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## INTRODUCTION

This employee handbook is a summary of policies, procedures and practices related to human resource management at **TEKVITY**.

The Executive Director is accountable for leading an effective team and is thereby accountable for the development and implementation of the policies outlined in this manual. Managers are responsible for human resource management within their own teams and should refer this manual to ensure organizational consistency in the application of these practices.

The Director-HR & Business operations is responsible for maintaining the procedures and systems which support human resource management for the organization and is available to answer any questions or provide clarification on any content of this manual.

# STATEMENT OF PHILOSOPHY

**TEKVITY** wishes to maintain a work environment that fosters personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person. Because of their role, managers and supervisors have the additional responsibility to lead in a manner which fosters an environment of respect for each person.

It is the responsibility of all staff to:

- Foster cooperation and communication among each other
- Treat each other in a fair manner, with dignity and respect
- Promote harmony and teamwork in all relationships
- Strive for mutual understanding of standards for performance expectations, and communicate routinely to reinforce that understanding
- Encourage and consider opinions of other employees or members, and invite their participation in decisions that affect their work and their careers

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- Encourage growth and development of employees by helping them achieve their personal goals at the [organization] and beyond
- Seek to avoid workplace conflict, and if it occurs, respond fairly and quickly to provide the means to resolve it
- Administer all policies equitably and fairly, recognizing that jobs are different but each is important; that individual performance should be recognized and measured against predetermined standards; and that each employee has the right to fair treatment
- Recognize that employees in their personal lives may experience crisis and show compassion and understanding

# **WHO WE ARE**

**TEKVITY,** is a premium IT and product solutions company. With us, clients get access to unexplored possibilities through productivity tools & technologies.

Businesses can unleash the true potential by implementing our products like *NitroCRM* – *Powerboost Sales and POSwift - Lightening Speed POS.* 

In a thriving knowledge economy with dynamic global market condition, business enterprises are under continuous pressure to be able to crunch volume of data with the click of a button to infer and make critical decisions.

With solid expertise in – Application Development, Data Warehousing, Business Intelligence, Data Analytics, Tekvity provides solutions that are comprehensive and covers the end to end process of any enterprise business from data capture to reporting and analytics.

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#### Vision

Our **Vision** is to – be the globally admired enterprise business solution providres.

#### Mission

**Mission** is to create a positive and joyful working environment that invigorates the team members to deliver the best technology solutions and happy clients who transform into our word of mouth brand ambassadors.

# **EMPLOYMENT AT TEKVITY**

# **Employment Equity**

**TEKVITY** is an equal opportunity employer and employs personnel without regard to race, ancestry, place of origin, colour, ethnic origin, language, citizenship, creed, religion, gender, sexual orientation, age, marital status, physical and/or mental handicap or financial ability. While remaining alert and sensitive to the issue of fair and equitable treatment for all.

### **Recruitment and Selection**

All employment opportunities at TEKVITY are posted for a minimum 10 working day period. They are posted on TEKVITY's website and on the websites of affiliated organizations. Occasionally, they are posted on employment websites or with an employment agency. Applications are encouraged from current employees but will be screened in the same manner as applications received from outside applicants.

Applicants are invited to submit their application, along with a current resume, demonstrating that they meet the minimum criteria for the position being sought. At the closing date, all applications are screened, and candidates selected for interview are contacted. If the interview is positive, references will be contacted. Depending on the feedback provided, a position may be offered to the applicant.

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# Nepotism

No candidate shall be hired for a position where they may report to, or supervise a member of their immediate family. Immediate family is defined as: parent(s), step parent(s), foster parent(s), sibling(s), grandparent(s), spouse {including common law a/o same sex partner}, step child(ren) or ward of the staff member, father-in-law or mother-in-law (including parent of same sex partner). Personal relationships with other employees or members of the TEKVITY's Board of Directors or Committees of TEKVITY should be disclosed prior to accepting any offer from the employer.

Failure to disclose this information would be considered contradictory to the Code of Ethics policy.

## Orientation

All new employees to TEKVITY shall receive an orientation session which will encompass an overview of general policies, procedures and operations. This will also provide employees, new to either a position or TEKVITY, an opportunity to learn the performance expectations management has with regard to the position in question.

# **Employee Classifications**

Each position at TEKVITY shall be classified as either Technical consultant or Management in nature, as determined by the Executive Director. This decision will be based on the duties assigned and qualifications required for each position. It should be noted that Management positions are not covered by the Hours of Work and Overtime provisions of the Employment Standards Act (O. Regulation #285).

# **Employee Duties**

Attached to an Offer of Employment, is a description of the job and the associated responsibilities, along with any additional tasks possibly required. This document will be used to evaluate performance both during the probation period and after. If an employee is unsure of its contents, they should not hesitate to ask for clarification.

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From time to time, it may be necessary to amend an employee's job description. These amendments will be discussed with the employee in advance however; the final decision on implementation will be made by management.

### **Personnel File**

**TEKVITY** does collect personal information for inclusion in personnel files. This information is available to the employee, the Executive Director and the Director- HR & Biz OP's. This information is kept in a secure location, and is not shared with members of our Board or Investors. Information which is contained in an employee's personnel file includes the following: resume, letter of offer, performance reviews, amendments to job descriptions, disciplinary notices, tax forms, copies of enrolment forms for benefits and approved leave requests.

## **Probation**

The first six (6) months of employment are Training and probationary. During this time both parties may assess suitability for employment with the Employer.

This also provides management an opportunity to assess skill levels and address areas of potential concern. During the first one eighty (180) days of training and probationary period, employment may be terminated by any employer for any reason whatsoever, with or without cause, and without notice or payment in lieu of notice, except as may be minimally prescribed by the *Employment Standards Act*, as may be amended from time to time. Upon satisfaction of the requirements under the ESA, as amended, the Employer shall have satisfied any and all obligations to the employee, whether under the ESA, as amended, or at common law. At the completion of the probation period, the employee and employer shall meet and review progress to date. At this time one of three things will occur:

- i. Probation will end
- ii. Probation may be extended for an additional six months
- iii. Employment will end

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# **Annual Salary**

The Executive Director, based on budget considerations and commensurate with the experience of the successful candidate, shall determine salaries. The organization shall pay employees on a monthly basis, less the usual and necessary statutory and other deductions payable in accordance with the Employer's standard payroll practices. These payroll practices may be changed from time to time at the Employer's sole discretion.

# **Performance Appraisals**

The performance review document will be a living document for each employee. Each employee will be responsible for developing their respective work plan for the year. This plan will be reviewed by Management and amended as necessary.

At the time of the performance appraisal, the employer and employee will review the objectives and the results achieved. Throughout the year, the employee and employer may refer to this document to track progress made toward objectives, highlight areas of concern and indicate challenges identified along the way.

Performance reviews, for all employees, will occur near the end of April, and annually thereafter. Employees should prepare for this meeting by preparing a draft work plan for the coming year. This meeting is to review successes and challenges from the preceding year, and to establish the objectives for the coming year. This would also be the opportunity for either party to identify and recommend professional development opportunities which may assist the employee in their day to day work or to grow within the organization. Once complete, both parties shall sign off on the final document and it shall be added to the employee's personnel file.

### **Professionalism**

When representing TEKVITY, staff should dress and behave appropriately. Employees should choose to dress in a manner which presents a professional image to the public and is respectful of others. Excessive use of profanity is neither professional nor respectful to co-workers and will not be tolerated.

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# Discipline

Discipline at TEKVITY shall be progressive, depending on the nature of the problem. Its purpose is to identify unsatisfactory performance and / or unacceptable behaviour. The stages may be:

- i. Verbal reprimand
- ii. Written reprimand
- iii. Dismissal

Some circumstances may be serious enough that all three steps are not used. Some examples of these types of situations are theft, assault or wilful neglect of duty. In all cases, documentation should be included in the employee's personnel file.

### **Hours of Work**

The regular office hours for TEKVITY are 9 a.m. to 6 p.m. Monday through Friday inclusive (excluding holidays). During core hours, it is expected that most staff will be available. All employees are expected to work 8 hours per day (which excludes lunch/coffee times). Employees may also be expected to work such other hours as may be requested or required, from time to time. Employees hired on a part time basis will have schedules determined on a case by case basis.

Employees are required to notify their supervisor, in advance, of planned days away from the office. Unplanned absences from the office should be reported to the employee's supervisor as soon as could reasonably be expected.

At the discretion of the Executive Director, depending on circumstances, employees may be allowed to work from home for specific periods of time. As a courtesy, the Administrative Assistant should also be notified of absences.

# **Statutory Holidays**

There are ten (10) public holidays and other days for which staff will be paid. This will be reviewed annually and will vary depend on operational requirements.

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## **DEPARTURE**

#### **Termination for Cause**

An Employment Contract may be terminated by the Employer at any time for cause, without notice or payment in lieu of notice or severance pay whatsoever, except payment of outstanding wages, overtime and vacation pay to the date of termination. Cause includes, but is not limited to, any act of dishonesty, conflict of interest, breach of confidentiality, harassment, insubordination, or careless, negligent or documented poor work performance.

#### **Termination Without Cause**

An Employment Contract may be terminated by the Employer at any time and for any reason on a without cause basis, upon the provision of notice or payment of notice instead, and severance pay if applicable, as is minimally required by the ESA, as amended from time to time. In addition to notice, and pursuant to the ESA, the employee shall be entitled to the maximum of 2 months notice inclusive of the notice requirements under the ESA. The notice as described in this paragraph is inclusive of all statutory and common law entitlements to notice or payment in lieu of notice. Upon satisfaction of the requirements under this paragraph, the Employer shall have satisfied any and all obligations to the employee, whether under the ESA, as amended, or at common law.

The notice requirement contained in this clause constitutes a material inducement to the Employer to enter this agreement.

# Resignation

After completion of the first ninety (90) days of the probationary period, employees must give the Employer 2 months notice of resignation.

The Employer may waive the resignation notice period in whole or in part at any time by providing payment of regular wages for the period so waived.

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# Layoff

Operation requirements are subject to change based on workload and the funding levels received on an annual basis. All efforts will be made to keep staff in a position similar, in scope and salary, to that they have become accustom to. If the organization is unable to do this, then employees will receive one (1) week notice for each year of service, as required by the Labour Code. For employees who have a minimum of six years of service, this amount will be augmented by one (1) week of severance pay (or equivalent notice) for each year of service.

# **Employer Property**

Upon termination of employment for any reason, all items of any kind created or used pursuant to the employee's service or furnished by the Employer including but not limited to computers, reports, files, diskettes, manuals, literature, confidential information, or other materials shall remain and be considered the exclusive property of the Employer at all times, and shall be surrendered to the Executive Director, in good condition, promptly and without being requested to do so.

# TIME AWAY FROM WORK

#### **Casual Leave**

- As per the rules, you are entitled to Four (04) days of Casual Leave to attend to personal matters and not for vacation.
- Casual Leave shall be credited to the employees account at the beginning of the calendar year. Employees are eligible to use Casual Leave after completion of Training.
- Casual leave cannot be clubbed more than 2 at a time.

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#### Sick Leave

Employees will be entitled to Four (04) days of sick leave per calendar year. Furthermore, since Sick Leave has no cash value, employees may not use more than they have accumulated, without the express written permission of the Executive Director. Employees working less than full time will have their rate of accumulation adjusted accordingly.

Sick leave can be used for personal illness, personal medical appointments, and visits to specialists.

The Employer reserves the right to request information with respect to limitations, restrictions, prognosis in such manner as it deems necessary in the circumstances with respect to any request for paid or unpaid sick leave. The employer also reserves the right to request a doctor's note for absences of three (3) days or longer.

### **Earned Leave**

- An employee is entitled to 12 days of Earned Leave which shall be credited to the employees account at the beginning of the calendar year one per month.
- During the probation period of 3 months, you are not entitled to take Earned Leave
   You may avail your Earned leaves only after completing your probation period
- Earned Leave is exclusive of official and weekly holidays. Hence if an employee takes leave during which time a declared holiday or weekend occurs, then those particular date(s) will not be counted as your Earned Leave.
- Earned leave can be clubbed with Casual Leave.

# **Unpaid Leave**

Employees may take unpaid leave with the written consent of the Supervisor/HR. During periods of unpaid leave, medical, dental, life and AD&D coverage shall continue to be paid by the employer, vacation shall continue to accrue and seniority shall be maintained.

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Every attempt will be made to return employees to a position of equal responsibility on return from leave status, however, no guarantees exists that the exact position left will be available on return.

 Employees are not suppose to take leave during training period. In case of medical emergency or family emergencies employees are allowed to take unpaid leave upon prior approval from HR.

## PROFESSIONAL DEVELOPMENT

At the discretion of the Executive Director, employees may be able to attend conferences, courses, seminars and meetings, identified through annual work plans and performance reviews, which may be beneficial to the employee's professional development. If these opportunities are directly related to the employee's position, or are suggested by the Executive Director, then TEKVITY will cover the cost of registration, course materials and some travel expenses.

If TEKVITY has agreed to pay for a course the fees will be paid on evidence of successful completion. If TEKVITY sponsors a course (or courses) and the employee departs TEKVITY within a year of completion, the course fees will become repayable in full.

### LAPTOP USAGE POLICY

Laptop computers provide important functionality, allowing employees to have their computing resource at hand in meetings/workplace or even at home in certain time pressing situations so as to enable employees to be maximally functional and productive while away from office premises.

Every laptop user must ensure that the laptop is being used only for official purposes and in the course of the rightful discharge of their duties and not for generating, transmitting, corresponding any content that is contrary to company policies. This may lead to the user being subject to disciplinary or any other appropriate action as per company policies.

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All laptops acquired for employees on behalf of the company shall be deemed company property. Each employee issued with a laptop shall be responsible for the security of that laptop, regardless of whether the laptop is used in the office, at the employee's place of residence, or in any other location such as a hotel, conference room, car or airport. Laptop users shall ensure security of the laptop in each of the following domains as per the stated guidelines.

In order to ensure physical security of laptops and data therein, all laptop users are required to undertake the following actions:

- 1. The physical security of company provided laptops is the user's personal responsibility. He/she is therefore required to take all reasonable precautions, be sensible and stay alert to the risks.
- 2. Keep your laptop in your possession and within sight whenever possible, just as if it were your wallet, handbag or mobile phone. Be extra careful in public places such as airports, railway stations or restaurants. It takes thieves just a fraction of a second to steal an unattended laptop.
- 3. Never leave the laptop unattended when using it outside the office.
- 4. Lock the laptop away out of sight when you are not using it, preferably in a strong cupboard, filing cabinet or safe. This applies at home, in the office or in a hotel.
- 5. Never leave a laptop visibly unattended in a vehicle. If absolutely necessary, lock it out of sight in the trunk or glove box but it is generally much safer to take it with you.
- 6. Carry and store the laptop in a padded laptop computer bag or strong briefcase to reduce the chance of accidental damage.
- 7. Keep a note of the make, model, serial number and the Tekvity asset label of your laptop but do not keep this information with the laptop

**TEKVITY** laptop users are required to ensure that they do not download, install or use unauthorized software programs. Unauthorized software could introduce serious security vulnerabilities into Tekvity networks as well as affecting the working of your laptop. The user shall not install any unauthorized accessories/software like messengers, chatting software or any malicious software, which may cause problems to the functioning of the Laptop and strictly adhere to Company's software usage policy.

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If there is damage on account of the above the user will be liable to pay the damages at cost to the Company/the same will be deducted from their monthly salary.

# **EMAIL AND INTERNET USAGE**

- 1. The employees are expected to use the Internet responsibly and productively. Internet access is limited to job-related activities only and personal use is not permitted
- 2. Job-related activities include research and educational tasks that may be found via the Internet that would help in an employee's role
- 3. All Internet data that is composed, transmitted and/or received by the Company's computer systems is considered to belong to company and is recognized as part of its official data. It is therefore subject to disclosure for legal reasons or to other appropriate third parties
- 4. The equipment, services and technology used to access the Internet are the property of company and the company reserves the right to monitor Internet traffic and monitor and access data that is composed, sent or received through its online connections
- 5. Emails sent via the company email system should not contain content that is deemed to be offensive. This includes, though is not restricted to, the use of vulgar or harassing language/images
- 6. All sites and downloads may be monitored and/or blocked by company if they are deemed to be harmful and/or not productive to business
- 7. The installation of software such as instant messaging technology is strictly prohibited

Unacceptable use of the Internet by employees includes, but is not limited to:

- 1. Access to sites that contain obscene, hateful, pornographic, unlawful, violent or otherwise illegal material
- 2. Opening any Social Networking sites (Facebook) and using WhatsApp is not acceptable during work hours.
- 3. Sending or posting discriminatory, harassing, or threatening messages or images on the Internet or via company's email service

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- 4. Using computers to perpetrate any form of fraud, and/or software, film or music piracy
- 5. Stealing, using, or disclosing someone else's password without authorization
- 6. Downloading, copying or pirating software and electronic files that are copyrighted or without authorization
- 7. Sharing confidential material, trade secrets, or proprietary information outside of the organization [sharing within the organization, only with people authorized to receive any particular information]
- 8. Hacking into unauthorized websites
- 9. Sending or posting information that is defamatory to the company, its products/services, colleagues and/or customers
- 10. Introducing malicious software onto the company network and/or jeopardizing the security of the organization's electronic communications systems
- 11. Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- 12. Passing off personal views as representing those of the organization

If an employee is unsure about what constituted acceptable Internet usage, then he/she should ask his/her supervisor for further guidance and clarification

# **DRESS CODE TO EMPLOYEES:**

Tekvity requires all employees to present themselves in a professional manner, with regard to attire, personal hygiene and appearance. These standards are commensurate with our organizational practices of appropriate business conduct, professionalism and dress code.

All employees are expected to strictly adhere to the dress code of the Company at all times.

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# 1. Monday to Friday

1.1	I. Gents
_ _	Full Pants (formal pants) Formal Shirts: Half Shirts or Full shirts (with sleeves buttoned up) tucked in. Belts and shoes with socks
Do	os and Don'ts
	Keep the hair clean, trim and neat.  Keep beards and mustaches trimmed or clean shaven  Do not chew gutkha in the office  Do not wear Slippers and Sandals  Do not wear shirts and T-shirts with writing or cartoons
1.2	2. Ladies
<u> </u>	Salwar Kameez / Saree Or Full Pants and formal shirts
Do	os and Don'ts
_ _	Do not wear shirts and T-shirts with writing or cartoons Do not wear short & skimpy shirts/outfits Do not wear flashy and heavy ornaments
2.	Fridays [For both Gents & Ladies]
	Business Casuals (excluding tight fitting apparels)

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□ Do not wear V-necked T shirts, shirts and T-shirts with writing or cartoons



## CONFIDENTIAL INFORMATION AND INTELLECTUAL PROPERTY

### **Confidential Information**

From time to time, employees of TEKVITY may come into contact with confidential information, including but not limited to information about TEKVITY's members, suppliers, finances and business plans. Employees are required to keep any such matters that may be disclosed to them or learned by them confidential.

Furthermore, any such confidential information, obtained through employment with TEKVITY, must not be used by an employee for personal gain or to further an outside enterprise.

# **Intellectual Property**

Any intellectual property, such as trademarks, copyrights and patents, and any work created by an employee in the course of employment at TEKVITY shall be the property of TEKVITY and the employee is deemed to have waived all rights in favour of TEKVITY. Work, for the purpose of this policy refers to written, creative or media work. All source material used in presentation or written documents must be acknowledged.

# **IT Information Storage and Security**

Any storage devices (CD's, USB's, Floppy Discs) used by employees at TEKVITY, located at TEKVITY's address, acknowledge that these devices and their contents are the property of TEKVITY. Furthermore, it should be understood by employees, that company equipment should be used for company business only during normal working hours. Downloading of personal materials on company equipment can be harmful to said equipment and should not be done.

### **HEALTH AND SAFETY**

**TEKVITY,** along with its employees, must take reasonable precautions to ensure that the workplace is safe. The organization complies with all requirements for creating a healthy and safe workplace in accordance with the Occupational Health and Safety Act. Alcohol consumption or illegal drug use is not permitted on the premises.

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# **AIR QUALITY**

Indoor air quality can lead to many health issues. TEKVITY recognizes this and attempts to minimize the risks associated with indoor air quality and the effects on its employees. Issues pertaining to air quality should be reported to the Manager and Administration.

#### **Smoke Free Environment**

Smoking in the offices of TEKVITY is not permitted at any time. An 'enclosed workplace' is defined as the inside of any place, building or structure or conveyance or a part of any of them that a) is covered by a roof or b) employees work in or frequent during the course of their employment whether or not they are acting in the course of their employment at the time, and c) is not primarily a private dwelling

#### **Pets**

The offices of TEKVITY are a place of business, and as such, pets are not welcome during normal working hours. Staff and visitors with seeing-eye dogs are the exception.

### Renovations

As odours from building materials and noise levels for tools can cause discomfort to employees, renovations will be scheduled to have a minimum impact on employees. This may include renovating during non work hours (evenings & weekends) and ensuring direct ventilation to control fumes. Carpets should be installed and cloth furniture unwrapped late in the day so emissions may occur during non working hours.

### **HARRASSMENT**

**TEKVITY** wants to provide a harassment-free environment for its employees and volunteers. Mutual respect, along with cooperation and understanding, must be the basis of interaction between members and staff. TEKVITY will neither tolerate nor condone behaviour that is likely to undermine the dignity or self-esteem of an individual, or create an intimidating, hostile or offensive environment.

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There are several forms of harassment but all can be defined as any unwelcome action by any person, whether verbal or physical, on a single or repeated basis, which humiliates insults or degrades. "Unwelcome", for the purposes of this policy, refers to any action which the harasser knows or ought to reasonably know is not desired by the victim of the harassment.

Specifically, racial harassment is defined as any unwelcome comments, racist statements, slurs, jokes, graffiti or literature or pictures and posters which may intentionally or unintentionally offend another person.

Sexual harassment is any unwanted attention of a sexual nature such as remarks about appearance or personal life, offensive written or visual actions like graffiti or degrading pictures, physical contact of any kind, or sexual demands.

## **WORKPLACE VIOLENCE**

Workplace violence can be defined as a threat or an act of aggression resulting in physical or psychological damage, pain or injury to a worker, which arises during the course of work. Further to the definition of violence, is the definition of abuse. Abuse can be verbal, psychological or sexual in nature. Verbal abuse is the use of unwelcome, embarrassing, offensive, threatening or degrading comments.

Psychological abuse is an act which provokes fear or diminishes a person's dignity or self-esteem. Finally, sexual abuse is any unwelcome verbal or physical advance or sexually explicit statement.

**TEKVITY** has a zero tolerance limit with regards to harassment and violence. Employees or volunteers engaging in either harassing or violent activities will be subject to discipline, which may include termination of employment, removal from Boards or committees and possibly criminal charges.

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# **DISPUTE RESOLUTION**

Regrettably, conflict can occur in any working environment. In an effort to resolve conflict in an expedient, yet fair manner, TEKVITY recommends the following process for conflict or dispute resolution.

> Speak to the person you are having the dispute with. Many times disputes arise due to misunderstandings and miscommunications.

If speaking to the individual does not work, speak to the HR. The HR will arrange a meeting between those involved in the dispute, to determine a resolution.

If the HR is unable to resolve a workplace dispute, the parties may be referred to mediation by an outside third party. The resolution of the mediator is binding on both parties of the dispute.

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