



### ***Discipline in The Workplace***

In any social system, irrespective of its nature, it is important for the participant to determine a set of rules that will regulate the conduct of its members; such rules should be observed for the system to function successfully.

Similarly, it is important to determine a set of rules to at the workplace, to regulate the relationship between CRG Members and the employer; this also gives rise to a specific disciplinary procedure.

### ***The Code is Based on the Following Principles:-***

1. The right of management to take appropriate disciplinary steps against any CRG Member, who acts in a manner conflicting with the interest of the Organization.
2. At the same time, the code also recognizes the right of every CRG Member to a fair hearing.
3. The emphasis of any disciplinary system is on prevention, justice and rehabilitation.

The disciplinary code is regarded as a guideline and its interpretation must be adequately flexible in order to adjust it to various circumstances.

### ***Disciplinary Code and Procedure***

#### ***Objective:-***

1. The objective of this Disciplinary Code and Procedure is to regulate discipline in the workplace with the key principle that the employer and CRG Members should treat each other with mutual respect.
2. A premium is placed on both employment justice and efficient operation of the business.
3. While this procedure protects members from arbitrary action, the employer is entitled to satisfactory conduct and work performance from its members.
4. Although discipline in general can be applied according to these provisions, it should be noted that departure from these norms may be justified in proper circumstances.

5. A schedule of corrective and progressive disciplinary steps is enclosed.

### ***Principles :-***

1. A company has the right and a responsibility to manage its business and direct its members in doing so.
2. A company reserves the right to implement rules or to establish standards of performance and behaviour and the measurement thereof.
3. Disciplinary action taken by a company should at all times conform to the Code of Good Practice of the Labour Relations Act.
4. A member has the right to be represented by fellow member at any stage of a disciplinary procedure.

In the first instance, the purpose of disciplinary action is to correct behaviour rather than to terminate services, unless the offence is of a serious nature and dismissal is deemed necessary.

No incident or offence can be considered in isolation and the total impact of the offence in a disciplinary action shall be considered.

### ***Procedure :-***

1. Some rules or standards in the workplace are so well established that it is not necessary to communicate them in this procedure. However, some have been listed in the schedule/list is enclosed.
2. Before a problem becomes a disciplinary issue, a leader/supervisor may guide, inform or remind the member informally on the applicable rule or performance situation. Such counseling is not viewed to form part of formal disciplinary action but is rather part of a day-to-day communication within the company.
3. Formal procedures do not have to be invoked every time a rule is broken or Standard is not met. Informal advice and correction is accepted as the best and most effective way for the company to deal with minor violations of work discipline.
4. Repeated misconduct warrants warnings, which themselves may be graded according to the degree of severity. More serious infringements or repeated misconducts may call for a final warning or other action short of dismissal. Dismissal would be reserved for cases of serious

The seriousness of the offence will determine the action to be taken and not necessarily the number of occasions the misconduct was committed.

### ***Step 1: Verbal Warnings***

1. Step 1 will not apply in cases of serious misconduct.

2. This will normally be the first formal action instituted against a member for failure to meet performance requirements, breach of the terms of employment of the company or other work rules.
3. These warnings will normally be given by the member's immediate supervisor in the presence of a HR representative. Warnings of this nature must be given as soon as possible after the offence became known.

### ***Step 2: Written Warning***

1. These written warnings may be used when the verbal warning(s) fail(s) to produce the required results or where stronger action than a verbal warning is required. The HR can record, in writing, the incident that gave rise to the issuing of such written warning.
2. A copy of the warning shall be handed over to the member by HR for whom the member shall be required to sign acknowledgement of receipt. If refusing to sign, a witness should sign in the presence of the accused, confirming that the warning was issued.
3. A copy of such warning will be included in the member's personnel file.
4. Written warnings should be issued as soon as possible after the incident came to management's attention.

### ***Step 3: Suspension/Dismissal/Termination.***

1. This step may be used where previous written warnings have failed to produce required results or stronger action than either Final Warnings are necessary due to the seriousness of the offence. Following a pre-investigation, HR representative will record in writing the incident, copy of such notice and the hearing shall be set down in accordance to this procedure.
  - A Committee will be appointed for the said disciplinary hearing.
  - The member will be afforded an opportunity to state his case in response to any allegation
  - After having listened to the evidence presented by the HR representative, the Committee will consider whether the member is guilty or not of the charges
  - In the event of the Committee determining that the member is guilty of the Charges, the member will be requested to offer mitigating circumstances prior to a decision with regard to the penalty being taken.
  - After considering all the evidence and documents placed before the hearing and after having given due consideration to any mitigation offered by the member, the Committee may decide to terminate the services of the member, or any other appropriate action.
  - If the member is dismissed, the member will be given the reasons for the dismissal in writing.

## *Disciplinary Offences*

### *Group A Offences*

<b>INCIDENT</b>	<b>1</b>	<b>2</b>	<b>3</b>
Poor Work Performance	Recorded Verbal Warning	Written Warning	Termination of Service.
Insubordination	Recorded Verbal Warning	Written Warning	Termination of Service.
Violation Of office hours.	Recorded Verbal Warning	Written Warning	Termination of Service.
Smoking in office Premises	Recorded Verbal Warning	Written Warning	Termination of Service.
Violating Dress Code Policy	Recorded Verbal Warning	Written Warning	Termination of Service.
Failure to keep company's asset or work place for which member is responsible in proper condition.	Recorded Verbal Warning	Written Warning	Termination of Service.

### *Group B Offences*

<b>INCIDENT</b>	<b>1</b>	<b>2</b>
Negligence of work or duty	Written Warning	Termination of service
Using insulting/abusive language	Written Warning	Termination of service
Any other act harmful to the intrest of the company or its other members.	Written Warning	Termination of service
Failure to report in and out on commencement and ceasing of work	Written Warning	Termination of service
Careless and failure to conserve safety regulations	Written Warning	Termination of service
Failing identity comply with	Written Warning	Termination of service

procedures as prescribed in the conditions of service and letter of appointment		
Receiving Undeclared money or gifts from clients or vendors	Written Warning	Termination of service
Violation of any company policy	Written Warning	Termination of service
Sleeping on duty/Excess usage of personal phone calls during working hour /Playing games and gossiping utilizing office hours for personal work	Written Warning	Termination of service

### *Group C Offences*

INCIDENT
<b>If a member commits any of the Following offences. He may be summarily dismissed. (without notice) if so decided following a proper hearing.</b>
Unauthorized consumption on the premises of intoxicating liquor and/or habit forming drugs or being under the influence of such substances whilst in duty or in the office premises or company guest house, or offering to any other person, or having in his possession intoxicating substances whilst on the premises.
Refusing to execute any reasonable and lawful order given by HR or inciting other member to refuse.
Fighting or assaulting others; whilst on the premises or attempting to injure or in any other way to intimidate a member.
Being in possession of a firearm or other dangerous weapon on the premises without authority granted by management.
Being guilty of bribery or threaten someone.
Punching in or out on behalf of another member or making unauthorized alterations to the process card.
Acts of provocation or actual discrimination on the grounds of race, sex, sexual orientation, religion, ethnic background, disability or age.
Acts of bullying, harassment or discrimination against members.
Proven theft or fraud or being involved thereto.
Committing violence or inciting other members to violence.
Willful damage to, willful neglect of or destruction of company's property.

Gross Insubordination.
Revealing of secret or confidential information to unauthorized persons relating to the operation of the company.
Using confidential information for own purposes.
Misrepresentations of particulars on Candidate application blank.
Undertaking without permission any private agency work in direct competition of company business.
A member who prior to his confirmation of employment had previously been found guilty of a criminal offence or had been declared insolvent and failed to disclose this information.
Adversely affects the image and business of the company through comments, statements and allegations to clients and customers.
Intimidation- (proven in a court of law).
Desertation or continued absence without notification for a period of more than 3 days.
Failure to account for company's money in possession of the member for which the member is responsible.
Incitement to strike without following company procedures namely, dispute, grievance, or appeal procedure.

### ***Any Cause Recognised in Law or Fairness as Sufficient.***

In addition to the above consequences, the core committee, together with HR, will determine the seriousness of the misconduct according to the circumstances, in which it was committed, which may consist of the following:

1. Suspension from work without salary and allowances for a period of time
2. Fine/Penalty
3. Loss of yearly increment
4. Demotion
5. Termination
6. Termination without notice

### ***Process***

Any Complaint related to indiscipline will be logged to the below ID only, [complaintcell@crgroup.com](mailto:complaintcell@crgroup.com);

One Member from HR will be monitoring this ID and first level of investigation will be done by the HR Owner in consultation with the core committee.

**TAT :-** HR owner will revert within 2 working days to the member. Core committee will revert with the action within 21 working days.