) to the employee.

**Note:**

* Employees, whose services are terminated, shall get the employment certificate with the remarks “Terminated Services”.
* It will be given at the discretion of the management.
* Certificates will only be issued after providing duly signed clearance certificate to HR, Accounts Department and Reporting manager.

## **Absence or absconding from work**

Any absence in the following circumstances will be considered as unauthorized absence and salary will be deducted for the same:

* Absence from authorized place of work during working hours without prior approval whether the attendance has been recorded or not.
* Not recording attendance within specified time each day and not giving an application to that effect.
* Absence from work not sanctioned through prior or post leave approval.

**Resultant of non-sanctioned Absence from work**

* Unauthorized absence may attract disciplinary action apart from loss of salary for the days of unauthorized absence.
* The fact that the employee has sufficient leave balance does not make unauthorized absence legitimate. The Company considers unauthorized absence as an irresponsible behavior on the part of the employee.
* An employee’s absence from services for **2** or more consecutive working days without prior intimation to or authorization from the employee’s reporting manager will be considered as irresponsible behavior and may result in monetary loss to the employee.

**Procedure for rejoining after unsanctioned absence**

* If the employee resumes services within the stipulated period, reporting manager will ask employee to provide valid justification for the absence after which the reporting manager informs HR of the resumption.
* If the reporting manager is not satisfied with the explanation for absence, he should consult with HR and decide on the action to be taken.
* Any warning or other actions taken should always be intimated to employees via email.
* HR shall always note all unauthorized absences (and reasons for the same, if any) in the employee’s personal file.

**Note:** If the employee doesn’t report to services or doesn’t respond within the period stipulated in the notice (or any other extension granted by HR) the HR will initiate the termination letter and forward it to the last known address by Registered A.D.

**If any employee is terminated due to abscondment or Voluntary Abandonment of services the consequences listed below shall follow:**

It implies that the Company does not know the whereabouts of the Employee and neither has employee informed about his whereabouts, and is not present for work for more than 5 days nor has he informed his resuming date.

* The employee shall be liable to pay the Company an amount equivalent to the employee’s then full monthly fixed salary\* for the shortfall in the applicable notice period as well as any other recoverable dues (loans, outstanding etc).

*\** Full monthly fixed salary = annual gross salary less variable pay

(does not include additional benefits).

* The employee is not entitled to receive an experience certificate or relieving letter from the Company.
* The employee shall not be entitled to Incentive for the quarter in which the separation occurs.
* The employee is under obligation to return to the Company any/all of the Company’s assets/information that is in his possession.
* Employee’s reporting manager informs HR immediately in case of unauthorized absence of employee for more than 2 or more consecutive working days.
* HR attempts to contact the absent employee via phone and email on the same day and also sends a letter to the employee by courier/ Registered A.D. at all the known addresses, informing the employee to report within next 2 working days.

## **Absconding Employee**

An employee who has been **absent for five working days or more consecutively** without any information with either immediate manager or HR. The following action is taken by HR

If an employee is found to be absent for more than 3 consecutive days:

**Procedure for follow up with Absconding Employees**

* HR to check with the manager if he / she has given any verbal or written intimation to him/her.
* To check our leave records for application of leave.

**After confirming that the employee is absconding:**

* Issue a letter to the employee asking him to show cause for his absence and give five working days to resume work.

**After waiting period is over:**

* HR shall Issue a termination of Service letter to the absconding employee under the, instructing the employee to complete the clearance formalities via all forms of communication.
* Intimate to Accounts through Mail and verbally if possible, with a mention that the employee is absconding in bold.
* Remove his name from our payroll database.

# **Section 8 – Employee Benefits**

* 1. **Gratuity Scheme**
  2. **Diwali Bonus and Ex-gratia**
  3. **Use of Cab Conveyance**
  4. **Mobile SIM Card and Laptop**
  5. **Group Medical Insurance Policy**
  6. **Personal Accident Insurance Policy**
  7. **Medical Reimbursement**
  8. **Leave Travel Allowance (LTA)**
  9. **Employer contribution to Provident Fund**

## **Gratuity Scheme**

For the benefit of the employee, the Company has a gratuity scheme that provides benefits to the employee in the form of a lump-sum payment.

**These benefits are payable to the employees in the event of**:

Leaving the company after serving minimum 5 years as per the Government Rule

Early Retirement due to ill health

Retirement at or after normal retirement age

Death while in service after normal retirement age

Death before normal retirement age.

## **Diwali Bonus and Ex-gratia**

Bonus is given to Employees around Diwali festival for them to have an extra income to celebrate the festivities. The Company provides bonus and/or ex-gratia to the employees once every year.

Guidelines:

* Bonus is calculated as per government rules.
* The Bonus amount is calculated as 8.333% of the previous year's earned annual basic salary
* The Ex-Gratia is declared as per the performance of the company in the last financial year and will be calculated as declared percentage of previous year’s earned annual gross salary.
* The Ex-Gratia given to the employees who are confirmed on or before 1st April of last financial year.
* The total of Bonus and Ex-Gratia amount will be mentioned in Increment / Confirmation / Offer letter issued to the employee.
* The Bonus plus Ex-Gratia amount is released about a week before Diwali
* Applicable income tax will be deducted as per the government rules

## **Use of Cab Conveyance**

Employee can use private cab services for Company work if the work area falls beyond 15 Kms from Company after approval from Immediate manager or Department Head.

## **Mobile SIM Card and Laptop**

Company provides Laptops & Mobile phones as per job profile.

## **Group Medical Insurance**

Company has arranged for under Group Medical Insurance of Rs.5 Lakhs for the Employee, his wife and two dependent children his (non-working and unmarried children)

**Eligibility**:

Full-time employees who have been confirmed in the company. Part time employees and employees on probation are not eligible for this benefit

**Procedure:**

Every year Company may ask for some forms to be filled and some documents to be attached.

Rest of the processes will be done by the company with Employee’s assistance if required.

**Note:**

* The company will maintain group health insurance coverage for an employee on family and medical leave on the same terms as if the employee had continued work.
* If applicable, arrangements will be made for the employee to pay their share of health insurance premiums while on leave.
* The company may recover premiums paid to maintain health coverage for an employee who fails to return to work from family and medical leave.
* If an employee would like the company to maintain other paid benefits during the period of leave, premiums and charges which are partially or wholly paid by the employee must continue to be paid by the employee during the leave time.

## **Personal Accident Insurance Policy**

The Company provides an accidental insurance policy that gives benefits to the employee in case of:

* Death
* Permanent total disability
* Permanent partial disability
* Temporary total disability
* Hospitalization
* Medical expenses

## **Medical Reimbursement**

* Medical reimbursement benefit is available to eligible employees and their wife, children, and parents.
* Medical Reimbursement will be equal for all grades.
* Upper limit is Rs. 5,000, for all employees and may vary every year.
* The reimbursement will cover expenses incurred for Wife, Children and Parents of the employee.
* It will be given against submission of bills alone.

**Guidelines:**

* Only Confirmed Employees are eligible for reimbursement of medical bills.
* Employee can claim medical reimbursement against valid medical bills in that financial year.
* Medical bills reimbursement is for the benefit of the employees for their well-being. It is not an indirect form of salary add-on.
* Income tax is applicable on medical reimbursement amount as per Government rules

**Note:**

Do not Claim false medical bills. Disciplinary action could be taken if found out.

**Documents required for availing reimbursement**

* Bills of Allopathic medicines alone will be reimbursed
* Prescription of a registered medical practitioner on his letterhead is required
* Prescription should state the name of the ailment; it’s symptoms in short, and the number of days for which the treatment needs to be taken.
* If pathological tests are required then an advisory note from the doctor stating the illness and the symptoms in short is necessary.
* The stamped Receipt on a printed receipt book for consultation fees. Mention of the illness is necessary for which consultation has been done.
* Dental treatment will be paid for once a year only, for not more than two members of the family. Cosmetic dental treatment will not be paid.
* Only 50% of consultation fees for diabetes and blood pressure related ailments will be paid for.

**Process:**

* Only bills of allopathic medicines will be reimbursed.
* The prescription should mention ailment/ disease under treatment
* And the number of days for which the treatment needs to be taken.
* Prescription should be from a registered medical practitioner on their letterhead is required to be attached to the receipt for claiming reimbursement.
* The receipt for consultation fees must be on a printed receipt book duly stamped by the medical practitioner.
* If pathological tests are required then an advisory note from the doctor stating the illness and the symptoms in short is necessary.

**Note:**

Dental treatment will be paid for once a year only, for not more than two members of the family. Cosmetic dental treatment will not be paid.

Only 50% of consultation fees for diabetes and blood pressure related ailments will be paid for.

**Reimbursement for Pathological Tests and Other Investigative Procedures**

**Documents required for availing reimbursement:**

* The report after the tests should be attached along with other documents.
* Doctor’s diagnosis of the ailment should be attached as well before submitting for reimbursement.
* Xerox copies of reports are acceptable.
* The stamped Receipt on a printed receipt book for investigation and report fees is necessary.
* The fees for Sonography & Pathological tests will be paid for only two times in a year for that particular illness.

**Exclusions:**

* Naturopathy treatments are not eligible for reimbursements in the entirety (consultation and medicines).
* Only in special cases, left to the discretion of the management, either Ayurvedic or Homeopathic treatment, for the same diseases may be reimbursed.
* Hospitalization charges
* Bills of toothpastes, creams, cosmetics, and other similar products
* Tonic bills
* Investigations like, CT scan, Endoscopy, lithotripsy, MRI, any kind of surgery or organ transplant, treatments for major burns, dialysis treatment, and cosmetic treatment
* Cardiac, Kidney, Liver or any vital organ treatment and surgery will not be paid for
* Naturopathy treatment will not be paid.
* Major Burn treatment will not be paid for.
* Any type of surgery bills cannot be claimed.
* Dialysis treatment will not be paid.
* Cosmetic treatment will not be paid for.
* If pathological tests are required then an advisory note from the doctor stating the illness and the symptoms in short is necessary. The reports of the tests should be attached along with other documents. Photocopies of the reports are acceptable. The receipt for investigation and report fees must be on a printed receipt book duly stamped by the medical practitioner.
* The fees for sonography and pathological tests will be reimbursed not more than twice a year for that particular illness.

**Documents required for availing reimbursement:**

The Bills from a Medical shop on a printed and serial numbered bill book is required

2/3rd of the amount of medicines for Diabetes and B.P. tablets of employees will be paid for.

**Dental treatments of any kind, Cosmetic surgeries, Pregnancy treatments**

Purchase of Medicines

**Documents required for availing reimbursement:**

The Bills from a Medical shop on a printed and serial numbered bill book is required

2/3rd of the amount of medicines for Diabetes and B.P. tablets of employees will be paid for.

**What cannot be reimbursed**?

* Ayurvedic, Naturopathy treatment will not be paid.
* Only in special cases, left to the discretion of the management, Homeopathic treatment may be reimbursed.
* Hospitalization charges will not be paid
* Bills of toothpastes, creams, cosmetics and other similar products will not be paid
* Tonic bills will not be paid
* Any type of investigations like, CT scan, Endoscopy, lithotripsy, MRI will not be paid.
* Cardiac, Kidney, Liver or any vital organ treatment and surgery will not be paid for.
* Major Burn treatment will not be paid for.
* Any type of surgery bills cannot be claimed.
* Dialysis treatment will not be paid.
* Cosmetic treatment will not be paid for.
* The sanctioning of the medical reimbursement authority will be with the management of Crest.

## **Leave Travel Allowance (LTA)**

* LTA is paid towards expenses incurred on travel while on leave within India. Employee is eligible for tax benefit for only two journeys in a block of four calendar years. Taxability of the one-time annual disbursement will be subject to production of valid travel proof and applicable tax laws.
* **LTA** is applicable for confirmed Employees only. The date of confirmation should be before the starting of that Financial Year that is 1st of April. For e.g. those who are confirmed on or before 1st of April are eligible for claiming LTA for that Financial Year and further years.

**Process:**

* Intimation for availing LTA must be given to & approved by the Management at least 1 month before going on leave. The firm reserves the right of rescheduling of these dates depending upon the business priorities.
* To claim LTA, the employee must have in his credit a minimum of 5 days of earned leave which should be utilized for this purpose. Compensatory offs do not qualify for this pre-condition.
* LTA is subject to Income Tax rules, which may change from year to year.
* Leave should not be availed in continuation with Diwali holidays.

## **Employer contribution to Provident Fund**

* Provident Fund membership of the employee begins on the date of joining the Company.
* Contribution computed on actual basic per month as per Govt rules

**Procedure:**

* Employees are required to sign and submit the joint declaration forms indicating their option to HR.
* The employee’s share of contribution is deducted from employee’s monthly salary.
* Once selected, the PF contribution option cannot be changed during your service tenure in the Company.
* In either of the above options the Company’s contribution will be equal to that of the employee’s share of contribution.

# **Section 9 – Employee Progress and Evaluation**

* 1. **Performance Management System**
  2. **Grade System**
  3. **Reward & Recognition policy**
  4. **Training & Development policy**

## **Performance Management System**

Evaluating Employee’s performance correctly is one of the key element that is indirectly linked to the Self – growth of an Employee and an Organizational growth.

**Objective:**

The Performance Appraisal system is primarily meant to achieve the following:

* To receive and provide systematic review of the performance of an employee
* The company uses performance reviews as a tool to determine pay

Increases, promotions and/or terminations.

* To assess training and development needs of the employee keeping in view the organizational development needs.

**Applicability:**

* All Confirmed Permanent employees

**Guide****lines:**

* The Performance planning shall be done half yearly i.e. once in April and once in October for the employee along with the Reporting Manager.
* The Performance plans will have direct linkage with the Company’s’ Plan for the particular department. Each planned responsibility will include quantifiable tasks with a assigned a target dates

**Base information:**

* **KRA:** stands for **Key responsibility area** and directly follow from job description of an employee.
* KRAs document the specific areas in which an employee is expected to work.
* The details of which will be in operational manual.
* KRAs of each employee will be aligned with the KPIs of the organization.

**KPI:** stands for **KEY Performance Indicator,** measurable indicators used to gauge how well a business Unit or Organization is doing.

Examples- Revenue, Profitability, Customer satisfaction.

**The JOB Role:** identifies employees KRA- Key Responsibility areas. Roles are person independent. Employee are expected to perform their duties based on assigned job roles.

The level of performance of these key areas of work can be measured or evaluated in numbers.

**Goals:**

The Mapping of KRAs to KPIs as quantifiable statements gives employee Goals. Goals are broader base line statements for KPAs.

**Procedure:**

* Department Head, Manager and subordinate in discussion will set goals/KRAs for 6 months (3months).
* Roles of an Employee remain the same, but his Responsibilities change every year depending on KPIs and Financial Targets decided for that particular financial year.
* Every employee will be informed of his Roles and Responsibilities which will include tasks which will be quantifiable and measurable and which are to be performed in a specific time frame.
* Each KRA will be linked to a KPI, which would be specific and have a fixed time frame depending upon the nature of the task with built-in provision for carry forward.
* At the end of 2nd quarter, the employee will do a self- appraisal on the KRAs and submit it to his Department Head.
* The reporting manager/ Immediate Senior/ Department Head would will in turn brief him about areas improvement for Final appraisal.
* Along with the ratings, employees will also state comments justifying the ratings.
* Employees with new or additional activities, for a certain period may include new/ additional KRAs in their self-appraisal in a separate section. This section will have built-in provision to incorporate/ include these activities in the appraisal form.

**Performance reviewing factors:**

* **These factors will fall in either of these 4 Categories**

**Finance**: The financial targets or targets given in numbers.

**Customer:** Customer related goals tasks and targets

**Process**: Conformity to, Set Processes flow of the Department

**People:**  Behaviour with people and compliance to values

* In Self – Performance Appraisals more importance should be given to tasks expressed in responsibilities. It **may** include reference to the below mentioned factors
* Quality of work
* Attitude
* Knowledge of work
* Job skills
* Attendance and punctuality
* Teamwork and cooperation
* Compliance with company policy
* Past performance reviews
* Improvement
* Acceptance of responsibility and constructive feedback.

**Evaluation of Appraisal:**

1. On the basis of the ratings variables would be given

|  |  |  |  |
| --- | --- | --- | --- |
| Performance / Achievement | Remarks | Rating |  |
| More than 110% of Target | Supersedes Expectations | 1 |  |
| 101% - 110% | Exceeds Expectation | 2 |  |
| 91% - 100% of target | Meets Expectation | 3 |  |
| 85% - 90% of target | Fails to meet Expectations | 4 |  |
| Less than 85% of target | Completely fails | 5 |  |
|  |  |  |  |

***All the point marking should be 75% upwards.***

***There could be changes in percentage for that particular year.***

**Review Committee:**

The Directors and Concerned members of the Appraisal Team shall do the review at the end of the financial year based on Annual Review Forms received from an Employee and the Appraisal Team.

**Note:**

* Weightage/ Importance of each factor included in appraisal form will vary as per the Seniority, Department and Job profileof an employee.
* Other details and formats will be, for your reference, in the operational manual
* Employees should note that a performance review does not guarantee a pay increase or promotion.
* Written performance evaluations, may be made at any time, to advise

Employee of unacceptable performance.

* Evaluations or any subsequent change in employment status, position or pay does not alter the employee’s at will-relationship with the company.
* One can forward any questions about performance expectation or evaluation to the Team conducting the evaluation. But one cannot argue with the team for desired outcome.

## **Grades System**

**Employee grades**

Grades define the contribution of an individual in the performance of the organisation

What factors are affected by employee grades?

Responsibilities within organisation

Percentage of variable pay in his/her salary structure

Additional perks like, LTA and other reimbursements

**Factors under consideration in formulation of employee grades:**

Number of years of relevant experience before joining Crest

Number of years of experience at Crest

Basic qualification and upgrade in qualification during tenure at Crest

Competency assessed over the years

**Employee Grade Tree:**

The grade tree defines the path of growth for employees

Grades are broadly divided in 5 categories

Technician (8 levels)

Staff (5 levels)

Professional (4/5 levels)

Manager (4/5 levels)

Leaders (4/5 levels)

* The transfer levels column defines the stages at which an employee can be offered to switch his grade category to the next category.
* Under the condition of satisfactory performance, the grade change takes place every 3 years
* Under the condition of exceptional performance the Grade change can be done mid- year
* Under the condition of under- performance the Grade change can also be considered.
* Significant change in grade can be done at the discretion of the management,

## **Reward & Recognition policy**

**Objective:**

* A rewards and recognition policy is designed to encourage employees to make a performance difference either individually or through teams.
* To recognize positive behaviours that support individual or team goals and objectives
* To provide timely recognition to employees either as planned or immediate recognition
* To improve employee productivity and quality of work

**Applicability:**

All permanent Employees

**Guidelines**

* The policy recognizes achievements or accomplishments that contribute to the overall objectives of the organization.
* The policy may provide both monetary and non-monetary awards.

**Planned employee recognition:**

* This approach is characterized by pre-arranged, more frequently scheduled ways of acknowledging contributions and accomplishments of an individual or team.
* This approach is less formal and provides more frequent opportunities to recognize employees.
* Examples include rewards and recognition for:
* Leadership excellence award
* Manager of the year
* Outstanding achievements award

**Immediate Employee Recognition**

This approach provides employee rewards and recognition at any time for demonstration of behaviours and values of the organization, contributions to the goals and objectives of the organization or work unit and to acknowledge individual or team accomplishments.

**Examples include rewards and recognition for:**

* Teamwork award
* Project Completion award
* New or Modified business practices award
* Exemplary effort award
* Employee appreciation award

**Management Responsibility**

* Each HOD shall determine how the policy is to be administered within their respective areas within the pre-allotted budget.
* A written plan will be developed that indicates the type of reward and recognition programs to be used, the nomination process, the criteria for determining the level of the award, the approval process, and the communication plan.
* The written plan will be reviewed by HR for adherence to the organization’s policy for recognition.

## **Training & Development policy**

**Objective:**

* Improving the performance of individuals and groups in organizational settings.
* Help employees in achieving their personal goals, which in turn, enhances the individual contribution to an organization.
* Assist the organization with its primary objective by bringing individual effectiveness
* Maintain the department’s contribution at a level suitable to the organization’s needs.

**Applicability:**

All permanent employees

**Process:**

**Identification of training needs:**

* Training needs are identified on an annual basis.
* For all the employees the training needs will be identified either through performance management system or a discussion between manager and employee and for the top management training needs are derived from the performance management system and assessment of competencies.
* Assessments of Skills will also be done annually to ascertain the skill gaps.

**Assimilation of training needs and drafting an annual plan:**

* Training requirements will be clubbed together, groups will be formed on the basis of level, function, skill / competency etc. and an annual training plan will be drawn accordingly.

**Conducting training program:**

* Company being into customized products training will be mostly given by other employees / an internal source.
* For Non-technical subjects Training program will be delivered by outside faculty.

**Effectiveness of training**

* Feedback will be collected from participants just after the training and once again after one month of training to assess the learning.
* Also reporting managers will observe participants’ behaviour to assess if the learning has been implemented at work.
* Study of effectiveness of training is done every 3 months wherein the trained personnel as well as the respective reporting manager respond about the benefits received out of the training in terms of skill/ competency up gradation and the resultant tangible/ intangible benefits.
* Skill / Competency assessment is also done to measure the effectiveness of training imparted.
* Retraining could be imparted to an employee if after assessment it is found that his/her skill or competency level has not improved to the benchmark standards.

# **Section 10 - Tour & Travel**

* 1. **Tour Intimation**
  2. **Travel**
  3. **Daily Allowance**
  4. **Local Conveyance**
  5. **Lodging & Boarding**
  6. **Laundry Expenses**
  7. **Other Official Expenses**
  8. **Use and Handling of Company Property when on tour**
  9. **Post Tour Attendance**
  10. **Procedure of claiming reimbursement**
  11. **Code of Conduct at Client Site**

## **Tour Intimation**

**Procedure:**

Before going on tour, a Tour Requisition format duly filled must be emailed to the Reporting Manger / HOD. HOD in turn will forward it to HR. The subject line should include ‘Tour: Name, Company of customer & place of visit’.

**Travelling to other cities**

The policy is framed to ensure comfortable travel and stay for employees going on business tours within & Outside India.

Any employee may be required to travel to the customer's location for the purpose of understanding the requirements of a new project, commissioning a project, and servicing of existing equipment. Even non-technical members of the staff may be required to travel for some specific purposes.

**Entitlements:**

1. Travel

2. Daily Allowance

3. Local Conveyance

4. Lodging Expenses

5. Laundry Expenses

6. Other Daily expenditure

## **Travel**

The mode of travel could be as per the requirement of time and place of travel.

|  |  |
| --- | --- |
| **Employee Level** | **Mode of Travel** |
| HODs & Managers | AC III tier, AC bus for all journey’s up to 10 hours. |
| Other Engineers | AC BUS, III tier Sleeper in Trains. |
| Technical staff & other staff members | AC BUS, III Sleeper in Trains. |

**Mode of transport:**

Employees should keep in mind the customer's convenience and schedule when booking their tickets.

* The Company allows travelling to the work location either by train, bus, or flight, depending on whichever is cheaper or most optimum.
* When planning a train travel, employees can book tickets up to the AC 3 Tier Class.
* In case of a bus travel, employees are free to book tickets in any bus up to the class of a Volvo and its equivalent Class.

**Air travel:**

* For domestic and international air travel, employees must book the cheapest available seats. An employee is free to use their personal air miles to upgrade to a better category of seat. However, these will not be compensated by the Company.
* In case of urgent travel, employee may book a flight for travelling to the customer's location, even if it is not the cheapest option. Such urgent flight travels must be sanctioned by the HOD.

However, for return journey, the employees opt for the cheapest mode of transport available, as per the Company policy

**Sanction:**

It should be authorised by Directors or HODs and for routine activity sanctions can be taken from Reporting manager

## **Daily Allowance**

***Applicable for tours with effect from 1st April 2021 and valid till 31st Mar 2022***

* The “Daily Allowance” of Rs. 200/- per day.
* The tour duration will be considered as the duration between tour start date-time and tour end date-time.

**Case 1:**

Tour duration is less than 12 hours.

* + *Tour Days = 0*

*e.g.*

*Tour Start Date-Time: 05/04/2021 06:00 AM*

*Tour Start End-Time: 05/04/2021 05:00 PM*

**Case 2:**

Tour duration is greater than 12 hours but less than 24 hours.

* + *Tour Days = 1*

*e.g.*

*Tour Start Date-Time: 05/04/2021 06:00 AM*

*Tour Start End-Time: 05/04/2021 08:00 PM*

**Case 3:**

Tour duration is greater than 24 hours.

Tour Days = Integral part of (Tour Duration / 24) +

Integral Part of (Remainder of (Tour Duration / 24) /12)

*e.g.*

*Tour Start Date-Time: 05/10/2020 06:00 AM*

*Tour Start End-Time: 09/10/2020 10:00 PM*

*Total Hours on Tour = 107 hrs*

*A = Integral part of (107 / 24) = 4*

*B = Remainder of (107 / 24) = 20*

*C = Integral Part of (B / 12) = Integral Part of (20/12) = 1*

*Tour Days = A + C = 4 + 1 = 5*

## **Local Conveyance**

The following modes of conveyance should be used by employees in the order of priority given below:

1. Local Trains
2. Auto rickshaw
3. Taxi

Conveyance expenses should be claimed at actuals.

1. In case employees touring together are sharing the same transport, only a single claim by one employee is allowed.
2. If the employee uses his own car for official purposes, he can claim

@ **Rs 13/-** per km.

1. If the employee uses his own two-wheeler for official purposes, he can claim

@ **Rs. 5/-** per km.

1. Conveyance expenses cannot be claimed for the days when the Company or customer provides transport.

**Travelling within the city on-site**

* When travelling within the customer's city, for commuting between the hotel to the customer's office and also for other travel within the customer's city, as may be required, an employee is free to use the most optimum mode of public transport (auto rickshaw, taxi, any other cab aggregator such as Uber, Ola, etc., local train, public transport bus, metro, etc.) that may be available so that they reach the customer's location fresh, presentable, and ready to start their work.
* Many times, the customer's location may not be serviced by regular public transport. Employees travelling to a city for the first time should consult their HOD regarding the most suitable mode of travel to reach the customer's location.

**Tour advance:**

Only employees not having previous dues will be provided tour advances.

**Procedure**

* Employee has to inform accounts person, 2 working days before tour date.
* He should inform him the amount required, number of days of visit, and place of visit

## **Lodging & Boarding**

* When travelling to the customer's location, employees should stay in Company-selected hotels that are available for most cities. If there is non-availability in Company-selected hotels then an equivalent hotel can be booked.

The lodging expenses will be reimbursed only for business tours involving overnight stay upon submission of bills up to the limits given below:

**Note:** Lodging preference must be given to the guest house / service apartment, wherever available.

* **Category I Towns***: Bombay, Delhi, Chennai, Calcutta, Bangalore, Ahmedabad, Pune, and Hyderabad, Jaipur.*
* **Category II Towns***: Other State Capitals*
* **Category III Towns***: All other towns*

1. When two or more employees are traveling together on business tour, twin sharing of rooms is encouraged.
2. Stay with relatives/ friends: If an employee on business tour chooses to stay with relatives or friends while on such tour, then he can claim 50% of normal lodging entitlement (as mentioned above) and the same will be taxable.

**Exceptions:**

* In certain cases, due to festivals, events, or holiday season, if no decent rooms are available within the stipulated budget, the Company allows booking of rooms up to ₹4000.
* Booking of rooms having rates higher than ₹2000 for single occupancy and ₹3000 for double occupancy must be sanctioned by the HOD.

**Boarding Expenses:**

With effect from 1st April 2021 and valid till 31st Mar 2022.

Boarding includes breakfast, lunch, snacks, and dinner, as applicable, depending on the duration of the stay on site.

The total amount that an employee is allowed to spend maximum per day for boarding is as follows,

* *Per Breakfast/Snack : Rs. 100/-*
* *Per Lunch/Dinner    : Rs. 300/- (In case of single person)*
* *Per Lunch/Dinner    : Rs. 250/- (In case of group for single person)*

Maximum amount including breakfast, snacks, lunch and dinner should not exceed Rs. 800 per day in case of single person or Rs. 650 per day in case of group for single person.

## **Laundry Expenses**

* Employee is entitled to claim reasonable expenses towards laundry for business tours exceeding 2 days.
* If an employee is required to stay on-site for more than 2 days, they may make use of laundry services offered by the hotel and the expenses will be reimbursed by the company on presentation of the bills on returning from the tour.

## **Other official expenses**

Employee on business tour involving overnight stay is entitled to claim reimbursement at actual for expenses incurred towards official telephone calls, photocopy and other office related expenses upon submission of bills.

## **Use and Handling of Company Property when on tour**

* Employees are responsible for the tools allotted to them and any other Company equipment that they carry on tour.
* All employees are expected to use and care for the tools and equipment as their own property.
* If any tools or equipment are found to be non- usable while on tour, the Immediate Manager & Purchase must be informed immediately for early replacement.
* If any tools or equipment are lost when on tour, the employee will have to reimburse the company the value of the lost tool or equipment, as per the price in ERP

## **Post Tour Attendance**

* Employees must ensure that they book their return travel in such a way that they are in office at the earliest time possible.
* However, taking into account the time that an employee returns home from tour, they may be given certain allowances from attending office on that day. It will be left to the discretion of the HOD about his attendance time.
* Employees should note that, in todays’ times travelling has become much more comfortable. An employee is not too tired to attend office even after over-night journey unless it is a long-distance travel.
* When employees return from tour, on the next day itself the Leave Card must be filled and emailed to the HOD with HR marked in the CC.

**Procedure for reimbursement:**

* Stick all tour bills of one tour on sheets of paper, all together.
* Attach printed sheet of expenses done when on tour

**Submission of Tour Bills:**

* Employees must submit their tour bills within 3 days of returning from tour.
* If tour bills are not submitted within 3 days, the tour advance will be deducted from the employee's salary.
* If tour expenses are found to be unreasonable then sanctioning of the expenses will be at the discretion of the HOD.
* The manager sanctioning the tour claim is empowered and obligated to disallow whole or part of expense that, in his opinion is excessive and not reasonable and this decision will be binding on the employee.

## **Procedure of claiming reimbursement**

**Accounts Department:**

* All duly approved business tour claims for expenses incurred by the employees must be submitted to the accounts department within 3 days of return.
* A maximum period of 7 days is allowed to take care of unforeseen circumstances.
* No claims pertaining to period beyond 7 days will be entertained and the respective claims shall be deemed to have lapsed.
* Accounts has the authority to reject the pay-out if he finds any discrepancies or more than expected expense on any item. He shall refer it to HOD. After HODs consent an employee will be paid.

**Payment:**

You will be reimbursed [if applicable] within 3 working days

## **Code of Conduct at Client Site**

**Objective:**

The code of conduct gives guidelines that employees need to adhere to, while working at Client site. The objective of this code of conduct is to ensure a good image of the Company at the Client’s place and smooth functioning of the project.

**Manner, Appearance & Behaviour:**

* The employee should function as an ambassador of the Company at all times, when on the Client site.
* Employees should wear formal clothes when visiting a client. Service department employee should wear company uniforms when at customer
* The employee’s manner, appearance (including dress code) and behaviour should be appropriate for place and time and purpose of visit.
* Assure healthy interpersonal relationships, personal hygiene, and cleanliness at client’s workplace
* Communication should be in polite and non-abusive language. Employees should not indulge in loose talk about the Company, work culture, etc.
* One should be brief and take minimum of customer’s time, See to it that you speak to the point and in polite manner
* Customer should be thanked for every time and for everything, “Thank” very often without overdoing it.
* It is encouraged that the person starts the conversation with the customer or his representative in English, and then switches to a common language that both may be comfortable in.
* An employee must be well-equipped with all the necessary tools, stationery, data, and formats for documentation. The tour checklist must be reviewed before leaving.

**Internet Usage:**

* Employees should not access any email from the customer's PC
* Ask for data from anyone in the Company while they are in front of the customer. In case one cannot avoid the situation excuse yourself and do the needful
* Employees should in general adhere to the Client’s policy on Internet usage.
* Reasonable time should be spent on email. Chatting, and browsing using clients’ internet facility should be totally avoided.
* Sites having any objectionable material should not be viewed. Disciplinary action will be taken against an employee who is found to be browsing any objectionable site.
* If internet chat is required to be used for official purposes, the Client should be informed in advance. Personal Internet chat should be totally avoided.
* Employees can request for an email id in the Client’s domain, so that they do not need to use Internet for sending official email communication, subject to Client’s policy in this respect.
* For official emails, attachment size should be within the norms prevalent at the Client site.

**Telephone Usage**

* In customer premises avoid making calls to other customers, friends and family
* Employees should not make personal calls from the office, or from Client provided accommodation. If personal calls have to be made then the employee should seek prior approval from Client, before making such calls, where no mobile range is available
* In case of official calls, or in case of emergency personal calls, prior permission should be taken from the Client.

**Client Assistance:**

* Employees should not ask for undue personal favours from the Client.
* Employees should not borrow money from the Client.
* Employee should arrange for his own transport to and fro from the customer unless agreed upon/ or is unavoidable.
* Employees can seek Client assistance for activities such as introduction for, hotel bookings, car rentals, medical emergencies, etc., with intimation to the project manager, when outside India.

**Working Hours:**

* Employees should adhere to the working hours, as prescribed at the Client site.
* If an employee wishes to, or is required to work late hours, or on holidays/weekends he needs to take prior permission from the Client.
* Any access control cards or keys taken from the Client should be promptly returned after use or as per the Client’s policy, as applicable.

**Holidays/Leave:**

* Holidays will be applicable as per the Client’s policy.
* Before availing of any leave, an employee needs to take prior permission from both Client and HOD
* Rules regarding annual leave while at the Client site, will be as stated in the Company policy, as applicable

**Issue Reporting:**

* All issues affecting productivity need to be resolved immediately with the Client, and project manager; for e.g., idle time, non-availability of tools, machine downtime, waiting for inputs/details etc.
* Other personal issues, or issues related to travel should be reported to the reporting manager promptly.
* In case other Company employees at the Client site are violating the code of conduct, this should also be brought to the notice of the project manager, so that the Company image is protected.

**Contact Details:**

* On reaching the destination, the employee should immediately convey his office, Hotel address, phone number and to the reporting manager, admin, and HR. in case it is not in the recommended hotel list.

**Personal Conduct (Service Engineers)**

Service Department employees should wear their uniform when visiting a customer. Employees from other departments should wear clean, well ironed, neatly tucked in formal clothes. *View the section on Dress Code on page for guidelines.* Clean and well-polished formal footwear should be worn. This formal dress code must be strictly adhered to on all days when visiting a customer.

The employee must be well-equipped with all the necessary tools, stationery, data, and formats for documentation. The tour checklist must be reviewed before leaving.

Employees should not access any email from the customer's PC or ask for data from anyone in the Company while they are in front of the customer. In case one cannot avoid the situation see to it that you speak to the point and in polite manner.

In his premises do not make any calls to other customers, friends and family.

Customer should be thanked for everything, even for small things like pencil, tea. Use, “Thank You” very often.

One should be brief and take minimum of customer’s time.

His behaviour should be cordial and in no way by behaviour, speech or expression should it be harmful to the image of the Company or to their own image.

It is encouraged that the person starts the conversation

# **Section 11 – Property and Safety**

* 1. **Company Property**
  2. **Health and Safety**

## **Company Property**

Company property, such as equipment, vehicles, mobile phones, computers, and software, is not for private use. These devices are to be used strictly for company business and are not permitted off grounds unless authorized. Company property must be used in the manner for which it was intended. Upon termination, employees are required to surrender any company property they possess.

Company computers, internet and emails are a privileged resource, and must be used only to complete essential job-related functions. Employees are not permitted to download any "pirated" software, files or programs and must receive permission from a HOD before installing any new software on a company computer. This is to protect the computer from viruses that may result from downloading outside materials.

Files or programs stored on company computers may not be copied for personal use.

Phones are provided for business use. The company requests that employees not receive personal calls while on duty. If urgent, please keep personal calls to a minimum and conversations brief. Personal long-distance calls are not permitted.

Violations of these policies could result in disciplinary action.

**Use of Company Tools and Other Equipment:**

Employees must be mindful that all equipment that they use, or has been issued to them to perform their jobs is owned by the Company. When using such equipment, care must be taken to ensure that they are used in the appropriate manner and standard operating practices and safety measures are followed. If one is unaware of the proper method for using a particular equipment on instrument, they must read the appropriate user manuals for the product available or consult a senior colleague, as applicable.

**Use of Company Computers and Laptops:**

An employee must use their office computer/laptop only for official work. Performing Internet searches are allowed as long as they are related to the projects that you are working on. One may use their office computer for general research purposes before or after office hours or during breaks. One's office computer/laptop shall not contain any inappropriate content. It is the employee's responsibility to ensure that all official licensed software packages on their office computer/laptop are active. The software department must be intimated in advance of any expiring licensed software packages. Installation and use of official licensed software provided by the company or registered in the name of the Company on personal computers/laptops is prohibited.

Inappropriate use of company computers/laptops will be cause for disciplinary action and may lead to termination of employment, or legal action when appropriate.

**Use of Office Internet:**

The employee internet usage policy outlines our guidelines for using the company's internet connection, network and equipment. We want to avoid inappropriate or illegal internet use that creates risks for the company's legality and reputation. The internet has intentionally been kept open and free of any blocks and firewall protections so that one can access the best information available for improving their work and completing their job duties. The office internet must be used only for official work and checking and sending official emails. We don't want to restrict our employees' access to websites of their choice, but we expect our employees to exercise good judgement and remain productive at work while using the internet.

**The employees must not use the internet for:**

* + - Downloading or uploading obscene, offensive or illegal material.
    - Sending confidential information to unauthorized recipients.
    - Invading another person's privacy and sensitive information.
    - Downloading or uploading movies, music and other copyrighted material and software.
    - Visiting potentially dangerous websites that can compromise the safety of our network and computers.
    - Perform unauthorized or illegal actions, like hacking, fraud, buying/selling illegal goods and more.

Employees are advised to be careful when downloading and opening/executing files and software. If they are unsure if a file is safe, they should confirm with the sender. The company has installed anti-virus software on all company computers. Employees may not deactivate or configure settings and firewalls without the approval of their HOD. The company will not be responsible if an employee's device is infected by malicious software, or if their personal data are compromised as a result of inappropriate use.

Employees who don't conform to this internet usage policy will face disciplinary action. Serious violations, such as downloading/uploading/viewing inappropriate material or causing computers to be infected by viruses will be cause for termination of employment, or legal action when appropriate.

**Use of Email:**

An employee may access only official emails during office hours. Personal emails may be accessed during breaks and outside office hours. All emails that one sends must be short, to the point, make use of proper punctuation and grammar, and an appropriate and meaningful Subject. Employees are advised to use a spelling checker if required. Whenever possible, send an acknowledgement on receiving an email.

**Employees must not do the following when using their official email:**

* + - Using non-standard short-forms or emoticons.
    - Unnecessarily marking emails as important or high priority.
    - Forwarding emails to persons not connected to the subject.
    - Requesting delivery and read receipts.
    - Copying a message or attachment without permission.
    - Discussing confidential information on emails.'
    - Registering to illegal, unsafe, disreputable or suspect websites and services.
    - Sending unauthorized advertisements or solicitation emails.
    - Signing up for a competitor’s services unless authorized.
    - Sending or forwarding emails containing offensive, racist or obscene remarks.
    - Arguing or using argumentative language with a customer, supplier, or a colleague.

Before clicking Send, ensure that you have re-read your e-mail and attached an attachment that need to be sent to the recipient.

**Use of Company Vehicles:**

The company provides vehicles for business use to allow employees to drive on company-designated business and to reimburse employees for business use of personal vehicles according to the guidelines below. Our company vehicles cost a lot of money to purchase, maintain, and insure. When employees use company vehicles for unauthorized purposes, this drives up our vehicle costs and it hurts the company. The term "vehicle," as used in these guidelines, includes two wheelers, cars, and the bus.

**Approval for Use:**

Employees may not drive any company vehicles without prior approval of their HOD or the management. Prior to approving a driver and periodically thereafter, HODs must check the employee's driving record and their eligibility to drive. Employees approved to drive on company business are required to inform their HOD of any changes that may affect either their legal or physical ability to drive. Employees holding jobs requiring regular driving for business as an essential job function must, as a condition of employment, be able to meet the driver approval standards of this policy at all times.

If possible, certain company vehicles may be permanently assigned to departments that have demonstrated a continued need for them. Employees needing transportation for company business may use vehicles assigned to their department, if any or use an available company vehicle suitable for their need.

When no company vehicles are available, employees may use their own vehicles for business purposes with prior approval of their HOD. Employees who use their personal vehicles for approved business purposes will receive a compensation amount as per the standard rates in force at the time.

**Rules while using Company Vehicles:**

* + - Employees who drive a vehicle on company business must, in addition to meeting the approval requirements above, exercise due diligence to drive safely, follow all traffic laws, and maintain the security of the vehicle and its contents.
    - Employees must monitor fuel, tire pressure, and fluid levels when taking the company vehicle out for use and fill fuel and air if required. If any maintenance of the vehicle is required, they must inform their HOD and the HR.
    - Use of cell phones (including texting) while behind the wheel of a moving vehicle being used on company business is strictly prohibited.
    - Employees are responsible for any driving infractions or fines as a result of their driving. The company will not bear any legal expenses of employees who are arrested while driving company vehicles.
    - Employees must report any accident, theft or malicious damage involving a company vehicle to their HOD and the HR, regardless of the extent of damage or lack of injuries. Such reports must be made as soon as possible but no later than 48 hours after the incident. Employees are expected to cooperate fully with authorities in the event of an accident. However, employees should make no voluntary statement other than in reply to questions of investigating officers. Employees must not guarantee payment or accept responsibility without company authorization.
    - Employees are not permitted, under any circumstances, to operate a company vehicle or a personal vehicle for company business when any physical or mental impairment causes the employee to be unable to drive safely. Additionally, employees shall not operate any company vehicle at any time or operate any personal vehicle while on company business while using or consuming alcohol, illegal drugs or prescription medications that may affect their ability to drive. These prohibitions include circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of impairment, illness, medication or intoxication.
    - Nonemployees and non-business passengers (i.e., family and friends) are prohibited from riding in company vehicles.

**Personal Use:**

The Company does not allow the use of company vehicles for personal use. Personal use includes using the vehicle for personal errands between business activities, to commute between the workplace and home, or using the vehicle outside of business hours. Under extreme circumstances, an employee may be allowed to use a company vehicle for personal use with prior approval from an HOD. In such cases, all safety rules related to the use of company vehicle will be applicable. Additionally, the company may claim compensation from the employee for using the company vehicle for personal use as per the applicable compensation rules at the time.

**Company's Obligations:**

We want to ensure that all our employees are safe at work and preserve our company's legality. For these reasons, the company will ensure the following:

* + - Make sure the vehicles are safe to drive before assigning them to employees.
    - Schedule periodic maintenance to ensure that the vehicles remain in good condition.
    - Insure vehicles with a reliable insurance provider.

**Disciplinary Action:**

Employees will face disciplinary consequences if they don't follow this policy rules. For minor offenses, like receiving more than two fines, we may issue reprimands. If an employee is deemed to be at fault for causing any damage to the company vehicle the cost for repairs will be recovered from the employee. However, we may terminate an employee and/or take legal action as needed for more serious offenses. That can include causing an accident while driving intoxicated.

## **Health and Safety**

**Workplace Safety:**

The company takes every reasonable precaution to ensure that employees have a safe working environment. Safety measures and rules are in place for the protection of all employees. Ultimately, it is the responsibility of each employee to help prevent accidents. To ensure the continuation of a safe workplace, all employees should review and understand all provisions of the company's workplace safety policy. Employees should use all safety and protective equipment provided to them, and maintain work areas in a safe and orderly manner, free from hazardous conditions. Employees who observe an unsafe practice or condition should report it to their HOD immediately. Any questions regarding safety and safe practices should be directed to their HOD.

In the event of an accident, employees must notify a supervisor immediately. Report every injury, regardless of how minor, to a supervisor immediately. Physical discomfort caused by repetitive tasks must also be reported.

Employees should recognize any potential fire hazards and be aware of fire escape routes and fire drills. Understand properties and limitations of fire extinguishers. Follow guidelines printed on the body of the fire extinguisher. Do not block fire exits, tamper with fire extinguishers or otherwise create fire hazards.

**Electrical Safety:**

Employees must take precautions when working with voltages higher than 60 V AC or   
80 V DC. Bare conductors must not be touched and insulated and dry footwear must be worn. Individuals should ensure that they remove all rings, bangles, bracelets, or metallic bands when working with electrical circuits as they can create short circuits.

When one is working with power higher than 100 W it must be ensured that the circuit is fuse protected. When powering a circuit for the first time, a distance of at least one meter must be maintained between the individual and the circuit. When working with batteries, ensure that the battery terminals are not short circuited as they can deliver thousands of amperes. When working with capacitors higher than 4700 uF, ensure that the capacitor leads are not short circuited as they can deliver thousands of amperes.

If an individual or any contractor is performing any maintenance work on the mains supply, the master mains MCB/switch must be switched off. All employees working in the affected area must be informed promptly about work being performed on the mains supply.

**Machine Shop Safety:**

Employees must ensure that proper safety gear, as applicable, is worn when working in the machine shop. Employees must protect their hands and eyes from flying debris by wearing appropriate eye protection and hand gloves. Closed footwear must be worn when working in the machine shop.

Hand tools must be held and used properly. When operating any hand tool, the stroke must be away from the body. For automatic (motorised) tools, special care must be taken to ensure clothing and body parts are well clear of the tool.

When working with sharp, pointy, or slippery objects, proper safety measures and clamps/vices must be employed to prevent injuries due to piercing and/or cutting.

**Solvents and Chemicals Safety:**

Employees must wear appropriate safety eye protection, gloves, footwear, and apron when working with chemicals and solvents. An individual must ensure that the thoroughly understand the properties of the chemicals that they are working with. Strong acids like those found in lead acid batteries eat clothing and skin and utmost care must be taken when handling such substances. Chemicals must be stored carefully at their designated locations only. When disposing chemicals proper disposal practices as specified for the respective chemical must be followed.

Ensure that the floor is clean and devoid of any chemical and other substances such as oil, water, etc. spillages.

**Workplace Security:**

Employees must be alert and aware of any potential dangers to themselves or their co-workers. Take every precaution to ensure that your surroundings are safe and secure. Guard personal belongings and company property. Visitors should be escorted at all times. Report any suspicious activity to an HOD immediately.

**Emergency Procedures:**

In the event of an emergency, dial 100 immediately. If you hear a fire alarm or other emergency alert system, proceed quickly and calmly to the nearest exit. Once the building has been evacuated, only a supervisor may authorize employees to re-enter.

Dial 100- for Police

Dial 101- for fire

Dial 102- for Ambulance

Dial 108- for Disaster management

Dial 112- Pan India emergency helpline number

Dial 181- for Women’s helpline

\*Thank You\*