

HR Policy(s)

General Abbreviations

Company	CRG Solutions Pvt Ltd
Member(s) /Employee / Team Member	On Roll Employee of CRG Solutions Pvt Ltd
LWP	Leave Without Pay
HR	Human Resource
NC	Non Compliance
Guest	CRG Employee

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Policy No	CRG-HR/SER/001
Version	2.0
W. E. F	01 June 2017
Applicable to	All Services Team Members

Leave Policy

1. Team Members are Eligible for 21 Days of earned leave per Annum.
2. Leave cycle is April to March.
3. Team Member will be entitled to get Leave credit after completing a minimum of 3 months of service in the company.
4. Leave credit Cycles are 1st Day of Every Quarter (i.e. 1st April, 1st July, 1st Oct, & 1st Jan).
5. Team Members cannot avail more than 10 Half days in a year. Availed Half days will be adjusted from the Main Leave balance.
6. Team Members can avail 2 short leaves in a month; such short leaves should be of not more than 2 hours and can be taken either in the morning or evening with the prior approval of the respective Leader. Every short leave after the two availed in a month will be considered as half-day leave.
7. In case a member is on continuous leave, then all the days in between (like off Saturdays, Sundays and holidays) will also be counted as leave.
8. Leave will normally not be granted for more than 15 days in one spell.
 - a) All leaves must be preapproved by respective leader.
 - b) In case leave applied by member and not approved by leader but still leave is availed, then leave will be considered as LWP and will be settled in same month Salary.
9. One must apply for Unplanned Leaves within Five days of availing them.
10. In case of unplanned leave, it is must to inform to HR (via Email/SMS/Verbal Communication) within 48 Hours of availing the unplanned Leave else the whole leave period will be treated as LWP.

11. Leader/HR shall have full discretion to refuse extension of leave or treat the whole period of leave as LWP (leave without pay) if the Team Member fails to resume work on the due date.
12. Leave can be applied for any dates during the Leave Cycle as mentioned in the form and also for the future.
13. A Team Member will be allowed to accumulate up to 60 leaves at the max in the duration of 5 Years.
14. Maximum of 50 % of Earned leave balance (11 at Max) can be carry forward to the next financial year.
15. Special leave, of not more than 1 month, may be granted to a Team Member, if they are unable to attend duties due to some accident or prolonged illness.
16. In case leave is applied for medical reason and the leave duration is more than 3 days, then Medical Certificate from the Medical Practitioner is must, In case team member is unable to provide the certificate then leave will be considered as LWP.
17. Paid Maternity Leave is granted.
 - a. Female employees who have completed minimum of 1 year of continuous service post probation period will be eligible for Paid Maternity Leave as per Govt Norms.
 - b. The application for this leave should be given in writing 8 weeks in advance.
 - c. In case of miscarriage, 6 weeks paid leaves will be granted.
 - d. Suitable medical certificates for above benefit should be submitted.
 - e. For Maternity benefits Salary will not be continued for the paid leaves when the person goes on leaves. The person will be paid after rejoining.
 - f. Duration of Maternity leave is as defined in the Maternity Act 1961

Paid Paternity Leave of 3 days is granted.

- a. The application for this leave should be given in writing 8 weeks in advance.
- b. Suitable medical certificates for above benefit should be submitted.

18. Team Member deployed at customer site should first take approval from Customer Manager and post that approval from internal Manager should be there in place to avail leave.
19. Company reserves the full right to cancel the sanctioned leave at any given point of time.
20. Any member found guilty of taking leave but not applying on the portal by intention or trying with any other means of not attending the duties but pretending to be present in office will be treated as serious offence, In such cases leave balance will be set to Zero Immediately and the business loss incurred due to such act will be deducted from the salary.
21. Team Member deployed at customer site will follow customer leave calendar whereas team member on bench will follow internal Holiday List/Working Calendar.
22. In Case Team Member is on Notice Period and the leave consumed in that period will increase the notice period by those many number of days.
23. Leave in notice period has to be preapproved by the Manager/HR else leave will be treated as LWP and will also extend the notice period.
24. Planned leave for more than 3 days has to be supported by backup plan if resource is deployed on project. Manager has to plan the backup before approving the leave.
25. In Case Team Member resigns then leave balance in his/her account will be settled in full and Final Payment within due course of time from his/her last working day in the organization.
26. In case there is no leave balance & member is taking a leave, then the same would be considered as LWP (Leave without pay).
27. In case Team member is taking more than usual leaves and accumulated leave in the year is crossing 60 (Including EL) Except Holidays defined in the calendar, this would lead to an action initiated by company and may result in termination of services.
28. 1 Trainee Leave is allowed every month to the Members who are not yet on the rolls of the company and are under Training.
29. Trainee Leave will not be carry forwarded.
30. In case Team Member has not applied for leave nor there is any communication in Fifteen days from the day he/she is has not reported to office, in that case Employee will be considered absconded and appropriate action will be initiated against him/her.

31. Members should adhere to the office timings which is 9:30 AM to 6:30 PM IST. Members late by 9:45 AM in joining the office shall be liable to get leave deduction which is as follows.

<u>Time to Report</u>	<u>Leave Deduction</u>
9:45 AM to 11:00 AM	0.25 Day
11:01 AM to 2:00 PM	0.5 Day
2:01 PM to 4:00 PM	0.75 Day
4:01 PM to 6:30 PM	1 Day

32. 'Work from home' facility would be given in case of emergency on case to case basis but it would not be maintained as a general practice. The only authorized person to approve this facility will be the Director/SBU Head. One should inform HR about this.
33. CRG Follows 24 Days Working Calendar which includes weekdays and two alternate Saturdays (First & Third).
34. Members deployed on customer site/Project will adhere to customer working calendar where as members on bench/internal project will adhere to CRG's working calendar referred in the Point 33 Above.
35. Attendance recorded by CRG App will be considered as final and monthly attendance report based on the same will be generated for Salary Processing.
36. Member not punching attendance on the official CRG Mobile App will be considered on leave for that day.

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Applicable to	All Services Team Members

Comp Off Policy

1. In regards to exigencies of work, if any Team Member is required to work on a Sunday/Holiday/Working Day after 18:30 Hrs and the Team Members works for at least 4 Hrs of that day, the Team Member will be eligible to Compensatory Off in lieu of having worked on that Closed Day/Sunday/Holiday.
2. In case resource is deployed at customer site then a written approval from customer is required marking HR (hr@crgroup.co.in) in cc for the comp off creation request.
3. Compensatory off should be availed within 90 days from the date (called Compensatory Off date) of such work
4. If Compensatory Off date is > 90 days and not availed, then it will be reset to 0.
5. Team Member should apply for Compensatory off within the same Calendar Month.
6. Approving authority has to approve Compensatory off request within the same Calendar Month.
7. Eligibility of availing the Compensatory -off benefit is only applicable to the Execution Band category E1, E2, L1, L2 & T0.
8. Compensatory off for working on a Saturday can be availed only on a Saturday.
9. Under No Circumstances shall the Compensatory Off be allowed to be encashed.
10. For Team Members, who move from Trainee to Rolls, their Compensatory off will lapse from the day such movement comes into effect.
11. Team Members can't apply for more than two Compensatory offs in a Calendar Month.
12. All Compensatory offs balance will lapse on 31st March of every year. They will not be carried forward in the next Financial Year.

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Employee Referral Policy

Objective:

To reward Members of CRG who help identify and refer competent talent in order to meet our resource requirements at an optimum cost.

Eligibility:

All CRG Members including trainees on payroll of the Company are covered under this policy. However, this policy is not applicable to HR & Admin (excluding Front Office & Guest Relations), HOD's (M Level), General Managers (G Level) and above of CRG.

Trainees for this purpose will include Management Trainee and Technical Trainee.

Procedure:

A CRG Member may refer individuals who fit the specifications given in job descriptions for the vacancies posted on the Intranet. In case the resume exists in the data bank, the referral process will be terminated.

The CRG Member's involvement is limited only to the submission of the resume and will not in any way be influential in the interview or compensation finalization of the candidate

The referred candidate will undergo the regular recruitment procedure as per the norms and selection will be considered only if met with the requirements of the existing vacant position.

There will be no specific canvassing in case of a referred candidate by both the employee who has referred him and the HR

A referred candidate if selected in the Company and stays with the company for minimum period of six months, results in the CRG employee for a monetary reward of INR. 3000/- per point as detailed below.

Grade	Band	Reward Points	Amount (INR)
Trainees	T	1	3000
Contribution / Execution	L & E	2	6000
Management	M	4	12000
GM	G	7	21000

Amount Disbursement will be done as follows.

- On Successful completion of 3 Months from the Candidate's DOJ

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Guest House Policy

OBJECTIVE:

To provide hospitality to Visiting Guests, Inductees and Unit Managers

SCOPE:

This facility shall be for Visiting Executives/ Managers, Out-stationed Employees.

RESPONSIBILITY:

Proposal/Requester	Concerned HOD/ Reporting Manager
Approver	Corporate HR/ SBU Head
Facilitation & Coordination	Administration/ HR Department

STANDARDS& PROCEDURE:

A. GUEST HOUSE NORMS& APPLICABLE CHARGES

- No charges is applicable for Guests till two weeks (Max14 Days).
- INR 1000 per day will be charged after a two weeks of time
- INR 15,000 will be charged on monthly basis.

1. Accommodation at suitable Hotel is to be made in case the occupancy of the Guest House is full with the approval of HR Department.
2. The Regional HR Department/ Corporate HR/ Admin (Pune) Is Entrusted with the Responsibility of maintenance of The Guesthouse.
3. It Is The Prime Responsibility of The Cook / Servant / Maid to Maintain A Clean Guesthouse. The Guests Who Are Staying Are Also Held Responsible For The Cleanliness, Electricity, And Water Conversation.
4. In The Event of a Guest Visiting officially, the concerned reporting manger should submit a Requisition to the HR Department at least two days in Advance via Email.
5. Based on The Availability of Rooms, The HR Department Will Allocate Rooms. If The Rooms Are Preoccupied The Same Should Be Intimated Immediately.
6. Guests Staying in Guest house can meet their visiting Guest in Lobby/ Hall only. Visiting Guests of Guests staying a Guest House are not allowed to enter the Rooms.
7. The Following Registers E.G. Guest Movement Register, Telephone Register and Grocery Purchase Register Should Be Maintained Properly by the caretaker.
8. Corporate HR Reserves the full right to Audit the Records mentioned in Point 6.
9. The Guest House has standard Furniture & Fixtures to be maintained as per Inventory in serviceable and presentable state. In case of any damage caused to the property/Goods at Guest House charges will be borne by the Guest/Visiting Employee
10. Guest House has proper Internet facility but has to be consumed efficiently.
11. Laundry has to be taken care by Employee themself. Washing Machine is provided in the guest house for the facility of the guest.
12. Applicable charges if any will be adjusted in the Salary.
13. Team Member Visiting Guest house should carry email approval by Regional/Corporate HR (Hard Copy/Soft Copy) and must present to care taker at the time of check in.
14. Room number will be allocated by Regional HR/ Corporate HR and the same should be occupied during stay. An approval is required by Regional HR/ Corporate HR to change the room. There must be justified reason to make the request for changing the room.
15. Wastage of electricity at Guest house will attract penalty.

16. Employees/Executives Employed Or Posted In The Region Shall Not Be Allowed To Stay In The Guesthouse Unless Permission Is Obtained From The Corporate HR Department. The Stay Will Also Be Restricted to a Maximum Period of 2 weeks or as agreed Period.

B. GROCERY PROCUREMENT

The Groceries Required Must Be Purchased By The Respective Guesthouse Cook Only At The Designated Shop Identified By The HR Department After Examining The Cost, Quality And Timely Delivery. If required order can be placed online by corporate HR/ Admin team Vegetables Can Be Purchased By The Cook On Need Basis In The Near By Local Market By Availing Advance Amount. The Same Should Be Settled After Receiving Authorization From The Regional HR Department With Proper Bills.

C. PREPARATION OF FOOD

1. Food Served At The Guesthouse Should Meet High Quality Standards.
2. The Cook Is Primarily Responsible For The Quality, Quantity And Hygiene.
3. Vegetarian And Eggetarian Foods Are Cooked Separately To Meet The Principle Values And Religious Belief of The Guests.
4. No Non Veg Food will be served and Cooked in the Guest House. Forcing Cook/Maid to cook and Serve Non Vegetarian food will attract penalty and action.
5. Food Is To Be Prepared With Proper Planning So As To Avoid Wastage.
6. Food will be served on Dinning Table only.
7. Predefined Food Menu (Weekly) will be adhered by Care Taker.
8. Food will be served as per the weekly decided Menu for Guest House
9. Wastage of Food at Guest house will attract penalty.
10. No Special Request for food preference will be entertained by the cook until & unless there is a specific valid reason.
11. The HR Department And Auditors Are Authorized To Inspect Any Guesthouse At Any Time.

D. AS FOLLOWS THE CHECKLISTS FOR SUCH INSPECTION ARE:

1. Overall Cleanliness & Good House Keeping
2. Personal Hygiene And Conduct Of Cook And Maid
3. Inventory Maintenance-Provision ,Vegetable ,Fruits
4. Safe Keeping of Guesthouse Materials & Personal Belonging of Guest.
5. Any Deviations Can Be Pointed In The Inspection/Suggestion Book
6. A Corrective Action Plan Has To Be Made By The Cook Within A Day From The Date Of Inspection.

E.MISCELLANEOUS

Any Fault in Electrical Accessories, Taps, Furniture, Building Etc. Is To Be Immediately Reported By The Cook To The HR Department And The Same Is To Be Rectified Immediately.

It Is The Responsibility Of The Regional HR Department To Identify And Finalize The Guesthouse In Consultation With Regional Head. The Terms Of Agreement, Period Of Agreement, Rent Payable Per Month, Advance Etc., Are To Be Intimated To Corporate HR Department For Approval.

The Same Process Is To Be Followed For Change In Guesthouse Also.

RULES & REGULATIONS (Guest House)

1. Smoking and Liquor Consumption in any form is strictly prohibited inside the rooms and elsewhere inside the Campus/ off-campus premises.
2. At least one photo ID card/ Employee ID card is to be carried at all times.
3. Personal locks are not to be used for locking the doors of the rooms.
4. For cleaning purposes, room keys are to be left with the respective reception desks at guest House reception in case of Guest House/ Caretaker/ Security Post if not cleaned in presence of the user.
5. Care may be taken to see that there is no wastage of water, electricity and other resources.
6. Visitor for guest's residing at Guest House are allowed from 8.00 AM. to 10.00 PM. only.
7. All electrical appliances like fan, light, air-conditioners, geyser etc. should be switched off before leaving the room.
8. While going out after 12 midnight, Names should be entered in the Register kept at the Main Gate.
9. Damaging of property or defacing any notice/ poster/ walls etc. of the guest house is illegal.
10. Vehicles of all kinds should be kept/ parked properly in the designated place.
11. The Guest House closes at 11.30 p.m. One must inform the Guest House reception in advance for any change of schedule.
12. Guest House is provided only for official purpose.
13. Valuables should be kept under safe custody. Company will not be responsible for any loss.

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Employee Grievance Policy

OBJECTIVE:

To bring more efficiency in the system and to allow team members more focus on the core job with the knowledge that someone is working on their behalf on the request they have made. This is single window of operations to register the request.

PROCEDURE:

Currently all requests should be made via email, very soon there will be a request form available in the portal which can be used to register the grievance.

It is mandatory to receive the Service Request number from the HR in order to confirm that request has been registered and Service Request number is the acknowledgement for the same.

Kindly quote the same for all future communications in order to backtrack the request and analysis purpose.

Subject Line of your email should clearly pass the message for e.g in case PF is not matching with your salary slips, Subject line should be “ SEEK RESOLUTION/ PF MISMATCH”, “ NEED SALARY SLIP”, “ NEED UAN NUMBER”, “ CLAIMS REIMBURSEMENT MISMATCH”, “SALARY MISMATCH” etc.

Any issue bypassing/not following the set protocol may go unattended.

Corporate HR team will maintain the issue in the following Format in excel file until there is no automation through portal.

Below is the Format:

Serial No	Reported By	Report Date	Issue Pertaining To	Details	Status

Senior Management (Band G & Above) reserve the full right to audit the records maintained by Corporate HR Team.

Escalation Matrix

Level 1

Communication to Corporate HR Email: (hr@crgroup.co.in) marking a copy to Richa Sethi
Email: rsethi@crgroup.co.in

Level 2

Mrs. Richa Sethi (Email: rsethi@crgroup.co.in) marking a copy to following

- **Mr. Himanshu Sethi**(hsethi@crgroup.co.in) in case team member belongs to the DVS/DPS/CUSTOM Services Team
- **Mr. Vasanth Kumar** (vasanthk@crgroup.co.in) in case member belongs to Atlasian Services team

When to reach at second level:

- In case Level 1 is not available to take your request.
- Issue reported has not been resolved in the given timeline.
- Minimum Seven Working days passed and there is no resolution from Level 1
- Not satisfied with the resolution provided by Level 1
- Partial issue resolved and no clarity on pending things.
- No revert back with solution within seven working days.

Prerequisites to report a case on second level. (Must Have)

- Service Request ID
- First Request Date
- Summary of Discussions (Attached list of communication) for quick solution.

Level 3

Escalation to Mr. Himanshu Sethi (hsethi@crgroup.co.in) for DVS/DPS/ Custom Services marking a copy to Mr. Atul Vaidya (avaidya@crgroup.com)

Escalation to Mr. Vasanth Kumar (Vasanth@crgroup.co.in) for Atlasian Services marking a copy to Mr. Atul Vaidya (avaidya@crgroup.com)

When to reach at Third level:

- Issue reported has not been resolved even after reporting to Second level.
- Minimum 15 Working days has passed and there is no resolution from Level 1 & Level 2
- Not satisfied with the resolution provided by Level 1 & Level 2
- Partial issue resolved and no clarity on pending things.
- No revert back with solution within 15 working days.

Prerequisites to report a case on second level. (Must Have)

- Service Request ID
- First Request Date
- Issue Reported Date to Second level.
- Summary of Discussions (Attached list of communication) for quick solution.

Level 4

Escalation to Mr. Atul Vaidya (avaidya@crgroup.com)

- When to reach at 4th level :
- Issue reported has not been resolved even after reporting to third level.
- Minimum 25 Working days has passed and there is no resolution from Level 1, Level 2 & Level 3
- Not Satisfied with the resolution provided by Level 1, Level 2 & Level 3

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Employee Travel and Expenses Policy

OBJECTIVE:

To define the policy to be followed by the employees of CRG Solutions Pvt. Ltd when travelling on Company business and its related expenses and reimbursement.

Travel Authorization and Approval

All kind of travels and lodgings for the employees must be approved by the respective senior authorities, controlling officers nominated for the purpose or any of the Directors of the Company. The approval shall be sent to the traveler and the Admin department through any mode of communication, like emails, letters etc.

All Travels by the Director's of the Company need approvals from President or any co director as intimation sent through mail or any other mode.

The mode of travel will be determined by the concern managers or the Directors of the company, on case to case basis, depending upon the location, distance, the urgency of the visit and other necessary factors. In all cases, it will be the responsibility of the managers to select the most economical mode of travel among the various options available. The managers shall also be responsible to send the approvals for all travels to the CRG India Admin department. For the selected mode of travel, the respective procedures for booking, payments and reimbursements if any, will be as per the rules as laid down in this Policy.

Refer to the various mode of travel options below.

The related expenses bills will be passed and paid only if they will be within the rules as laid down in this Policy.

Type of Travel

a) Local Travel

Any travel within the jurisdiction of the base station of the employee will be termed as Local travel. The base station is the location where the employee is posted for the time being. Any expenses incurred during local travel will not be eligible for the reimbursement by the company.

b) Outstation Travel

Any travel outside the jurisdiction of the base station of the employee will be termed as Outstation travel.

On account of Outstation travel, there can be a regular travel for shorter duration and long term deputation at client sites. Following table describes the criteria to identify a travel as a regular trip or a long term deputation.

Criteria	Travel Type
Less than or Equal to 5 Days (≤ 5 days)	Regular Trip
More than 5 Days (> 5 days)	Deputation

International Travel & Visas

Employees travelling internationally should check that their passport is current with at least six month validity and sufficient blank visa pages.

1. Visa Application Procedure

1. The Company will apply for the necessary Visa and other documents on behalf of the employee, in coordination with the designated agency.
2. All the expenses required for the process will be borne by the Company.

Mode of Travels & Procedures (Outstation Trips)

The below mentioned modes are applicable for outstation travel only

- **Air**

For all the air travels the employees will be entitled for the Economy class only.

1. Reservation Procedure

All the bookings should be done through the Travel Agency designated by CRG India.

1. The employees must fill in the travel booking request form with required details and submit the same for Managers approval.
2. Depending upon the details filled in the flight booking request form, the travel agency will advise the lowest fare and routing, determined by examination of all carriers possible.
3. Any kind of deviations from the lowest fare must have the manager approval prior to the booking.
4. After receiving the manager approval the reservations will be done by the travel agency and the tickets will be issued.

2. Payment & Reimbursement Procedure

The travel agency will make all the payments related the flight bookings and will submit the bills to the CRG India's Admin department for the reimbursement.

- **Rail**

1. Reservation Procedure

The employees will have to make the reservations by themselves.

1. The employees must make the reservations either through the online services provided by IRCTC, or directly at the reservation counters designated by Indian railways.
2. The employees must also fill in the travel booking request form and submit it on portal for approval from reporting Manager.
3. The employees in the coordination with the concern managers, will select the route, train and the class depending upon the most economical and convenient options available.



4. The manager shall send the approval of the selection of the options as above, to the employee with a copy to CRG India's Admin department. Any kind of deviations from the lowest fare shall also have the manager approval prior to the booking.
5. After receiving the confirmation the reservations will be done by the employee.

2. Payment & Reimbursement Procedure

All the required payments will have to be borne by the employee and they must submit the expense details along with the respective bills to CRG India's Admin department for reimbursement.

• BUS

1. Reservation Procedure

The employees will have to make the reservations by themselves.

1. The employees must make the reservations either through the online services, or directly at the reservation counters.
2. The employees must also fill in the travel booking request form and submit it on portal for approval from reporting Manager.
3. The employees in coordination with the concern managers, will select the route, bus and the class depending upon the most economical and convenient options available.
4. The manager shall send the approval of the selection of the options as above, to the employee with a copy to CRG India's Admin department. Any kind of deviations from the lowest fare shall also have the manager approval prior to the booking.
5. After receiving the confirmation the reservations will be done by the employee.

2. Payment & Reimbursement Procedure

All the required payments will have to be borne by the employee and they must submit the expense details along with the respective bills to CRG India's Admin department for reimbursement.

- **Shared Taxi**

1. Reservation Procedure

The employees will have to make the reservations by themselves.

1. The employee shall contact the travel agency of their choice and provide details of the travel
 2. The employees must also fill in the travel booking request form and submit it on portal for approval from reporting Manager.
 3. The selection of the type of the vehicle, route etc will be done depending upon the most economical and convenient options available.
 4. The manager shall send the approval of the selection of the options as above, to the employee with a copy to CRG India's Admin department. Any kind of deviations from the lowest fare shall also have the manager approval prior to the booking.
 5. After receiving the confirmation the reservations will be done by the employee.
2. Payment & Reimbursement Procedure

All the required payments will have to be borne by the employee and they must submit the expense details along with the respective bills to CRG India's Admin department for reimbursement.

- **Personal Automobiles**

Employees might be authorized to use their personal automobiles for outstation trips.

1. Prior to the travel, the concern manager must send the approval in writing to the Employee with a copy to CRG India's Admin department.
2. The employees must also fill in the travel booking request form with details and send it to the Admin department with a copy to the concern Manager.

Payment & Reimbursement Procedure

If the employees will be authorized for usage of personal vehicle for outstation travels they will be reimbursed for the total kilometers incurred at the normal reimbursement rate as follows:

Vehicle Type	Rate Per KM
Four Wheeler	INR 7:00

- **Other Modes**

For the outstation travel, selection of a mode other than the standard modes mentioned above, would need pre-approval in writing, from the Managers and anyone of the Directors of the company.

The reservation process and the payments/reimbursements of the respective expenses shall be decided on a case to case basis, subject to approvals from the concern managers.

Per Diem (Outstation Trips)

Regular Travel

For regular travel the following per diem allowance will be applicable.

Per diem will include all out of pocket expenses, including food, laundry and personal expenses and any other incidental expenses, excluding Hotel Accommodation and Local Transportation conveyance. Per Diem allowance will be payable for the actual number of days spent onsite including the travel days and no receipt will have to be submitted by the employee to claim the same.

During an outstation visit, the per diem is not applicable if anyone's staying at designated company Guest's House and the food is also provided by the Guest House itself.

Short Term Deputation

Location	Per Diem
Domestic (Within India)	INR 600
International	USD 45

Long Term Deputation

For long term deputation the standard per diem rate as mentioned above will not apply. For all such long term deputations, on a case to case basis, the manager shall send the pre-approval in writing to the Admin department, for the number days of deputation and other necessary details. The CRG Management will decide the respective rates and norms/procedures to be applicable.

Out of Pocket on Actual (Outstation Trips)

Transportation

Employees on outstation business trips will utilize the public transportations, taxi etc. to reach the client sites, company offices, airports, bus stations and railway stations as necessary.

The selection of type of the transport will be done depending upon the most economical and convenient options available.

Any Other Expenses

Certain expenses incurred during outstation travel, such as local toll charges, parking charges if any shall also be claimed by the employee. The expenses incurred for the usage of internet and mobile during the outstation trips will not be reimbursed by the company.

In some exceptional cases additional expenses (apart from per diem definition) subject to approval by the concern manager and anyone of the Directors shall also be considered for claims.

Accommodation (Outstation Trips)

Regular Travel

For regular travel, the accommodation expenses refer to overnight hotel stay/lodging or similar costs.

Following would be the approved rates:

Location Category	Maximum Price per night (inclusive of taxes)
Metros	INR 5,000
Urban	INR 4,000
Semi Urban	INR 3,000
Other	INR 2,000

1. Reservation Procedure

All the bookings should be done through the Travel Agency designated by CRG India

1. The employees must fill in the hotel booking request form with details and sent it to the concern manager for approval
2. The manager must send the stay approval to the employee and/or the travel agency with a copy to the Admin department
3. Depending upon the details filled in the hotel booking request form, the travel agency will advise the tariff, determined by examination of all options possible.
4. Any kind of deviations from the approved rates due to room availability and venue considerations, must have the manager pre-approval (in writing) prior to the booking. These exceptions must be approved in advance by the concern manager and the Admin department.
5. After receiving the confirmation the reservations will be done.

Long term Deputation

For long term deputation, on a case to case basis, the manager shall send the pre-approval in writing to the HR department, for the number days of deputation and other necessary details. The CRG Management will decide the respective rates and other norms/procedures to be applicable

Payment & Reimbursement Procedure

CRG Admin team will be making all the advance payments (if required) after receiving the go-ahead confirmation from the concerned manager.

When the reservation will have to be done by the employees, all the required payments will have to be borne by the employee and they must submit the expense details, along with all the receipts/bills to CRG India's Admin department for reimbursement.

Advance Payments

In circumstances where the employees would need to spend from their pockets, they may approach the CRG Admin department through the respective manager requesting for the advance towards the expected expenditures. Employees must submit the accounts to the CRG Admin within 8 days of the completion of the purpose, and this should be supported with the reimbursement claims, respective bills and per diem allowances.

Reimbursement Procedure

For the all expenses reimbursements, the following procedure will be followed:

1. The employee will have to provide the details of all the expenses applicable under this section, on the expense voucher provided by Admin department. The voucher must be submitted in the form of softcopy through email
2. The valid receipts must be provided to support the claims. A receipt could be the original or a copy of the same, and must include sufficient information to establish the amount, date, place and all the essential information about the expenditure.
3. For per diem claims, no receipts are required.
4. The Admin department will coordinate with the respective employee to verify the details provided and the supporting documents and receipts.
5. In cases where the receipts are generally not provided by the service providers (ex: travelling by auto rickshaw etc.) then these expenses will be calculated depending on the distance covered and the current rate applicable, as per Admin department's guidelines.
6. The Admin department will send the details to the concern manager. The concern manager must send the approval to the Admin department, for processing the reimbursement.

7. After receiving the confirmation from the manager, the Admin department will make the necessary payments to the employee.

Reimbursement for items or activities requiring receipts will not be made unless receipts are included with the expense voucher. In cases where receipts are not available to the employees, they must seek an approval from the manager. The manager shall send the approval in writing to the Admin department for the consideration of the expense without the receipts.

In order to maintain control over expenditures, any expense submitted which does not comply with the guidelines of this procedure will not be reimbursed, unless accompanied by a valid exception (in writing) by management/directors of the Company.

Employees are responsible for any charges incurred due to lateness of submitting an expense report. In addition, it is responsibility of the employees to make and retain copies of submitted expense reports.

Cancellation Policy

Should any travel needs to be cancelled then the following policy will apply:

- ***Cancellation done by the company***

All respective charges related to the cancellation would be borne by the company.

- ***Cancellation done due to unavoidable circumstances***

If the cancellations are done by the transport carrier or due to any other circumstances which are beyond control, the respective charges related to the cancellation would be borne by the company.

- ***Cancellation done by the employee***

The Company will not reimburse any cancellation charges for a “no-show” due to an employee’s failure to comply with this requirement. All charges related to the cancellations would be to the account of the Employee concerned.

In case there are exceptional circumstances, then it has to be approved by respective concern manager. In this case the cancellation charges will be borne by the Company.

Accidents during Travel

- ***Domestic travel***

ACCIDENT Insurance policy for the employee will be provided by Company.

- ***International Travel***

The Employee will be provided with the overseas Mediclaim policy with a limit up to USD One Lac. The employees can register and apply for the policy themselves, and the respective charges/premium amounts will be reimbursed upon submitting the required receipts of the payments.

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Discipline Policy

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 behavior and the measurement thereof.
3. Disciplinary action taken by a company should at all times conform to the Code of Good Practice of the Labor 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 behavior 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

INCIDENT	1	2	3
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

INCIDENT	1	2
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 interest 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 procedures as prescribed in the conditions of service and letter of appointment	Written Warning	Termination of service
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
If a member commits any of the Following offences. He may be summarily dismissed. (Without notice) if so decided following a proper hearing.
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 personal, 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 an 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 Recognized 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, hr@crgroup.co.in

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.

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Local Travel Reimbursement

Categories of Resources & Allowances

Following group of people have been identified based on the nature of work being conducted within CRG India.

- a. Sales, Pre-Sales
- b. Delivery Managers & Services Team

Local Travel

The below table mentions the applicable allowances for the Sales & Pre-Sales.

Expense Type	Max Limit- INR	Comments
Local Conveyance	Metro:6000/Month Urban:3000 /Month	Travel within the jurisdiction of the home station. This full amount is payable when one is on field sales visits for more than 50% of working days in a month. For travel less than 50%, the amounts are determined, considering distance from office & travel cost. In all cases, details of travel undertaken (including mileage as determined from the respective office address in the corresponding city) shall be fed into the CRG Portal by the concerned person & details of days travelled for local meetings shall be available to make payments as authorized.

Local Conveyance – Supporting & Claim Procedure

The employees are supposed to update their customer visit status on the CRG Portal on a daily basis. End of month, the report generated will be the basis for the application of the appropriate amount payable to the individual. It is expected that employees are diligent in their field visits & can justify the rationale, as part of any review.

End of month, the employee will submit his report to his approving authority no later than 5th working day after the end of the month & the payment shall be made, once approved. The expense voucher shall be filled, & submitted with the supporting report. If the report is not delivered on the 5th day, payment will not be made for that month – no exceptions. In such cases the amount will be released as reimbursement in the following month.

In all cases, the final payment shall be subject to management approval. The timelines for the claims and reimbursements will be followed based on the current guideline which would be reviewed by the Admin department on time to time basis.

Delivery Manager & Services People

Local - within the jurisdiction of the home station

Expense Type	Medium to be used for travel	Applicable Band
Customer Visit For Onsite Work	Priority 1: Cab/Personnel Vehicle Priority 2 : Shared Cab/ Auto/ Two Wheeler	M0 & Above
Customer Visit For Onsite Work	Priority 1 : Local Train/Metro Priority 2 : Shared Cab/ Auto/ Two Wheeler	T0,L1,L2,E1,E2

In circumstances where the employees would need to spend a significant amount from their pockets, advance payments towards the expected expenditures would be considered to be paid to them by CRG India.