

Version History

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1.0	Human Resources Team	27-Aug-2018	QMF	31-Aug-2018	03-Sep-2018
1.1	Human Resources Team	21-Dec-2018	QMF	28-Dec-2018	9-Jan-2019
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Change History

Ver. No.	Section	Date	Change Information	RFC No.
1.0	All	03-Sep-2018	New Release	-
1.1	9.0	9-Jan-2019	Reworking on Quality Objectives	Document Modification Form
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Human Resource Process

1.0 Objectives

The objective of this document is to define the process for the Human Resource (HR) function.

2.0 Scope

This process applies to all the processes, and / or sub processes under the purview of the Human Resource (HR) function.

3.0 Policy

3.1 Policy Statement

Maximize the productivity of an organization by optimizing the effectiveness of its employees.

3.2 Framework to Support or Implement this Policy

- The stated policy is implemented as per the procedure mentioned below

4.0 References to (checklists, forms, guidelines, lists, standards, templates, other processes)

Process Element	Description	ID
Checklists	Joining Checklist	QMS-L4-CK-HR-01
Forms	Risk Management Plan	QMS-L4-FR-MR-03
	Joining Checklist	QMS-L4-CK-HR-01
	Clover Application Form - Lateral	QMS-L4-FR-TA-05
	Clover Application Form - Academy	QMS-L4-FR-TA-06
	New Joinee Details File	QMS-L4-FR-HR-04
	Food Coupon Form	QMS-L4-FR-HR-05
	ID Card Request Form	QMS-L4-FR-HR-06
	Employment Verification Form	QMS-L4-FR-HR-07
	Induction Feedback Form	QMS-L4-FR-HR-08
	Key Result Areas sheet	QMS-L4-FR-HR-09
	Non-Disclosure Agreement	QMS-L4-FR-HR-10
	Exit Interview Form	QMS-L4-FR-HR-11
	Stakeholder Clearance Form	iConnect
	Full and Final Settlement Form	QMS-L4-FR-HR-12
	Appraisal / Confirmation Form	iConnect
	Training Attendance Sheet	QMS-L4-FR-HR-13
	Training Feedback Form	QMS-L4-FR-HR-14
	Interview Rating Sheet	QMS-L4-FR-TA-03
	Interview Rating Sheet - Academy	QMS-L4-FR-TA-08
	Employee ID Request Form	QMS-L4-FR-HR-15
	Stakeholder Clearance Form	QMS-L4-FR-HR-16
	Agreement Closure Letter	QMS-L4-FR-HR-17
	Experience Letter	QMS-L4-FR-HR-18
	Relieving Letter	QMS-L4-FR-HR-19
	Appointment Letter	QMS-L4-FR-HR-20
	Training and Employment Agreement	QMS-L4-FR-HR-21
	Self-Declaration Form	QMS-L4-FR-HR-22

Process Element	Description	ID
Guidelines	Joining Kit	QMS-L4-GD-HR-01
	User IT Guidelines	QMS-L4-GD-HR-02
Lists	NA	
Standards	NA	
Other Processes	NA	

5.0 Entry Criteria

Inputs	Source Processes
Intimation for Joining	Talent Acquisition
Intimation from Leadership Teams	Emails or Meetings
Resignation from Employee	iConnect/Emails
Periodic Performance Appraisal	iConnect
Request for training	Request from Managers and HR
Induction Training	List of new joinees

6.0 Responsibilities

Role	Responsibilities	Authorities
Head - HR	<ul style="list-style-type: none"> HR Operations Analyze, define & review MIS & Objectives Review & approve changes to defined process 	<ul style="list-style-type: none"> Final authority on approvals for HR Oversee HR Operations Approve payroll Approve changes to process
Manager HR	<ul style="list-style-type: none"> Oversee Employee Life cycle Responsible for implementation of overall process Recommend necessary changes to HR processes, if required Gathering of HR MIS data 	<ul style="list-style-type: none"> Execution of HR processes
Executive HR	<ul style="list-style-type: none"> Assist with day to day functioning of HR Department Process Documentation and preparing reports Assist in payroll preparation Deal with Employee Request regarding HR issues, rules and regulations Gathering of HR MIS data 	<ul style="list-style-type: none"> Maintaining employee records

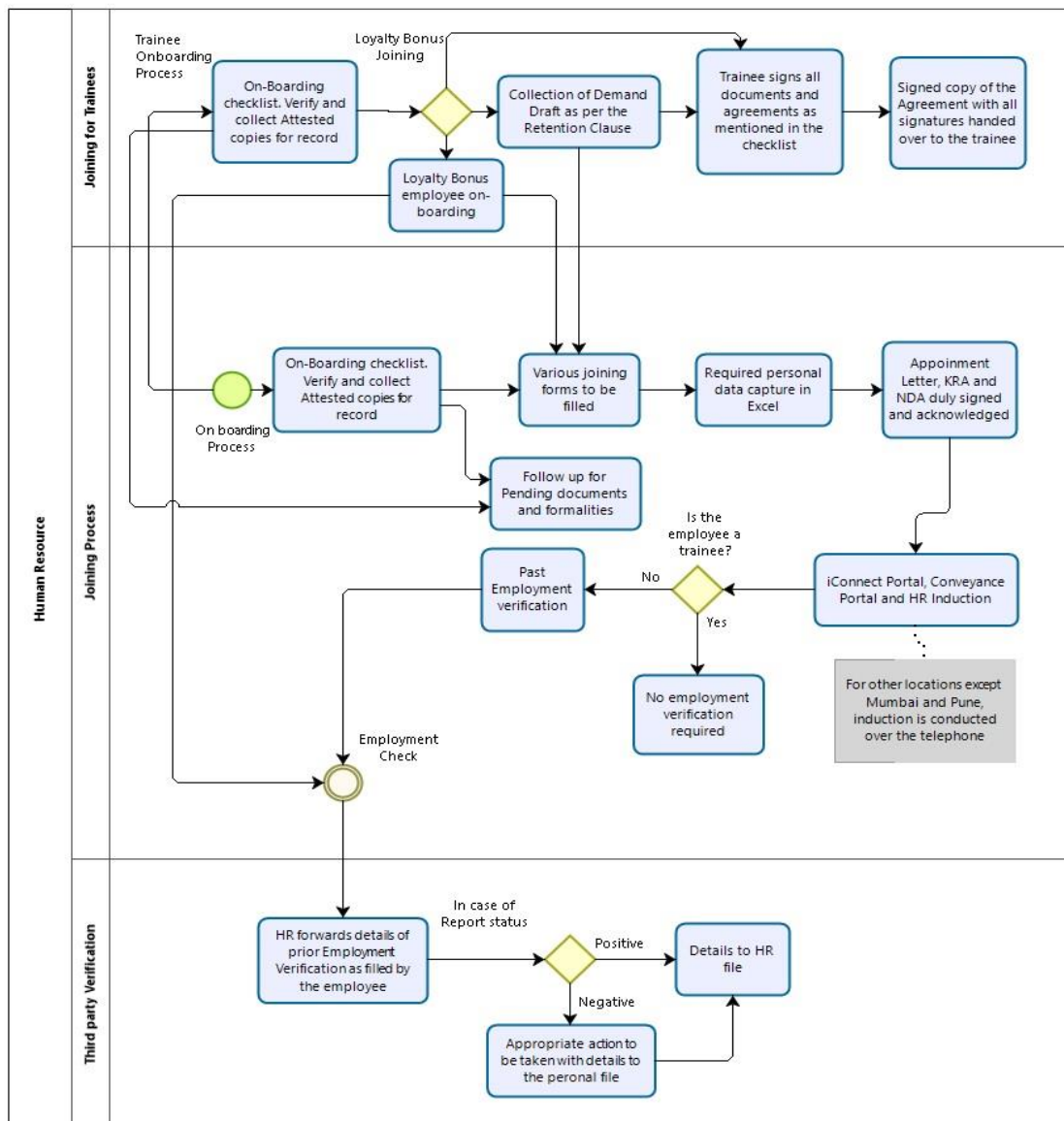
7.0 Process Description

Human Resource Management is the process of selecting, inducting employees, providing orientation, imparting training and development, appraising the performance of employees, deciding compensation and providing benefits, motivating employees, maintaining proper relations with employees. Ensuring employee safety,, welfare, and health measures.

Overview Diagram

7.1 Procedure for On-boarding

The on-boarding process as the name suggests, is into completing all the formalities and documentation, familiarization with some of the basic rules, and regulation of the organization, to the new member. The process gets the new member aware of the do's and do not's as part of the code of conduct of the organization.



The process performs all the joining related formalities for resources who are lateral joiners, and trainees. The process is explained in the following three parts

- On-boarding of lateral joiners
- On-boarding of trainees
- Third-party Verification

On-boarding of Lateral Joiners

- The HR is intimated by the Recruitment team of the on-boarding of the new joiner along with the required/approved back papers needed for the onboarding
- The new joiner on the date of joining, provides the original education and experience certificates to HR for verification and then submits a self-attested or true copies of the documents for record
- In case of any provisional documents being provided during the joining formalities, the member signs an undertaking and provides the necessary document within the specified time period. The joiner, has to fill-in various forms like
 - Clover Infotech Application format
 - Details for Provident Fund (PF – form 11)
 - Details for Employees' State Insurance Corporation (ESIC)
 - Details for Medclaim members.
- All the details and documents provided by the joiner are updated into the Employee Master sheet (maintained in a excel file)
- On the completion of the joining formalities , the joiner is given the following documents
 - Appointment Letter
 - Letter stating the Key Result / Responsibility Area (KRA)
 - Non-Disclosure Agreement (NDA)
- Once the joiner has signed the above mentioned documents will be referred to as an "EMPLOYEE"
- On signing of the document by the joiner, a copy of each of the above mentioned letters is handed over to the employee and a copy is maintained by the HR department as the employee personal file.
- An induction program is immediately scheduled for the employee, wherein, they are familiarized with the iConnect tool, the Conveyance portal and other HR related induction details.
- If employees are joining at locations apart from Mumbai or Pune, the HR related formalities are performed by the HR representative at the respective location.
- The induction for such employees is performed over the telephone by the Corporate HR team.

- In case the employee is a lateral joiner, then the details mentioned in the Application form pertaining to the last 2 employments are to be verified.

On-boarding of Trainees

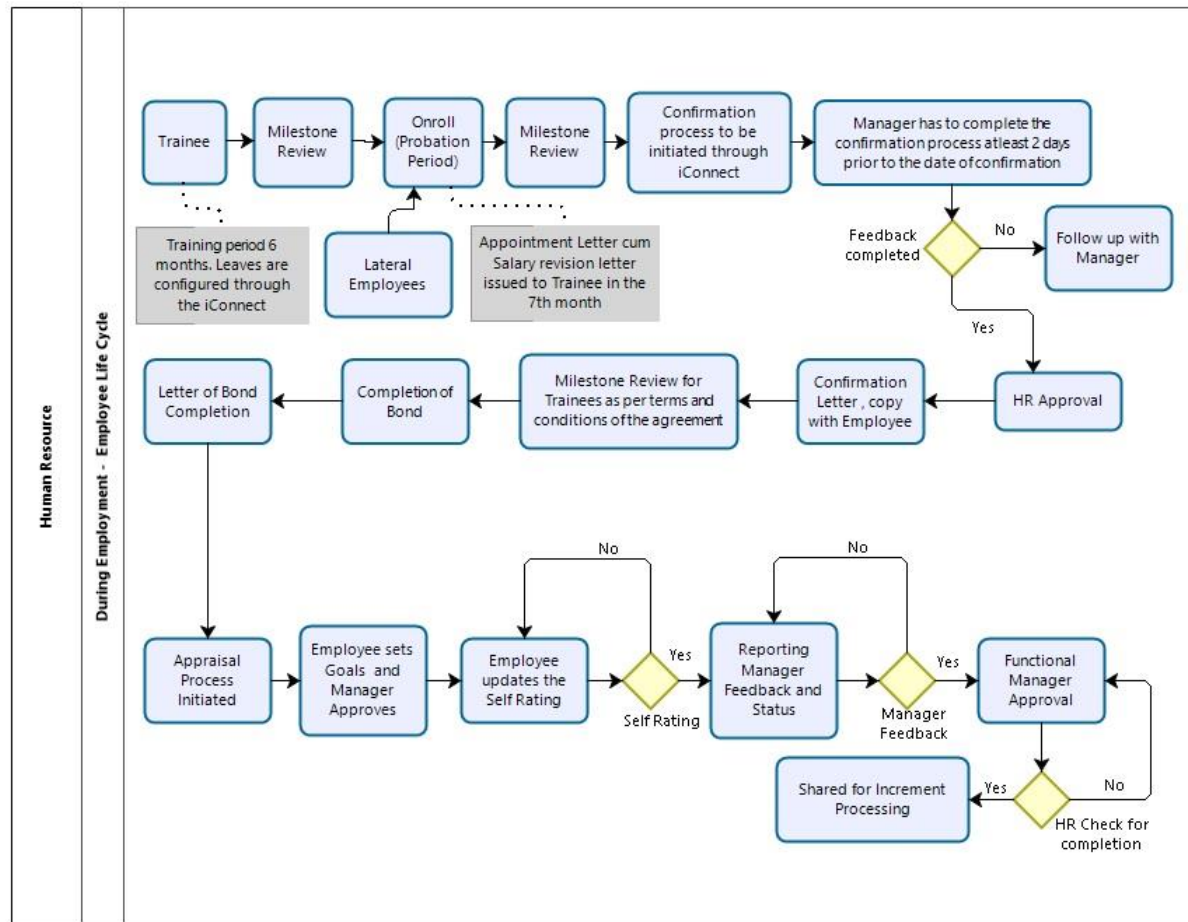
- The HR is intimated by the Recruitment team with a clearance for the on-boarding of the trainee
- Checks regarding the submission of documents are forwarded to the HR for the on-boarding process
- If the trainee comes on board under the Loyalty Bonus criteria, he / she shall sign a Employment Agreement in line with the understanding and complete the rest of the joining formalities like that of the lateral joiners. If the trainee is under the Employment Agreement with security deposit, he / she will provide the Demand Draft as part of the Retention clause that, they had agreed to, during the selection process. They will sign an Employment Agreement as mutually agreed and continue with the rest of the joining formalities like that of the lateral joiners.

Third-party Verification

- The joiner during the on-boarding process, provides details for his prior 2 employments as per the verification format.
- The employment verification is initiated with all the previous employment as per the details provided.
- The HR member takes the last 2 employment details and forwards the same to their Third-party verification vendor
- The Third-party conducts verification as per the set process. The Third-party vendor submits the verification report for the respective resources individually
- The status report is checked and if the response is negative, appropriate action is initiated and the details are filed in the employee file
- If the status report has a positive response, the same is reviewed and filled in the respective employee's personal file.

7.2 Procedure for During Employment (Employee Life cycle)

This process has its involvement during the employment. Leave management, confirmations, and appraisals are the core activities of this process.



The appraisal process which is detailed in this process, is into 2 parts

- Appraisals for regular employees
- Appraisal / Milestone review/s / Confirmations for Trainees

Appraisals for regular employees

- The HR team, as planned initiates the appraisal process by intimating the Goal setting & self-evaluation for employees who are confirmed in employment. The Employees are expected to set their goals based on the KRAs.
- On approval of the KRA by the Supervising Manager, the employee updates the self-rating for the KRA stating reasons. Then they are submitted to the Supervising manager by the scheduled date.
- The HR Team follows on the pending submission and sends reminders till they are completed.
- The Supervising Manager has a review process and updates his rating along with reasons and submits it for the Functional Head's approval.

- In case of pending review and rating by the Supervising Manager, the HR follows up with reminders till it is done.
- The data is then collected by HR to discuss with Department Head for their comments and approval.
- Based on the finalized ratings, this data is used as basic data for consideration of Increment and promotion.
- Once the Increment and promotion is recommended by Supervising Manager and validated by Department Head, the same is reviewed by HR and taken to the Management for approval.
- On the approval of the management, HR initiates the increment process by issuing letter and processing the revised salary.

Milestone reviews for trainees

- Trainees on completion of their training period, have the first milestone review to be considered for On Roll employment.
- The trainees, who do not meet the expectation of the organization, will be given a stipulated extension in writing. After the said period, their performance is reviewed again. Employees with a positive milestone review feedback, are issued a Letter of Appointment, and are eligible for a salary revision as recommended by the Supervising Manager and validated by Delivery Head approved by Management.
- The Second Milestone review of the Trainee comes as confirmation review. This is as per the end of period mentioned in the Appointment Letter. The HR team would monitor and track the probation period for the employees, and as the date of completion of the probation period is approaching initiate the milestone review activity.
- Confirmation process is initiated through iConnect. The Trainee is required to self-evaluate giving reason and provide self-rating on iConnect.
- Then the Supervising Manager initiates review and provides his rating. HR after reviewing the ratings approves the same for issue of confirmation. Confirmation letters are generated on iConnect and a copy of the same is maintained in the personal file of the employee.
- Trainees will also undergo other milestone review as per the terms and conditions specified in the agreement. Based on the review of respective milestone and based on the ratings, increments are suggested by the Supervising Manager. Then the Head of the Department recommends the same and once HR reviews and gets the approval from the Management the same is processed in the next salary. Individual letters are issued to all Milestone review resulting in increments.
- In case of performance not meeting the expectation, letters are issued to employees stating the reason and duration of extension of milestone review. W
- Once the employee completes the specified retention period as agreed in the agreement, the employee will be issued a letter

- After this the employee will fall into the normal annual appraisal system set for all employees in the organization.

Employee Safety during Pandemic

- Clover Infotech SOP for Restarting Operations will be followed during pandemic scenarios such as COVID19. All the norms as prescribed by local and government authorities will be ensured for employee safety.

7.3 Procedure for Leave Management

The process executes compilation of leaves for all employees, on a monthly basis. The collation of this data is for the computation of the monthly salary to be disbursed for the employee. The employees are entitled to various types of leaves, namely

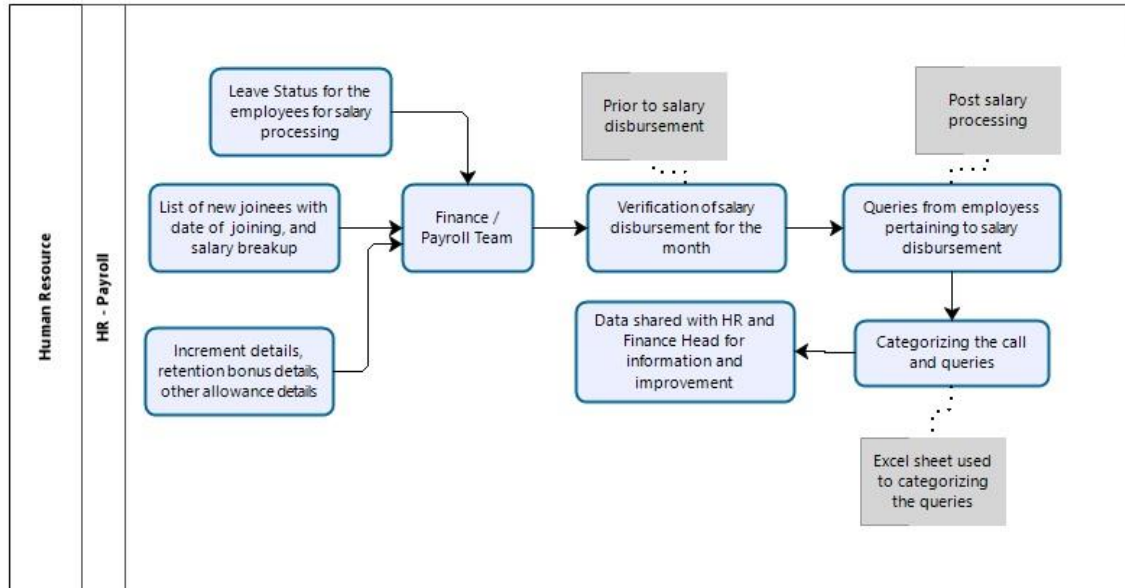
- Privileged Leave (PL)
- Casual Leave (CL)
- Maternity Leave (ML)
- Paternity Leave (PTL)
- Compensatory Off
- Leave Without Pay (LWP)

All leaves availed by the employees during the month are calculated for salary computation

- All employees have to sign IN and OUT on a daily basis for attendance and apply leave on iConnect.
- In case the employee has forgotten to sign in for a particular day, he / she can use the attendance regularization as provided in the iConnect. Once such regularization is approved by the Supervising Manager, the same is regularized. Trainees are allotted 1 leave per month during the trainee period. The same can be availed off on their completing a month.
- In case of other regular employees, they are entitled to 8 days CL and 13 days PL per year. The same is credited to their leave account on a pro-rata basis on a quarterly basis for completed period.
- Employees who need to avail any of the leaves specifies, send an application of leave to the Reporting Manager
- In case Maternity Leave (ML), or Paternity Leave (PTL) the same is activated by HR team member for respective employees on the approval for the Supervising Manager. Once this is done, the employee can apply for the same. The employee applies for leave on iConnect, for the period and duration of the leave to be availed.
- On a monthly basis the attendance and leave details are extracted for salary processing.
- The IN and OUT time logged into iConnect is also extracted as part of the salary processing activity.

7.4 Procedure for HR - Payroll

This process is deals with the monthly salary calculation based on the attendance and leave details updated by the employees in the iConnect

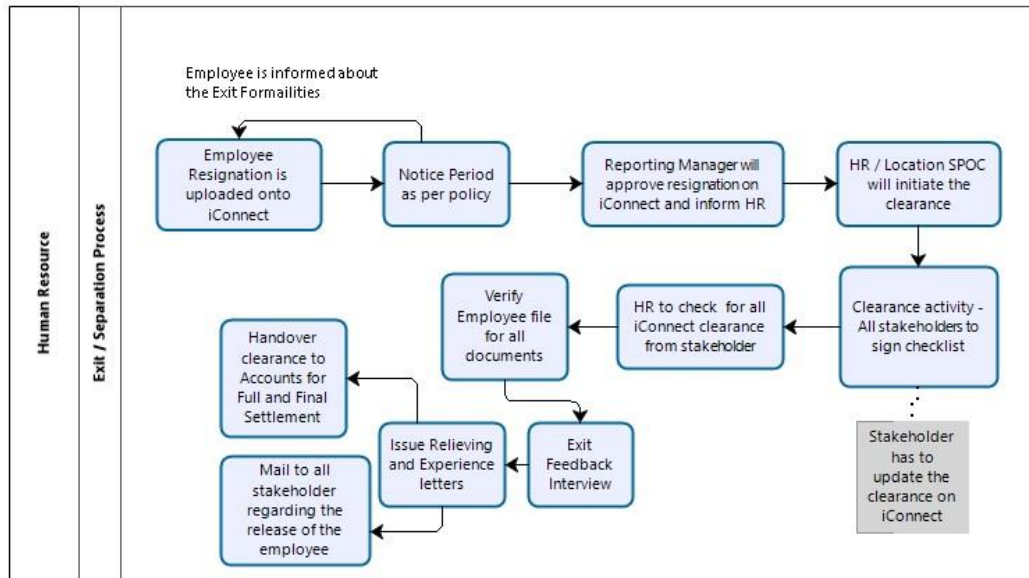


- The monthly salary for all employees is disbursed by the Payroll team of the Finance function.
- Every month the Finance team receives inputs from the HR regarding the following 3 parts to process the salary
 - Leave details in case it is to be treated as LWP
 - List of new joiners – date of joining, and their salary details
 - Salary is processed for those employees who have joined from 16th of the previous month till 15th of the present month.
 - The first salary of the employee is paid by cheque. Increment details, retention bonus, or any other allowances, that need to be included into the salary for any particular employee
 - HOLD salary in case of Resigned, leave considered as without pay and not reporting employees.
- The Finance team prepares the salary disbursement calculation and the sheet is verified by the HR – Payroll team
- If there are no changes, or revisions to the calculations, the HR – Payroll team provides the approval for further processing
- After the salary for the month has been disbursed, the HR Payroll Helpdesk addresses all the queries from employees pertaining to the salary.
- All queries for the month are logged by the team, under respective categories.

- This data pertaining to the queries raised is shared with the HR and Finance Heads for information and any improvements to be initiated

7.5 Procedure for Exit / Separation

This process looks into the activities that are associated when an employee has resigned from the organization.



- The employee uploads his / her resignation onto the iConnect.
- Once the resignation being uploaded on iConnect, the HR team shares the detailed mail to the employee on the Exit formalities.
- On completion of the notice period and on the approval of the same by the Supervising Manager on the iConnect, the employee comes to complete the exit formalities.
- The HR Exit formalities in other locations are done by the HR SPOC at other locations. Once the Exit formalities are initiated in the iConnect, stakeholders will update the same and will provide a signature on the hard copy for the clearance related to their function.
- HR verifies the employee file for any kind of requirement pending, and need attention. The same has to be completed before the employee exits.
- Exit feedback interview is scheduled with the employee.
- Once the exit feedback interview is done, and all other formalities are completed as per the norm, then the employee is issued the relieving and experience letter.
- Clearance sheet form duly signed by HR Head is then handed over to the Finance team for processing the FULL and FINAL settlement.
- Simultaneously, all stakeholders (Administration, respective Manager, HOD, PMO IT and Finance) are updated regarding the release of the employee.

7.6 Procedure for Disciplinary Action

This process is applicable if there has been any breach of rules, regulation, and norms set by the organization. The objective of this process is to ensure that the employees meet expected and communicated performance and behavioral standards. The disciplinary action also is to communicate in case of any performance problem and if there is scope of improvement. This process also considers those actions which are unlawful and do not comply within the norms of the organization and towards the law of the land.



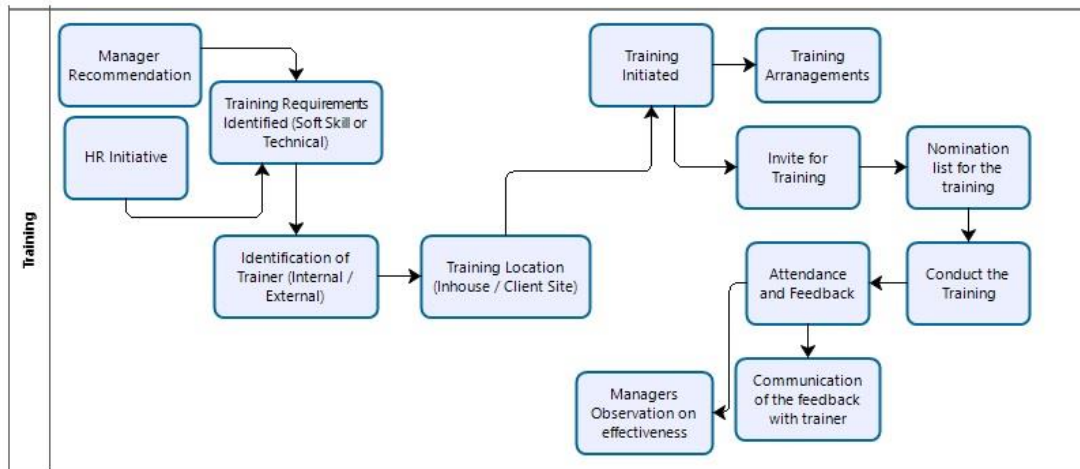
- When an incident pertaining to the behavioral or performance issue is brought to the notice of the Supervising Manager. The Supervising Manager has a meeting with the concerned team member.
- The team categorizes the incident on analyzing the incident as
 - Serious and issues relating to individual Integrity Other type of problem
 - Not reporting on time / Leaving early from place of work
 - Not dressed appropriately
 - Basic Cleanliness and hygiene
 - Performance
 - Behavioral
- The Supervising Manager sends a warning email to the concerned employee marking cc to HR team.
- The HR takes an update from the Supervising Manager till the issue is addressed and takes necessary steps as per the Supervising Manager's request.
- Sometime the Supervising Manager would like the HR to be a part of the discussion with the HR team member and may request the HR team to issue the warning letter to bring in more seriousness to the issue.
- A review of the effectiveness of the corrective action after the observation period is done by the HR team members with the Supervising Manager. Necessary action is initiated.
- As part of the review if a similar or repetition of the said issues are observed, the HR and or Supervising Manager could initiate a warning or action based on the situation

- If there is no repeat occurrences of the incident, with a satisfactory result of the corrective action, the incident / case is treated as closed. Copy of the related papers is filed in the personal file of the employee.

If the incident is of serious nature and or related to integrity of the employee the HR team along with the Supervising Manager after collecting required evidences will confront the employee; based on the findings the team will recommend their action to the management for approval. Based on Management approval necessary action is initiated with immediate effect

7.7 Procedure for Training

This process deals with the trainings that are initiated either by Supervising Managers or trainings that are identified by the HR

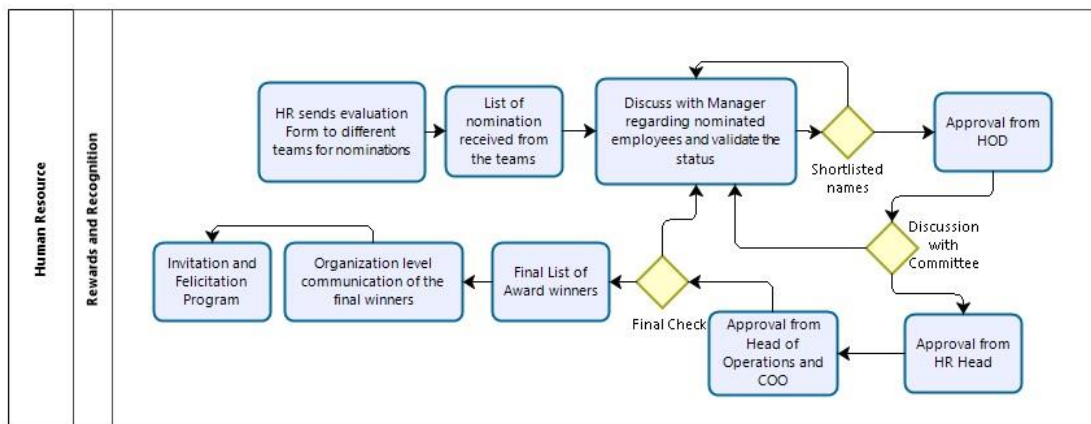


- The training can be in the areas of technical or soft skill.
- Based on the requirement, HR can identify either internal or external trainers or including external training.
- HR will invite nominations either by individuals or by Managers for the training.
- HR to take care of all the necessary training arrangements in consultation with the Supervising Manager.
- These arrangement would include, getting the classroom, refreshment if provided, and other logistical requirements
- Simultaneously an intimation regarding the training would be sent across to all concerned / identified audience, and nominations would be invited.
- Prior to the training all the training material necessities are put into place, with the attendance sheet and the feedback forms, and the evaluation sheets if needed
- On completion of the training the feedback for the training and the trainer is collated.
- The feedback pertaining to the trainer i is communicated with the aim to better the result in future.

- Supervising Manager over a period of time will share his observation on the effectiveness of the training..

7.8 Procedure for Rewards and Recognitions

This process is to recognize various employees, for their, dedication, innovation and performance which helps the organization achieve their desired goals. The organization recognizes the efforts of their employees, on a monthly, quarterly, and yearly basis.



- The HR – member sends an evaluation form to all Managers for nomination
- The Manager nominates and provides the contribution made by the respective team member. The Committee is assigned to short-list the final list of nomination and approves the same.
- On receiving the list from the committee, the HR Head, approves the same.
- The list of winners are announced to the entire organization vide mail by the HR team and Felicitation Ceremony is organized at the office

8.0 Quality Mechanisms

- Verification of Educational Document
- Previous Employment Verification
- Confirmation / Milestone Review / Appraisal Process
- Recommendation for Disciplinary Action
- Verification of the Salary Disbursement Sheet
- Review of Winners list

9.0 Quality Objectives

Sr. No	Objectives	Responsibility	Frequency of Measurement	Reporting of Measurement	Target to Achieve
1	Formality completed for joinees as per TAT	HR- Manager	Monthly	Monthly MIS Report	95%
2	Formality completed for exits as per TAT	HR- Sr. Exec	Monthly	Monthly MIS Report	90%
3	Trainings conducted as per	HR- Asst.	Quarterly	Quarterly	75%

	training plan	Manager		Report	
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10.0 Identified Risk

- All risks identified for the process will be recorded into the Risk Management Plan (RMP)
- Risks will be reviewed and monitored as per the agreed schedule

11.0 Exit Criteria

Outputs
Employee Personal File
Intimation to hold and release pay
Clearance forms to Accounts for Full and Final Settlement
Training Attendance Sheet and Feedback form
Induction Feedback form
Exit Feedback Form
Email to stakeholders on release of employee