

SAI BABA GROUP OF HOSPITALS



HR POLICY MANUAL

Formal rules and procedures that define how certain matters should be addressed in the Hospitals including employee rights and duties



ANM STRATEGIC AND MANAGEMENT CONSULTANTS

01-Jun-20

Guidelines on the approach of which SBH intends to adopt in managing its people. They represent specific guidelines to Human Resource Department on various matters concerning employment and state the intent of the organization on different aspects of HR management such as recruitment, promotion, compensation, training, selections etc. They therefore serve as a reference point when human resources management practices are being developed or when decisions are being made about an organization's workforce.

<u>CONTENTS</u>	<u>PAGE NO.</u>
FROM THE DIRECTOR'S DESK	02
ABOUT SBH GROUP OF INSTITUTIONS	04
GROUP'S VISION & MISSION	05
1. OUR ADMINISTRATION	
WORKING HOURS & ATTENDANCE POLICY	07
DISCIPLINE & CODE OF CONDUCT	09
POLICY AGAINST DISCRIMINATION & SEXUAL HARRASSMENT	15
WHISTLE BLOWER POLICY	19
IT POLICY	20
DRESS CODE POLICY	24
GENERAL COMMUNICATION POLICY	26
VISITOR'S POLICY	30
TOUR & TRAVEL POLICY	31
MOBILE/SIM ISSUANCE POLICY	34
GENERAL SAFETY &PPE POLICY	36
SUSTAINABILITY POLICY	37
HOUSEKEEPING POLICY	39
HEALTH &HYGINE POLICY	41
2. OUR HRM	
GRADING OF EMPLOYEES	45
RECRUITMENT & SELECTION POLICY	46
INDUCTION POLICY	53
SUCCESSION PLANNING POLICY	56
LEAVE POLICY	57
COMPENSATION POLICY	62
OT POLICY	64
PERFORMANCE MANAGEMENT POLICY	65
PROMOTION POLICY	68
TRANSFER POLICY	71
TRAINING &DEVELOPMENT POLICY	74
SEPARATION POLICY	78
3. EMPLOYEE WELFARE & BENEFITS	
EMPLOYEE ENGAGEMENT POLICY	82
CANTEEN POLICY	83
GRIEVANCES HANDLING POLICY	85
REWARD & RECOGNITION POLICY	89
MEDICAL DISCOUNT POLICY	93
EMPLOYEE ACCIDENT COVERAGE POLICY	95
ANNEXURE- FORMS, FORMATS & EMPLOYEE ACKNOWLEDGEMENT	97

FROM THE DIRECTOR'S DESK...

Dear Colleagues,



It gives me pleasure to present to you the Human Resource & Development Policy 2020 which spells out the regulations, conducts, benefits, facilities and privileges applicable to all of you. Human Resource Management requires good planning of human resources while at the same time use the human touch, expertise, and commitment towards ensuring productive use of human capital while at the same time motivating the employees to make them give their fullest potential towards patient care activities in the Hospital.

You are aware that we are on the threshold of an exciting and challenging phase in the growth of entire Hospitality industry. It is passing through such an atmosphere which is charged with competitive spirits, awareness in patient's care, rolling under advanced technology, information based, Human touch, having societal initiatives-individual and organizational mindsets and truly adaptive to "living systems". The key to meeting these challenges is found in its people only through your collective in the positive direction and determination.

On one hand we have systems & procedures and on the other- People's Lives are on stake. We are committed to cultivate a culture that has motivated and talented workforce withbrings a delight in patient care and patient satisfaction. The HR manual is designed to bring systematic, well documented policies and procedures, which will help you in your day-to-day working at Sai Baba Group of Hospitals.

It is a document that deals with the living human beings and therefore, may change based on operationalneeds and changing circumstances which will help us in *creating our future in a sustainable and responsible way*.

I hope this will be a ready reckoner and a useful guide to you for reference.

Dr. Ashish Mahobia

Dear Colleagues,

A warm welcome from Sai Baba Hospital!

With this Hospital coming closer to nearly one decade of service in the healthcare industry, it is quite satisfying to turn back the pages of history to see the thousands of smiling faces. Over these years, delivery of quality healthcare service which is in line with Quality Policy of the organization has been the focus area at every level.



We have a highly qualified and dedicated team of Medical, Administrative and Support staff. The Consultants in various departments are among the cream of Specialists in the city. With state-of-the-art technology and qualified and trained staff, we are able to offer world class services. Employees join our team with different skill sets, which gives us the opportunity to tailor training to meet individual needs. This whole package among other things is what ensures a high and assured quality of service for all people who visit this Hospital.

Plans are underway to constantly increase and improve the services and clinics that the Hospital offers, both in curative and preventive healthcare applications. As always, we are looking to improve our care and service to you. I want to invite you to take a closer look at our services and tell us how we are doing. We shall only be glad to work towards offering you what you look for in the field of Medicine & Surgery.

Wishing you good health at all times.

Dr. Swati Mahobia

ABOUT SBH GROUP OF HOSPITALS

Sai Baba Group of Hospitals currently have two specialities under its umbrella – Eye and Women's care. Sai Baba Eye Hospital is a Super Specialty Eye Hospital located at Fafadih, Raipur with another branch in Bhilai. Established on November 2002 by Dr. Ashish Mahobia with in a single room. In a span of 16 years we are proud to be one of the leading eye care hospitals in the state Chhattisgarh with 8 examination chambers, 2 operation theatres and a library. We also have all latest eye care machines and facilities. Majority of the advanced services offered by apex eye hospitals (like Shankar Nethralaya) is available at our hospital.



We can proudly say that our hospital serves 30,000 patients yearly and performs approximately 1,500 major and 2000 minor surgeries every year. Out of these surgeries a significant number are super specialty eye surgeries which are referred to our hospital by other ophthalmologists like retinal detachment surgery and diabetic laser treatment. Presently we are working with four qualified Ophthalmologists with different sub specialty training:

Sai Baba Women's Hospital was started in the year 2003. It has now become a leading private Hospital of Chhattisgarh. Women's Hospital is providing the complete care for the Women. Giving standard treatment as well as advanced medical and surgical treatment and high-tech equipment with back-up round the clock Doctors, qualified work force and proficient consultants. We believe in providing best care in most affordable price.



We are providing the complete care before, during and after pregnancy and also dealing with high risk pregnancies such as Diabetes mellitus, Hypertension, Heart Disease, recurrent pregnancy loss, Intrauterine growth retardation etc. through the pregnancy and labour. We are using labour analgesia, NST and Partogram for each and every patient. Our hospital also facilitates painless labour.

We provide specialist medical as well as surgical management of all types of gynaecological problem like menstrual abnormalities , Prolapse, fibroid and other tumours of uterus and ovary, pelvic inflammatory disease, tubal recanalization by micro surgery. Ectopic pregnancy, ovarian cyst and tummies can be performed laparoscopically with the least pain to your early return to your daily activities.

GROUP'S VISION-MISSION

History, Mount Everest Goal, Core Purpose & Values

SBH Eye Hospital is a Super Specialty Eye Hospital located at Fafadih, Raipur. Established on November 2003 by Dr. Ashish Mahobia with in a single room. In a short span of 10 years we are proud to be one of the leading eye care hospitals in the state Chhattisgarh with 8 examination chambers, 2 operation theaters and a library. We also have all latest eye care machines and facilities. Majority of the advanced services offered by apex eye hospitals (like Shankar

We are happy to inform that our hospital serves 30,000 patients yearly and performs approximately

Nethralaya) is available at our hospital

1,500 major and 2000 minor surgeries every year. Out of these surgeries a significant number are super specialty eye surgeries which are referred to our hospital by other ophthalmologists like retinal detachment surgery and diabetic laser treatment. Presently we are working with four qualified Ophthalmologists with different sub specialty training

Mount Everest Goal

By 2036 SBH Eye Hospital will be One of the top 5 eye hospitals of India with a Global Fame. We will be seeing 7 Lacs patients and operating upon 70000 patients yearly.

History, Mount Everest Goal, Core Purpose & Values

SBH Women Hospital was started in the year 2003. It has now become a leading private Hospital of Chhattisgarh. Sai Baba Nursing Home is providing the complete care for the Women. Giving standard treatment as well as advanced medical and surgical treatment and high-tech equipment with back-up around the clock Doctors, qualified work force and proficient consultants. We believe in providing best care in most affordable price.

We are providing the complete care before, during and after pregnancy and also dealing with high risk pregnancies such as Diabetes mellitus, Hypertension, Heart Disease, recurrent pregnancy loss, Intrauterine growth retardation etc. through the pregnancy and labour. We are using labour analgesia, NST and Partogram for each and every patient. Our hospital also facilitates painless labour. We provide specialist medical as well as surgical management of all types of gynaecological problem i.e. menstrual abnormalities, Prolapse, fibroid and other tumors of uterus and ovary, pelvic inflammatory disease, tubal recanalisation by micro surgery. Ectopic pregnancy, Ovarian cyst and tomies can be performed laproscopically with the least pain to your early return to your daily activities.

Mount Everest Goal

By 2035 we will be in top 5 women hospitals of central India, respected for excellence in patient care & most trusted women care hospital.

Core Purpose

“To Contribute towards health and well being of all”

Core Values

- Honesty and Sincerity
- Service with a smile
- Constant quest for Excellence
- Collective growth Concern
- Respect and Freedom for all
- Joy and Fulfilment in life above all



OUR ADMINISTRATION

WORKING HOURS & ATTENDANCE POLICY

WORKING HOURS / TIMING

Employees are expected to be punctual and regular. If, for any reason, they are late or absent, they must inform their line manager via SMS, email or phone call. In case of absence, leave application form needs to be submitted to the HR Department. Our regular work timings are 8 hours per day, which amounts to 48 hours per week.

EYE HOSPITAL BHILAI AND RAIPUR STAFF

Shift	Timing	BREAK
Shift A	9:00AM TO 6:00 PM	30 min
Shift B	10:00AM TO 7:00 PM	30 min
Shift C	11:00 AM TO 8:00 PM	30 min

EYE HOSPITAL BHILAI AND RAIPUR CONSULTANT TIMING

Shift	Timing	BREAK
Shift A	9:30 am to 5:30pm	2 hr
Shift B	11:00 am to 7:00 Pm	2 hr
Shift C	2:00pm to 8:00 pm	2 hr

WOMENS HOSPITAL RAIPUR STAFF

Shift	Timing	BREAK
Shift A	8:00AM TO 4:00 PM	30 min
Shift B	9:00 AM TO 5:00 PM	30 min
Shift C	10:00 AM TO 6:00 PM	30 min
Shift D	11:00 AM TO 7:00 PM	30 min
Shift E	12:00 NOON TO 8:00 PM	30 min
Shift F	8:00 AM TO 8:00 PM	30 min

WOMENS HOSPITAL RAIPUR CONSULTANT TIMING

Shift	Timing	BREAK
Shift A	8:00 am to 4:00pm	2 hr
Shift B	9:00 AM TO 5:00 PM	2 hr
Shift C	10:00 am to 8:00 Pm	2 hr
Shift D	10:00 AM TO 6:00 PM	2 hr
Shift E	11:00 AM TO 7:00 PM	2 hr
Shift F	12:00 PM TO 8:00 PM	2 hr
Shift E	8:00 PM TO 8:00 AM	4 hr

ATTENDANCE

- To maintain punctuality in attendance the following will be observed late attendance. Any employee reaching the office after shift start time shall be considered as late.
- Organization provide 15 minutes grace/relaxation period to staff from start time/entry.
- The organization had decided to deduct earned leave of the employees who come late to workplace for more than 3 days in a month.
- For half day employee have to serve atleast 4 hrs in the duty.
- Between three to four hours delay or leaving the duty early, half day's salary will be deducted.
- If employee goes out during office hours on account of office work, shall fill in prescribed outdoor duty slip **SBH/HR/02** duly approved by the HOD and submit with HR.
- An entry will also be made in the register maintained at the Gate for this purpose. On return after office work, return time shall be entered in the register and also Biometric punching is mandate.
- Timing and all attendance related regulation will be applicable for Outsourced employees as well.
- If an employee travelling Out station for official purpose then they have to fill out station form and submit to the HR department.

IDENTIFICATION & ACCESS CARDS

- All employees fingerprint / face shall be registered within a week of joining.
- It is mandatory for every employee to punch while coming in or going out in scheduled working hours. If he/she does not follow the above procedure he/she is marked absent for the day & salary will be deducted accordingly.
- In case of any mispunch/ system default/power-cut, employee has to fill mispunch/regularization slip. It is mandatory to wear ID card during working hours.
- In case an employee loses a card, he/she shall need to inform the HR Department in the prescribed format **SBH/HR/01** and a new card shall be issued within 5 days. In case of loss of card, a fee of INR 100 will be charged.
- In the time of Full and final Settlement exited employee have to submit ID Card to HR Department In case an employee loses a card a fee of INR 2000 will be charged.

DISCIPLINE & CODE OF CONDUCT

CONDUCT IS COMPULSORY AND BINDING TO ALL EMPLOYEES IN HOSPITALS, MEDICAL CENTRES&ON FIELD

Non-observation or breach of code of conduct shall make the employee liable for disciplinary action leading to imposition of major / minor penalty or with adverse impact on their career including termination / dismissal.

STANDARD CODE OF CONDUCT

Conduct within the Hospital premises

- i. Employees must devote all official time to perform their duties accurately and faithfully, and must not leave their place of work during office hours without the permission of their superior.
- ii. In the hospital premises the employees will not indulge in any acts that will adversely affect the SBH's image and standing.
- iii. Employees will be required to interact with other employees and their superiors as well as subordinates, within the framework of policies and guidelines of the SBH.
- iv. At no time should employees favor or have a prejudice on account of nationality, color, race, creed, caste, sex, etc.

NOTE- Employees are instructed to avoid taking guests and visitors to Hospital areas as it will infringe upon our security and privacy. Patients, Guest and visitor shall be confined to visitor's room only. All Hospital visit shall be permitted only after the approval of Hospital head.

Behavior with Superiors, Colleagues and Subordinates

- i. All employees are expected to conduct themselves in a professional manner appropriate to their position within the SBH, both on and off the job.
- ii. They must maintain absolute integrity, honesty, loyalty to the organization, devotion to duty.
- iii. At no time will any employee exceed the authority limits, without the prior approval of the Management.
- iv. Employees are required to abide by the rules and regulations of the SBH, and execute the orders and instructions of their superior. Any behavior to the contrary will be subject to disciplinary action.
- v. Employees must attempt to resolve misunderstandings, differences of opinion, etc. amongst themselves or with the assistance of a superior, before initiating formal action.

Conduct outside the Hospital premises

- i. While interacting with patients and other outside agencies, employees will behave in a courteous and proper manner.
- ii. They will not say anything or act in any way that will offend the outsider's feelings or cause damage to the SBH's reputation.
- iii. Usage of foul / inappropriate language/ gestures during official dialogues/ meetings is not acceptable.
- iv. Conduct w.r.t dressings, behavior and interaction should be professional and not hurt any sentiments & emotions.
- v. The employee will not engage or offer him/herself to any other gainful occupation or employment. Breach of his contact may result in initiation of serious disciplinary action including termination. However, if an employee is invited by any other institution/organization for advice in the field of expertise or to participate in seminar as an honorary speaker, a written permission from the management is essential.

Conduct towards permanent fixtures/equipment/machinery from the Hospital/office Buildings:

- i. The removal of /alteration of permanent fittings in SBH's assets, without the knowledge and approval of the authorities of the SBH is prohibited.
- ii. Misuse of SBH Assets is strictly prohibited be it Hospital or office.
- iii. In case of willfully damage or misuse of company assets. Employee will bear the financial liability.

NOTE - All the offices/Hospital/workplace of the organization are provided with necessary infrastructure & manpower under the administration Department. for maintaining good housekeeping . SBH expects employees to be responsible for the cleanliness and neatness of his/her work area as well as any other area/facility he/she uses, by taking help from the resources provided with the administration.

Conduct towards Records, documents & files:

- i. Employees should before leaving office/Hospital at the close of the day and soon after coming to the office on the next working day, satisfy themselves that the records in their charges are intact and they are not wising or tempered.
- ii. Any negligence or failures to observe these instructions should render the person concerned liable to punishment as per directions issue in this behalf by the SBH.
- iii. SBH is not responsible for any personal belongings such as Laptop, Mobiles, Electronic devices, vehicles etc. used by the employees.
- iv. It is the fundamental responsibility of all users to safeguard their personal belonging.

MISCONDUCTS

Following is a list of misconducts for which an employee may be charged. This list is illustrative and not exhaustive and depending on the act of omission / commission the nature of misconduct would be included for issue of Show Cause / Charge sheet.

- a) Willful insubordination or disobedience, whether or not in combination with another, of any lawful and reasonable order of a superior.
- b) Willful slowing down in performance of work/ abetment/instigation/provoking there-of.
- c) Theft, fraud or dishonesty in connection with the employers business or property or the theft of property of another workman within and outside the premises of the establishment.
- d) Taking or giving bribes or any illegal gratification.
- e) Habitual absence without leave, or absence without leave for more than eight consecutive days or overstaying the sanctioned leave without sufficient grounds or proper or satisfactory explanation.
- f) Late attendance on more than three occasions within a month.
- g) Not punching at the time of reporting for duty and / or leaving the workplace.
- h) Habitual breach of any Standing Order or any law applicable to the establishment or any rules made there under.
- i) Collection without the permission of the Management of any money except as sanctioned by any law for the time being in force.
- j) Engaging in trade within the premises of the establishment.
- k) Drunkenness, under the influence of any illicit drug, riotous, disorderly or indecent behavior on the premises of the establishment.
- l) Commission of any act subversive of discipline on the premises of the establishment or indulged in any form of gambling/betting within the work premises.
- m) Habitual neglect of work, or gross or habitual negligence.
- n) Habitual breach of any rules or instruction for the maintenance and running of any department.
- o) Any employee indulged in illegal / anti national/part of a political party or movement declared as illegal/ terrorist activity , his/her employment / engagement with SBH will be declared as null & void with immediate / retrospectively and his presence in the work premises / sites will be treated as persona non grata..
- p) Canvassing for union membership, or the collection of union dues within the premises of the establishment except in accordance with any law or with the permission of the CEO.
- q) Willful damage to work in process or to any property of the establishment.
- r) Holding meeting other than of hospital interest inside the premises of the establishment without the previous permission of the Manager or except in accordance with the provisions of any law for the time being in force.

- s) Disclosing to any unauthorized person any information in regard to the processes of the establishment, which may come into the possession of the workman in the course of his work
- t) Gambling within the premises of the establishment.
- u) Smoking or spitting on the premises of the establishment where it is prohibited by the employer.
- v) Failure to follow safety instruction notified by the employer or interference with any safety device or equipment installed within the establishment.
- w) Distributing or exhibiting within the premises of the establishment hand-bills pamphlets, posters, and such other things or causing to be displayed by means of signs or writing or other visible representation on any matter without previous sanction of the Management.
- x) Refusal to accept a charge sheet, order or other communication served in accordance with these Standing Orders.
- y) Unauthorized possession of any lethal weapon in the establishment.

Any perquisite demand /needs to be met out has to be communicated to the management in written. Going on an illegal strike or abetting, work stoppage, instigating co-workers / workers, any conspiracy or such kind of activities /actions /creating such situations will not be acceptable to the SBH. People involved in any of these activities/ actions/situations will be liable for disciplinary actions including termination as per discretion of management.

IN THE EVENT OF AN EMPLOYEE COMMITTING ONE OR MORE OF THE MISCONDUCT(S) MENTIONED ABOVE AT A) TO Z), THE FOLLOWING PROCEDURE SHALL BE FOLLOWED:

- i. A written complaint is to be submitted by the person(s) affected / witness of the misconduct in the mail box.
- ii. The HR department will prepare the Warning Letter / Show Cause / Charge-sheet as the case may be and serve the same upon the employee concerned.
- iii. The employee concerned shall be required to submit a statement of defense to HR within the stipulated time as mentioned in the Show Cause / Charge sheet.
- iv. In the event of non-receipt of a reply / statement of defense, it would be presumed that the employee has nothing to offer in his / her defense and the HR would initiate next course of action.
- v. In case wherein the employee submits his / her statement of defense or reply, the same will be examined by the HR who would suggest for either dropping the charge(s) in case the reply is found to be satisfactory with evidence or for proceeding with action in case the reply is not found to be satisfactory.

EATING- FOOD & DRINKING ETIQUETTES:

It has been observed by the management that staff taking food/drink while working which is not comes under good office etiquettes. Food & drink not permitted in visitors/public areas never eat or drink while talking with a patients or visitors in hospital

It is required that staff observes the following guidelines with respect to eating and drinking in the work place.

- ✚ Drinking and eating should not occur near important documents or office equipment, especially computers.
- ✚ Drinking and eating may not occur in the reception/Front area.
- ✚ Employees should avoid drinking and eating while talking with others in person or via telephone.
- ✚ Washing Utensils in hospital premises is prohibited
- ✚ Some employees have food allergies or sensitivity to strong scents. Employees may be asked to consume these products in the break or lunch time in lunch area
- ✚ Leave pungent-smelling food at home and if something gives off a stronger-than-expected odor, air out the room by opening a window or spray the room with air freshener.
- ✚ Trash from food and drink items should be properly disposed of in kitchen and break room trash cans.
- ✚ Eating and drinking is prohibited in areas where direct contact of visitors.

Enforcement of this policy will be responsibility of each department Incharge. Your cooperation is needed to implement this policy effectively and to maintain office decorum & a clean environment.

CONFLICT OF INTEREST

A conflict of interest arises when an employee is/ becomes involved in an outside business interest which:

- i. Is a competitor, customer or supplier of the SBH
- ii. May adversely affect the employee's judgment in acting for the SBH
- iii. Interferes with the employee's obligations of devoting full-time attention to his responsibilities May adversely affect the SBH in any way, including its relationship with any outside body.
- iv. iv. Any kind of personal financial transaction amongst employee within the premises is strictly prohibited.
- v. Outside work or services in addition to those performed for the SBH may constitute a conflict of interest, regardless of whether anything of value is given in return for such services, if:
 - a. It involves providing services substantially similar to those provided by the SBH to its customers,
 - b. The outside activity lessens the efficiency alertness, interest or productivity normally expected of employees on their jobs.

ADDRESSING THE COI ISSUE:

- i. Employees, whose jobs are considered to be such that a conflict of interest may arise, will be required to report in writing at once to their immediate superior as to relationships, if any, with parties dealing with the SBH, which the SBH should be aware of.
- ii. The superior will be responsible for bringing the conflict of interest to the attention of the SBH's Management. Management will take disciplinary action as per requirement.

ADDRESSAL PROCEDURE FOR ADMINISTRING DISCIPLINE

Discipline may be administered for poor work performance, violations of Standards of Conduct, misconducts ,Violation of Safety rules, orders & practices or for other reasons. Depending upon the nature, frequency and severity of conduct, the likelihood of remediation, and other factors SBH believes relevant, SBH may use one or a combination of the following types of action:

CORRECTIVE ACTION COUNSELING SYSTEM:

Steps SB Hospital Corrective Action procedures are used as a way staff members and management can work together to correct performance or behavior. SNH established Corrective Action Counseling (Card System)

- 1- A verbal warning is generally given when unsatisfactory performance, work habits, attitude, etc. first come to the attention of management. It is a way to correct behavior before it becomes a problem. This may or may not be done in a written format and should be viewed as counseling not a punitive measure. Most situations can be resolved at this point.
- 2- **Yellow Card System:** A written warning normally is issued as the first or second step in the disciplinary process depending on the severity of the situation. Or give show cause notice for explanation Again, this should be seen as a way to correct undesirable behavior or work habits before they become a bigger problem. This step is always issued in a written format.
- 3- **Red Card System:** Discharge is the final step in the disciplinary process in terms of dismissal. An employee will be terminated when he or she engages in conduct that justifies termination or does not correct the matter that resulted in less sever discipline

Bases on the above system SBH may take the following actions:

- ✓ Suspension with or without pay*
- ✓ Decreases in pay
- ✓ Demotion
- ✓ Termination of employment

POLICY AGAINST DISCRIMINATION & SEXUAL HARRASSMENT

Objective:

The purpose of implementing and enforcing this policy is to define workplace sexual harassment, prohibit it in all forms, carry out appropriate disciplinary measures in the case of violations, and provide procedures for lodging complaints about conduct that violates this policy.

The scope of the workplace:

This policy shall be applicable to all employees at all locations. The SBH will not tolerate sexual harassment whether engaged in by fellow employees, supervisors, clients or suppliers. The workplace includes:

1. All locations within hospital including reception area, wards, OTs, Labs, pharmacy, precincts or other premises where the hospital activities are directly or indirectly conducted.
2. All SBH-related activities performed at any other site away from the SBH's premises.
3. Any social, business or other functions where such conducts or comments may have an effect in the workplace or workplace relations.
4. An employee visiting any other premises, functions in his Professional Capacity or on behalf of the SBH.

SBH's Commitment:

1. The SBH is committed for providing a work environment which ensures that every employee is treated with dignity which is free from any discrimination or harassment on the basis of sex, caste and religion.
2. The SBH is also committed to promote a working environment that is conducive to the professional growth of its employees, and provides a professional atmosphere, and promotes equal opportunity.
3. There shall be no discrimination or harassment against any person on the grounds of race, color, religion, national origin, disability, age, sex, marital status and citizenship.
4. The SBH will not tolerate any form of harassment and is committed to taking all necessary steps to ensure that employees are not subject to harassment.
5. Every complaint shall be promptly and thoroughly investigated and confidentiality will be maintained as far as the situation would permits. Furthermore, the SBH does not retaliate against any employee for bringing questionable circumstances to attention
6. The SBH vows that the Employment at SBH GROUP will be free from harassment and discrimination.

Sexual Harassment Defined:

Sexual Harassment as defined by the Honorable Supreme Court is "Sexual harassment includes such unwelcome sexually determined behavior (whether directly or by implication) as:

- a) Physical contact and advances,
- b) Demand or request for sexual favors,
- c) Sexually colored remarks,
- d) Showing pornography,
- e) Any other unwelcome physical, verbal or non-verbal conduct of sexual nature.

Specific types of prohibitive conduct include, but are not limited to:

- i. Request for sexual favors.
- ii. Verbal or physical conduct of sexual nature.
- iii. Discussion of a person's physical characteristics or dress.
- iv. Any unwelcome advances.
- v. Use of offensive language or demeaning terms.
- vi. Narrating offensive jokes or sexually explicit stories.
- vii. Circulation or posting of offensive pictures.
- viii. Objectionable physical proximity or contact.
- ix. Spreading rumors or talking to third parties about an individual in a demeaning fashion.
- x. Inquiries and commentaries about sexual activity, experience, or orientation

The display of inappropriate sexually oriented materials in a location where others can view them. All the above and similar acts is prohibited through any mode of communication including in person, over the phone, on voice mail, through pen and paper, on e-mail, through chat, through SMS or any other form of communication.

Responsibilities regarding sexual harassment:

All SBH members have a personal responsibility to ensure that their behavior is not contrary to this Policy. All SBH members are encouraged to reinforce the maintenance of a work environment free from Sexual harassment. Members of the Top Management Team and HR Department are responsible for:

- Discouraging and preventing employment-related sexual harassment;
- Investigating every formal written complaint of sexual harassment;
- Taking appropriate remedial measures to respond to any substantiated allegations of sexual harassment;
- Ensuring that all members and employees of the SBH are aware of the problem of sexual harassment and their responsibilities with respect to preventing sexual harassment.

What to do when harassment occurs:

The SBH is committed to provide supportive environment to resolve concerns of sexual harassment.

Informal Resolution Options

1. When an incident of harassment occurs, communicate your disapproval and objections immediately to the harasser and ask the harasser to stop.
2. If the harassment does not stop or if you are not comfortable with addressing the harasser directly, bring your concern to the attention of your HOD and the HR Department. The SBH will provide advice or support as requested and will undertake any investigation necessary to resolve the matter.

Complaints

1. Any member of the SBH with a harassment concern who is not comfortable with the informal resolution options or has exhausted such options may bring a formal complaint to the Complaint Committee. All such complains will be promptly investigated by the Complaint Committee.
2. If after an investigation it is determined that an allegation of harassment is valid, appropriate corrective actions will be taken.
3. Corrective action may include any of the following:
 - i. Formal apology;
 - ii. Reprimand;
 - iii. Written Warning placed in the employee's file;
 - iv. Change of work assignment;
 - v. Suspension or discharge of an employee.

In addition to the sanction that may be imposed on an employee by the SBH as a part of complaint resolution, members of the SBH who is/was engaged in harassment may expose themselves to damages in the event of a successful lawsuit or human rights case.

Confidentiality:

1. To protect the interests, the person complained against and any others who may report incidents of sexual harassment, confidentiality will be maintained throughout any investigatory process to the extent practicable and appropriate under the circumstances.
2. All records of complaints, including contents of meetings, interviews, results of investigations and other relevant material will be kept confidential by the SBH except where disclosure is required from disciplinary or other remedial processes.

No Reprisal: The SBH is committed to ensure that no employees who brings forward a harassment concern is subject to any form of reprisal. Any reprisal action will be viewed as an act of misconduct.

DISCRIMINATION

Discrimination means treating employees differently, in any aspect of employment, solely because of a trait or characteristic that is not related to their ability to do their job.

1. The SBH shall discourage discrimination based on a person's sex, race, caste, community, marital or family status, appearance, religion, national origin, age, sexual orientation, and disability.
2. The SBH forbids retaliation against an employee for filing a charge of discrimination or participating in an investigation, or opposing discriminatory practices. Charges on harassment and discrimination are likely to be grounds of termination of employment.

Process

1. If an employee is encountering discrimination or harassment, he/she may take the following course of action:
2. Speak directly to the offender using statements like "Please stop that," "I don't appreciate that," or "I find that offensive". However, it is not necessary for an employee to take this action before reporting a complaint to HR
3. If the offensive behavior continues or if the employee feels uncomfortable in confronting the offender, the situation needs to be brought to the attention of the reporting manager or the Committee. A thorough investigation of the case and necessary action shall be taken. It shall be ensured that the case is kept confidential both internally as well as externally.
4. If an employee hears about or observes a possible harassment or discrimination, the employee is accountable to report the situation to the Committee. The employee's identity will be kept confidential. To maintain confidentiality, employees should not confer with anyone else at the SBH about the situation. All complaints of discrimination or harassment are serious and appropriate investigation of complaints will be conducted.
5. The Committee shall spearhead the investigation. The questions asked during an investigation shall be focused on what occurred during the incident, including specifics about what happened, who said what, who was present, venue, time and what happened before the incident. After all the facts have been analyzed a determination shall be made and appropriate corrective action will be taken. Corrective action shall depend upon the nature and intensity of the situation and may include counseling or termination of employment.
6. After completion of an investigation, the concerned parties shall be informed of the decision taken.
7. If any action taken by the victim directly without intimating to the committee, SBH shall not be liable to take responsibility on such matter.
8. If the committee's decision is not acceptable to either party, may raise this matter to higher management.

WHISTLE BLOWER POLICY

SBH encourages all employees to come forward with credible information on illegal practices or serious violations of adopted policies of SBH, including illegal or improper conduct by SBH itself, by its leadership, or by others on its behalf. Examples of appropriate subjects to raise under this policy would include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies.

SBH will not take or tolerate any intimidating or retaliatory act against an individual who, in good faith makes a report or inquiry of practices reasonably believed to be a violation of this policy or for participating in a review or investigation under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. SBH reserves the right to discipline persons who make bad faith, knowingly false, or vexatious complaints, reports or inquiries or who otherwise abuse this policy.

Complaints, reports or inquiries may be made under this policy on a confidential or anonymous basis, and confidentiality will fully be maintained possible. Complaints should be in writing and should describe in detail the specific facts demonstrating the bases for the complaints, reports or inquiries. They should be directed to the Human Resources Director. If the Human Resources Director is implicated in the complaint, report or inquiry, it should be directed to the Chief Executive Officer. SBH will begin to conduct a discreet and objective investigation or review of all allegations in a reasonable time frame. Employees are not responsible for investigating the activity or practice, but all employees must fully cooperate with any investigations that are initiated under this policy.

Process:

- A whistleblower as defined by this policy is an employee of SBH who reports an activity that he/she considers to be illegal or dishonest to one or more of the parties.
- The whistleblower will not be responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.
- If an employee has knowledge of or a concern of illegal or dishonest fraudulent activity, the employee is to contact his/her immediate supervisor or the HR Department
- An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.
- Whistleblower protections are provided in two important areas -- confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained.
- Any whistleblower who believes he/she is being retaliated against must contact the Human Resources Director immediately.
- All reports of illegal and dishonest activities will be promptly submitted to the Human Resources who is responsible for investigating and coordinating corrective action.

INFORMATION TECHNOLOGY POLICY

Objective: To overcome any potential safety issues, possible breaches of security and confidentiality of proprietary information when using information technological tools.

Scope: The policy shall include usage of all PCs, PDA's, Mobile, laptops, shared network services, proprietary software & all related technology that can access or be accessed through them

Guidelines

1. Employees are expected not to use SBH's technology or equipment for personal financial gain or profit.
2. All new employees shall be given workstations equipped with the necessary software & hardware as per the need of the job and on the approval of HOD.
3. Additional software & hardware can be requested and shall be allocated once the concerning authority who approves the 'need'.
4. All information shall be shared on a need-to-know basis. Each user shall be given necessary (and restricted) access to the computers / shared network. It is mandatory to follow the access limits strictly.
5. Employees shall be held responsible for inappropriate use of information which they have access to.
6. All passwords must be kept confidential and computers should be locked/logged out from while away from the workstation.
7. Carrying information in printed or soft copy shall be prohibited without prior permission from the proper authority. No information shall be copied illegally by any employee.
8. All software required for operations purposes shall be installed and upgraded by the Information Technology Department. No software shall be installed on the computers by any employee.
9. The SBH shall have the right to monitor any and all the aspects of its technology.
10. Using technology for entertainment is strictly prohibited.
11. Any misuse of technology for any actions harassing or discriminatory to anyone, will not be tolerated in any circumstances.
12. Employees shall be required to read and follow the Technology Updates sent from time to time which shall include tips for effective use of technology, information security, new technology and upgrades.
13. All personal greetings, displays or messages on any technology shall be formal and professional.
14. All queries on this policy may be directed to the IT department.
15. A breach of any of the above guidelines/ not following the policy guidelines shall lead to strict disciplinary action against the concerned employee.

I. Usage of PCs and Laptops & Smart phones

1. This policy will be applicable on the laptop, PCs issued by the SBH to the employees.
2. Only on the basis of endorsed requisition form by the HOD and after approval of Director the IT Department will issue laptop to user/s.
3. For approval, CEO can call for explanation from the HOD/Applicant in person. HODs should have specific reasons for the recommendation.
4. In case, HOD is willing to provide laptop to employee/s, of the department, for specific phase of the project / purpose for few days then the concerning may get the same from IT department, subject to the availability of laptop and approval by CEO.
5. The process of providing laptop to user will take maximum 10 days. Meanwhile, IT Department will try to provide a spare laptop as per the availability and based on necessity.
6. After the period of warranty, if the laptop is lost /damaged by ulterior intention or negligence or mishandling and needs major repair/replacement then the proportionate repairing/ replacement cost will be recovered from the user. In all other cases the repairing/replacement cost will be borne by the SBH for which the equipment will be insured.
7. Any media content collected or made in workplace or related to workplace is solely proprietor to the SBH and subject to disclosure to the concerned HOD. This will be considered as breach of confidentiality.
8. After completion of the aforesaid period, laptop will be the sole property of employee and a new laptop will be provided to the user as per the procedure mentioned above.
9. In case of non –repairable damage (i.e. total damage) or loss of laptop, as specified the SBH will provide new laptop but will debit the amount of the new laptop
10. It is expected from the employee that request/recommendations are made for laptop only if it is extremely required for the nature of his/her work.
11. Approval required for using Smart phone in workplace only approved employee can use smart phone
12. Employees using Company's Mobile/ SIM they have to active their phone 24/7 except in a situation like flight boarding, company training and etc.

II. Usage of Internet

1. Certain employees may be provided with access to the Internet to assist them in performing their assigned tasks/official work.
2. The SBH neither advises the user to use his talent so that unnecessary/unwanted information is neither view nor downloaded in any case.
3. It is strictly prohibited to-
 - a) Sending unofficial mails or letters
 - b) Playing games, engaging in online chat groups, printing multiple copies of documents, or otherwise creating unnecessary network traffic etc.
4. Since audio, video and picture files require significant storage space, files of this or any other sort shall not be downloaded unless they are professionally- related.
5. Employees shall not have an expectation of privacy in anything they create, store, send, or receive on the computer system.

III. Usage of Official Mail Ids :

1. All messages distributed via the organization's outlook express system/official email id, shall be the property of the SBH.
2. Employees shall not have an expectation of privacy in anything they create, store, send, or receive on the email system.
3. Emails shall be monitored without prior notification , if the SBH finds it necessary. If there is evidence that the employee is not adhering to the guidelines set out in this policy, the SBH reserves the right to take disciplinary action.
4. Confidential information should be encrypted prior to being sent via email.
5. It is strictly prohibited to Send or forward emails containing offensive, unsolicited email messages or chain mail.
6. Forward a message or copy a message or attachment belonging to another user without acquiring permission from the originator is strictly prohibited.
7. Forge or attempt to forge email messages is also strictly prohibited and will lead to disciplinary action.

IV. Software

1. The SBH shall own all software and makes it available to employee according to need, under the terms of licensing agreements between the SBH and individual software vendors.
2. Any new software addition/deletion/editing/executing shall be done exclusively by IT department.
3. Violation of the same shall be viewed as an offence and will be liable for disciplinary action. If an employee leaves the SBH, any SBH-owned software in his / her possession must be returned.

V. Anti -Virus Installation Policy

Antivirus shall be installed in all laptops and systems. Files obtained from sources outside the SBH, including storage brought from outside, files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to e-mail, and files provided by customers / vendors, may contain dangerous computer viruses that may damage the SBH's computer network.

Users should never download files from the Internet, accept e-mail attachments from outsiders, or use storage device from non-SBH sources, without first scanning the material with virus checking software. If user suspects that a virus has been introduced into the network, notify the System Administrator immediately.

VI. Data Storage:

1. Only relevant data can be kept in system.
2. Data confidentiality has to be maintained.
3. CCTV data access will be allow to only specific authoritative employees.
4. It is mandatory for all IT users to disclose all the data stored in their system to the management as and when required.
5. The organization a IT setup with security arrangements so that external drives, pen-drives and other devices may not be functional in core systems.

VII. Server Policy

SBH currently has Dell Server with the 16GB RAM, Intel Hex core Processor, 2TB hard-disc, Window Server 2012 R2 running on SQL Server 2016 Software. Scheduled maintenance and monitoring can prevent a server failure from turning into a server disaster. Data being sensitive and critically important, SBH will have proper server maintenance system.

Twelve steps will be followed in maintenance of the network as well as server:

1. Verify your backups are working. Although, system has auto backup every 4 hours, and manually uploading in cloud every 24 hours is required as a precaution to prevent data loss.
2. Check disk usage and run clean-up every quarter.
3. Monitor RAID Alarms.
4. Update OS.
5. Check application updates.
6. Check remote management tools.
7. Check for hardware errors.
8. Check server utilization.
9. Review user accounts.
10. Change passwords every Quarter.
11. Check system security.

VIII. Google browsing

Google browsing is available at certain points only. The other computer network should not be used to disseminate, view or store commercial or personal advertisements, solicitations, promotions, destructive code (e.g., viruses, Trojan horse programs, etc.) or any other unauthorized materials. Occasional limited appropriate personal use of the computer is permitted if such use does not -

- a) Interfere with the users or any other employee's job performance;
- b) Have an undue effect on the computer or SBH network's performance;
- c) Or violate any other policies, provisions, guidelines or standards of this agreement.

GENERAL RULES:

1. At all times users are responsible for the professional, ethical and lawful use of the computer system.
2. Personal use of the computer is a privilege that may be revoked at any time.
3. Computer resources are not unlimited. Network bandwidth and storage capacity have finite limits, and all Users connected to the network have a responsibility to conserve these resources. As such, the User must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others.
4. Power of all electronic equipment be switched off in case, no work is in progress at the respective terminal/area.

DRESS CODE POLICY

Objective: This policy sets out the expectations of the SBH in relation to the wearing of uniforms for clinical staff and the professional dress code, for non-clinical staff.

Scope: The policy applies to all employees, including those with honorary contracts, agency workers and volunteers. Trainees undertaking placements are also expected to adhere to the policies.

The Dress Code (and Uniform Policy) is necessary in order to:

- Present a smart and professional image, thereby increasing patient and public confidence.
- Support infection prevention and control
- Have regard to health and safety considerations for staff

This is the way employees dress and their appearance to be of significant importance and a professional image to all users of its service, whether patients, visitors, clients or colleagues.

- All employees are the SBH identity. They must wear uniforms and visible in clinical areas.
- All staff are required to comply with the principles of the Dress Code Policy.
- In case of not following the rule and appearance may constitute misconduct and may result in formal disciplinary proceedings.
- The majority of the SBH Employees wear a uniform while at work. HR are responsible for ensuring the Dress Code Policy is adhered to at all times in respect of the employees they manage. All Employees are expected to dress neatly and appropriately, consistent with maintaining public confidence in the services we provide
- All female employees are expected to wear formal attire the dress code would be saree/salwar/formal Kurti leggings sleeves should be three fourths. Employee should not wear sleeveless dress pattern short top, should not wear loud noisy necklace, anklets dangling earrings heels should not be higher. Clinical staff cuter trimmed nail time to time. Hair should be clean, combed and neatly trimmed or arranged with bun or net. Counselor should be wear perfume & apron all the time
- For all Male employees the dress code would be shirt and formal trousers. Jeans t-shirts not allowed, facial hair must be clean at all time shoes should be polished Shabby unkempt hair is not permissible regardless of length at its discretion and for Optometrist Tie is mandatory.
- The hospital allows employee to dress in casual formal in festive occasion/gathering/functions etc.
- For Driver T Shirt (Formal) and semi formal/formal shoes (except casual shoes with vibrant colors)

General requirements for uniform wearers:

- The uniform should be worn in a clean and presentable at all time.
- SBH provide two uniform set twice in a year & one Hospital Apron in a calendar year for more requirements of uniforms staff must be pay for it.

- New staff deposit Rs. 500 one time in concern department for uniform after joining.
- Jewelry for clinical staff must be kept to a minimum; a plain/simple ring and one pair of earrings are permitted. Loudi necklace anklets not allowed.
- Hair should be neat and tidy at all times and in the clinical environment hair should be tied back with buns or net.
- Smart and appropriate shoes should be worn, flip top noisy shoes not allowed.
- Nail varnish, false nails nail polish are not permitted. For clinical staff Nails should be sufficiently short or trimmed to ensure safe patient contact and good hand hygiene.
- All clinical staff should change out of their uniform before going off duty, if this is not possible staff are permitted to travel between homes and work in their uniform as long as it is fully covered by a coat.
- Staff not wearing uniform in working hour must be charge penalty of Rs.50.
- The wearing of the SBH uniform in public places on off duty such as a market & other areas is not acceptable.
- All staff leaving the SBH who have been provided with a uniform must return their uniform to the store department. Failure to do so will result in the appropriate deduction of pay from the final salary, in line with the terms and conditions of the dress code policy

GENERAL COMMUNICATION POLICY

OBJECTIVE:

The purpose of managing organizational communication encompasses formal and informal communication throughout an organization, including communication to employees, with employees and from employees to upper management so that there's an effective coordination among various channels.

COMMUNICATION WITHIN SBH:

In order to develop conscientious intra-personal relationships both vertical and horizontal; thereby having an unhindered channel of information flow, the following will be the major communication Channels:

1. Internet

- All Internet usages are mainly meant for Official purposes.
- Employees must never allow use of this facility to interfere with their job performance or work responsibilities.
- Employees should be aware about responsibility for SBH e-mails and for Internet misuse; using Internet for illegal purposes is forbidden.
- Organization can and will monitor all Internet usages, if needed as well as block certain Internet activities that are deemed unsuitable and/or unacceptable.

2. MASS MAILING - Only Directors, CEO, Centre Head, HR & IT person can send mass mail for following reasons –

- CEO/Centre Head – Address all employees in any Festival or any other common instructions or information to be shared among all employees.
- HR – Any Circular / Instructions/ Information for employees, Occasional Wishes
- IT – any instructions or information related to Server
- Marketing for sending mails to customers and associates.
- Other than above, no other employee is allowed to send mass mail

3. MOBILE PHONE

- Employee should exercise good judgment in conducting personal communication through telephone calls.
- Office telephones including mobile must be kept available for official calls.
- Employees are expected to avoid where not necessary, longer engagement on telephone calls either professional or personal
- If found using mobile phones during working hours, they'll be penalized for such usage. **Separate Safety adherence policy for mobile usage will be applicable depending on the sensitivity of the restricted area (OT, Critical Care, HDU etc.) and employee needs to adhere to it.**
- Undue usage of mobile during the working hours is not allowed.

- Call has to be attended at a designated place in the hospital permitted area. Family members of employee may call on designated official phone in stipulated time, in case of emergency.
- Ensure that while on a conversation pitch should be low so that your colleagues do not get disturbed with your call.
- Mobile usage is strictly prohibited during Official meetings and training sessions.

The HR maintains a database of all employees with necessary information required. Employees are expected to update HR with latest information pertaining to change in the current address, contact no., academic achievements, certificates, changes in family members/dependent's status. Given below are the procedures to be followed by all employees for communication-

Internal communications- All communication from the management/HR to the employees will be communicated through email, circular or notice boards. Departmental HODs and Employees are expected to revert back over mail, through written letters or in person as a part of establishing better communication in the organization on day to day basis.

Officer's Dialogue- To set up an effective communication channel between Leadership, Managerial & operational level employees of the organization.

- Agenda based meeting shall be organized based on matrix
- HR is responsible to administer the process.
- The confirmation of date, venue, timings and distribution of agenda points will be the responsibility of HR department.
- HR will record the minutes and findings of the meeting and would draw action plan accordingly.

MEETINGS-

Frequency	Participant	Agenda
Daily	Center Head	Daily task allocation(morning) One min pearl
Weekly	HODs and Employees	Work Progress & Strategy Plan for the work scheduled in that week.
Monthly	Leadership & strategic level	Work Progress Vs Target Taken and Target setting for next month.
Quarterly	Leadership & strategic level	Work Progress Vs Target Taken and Target setting for next Quarter and strategies planning.
Yearly	Leadership & strategic level	Work Progress Vs Target Taken and Target setting for next year Branding planning strategy etc

3. **Suggestion scheme-** To involve all the members of SBH by Efficiency, productivity, method of doing jobs, saving in electric power consumption, conservation of natural resources, improving reliability, etc.

Suggestion is defined as “A new idea or a proposal which, when implemented would bring in improvement in the present situation.”

- Suggestion can come from either individual or from a group of people.
 - Any idea or suggestion has to be feasible and practical
 - HR shall be responsible to administer the scheme.
 - Drop box of Suggestion will be available in different convenient locations in the Hospital.
 - Suggestion shall be given in prescribed format by individual or group. Filled in suggestion form shall be dropped in the box.
 - HR will collect the filled in form and has to respond to concerned employee within a week.
 - Committee will select the feasible suggestions for execution. Committee will also frame the suggestion execution team with responsibility and target date of execution. Follow-up shall be made jointly by HR and Committee for timely execution.
- Best 3 suggestions will get an appreciation award.

The following will not come under Suggestion scheme:

1. Any repeated suggestion– Not original, not 1st time and or already under implementation
2. Any personal grievance with respect to salary/ wages, promotion and increment.
3. Any comment on SBH’s policies.
4. Any complaint which is purely personal in nature.

Suggestion is defined as “A new idea or a proposal which, when implemented would bring in improvement in the present situation.”

- Suggestion can come from either individual or from a group of people.
- Any idea or suggestion has to be feasible and practical
- HR shall be responsible to administer the scheme.
- Drop box of Suggestion is available in different locations. Two preformatted forms are available in all the offices to facilitate the employees to write suggestion
- Suggestion shall be given in prescribed format by individual or group. Filled in suggestion form shall be dropped in the box.
- HR will collect the filled in form once in month (in between 25th to 28th of every month) and will compile the suggestions received from all the sources.
- HR will organize a review meeting of committee in between 10th to 15th of every month.
- Committee will select the feasible suggestions for execution. Committee will also frame the suggestion execution team with responsibility and target date of execution. Follow-up shall be made jointly by HR and Committee for timely execution. Best 3 suggestions will get an appreciation award.

Position Title	Authority
DIRECTOR	Chairman
CEO	Vice-Chairman
Department HOD	Member
Rep From HR	Process facilitator

The following will not come under Suggestion scheme:

- Any repeated suggestion – Not original, not 1st time and or already under implementation
- Any personal grievance with respect to salary & wages, promotion and increment.
- Any comment on SBH's policies.
- Any complaint which is purely personal in nature.

COMMUNICATION WITH PATIENT'S/CLIENTS:

1. In communication with clients the usage of SBH's **standard e-mail signature and letter templates is mandatory.**
2. An employee who leaves the SBH is obligated to send an e-mail to all clients informing about his leaving with introduction to the new contact in the SBH. Concerning this, giving private contact information (e-mail address, phone number, etc.) is forbidden.
3. Organization encourages all the employees to maintain written records of any discussion of official importance on hard copy or official email/ Appointment etc.
4. Redress is important in order to grow and develop an institution of excellence. By learning from past experiences and past mistakes, staff can continuously improve on client service delivery standards. Ultimately, communication to the client to clarify, apologize, explain or rectify matters where necessary, is the main outcome of this commitment to redress.
5. It is important to recognize the contribution that good administration makes to effective client relations and staff members must be trained in the virtue of accurate external information-sharing and efficient communication strategies in dealing with enquiries or complaints.
6. All information-sharing practices aim to be consistently clear, quality-assured, unified and accurate.
7. Keeping the promise and remaining reliable is achieved by embracing an honest approach when engaging with clients through a variety of communication channels, whether directly or indirectly.

COMMUNICATION WITH PRESS/ MEDIA:

This Policy applies to all SBH employees, officers, consultants and contractors. Only an Authorized Spokesperson may engage in discussions or sharing statements with the press, media or any other external agencies. No other individual is authorized to speak on behalf of the SBH. An Authorized Spokesperson may not depart from the principles set forth in this Policy without the explicit prior approval of the SBH's Chairperson/President.

The SBH will issue press releases from time to time to disclose information that is important or of use to the public. Press releases will be prepared and reviewed in accordance with the SBH's established practices, including review by the SBH's auditors and counsel, if appropriate. Press releases will be approved by and issued under the supervision of an Authorized Spokesperson.

VISITOR POLICY

Objective: Visitors to SBH and their hosts must follow entrance requirements identified in this policy.

Scope: All visitors to SBH must follow all applicable policies and procedures during their visit.

A. OPD Patients: Out-patients should report at the reception. It is always recommended for patients to seek prior appointment for convenience. The appointments may be sought over telephone.

B. Ward Area – Only one visitor is allowed in the Ward along with the patient. The relatives/Friends visiting the Indoor patient should adhere to the visitor's timings of the Hospital. Visitors staying with the patients should adhere to the discipline and rules of the housekeeping, food consumption, health and hygiene.

C. Children – Children are not permitted in the Hospital. However, various exceptions for bringing children to the Hospital are allowed for educational programs and tours with due permission of the Management. For safety reasons, children (persons under 16 years of age) are not permitted to enter any OT, ICU, construction area, warehouse, or any other high risk restricted area.

D. Other visitors (Vendors, Suppliers, **Medical Representative**, Marketing Agents, and Other Visitors)- Those visiting Hospital with the purpose of business/professional meeting the SBH officials or employees will be permitted to visit only administrative office area. They have to adhere to the meeting timings issued by Hospital administration from time to time. Their entry is restricted in the Hospital: OT, ICU, IVF, Storage areas.

Employee should not communicate internal matters or confidential information with any of the visitors. They are not expected to share misleading/wrong information about the organization and ensure branding of SBH is not negatively projected among the visitors.

The staff may be assertive while maintain discipline of the hospital. However, shall maintain due norms of behavior with the visitors.

Procedure:

1. Any visitor has to report to the Front Office for entry in the Hospital.
2. Visitor slip and pass has to be issued by the Front office executive after ensuring an authorized entry.
3. The Visitor slip and pass will be issued after obtaining telephonic confirmation with the receiving host.
4. Visitor pass should be worn by the visitor during his entire visit.
5. ***Videography/Photography is not permitted for visitors inside the premises.***
6. Visitor slip must be countersigned by the host employee/official for submission at the reception while returning.
8. In case of situation where any unrest case of patient that may lead to mob lynching or commit violence and cause grievous hurt to any healthcare service personnel, should be proactively handled with immediate information to the Superior, police and emergency services. Posters and displays related to this will be depicted in the premises.

Violations of this policy will result in disciplinary action, the severity of which varies depending upon the nature of the infraction.

TOUR & TRAVEL POLICY

Objective: The objective of this policy is to provide a set of guidelines which facilitates its employees travel, boarding & lodging reimbursements.

Scope: This policy shall cover all official tours for all employees of SBH corporate as well as Hospital.

Grade-wise eligibility for mode of travel along with the allowances are as under:

Grades	Designation	Travelling Allowances			Class of City	Lodging Charges* with bill	Daily Allowance
		Class by Air	Class by Road	Class by Train			
S1	MEDICAL DIRECTOR/ ED	Economy Class	Actual fare/ Expenses	AC 2, & AC 3	A	5000	1700
					B	3500	1250
					C	2500	850
S2	CEO/ SR. CONSULTANT	Economy Class	Actual fare/ Expenses	AC 2, & AC 3	A	3500	1250
					B	2500	850
					C	2000	650
S3	COO/CAO/ CFO/CHRO	Economy Class	Actual fare/ Expenses	AC 2, & AC 3	A	3000	1000
					B	2200	700
					C	1800	500
L1/L2	GENERAL MANAGER/ CONSULTANT/ AGM	NA	AC-Bus/ Taxi/Train	AC 3	A	2000	700
					B	1700	500
					C	1400	300
L3/L4	F&A HEAD/ HR HEAD/ CENTRE HEAD/ MARKETING HEAD/ IT HEAD/LEAD ASSOCIATE/ SR. MANAGER	NA	AC-Bus/ Share Taxi/Train	AC 3	A	1800	600
					B	1500	300
					C	1200	300
M1-M2	MANAGER/ SR. RESIDENT/ ASSISTANT MANAGER/ ASSOCIATED CONSULTANT / SR. OPTOMETRIST	NA	AC-Bus/Auto Train	AC 3/ Sleeper Class	A	1500	400
					B	1200	300
					C	1000	200
M3-M4	COUNSELLOR/ JR. RESIDENT/CRM/	NA	AC-Bus/ Auto/Train	AC 3/ Sleeper Class	A	1250	350
					B	850	250

	MANAGEMENT TRAINEE				C	400	150
01-03	METRON/SR. NURSING/ SUPERVISOR/ OT INCHARGE/ DUTY DOCTOR/ OPTOMETRIST INCHARGE/ WARD INCHARGE/ OT COORDINATOR/ MARKETING EXECUTIVE/ HR EXECUTIVE/ SR. STAFF NURSE/ SR. OT STAFF/ PRO/ CRO/ ACCOUNT ASSISTANT/ HR ASSISTANT	NA	Bus/ Auto/Train	AC 3/ Sleeper Class	A	1000	500
					B	600	350
					C	250	200
04-06	STAFF NURSE/ FOE/ ADMISSION-DISCHARGE EXECUTIVE/ JR. OPTOMETRIST/ JR. STAFF NURSE/ JR. OT STAFF/ BOE/ DEO/ OPD STAFF/ TRAINEE OPTOMETRIST/ ASSISTSNT NURSE/ MAINTENANCE STAFF/ TELE CALLER/ TRAINEES	NA	Bus/ Share Auto/Train	Sleeper Class	A	800	400
					B	500	300
					C	400	150
SS-SS1	HOUSEKEEPING INCHARGE/ HOUSEKEEPING STAFF/ LAUNDRY MAN/ SECURITY GUARD/ DRIVERS	NA	Bus/ Share Auto/Train	Sleeper Class	A	500	300
					B	300	200
					C	200	100

Process

1. The above allowances are subject to non-availability of SBH arranged accommodation and travel means if SBH or its associates have arrangement for stay and food above allowances cannot be claimed
2. Adequate advance notice may be given to administration department to enable them to take advantage of the concessional fares available for advance /group bookings. In case , the minimum period of advance notice should be 10days. Employees not eligible for travel by air under normal circumstances may travel by air to minimize loss of personal productivity subject to approval by the concerned Director
3. For short journey and planned journey trains should be preferred
4. All T.A. bills should be claimed as per the given eligibility criteria.
5. Lodging charges represents the upper limit.

6. Travel by two wheeler, employees will be reimbursed @ 2.5 INR Per KM
7. Travel by four wheeler, employees will be reimbursed @ 6.5 INR Per KM provided pre-approved eligibility by the authority.
8. Employees have to mention details of KM-wise travel during the month.
9. No D.A. will be entertained for visits within the allocated territory.
10. Original Trains/ hotel ticket/ major expenses bills should be submitted under the claim else will be treated as advance.
11. Any ticket cancellation charges for personal reasons will be borne by the employees.

All the expenses has to be claimed timely at the end of the month along with the monthly tour expenditures vouchers in the given travel format.

MOBILE/ SIM CARD ISSUANCE POLICY

Objective

Objective of the policy is to facilitate employees with mobile SIM connection For Official Purpose. The SBH recognizes the fact that Employees, considering the nature of their jobs and responsibilities may need to remain in contact at any point of time. Usage of corporate CUG connection would enable them to carry out their duties more effectively.

Eligibility

This policy applies to staff eligible as management consider appropriate. It covers permanent employees.

Features

- The process starts with providing a Mobile SIM card to the eligible employee once he/she joins the SBH.
- All employees comes under Department specific criteria eligible for SBH mobile connection SIM card number under SBH CUG.
- CUG would be provided at the Approval of the Centre Head & HR Department
- For new joinee, Administration advice Human Resource to provide SIM Card based on the approval.
- Employee has official work & not having Official CUG. SBH will provide prepaid recharge facility for mobile usage after approval from Concern department. SIM Card will be procured by the employee
- Employee provided with SBH SIM card is expected to keep their cell phone switched ON always as the superiors may have to get in touch with the employee increase of an emergency.

CUG plan will be given to the employee below Department specific Criteria:

- Senior Management & above will be entitled for SBH SIM card. CEO/Centre Head /Operations /Marketing /Accounts/HR Department/IT Department
- All Marketing Department Head/Manager/Executive/PRO eligible for Official connection
- Counselor/Floor Manager/Back Office department/Store /Purchase/CRM /TPA /Maintenance Department or Any other employee who needs the SBH SIM card for official work has to get approval from their Centre Head/HR Department with approval of CEO.
- Other departments Employee has official work & not having Official CUG. SBH will provide prepaid recharge facility for mobile usage after approval from Concern department. SIM Card will be procured by the employee.

Rules & Regulation

HR department shall take undertaking from the employee during the issuance of the card.

SBH Expectations

- The SBH expects the employee to use the mobile phone in a judicious manner. It should be borne in mind that the mobile facility is extended with a good purpose and should not be misused.
- This facility is provided purely for official purpose. Though the SBH will pay the bills directly to the service provider if employee using excessive usage in fixed bill amount will be deducted from salary.
- The SBH will provide the official SIM to all entitled staff.
- If company sim is allocated it should be 24/7 active and willfully avoiding official call will be treated as misconduct.
- In case of loss of SIM, the employee must inform the concern Department as soon as possible to avoid any misuse of the SIM

Loss / Misuse of Mobile Card

- In case of loss of a corporate connection all employees are requested to inform the Administration team immediately. Additionally, employees are expected to contact the service provider and report loss of SIM so that the number can be blocked.
- The employee holding the connection will be held liable for any misuse/ loss of the connection provided.

On Exit from the SBH

- All employees who have been SIM cards from the SBH will be required to return the SIM card to the HR when leaving the organization. This will be a part of the clearance formalities and will be a mandatory requirement to be eligible for the full and final settlement.

GENERAL SAFETY POLICY

OBJECTIVE

The first principle of Health Care service is “first to do no harm” (‘Primum non nocere-Latin’, Hippocrates oath). With advancement of Medical Technology, more so in last few decades, patient care processes have become more complex. This makes it utmost important for us to have adequate safety measures and system in place for ensuring safety within the hospital. The purpose of the policy is to establish general standards for health and safety at SBH.

Fire Safety –This includes availability of fire extinguisher (correct type, adequate in number at correct location, skill to use them), fire exit plan, training and mock drill of staff for using firefighting equipment and evacuation.

Safe Environment in Hospital -Clean and hygienic environment in patient care areas is essential for providing safe care. This includes a) proper cleaning and decontamination of patient care and procedure areas like labor table, OT, wards, injection rooms, dressing room, etc. b) Proper segregation, storage and disposal of biomedical waste as per guidelines (Biomedical Waste Rules 1998) c) Ensuring adequate air exchanges especially in high-risk area ICU, SNCU, OT, etc. d) Proper sewage disposal and prevention of water logging in health care facility e) Measures for preventing rodents, pest control and stray animals in patient care.

Safety of Clinical Care –

a. Infection Prevention Practices –

- I. Ensuring proper hand washing practices among the care providers (provision for hand washing facilities, correct technique (6-steps), and ensuring practices)
- II. Proper disinfection/ sterilization of surgical instruments and surfaces
- III. Use of personal protection equipment's like gloves, masks, apron, etc.
- IV. Periodic immunization and medical check-up of the care providers.

b. Medication Safety –

- I. Proper identification of patient before drug administration,
- II. Double check of drug and dosages of high alert medicines,
- III. Maintenance of expiry dates of drugs,
- IV. Segregation of 'look alike and sound alike' drugs (e.g. Digene& Digoxin (for heart), Fortwin&Fortam, Daonil&Dapsonil), and
- V. Ensuring that medical orders are written in legible and comprehensible writing

c. Identification and monitoring of vulnerable and high-risk patients (old age, children, stupors/ comatose patients, under drugs / sedation, domestic violence victims, etc.)

d. Proper identification of surgical sites and use of surgical safety checklists (WHO check-lists)

e. Monitoring and reporting of adverse events like hospital acquired infections and adverse drug reaction. It helps in taking preventive action (NOT PUNITIVE ACTION).

SUSTAINABILITY POLICY

Objective:

The aim of this policy is to balance our economic, environmental and social needs, allowing prosperity for now and future generations.

Scope:

The SBH wish to in surge the feeling of social progress and equality, environmental protection, conservation of natural resources and stable economic growth among all its employees.

Process:

SBH is committed and pro-active when it comes to managing the environmental impact due to its operations. Addressing different categories of waste including bio-medical waste generated from our premises is one of the focus areas of our environmental strategy and provides the impetus for a number of action plans as well as industrial and scientific partnerships.

We support and sustain a culture of awareness and sensitivity towards conserving and preserving the environment. Protection and preservation of the environment is not only restricted to legal compliance but also it is a matter of priority for the SBH.

To achieve this, we are involved in arrange of initiatives such as:

- analyzing waste water effluents at our hospitals and assessing their impact on the environment
- using state-of-the-art technologies to treat waste water discharge from our sites,
- limiting the environmental impacts of our business operations,
- carrying out environmental risk assessments, encouraging and supporting the proper use of medicines,
- contributing to take-back programs for the collection and safe disposal of unused medicines

Environmental risk assessment

Our commitment to preventing environmental risks is central to our QHSE policy. Guided by our in-house experts, we have established a sound governance system for assessing the potential impact of our services on the environment.

Waste Management

The commitment towards waste management is reflected in our waste disposal policy that lays emphasis on improving waste management practices with a focus on bio-medical waste management across all operations. We adhere to all statutory compliances and environmental clearances through respective pollution control boards and regular renewal of consents to operate for hazardous waste authorizations accorded. However, we also have well established environment management systems which are dedicated to function beyond compliance levels.

Our 'Hazardous materials and Waste Management Plan' applies to all staff in the hospitals and defines the responsibility of all healthcare personnel for identification, storage, handling, disposal and transportation of hazardous materials in accordance with the regulatory requirements. All the chemicals used for our operations are properly labeled and hazard ratings are identified. The Operations Head along with the Safety and Hazmat Committee has the responsibility for handling hazardous materials and administering the waste management policy. **For e-wastes and old medical equipment, we follow a stringent "Buyback policy" from vendors.**

The Human Resources department and Hazmat team members are responsible for orientation and training of staff handling hazardous material and waste in co- ordination with the radiation safety officer.

Appropriate type and adequate number of personal protective equipment have also been made available for the personnel responsible for waste handling and disposal.

The Hazmat team also carries out internal inspections and evaluations to review the effectiveness of the implementation plan for waste management and disposal practices followed at the facility

.

HOUSEKEEPING POLICY

Objective: To perform cleanliness duties most efficiently and effectively.

Scope: All locations including Hospital, offices and nearby campus area.

Process: Consistent standard for cleanliness and orderliness yield several advantages over maintaining cleanliness standard. Employees are safer, their confidence is higher, and our OT, Critical Care and sensitive areas output is enhanced by a well-kept enterprise. We may set examples by sweeping, restocking, filing, and dusting as needed rather than waiting for a set time.

Housekeeping is not just cleanliness. It includes keeping work areas neat and orderly, maintaining halls, Hospital areas and floors free of slip and trip hazards, and removing of waste materials and other fire hazards from work areas. It also requires paying attention to important details such as the layout of the whole workplace, aisle marking, the adequacy of storage facilities, and maintenance. Good housekeeping is also a basic part of incident and fire prevention especially in hazardous operation areas.

Purpose

Poor housekeeping can be a cause of incidents, such as:

- Tripping over loose objects on floors, stairs and platforms
- Being hit by falling objects
- Slipping on greasy, wet or dirty surfaces
- Striking against projecting, poorly stacked items or misplaced material
- Cutting, puncturing, or tearing the skin of hands or other parts of the body on projecting nails, wire or steel strapping

To avoid these, a workplace must "maintain" order throughout a workday and adopt the 5S Practices. Although this effort requires a great deal of management and planning, the benefits are many.

Our effective housekeeping practices will include:

- Reduced handling to ease the flow of materials
- Fewer tripping and slipping incidents in clutter-free and spill-free work areas
- Decreased hazards
- Lower worker exposures to hazardous products (e.g. dusts, vapors)
- Better control of tools and materials, including inventory and supplies
- More efficient equipment cleanup and maintenance
- Better hygienic conditions leading to improved health
- More effective use of space
- Reduced property damage by improving preventive maintenance
- Less janitorial work
- Improved morale
- Improved productivity (products will be easy to find)

The following housekeeping safety procedures apply:

- Checklist bases cleanliness will be in practice in all the locations in the Hospital and offices.
- Proper tidiness of racks and shelves.
- Proper maintenance of their section areas.
- Keep work areas and storage facilities clean, neat and orderly.
- Keep all aisles, stairways, passageways, exits and access ways to buildings free from obstructions at all times. Remove all water spills from traffic areas immediately.
- It is everyone's responsibility to pick up and clean up.
- Do not place supplies on top of lockers, hampers, boxes, or other moveable containers at a height where they are not visible from the floor.
- When piling materials for storage, make sure the base is firm and level. Cross tie each layer.
- Keep piles level and do not stack piles too high. Keep aisles clear and maintain adequate space to work in them.
- When storing materials suspended from racks or hooks, secure them from falling and route walkways a safe distance from the surface beneath.
- When storing materials overhead on balconies or mezzanines, provide adequate toe boards to keep objects from rolling over the edge.
- Do not let materials and supplies that are no longer needed accumulate. IF IT IS NOT NEEDED, GET RID OF IT
- Dispose of all packing materials properly to reduce the chance of fires.
- Empty wastebaskets daily into approved containers.
- Housekeeping audit will be conducted by HR once in a month in all the stores under his jurisdiction.
- Maintain adequate lighting in obscure areas for the protection of both employees and the public. Keep landscaping well-manicured to minimize hiding places.
- Maintain fire inspections and other fire prevention measures.
- Periodic 5S Audit will be conducted for improving the housekeeping standards in the entire Hospital.
- The concerned HODs and employees will be responsible to close the non-conformities observed during the audit.
- Reward will be practiced to recognize those maintaining the best standards of housekeeping.

Effective housekeeping is an ongoing operation: it is not a one-time or hit-and-miss clean-up done occasionally.

HEALTH & HYGIENE POLICY

Objective:

This policy pertains to good personal hygiene practices identified to maintain the highest levels of sanitation and housekeeping; regulations to assure high standards of a clean and safe, patient care services.

Scope:

This program applies to all employees, Patients, visitors and contracted service providers entering SBH work areas.

HEALTH

All employees, including temporary employees, are responsible to notify their supervisor of any relevant infectious diseases or conditions with which they may be with that might lead to the contamination. Illnesses that stop an employee from working at SBH until the condition is corrected include:

- **Any Communicative diseases like Tuberculosis, HIV, and Skin Infection, Conjunctivitis etc. either to them or their first contact.**
- Gastroenteritis with severe vomiting and diarrhea
- Boils, lesions or abscesses on hands or face.
- Open or infected wound

Staff suffering from any of the above will not be permitted to work where they are in direct contact with Patients. All employees are instructed to check with their Supervisor prior to commencing work if they are in doubt about the effects of an illness they may have. Supervisors have the responsibility to observe employees prior to commencing work for any illness or injuries that could potentially compromise infectious contaminations.

PERSONAL HYGIENE & GROOMING

- Staff shall maintain high standards of personal cleanliness.
- All staff in sensitive areas of the Hospital must ensure hair is clean and kept under hair net at all times.
- Any other types of wraps that restrain the hair must be approved.
- Hair control must be in place prior to entering Critical care areas, and must not be removed until outside Critical care areas.
- Beards and moustaches shall be kept clean and be contained in beard nets at all times whilst in Critical care areas.
- Fingernails are to be kept short (<1/2 inch long) and clean
- False fingernails are not permitted. Excessive perfume or aftershave shall not be worn.
- Aprons must be kept machine washed and dried thoroughly at home, after each shift. Aprons will be inspected for cleanliness prior to beginning shift.

HAND WASHING / SANITATION

- Hand washing facilities are available and must be used: before starting work;
- After using the restroom;
- Before and after breaks (including lunch);
- After handling garbage;
- After cleaning tasks.

Hand washing includes the following steps:

1. Rinse your hands with warm water.
2. Apply soap to your hands and rub to form lather covering all parts of your hands.
3. Scrub vigorously including mid forearm area.
4. Clean the webbing between your fingers.
5. Scrub under and around your fingernails.
6. Rinse thoroughly using warm water.
7. Use a disposable paper towel to dry your hands thoroughly.

Hand sanitation stations located at the entrances to the Hospital area must be used:

- Prior to entering Critical care area;
- Immediately after sneezing and/or coughing;
- Prior to switching out disposable gloves.

GLOVE USE

- Employees are responsible for keeping track of their gloves and other PPE.
- All Critical care staff must wear disposable gloves whilst in Critical care areas.
- Disposable gloves must be exchanged for a fresh pair prior to the beginning of each shift; upon finishing each maintenance task (maintenance workers); once you touch something other than the product (e.g. move hair strand from your face, handle paperwork, scratch your arm etc.)

CLOTHING & PROTECTIVE CLOTHING

All persons working in direct contact with product, product-contact surfaces and packaging materials, shall maintain adequate personal cleanliness.

- Wear outer garments suitable to the operation in a manner that protects against spread of infection.
- Protective clothing must be removed when using restroom facilities, and placed on hooks provided, or in lockers.
- During lunch or when on breaks, protective clothing is required to be hung on designated hooks.
- Suitable footwear shall be worn within the Patient care and critical areas. No open toe shoes permitted.
- Clothing adorned with beads, sequins, glitter etc., is prohibited in the Hospital.
- Clothing that has shedding fibers, or is excessively loose or baggy (which may drag in/onto product and/or machinery) is prohibited in the Hospital.

PERSONAL ITEMS

- Personal items (e.g. bags, medicines, etc.) are not to be brought into the Patient area.
- If prescription medication is required to be carried on person for medical reasons, please notify the Department. Manager and/or Supervisor.
- Personal items should be stored in the break room or lockers.

EATING/CHEWING/DRINKING/SMOKING

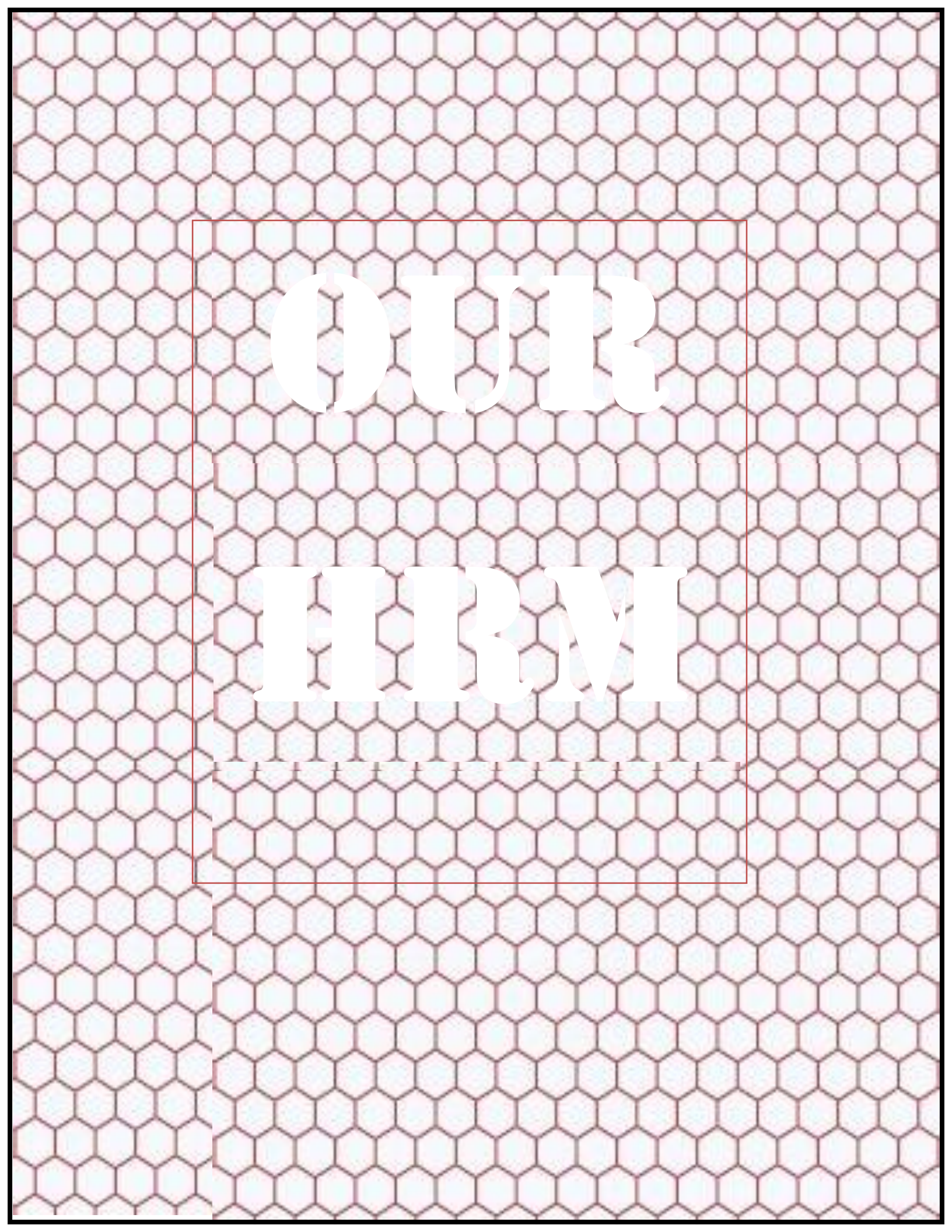
- Food is not permitted in the Critical care and/or storage areas.
- Staff shall not chew gum or eat while in the confines of the Critical care and storage areas. This includes candy bars, breath mints, gum, cough drops, etc.
- Smoking or chewing tobacco is **STRICTLY PROHIBITED INSIDE THE HOSPITAL**.
- Lunch items and food residues, must not be left in lockers because they encourage insect infestation and rodent feeding.

IN GENERAL

- All outside doors, windows, and other openings should remain closed at all times.
- Employees who see contamination on product should immediately isolate the product or localize the contamination and notify a supervisor.
- Employees should report quality or sanitation problems to supervisors for resolution.
- Equipment with direct contact with product will be cleaned and sanitized prior to use.
- Equipment and fittings must be wiped free of lubricant following service.

Note: Policy can only be amended by the HR Policy committee formed with the following Members;

1. Director.
2. CEO
3. HR Head
4. External HR consultant



OUR FIRM

GRADING & STRUCTURE

CATEGORY	GRADING	DESIGNATION
STRATEGIC	S1	MEDICAL DIRECTOR, EXECUTIVE DIRECTOR
	S2	CEO/ SR. CONSULTANT
	S3	COO/CAO/ CFO/CHRO
LEADERSHIP	L1	GENERAL MANAGER/ CONSULTANT
	L2	AGM/
	L3	F&A HEAD/ HR HEAD/ CENTRE HEAD/ MARKETING HEAD/ IT HEAD/LEAD ASSOCIATE
	L4	SR. MANAGER
MANEGERIAL	M1	MANAGER/ SR. RESIDENT
	M2	ASSISTANT MANAGER/ ASSOCIATED CONSULTANT /SR. OPTOMETRIST
	M3	COUNSELLER/ JR. RESIDENT
	M4	CRM /MANAGEMENT TRAINEE/
OPERATIONS	01	METRON/SR. NURSING/ SUPERVISOR/ OT INCHARGE/ DUTY DOCTOR/ OPTOMETRIST INCHARGE
	02	WARD INCHARGE/ OT COORDINATOR/ MARKETING EXECUTIVE/ HR EXECUTIVE
	03	SR. STAFF NURSE/ SR. OT STAFF/ PRO/ CRO/ ACCOUNT ASSISTANT/ HR ASSISTANT
	04	STAFF NURSE/ FOE/ ADMISSION-DISCHARGE EXECUTIVE/ JR. OPTOMETRIST
	05	JR. STAFF NURSE/ JR. OT STAFF/ BOE/ DEO/ OPD STAFF/ TRAINEE OPTOMETRIST
	06	ASSISTSNT NURSE/ MAINTENANCE STAFF/ TELE CALLER/ TRAINEES
SUPPORT STAFF	SS1	HOUSEKEEPING INCHARGE
	SS2	HOUSEKEEPING/ LAUNDRY MAN/ SECURITY GUARD/ DRIVERS

RECRUITMENT AND SELECION POLICY

The Recruitment Policy aims at enriching its pool of talent through increasing skill and functional expertise, to become a global leader through committed, motivated and empowered employees. It is mandatory for all the recruits/candidates to follow the required recruitment process.

Objective: The objective of the Recruitment Policy is to resource the best talent through Internal and external sources to achieve the organizational objectives and goals of the SBH.

Manpower Planning:

Manpower Planning is done in the hospital taking in to account the services scope, the volume of out-patients, Emergency patients and Inpatients, based on the past. This also takes in to account the periodical staff turnover. The Chairman analysis at the beginning of every year such manpower requirements of various categories of staff – Clinicians (full time), Clinicians (On Call), Nursing staff, other paramedics – technicians for Diagnostic Labs, Medical records department, Administrative staff, Front office staff, Maintenance staff, Housekeeping staff (both in-house & contractual), other hospital workers, etc.

Workforce Planning (Non-Medical):

- Responsibility for manpower planning for the hospital rests with HR department and the management ensures availability of the right mix of manpower required to provide quality healthcare services taking in to consideration the patient load, number of beds, number and type of procedures, type and level of care, specializations, infrastructure etc.
- The assessment of manpower requirement in each department/division is periodically reviewed depending on increase or decrease of workload, technological changes or any other relevant factor.
- In case any new staff is required to affect continuity of care either directly or indirectly, the same is communicated to the CEO through Human Resources Manager, who is responsible for the approval and provision of the required manpower.
- On approval by the CEO, these manpower plans will constitute sanction for creation of posts including posts of trainees and form the general basis of recruitment according to the need of staff in each department.

Recruitment Process:

A. Internal Recruitment

Objective: To provide suitable career growth opportunities and nurture high potential talents within the organization.

Scope: All regular employees

Process

- a. The vacancies which are to be filled up internally shall be first posted in the intranet/FTP server.

- b. Eligible employees can apply for the same in the prescribed format mentioning the reference number along with a forwarding note by the Reporting Officer.
- c. All applications shall be sent to the HR Department.
- d. The job opening shall be posted for a period as decided on case to case basis but for a minimum period of one week.
- e. The job posting shall indicate detailed Job Description, location of the job, the minimum requirement of experience in the SBH Grade.
- f. The process of selection shall include interview by panel and competency matching for the post advertised in the interview assessment form **SBH/HR/05**. For any skill based vacancy, skill test shall be administered.
- g. The decision of the panel shall be binding and final.
- h. Canvassing and influencing in any form shall immediately result in disqualification of the candidate.
- i. An excel sheet shall be updated in FTP server where employees will get information about status of opened positions & can apply.
- j. External recruitment process shall start from 7 days after knowing the status of internal recruitment process.

B. External Recruitment

Objective-To ensure steady inflow of quality candidates for all existing vacant positions.

Scope - All vacancies in the SBH which need to be filled up through external sources due to non-availability of requisite talent/expertise within the SBH shall be done through external recruitment.

Process

- a. All vacancies in the SBH which are to be filled externally shall be advertised through internet / print media /web portals inviting applications from suitable candidate.
- b. Predetermined/Approved recruitment consultants may also be intimated about the requirement solely on need base as decided by the HR department.
- c. The suitable candidates shall apply for the same in the prescribed form.
- d. The job posting shall indicate detailed Job Description, location of the job, the minimum requirement of Professional experience/expertise and the competency requirements along with the last date of application.
- e. The process of selection shall include interview by panel.
- f. The decision of the panel shall be binding and final.
- g. Canvassing and influencing in any form shall immediately result in disqualification of the candidate.

C. Recruitment Cycle Time: A deadline of maximum 45 days (lead time) would be followed by the HR department after the receipt of manpower requirement (in a prescribed format).

D. Panel Matrix

Grade	Approval	Panel of interviewers
Strategic level	Director	Director
(Leadership Level)	Director/CEO	Director / CEO / HR/ (S1/S2/S3
(Managerial Level)	Director/CEO	Director/CEO /Leadership/Strategic level & H
01,02&03	Director/CEO	M1/M2/ Leadership level & HR
04 &05	DEPARTMENT. HOD	Managerial level & HR
Support staff level	HR HEAD	Managerial level &HR

E. Campus Recruitment of Nursing & Para Medical Staff

Objective: To have a proper blend of Skill & Knowledge and also to ensure that balance is maintained in terms of age-mix, qualification-mix & skill-mix.

Scope: All final year students from nursing & paramedical institutions across CG on merit basis.

Process:

- The requirements from various functions shall be assimilated in the beginning of the financial year.
- The institutes shall be identified from where recruitment is to be done.
- The Selection committee shall be formed upon the approval of a competent authority.
- Approval of the competent authority will be taken on the requirements of Nursing staff, institutions to be visited, number of Trainees to be recruited from each institution and the panel to visit each institution.
- The process of selection shall include group discussion, interview and any such method as deemed fit by the panel including on the spot short listing of candidates on the merit basis in case the number of applicants is quite high.
- The trainees will undergo 1 Year training period and shall be absorbed in regular grades.

F. Employee Referral Program

Objective: To make available competent candidates through cost-effective recruiting process.

Scope: Appointment of all regular employees (including Trainees) at all locations.

Eligibility: All regular employees except trainees.

Process

- The scheme is applicable only for Lateral Recruits against announced Vacancies.
- The HR Team will put in notice board vacant positions for which employee referrals are requested. This announcement will include the following details: designation, division, location, job responsibilities and the type of candidates required (educational

- qualifications, length and nature of required experience).
- c. The Employee shall send the filled up Form and the resume of the candidate referred along with their Name & Employee ID/Number.
 - d. All Referrals should be sent to mail id or a hardcopy can be submitted to the Recruitment Department. Vacancy reference, against which the resume has been referred, should be quoted in all correspondence.
 - e. The resume shall be kept in the recruitment database and shall be considered as and when there is an opening matching with the profile of the candidate.
 - f. The Recruitment Department shall send an E-Mail acknowledgement to the concerned employee.
 - g. The candidate shall be contacted directly if considered appropriate for any position.
 - h. The SBH shall not provide the employee a status update, and shall not share information from the interview with the referring employee.
 - i. The selection of the candidate will be based on recruitment and selection norms as specified in the SBH's HR Policy on recruitment. The decision of the Panel would be final in this regard.
 - j. On selection, the Recruitment Section shall mention in the appointment letter that the candidate has been selected under reference scheme mentioning the Name and Employee No. of the referee.

G. Reference Checks

Objective: To validate the information provided by the prospective candidates in the process of recruitment.

Scope: This policy shall be applicable to Operational level & above.

Process:

- a. The candidate shall be given an Employment Application Form **SBH/HR/04**
- b. The candidate shall fill in the form, & provide two professional references.
- c. Thank you mail has to be send to the Reference Facilitator, who share information about the candidate.
- d. **Reference should be sought from person other than mentioned/ referred by the candidate.**
- e. The Recruitment Section will verify the references on a random basis.
- f. The reference check shall cover areas such as professional expertise, performance level, competencies and behavioral aspects and recorded in the prescribed form **SBH/HR/06**.
- g. The feedback received from the referees shall not be shared with the candidate.

H. Travel reimbursement of the candidates

All the candidates called for interview shall be reimbursed train/Bus/Air fares via shortest route for travel from their usual place of residence or correspondence address to the interview location. The entitlement of fare would be equivalent to the existing employees of similar grade as per Domestic Official Travel Policy.

Bill passing procedure:

- HR coordinator will check all the bills and recommend for approval. In-absence of proper supporting the candidate will be reimbursed only sleeper class fares irrespective of grade. HR head will be approving authority for Bill reimbursement.
- The candidates availing transport of their personal car/four wheeler for interview will be reimbursed @ ____/- km & two wheeler @ ____/- per km as per entitlement.

The candidate attending interview shall be reimbursed fare and as approved by Recruitment Department as per following eligibility:

LEVEL	AMOUNT
Strategic (S2& S3) Leadership (L1- L5) Managerial (M1-M5) Operational	

The above is subject to the laid down conditions as listed below:

- a. Claims for reimbursement of travel expenses and / or accommodation shall not be entertained if the candidate comes from the same city/ town in which the interview is being held.
- b. The claim for reimbursement shall be entertained only on the prescribed claim form
- c. Normally, if an outstation candidate is required to stay for interview purposes, lodging & boarding facility will be given on management discretion.

I. Offer of Appointment

- I. On being found suitable for the position and completion of all formalities, "LOI" will be issued to the selected candidates.
- II. Detailed formal "Appointment Letter" will be issued within one month of joining of the candidates.
- III. Offer of Appointment the duplicate of which shall be sent by him/her duly acknowledged.
- IV. The Offer will be valid for a period as stipulated and shall mention only the position which has been offered.

Brief in nature of the company

- Offer for the position
- Department
- Compensation Package
- Date of joining
- The documents to be submitted

Before offering the employment (offer letter) we need to check the following things:

- Referral check
- Salary Slip / Pay Slip
- Bank statement for 3 months
- Experience Certificate

Notice Pay: As per requirement of the organization, notice pay may be reimbursed to the selected candidate for joining within stipulated time as agreed during the negotiation. This will be subject to the submission of proper supporting and prior approval of competent authority

J. Joining Formalities

The new appointee shall report for joining to the HR Department for completing the joining formalities. The new appointee shall fill up Provident Fund & Gratuity nomination form in addition to furnishing the following at the time of joining.

- I. Copy of all academic qualification**
- II. Pan card**
- III. Copy of Identity proof (Voter ID, D.L, Aadhar card).**
- IV. Copy of address proof (Ration card/Domicile/Passport, Electricity bill/Rent agreement)**
- V. Experience certificate.**
- VI. Bank account details**
- VII. Recent salary slip of previous employer**
- VIII. Form 16 (if applicable)**
- IX. Color postcard family photograph-2 nos.(if ESI Applicable)**
- X. Relieving letter from the previous employer(s),if employed earlier**
- XI. Two Passport Size Colored Photographs**
- XII. Nomination form**
- XIII. Disclosure of medical insurance, if any**
- XIV. UAN Number/ESIC No.(if applicable)**

After the joining formalities are completed, the new appointee shall be provided with Employee code & punch Card /biometric registration within a week.

Employee Confirmation

Objective

To encourage and facilitate the performance of the New Entrant or Probationer

Scope

All employees appointed for regular Positions

Responsibility

- Assessment - Concerned HOD
- Confirmation –HR.
- Other formalities –HR

KEY POLICY-CLAUSE

- a. New Entrants appointed against regular positions shall be kept on Probation for a period of 6 months and will be reviewed as per management discretion.
- b. Performance of Employees on Probation shall be assessed by using the prescribed format **SBH/HR/07** every month by the HOD.
- c. Probation Evaluation format will be sent by HR to the concerned HOD at least 15 working days from the prospective date of confirmation.
- d. Evaluation form shall be sent back with necessary remarks to HR 7 days before the due

date of confirmation.

- e. Probationers shall be confirmed subject to all round performance of the probationer being adjudged satisfactory by respective HOD. A letter of confirmation should be issued in such case.
- f. As deemed fit, the Probation Period shall be extended for THREE MONTHS at a time and not more than TWO TIMES.
- g. In case probationer is not confirmed even after the second extension of probation period, shall be issued a written communication of removal from the services.
- h. A reasonable time, maximum of SEVEN DAYS shall be allowed in regard to removal and full & final settlement
- i. During probation/training he/she shall be reviewed on
 - Performance
 - Application of knowledge on job
 - Integrity towards organization
 - Conduct
 - Attendance

INDUCTION POLICY

Objective

To outline the process for all Managers and Employees to follow when a new Employee Commences work with SBH.

Scope

This procedure applies to all Employees (excluding apprentices) herein referred to as SBH

Definitions

- Induction Coordinator: The designated coordinator who is responsible for facilitating the first day induction process. The Induction Coordinator can be the Responsible Manager, another Employee appointed by the Responsible Manager, or a member of the HR team.
- On boarding Buddy: the Employee who is assigned to assist and mentor the new Employee during the on boarding period. The On boarding Buddy may be required to teach the new Employee about SBH, offer advice, help with job instructions and generally provide support to the new Employee.
- On boarding Period: the 3 month period commencing on an Employee's first day of employment.
- Responsible Manager: the Manager to which the new Employee reports to, and is responsible for overseeing the on boarding process.

Procedure

The On boarding process for a new employee is broken down into three major stages as follows:

Pre-Arrival

The steps below outline the process to be followed prior to an Employee's first day of employment.

Organize New Employee Set Up

The Responsible Manager is required to complete the New Employee Set Up Form.

The Responsible Manager should refer to the Management Delegated Authority Matrix to determine which position has authority to approve the purchasing/assigning of new equipment for the Employee

New Employee Announcement

The Responsible Manager will send an email to all employees announcing the appointment of the new Employee. The announcement should contain information such as the new employee's start date, position and a brief professional history.

Assign an On boarding Buddy

The Responsible Manager will nominate an existing Employee to support and assist the new Employee during his or her first three (3) months of employment. The Responsible Manager should ensure an On boarding Buddy:

- Demonstrates strong performance in his or her own role
- Has a broad knowledge of the new Employee's job role
- Is a peer of the new Employee
- Is patient and possesses good communication and interpersonal skills
- Wants to be an On boarding Buddy
- Understands the culture of SBH
- Is well regarded and trusted by current Employees
- Has time to be available and accessible to the new Employee

2.3.4.1.4 Create On-boarding Plan

The Responsible Manager, with the assistance of the HR team, will create an On boarding Plan for the first three (3) days of the Employee's employment. The On boarding Plan is designed to be a working document and may be modified as the On boarding period progresses to cater for the needs of the individual employee. For more information on how to complete the Plan, please refer to the guidelines in the On boarding Plan Template.

First Day Induction

The Induction Coordinator will greet the Employee on his or her first day of employment and present the Employee with an induction pack containing the First Day Induction Checklist and a copy of the Induction presentations.

The following topics will be covered on the Employee's first day induction:

- SBH overview
- Human Resources overview
- Introduction to Client & Member Services
- Overview and tour of office and Hospital premises
- Introduction to the office and Hospital equipment

PROCESS

- At the conclusion of each induction presentation, the presenter will mark as complete on the First Day Induction Checklist all the relevant topics which have been discussed during the presentation.
- The Responsible Manager will complete the remainder of the First Day Induction Checklist with the Employee. When all topics have been completed, the Employee and Responsible Manager
- Will sign the First Day Induction Checklist and scan and email to the HR Team for filing on the Employee's personnel file.
- Once the First Day Induction Checklist is complete the Responsible Manager will introduce the new Employee to his or her On boarding Buddy.

On boarding Period

- In the first week of employment, the Responsible Manager will meet with the Employee to discuss the On boarding Plan.
- The On boarding Plan is a working document that the Employee will use to monitor his or her progress and check off the training that has been completed during the On boarding Period.
- The Responsible Manager and Employee will meet regularly to review the Employee's progress towards completing the On boarding Plan.
- Generally, the On boarding period will run for 7 Days from the Employee's Commencement date. However, depending on the needs of the Employee and how quickly he or she is able to integrate into the position, the on boarding period may be completed prior to this. The completed and signed On boarding Plan is scanned and emailed to the HR Team for filing on the Employee's personnel file.

SUCCESSION PLANNING POLICY

Objective:

A Succession Planning Policy is developed to ensure the stability and accountability of the organization by preparing for an eventual permanent change in structure, either planned or unplanned, so as to ensure continuity support in operation.

Scope:

The succession planning will be done for all managerial & above, and key operational positions.

Process:

The initial ground work will be done by:

- Understanding the organization's long-term goals and objectives
- Identifying positions that are critical to the enterprise
- Identifying and developing successors for critical positions
- Determining workforce trends and predictions of command (and how it changed) for key departments and senior personnel

The following will be the process adopted for Succession Planning:

A. Identify required Group capabilities and talent needs, based on strategic organizational plan and

SBH's Vision and Mission;

B. Determine the required capabilities for critical positions;

C. List down competency profile of the selected talents or employees;

D. Analyze and match the competencies between the critical position and select employee to identify the gaps;

E. Create high level development plan for the selected employees to grow into target positions;

F. Assess the performance of the selected employees on a periodic basis;

G. Monitor and track the overall progress.

The practice will be the same in the Hospital as well as Corporate Office.

LEAVE POLICY

Objective: To provide guidelines for permissible leave from work during the year

Scope : All regular Employees in office and Hospital.

Responsibility

Leaves shall be recommended by the HOD and shall be sanctioned by Branch head/CEO.

I. Earned Leave: An employee will be entitled to Earned leave up to 12 working days in a year & Yearly holidays will be declared as per Annual holiday list by the hospital at the start of the year. All the types of leaves are calculated on the basis of calendar year, i.e., from 1st January to 31st December.

- Regular full-time employees who are regularly scheduled to work earned one leave in a month called EL (Earned leave) such leave can only be availed only after completion of 3 months service
- Employee must be applied for leave at least 3 days prior for approval to Admin/HR Manager
- Long leaves more than 3 days leave should be approved by COO / Director.
- Employees may take leave only after obtaining permission. In the event an employee goes on leave without notifying the hospital it will be deemed that the employee has been absent from work without permission, and the period of absence will be treated as leave without pay, in this condition two days of salary will be cut.
- For purposes of leave calculation intervening Saturdays Sundays & holidays prefixed suffixed or in between leave are not counted
- An employee who overstays his/her leave without sufficient and reasonable/valid reasons will mark as absent
- If employee is on sick they had to submit the medical certificate/fitness letter on or before joins his/her duties.
- Emergency leave is taken without valid reason or on false grounds, the employee will be treated as absent it comes under disciplinary action
- Any unused EL should be cashable/Carry forward at last month of every year.
- Encashment will be on employee basic salary +DA .

Unauthorized or Uninformed absence

- Unauthorized absence refers to absence from work without requisite approval & information & mark Absent deduction of two working days of salary
- For Emergency/sickness/Other Genuine reasons the employee will need to offer an explanation to the immediate manager in the event of any unauthorized absence provide valid reason/data & medical certificate to justify their leaves to avoid deduction
- If employee take frequent/Intentionally leave for a week beginning from Monday or weekends Saturdays also be counted leave without pay

Compensatory Leaves

These leaves are granted if the person come on work during holidays compensated as leave to be taken or as an encashable option. Encashment will be on basic pay.

Probationary Employee

During the probationary period, there will be no entitlement of any kind of leave, be it Casual Leave, Sick Leave, Privilege Leave etc. or any other kind of leave for any employee.

Leave during Notice Period:

Employees are not eligible to take any leave when they are serving their notice period. Any leave taken during the notice period will be considered as leave on loss of pay

II. Casual Leave

Eligibility: 6 days per annum

- CL cannot be taken as a matter of right and has to be approved in writing or through E-mail.
- CL can be granted on the basis of full day, as applied for by an employee and granted by the approving authority.
- CL cannot be taken for more than 3 consecutive days. Hence CL intervening weekly off declared holiday cannot be taken. E.g. that cannot club Saturday and Monday.
- CL cannot clubbed with any type of leave, without permission of Centre head/HR .
- Unutilized CLs will be collapsed at the end of calendar year.

II. Sick Leave

Eligibility: 6 days per annum

- The availing of Sick Leave has to be informed to the concerned Department Head or HR by Email/Written letter.
- If SL is availed for 3 or more days employee should submit medical certificate from a registered medical practitioner, immediately re joining date. The SBH has right to cancel leave if the required certificates not produced or not get any evidence about sickness
- Within the span of SL, the intervening weekly off like Sunday, declared holidays will be included as SL.
- SL cannot be combined with any type of leave, without permission of unit head.
- Unutilized ELs will be collapsed at the end of calendar year.

III. PAID NATIONAL & FESTIVAL HOLIDAYS: KEY POLICY-CLAUSE

List of Holidays for subsequent calendar year should be finalized & notified latest by 15th Dec.

NATIONAL HOLIDAYS:

1. Republic Day -January 26
2. Independence Day -August 15

FESTIVE HOLIDAYS:

3. HolikaDahan –half day
4. Holi-
5. Rakshabandhan
6. Dussehra
7. Dhanteras-half day
8. Diwali
9. Gowardhan Puja
10. Bhai duj

Note -(MAHASHIVRATRI ,JANMASHTAMI ,GANDHI JAYANTI CHRISTMAS
(Hospital will be Open while compensatory holiday allowed in other working days to those sharing duty on such holidays)

Every employee have to mandatorily attend flag hosting ceremony on Republic Day and Independence Day)

Holidays are observed on a paid basis for all eligible employees. [Full time employees are eligible for paid holiday benefits.]

Optional Holidays- An employee is entitled to avail 7 Optional leave in a calendar year. Un-availed OL shall be lapsed at the end of the year.

IV. Leave without Pay (LWP):

1. If no other kind of leave is due, in case of an emergency, an employee can be sanctioned leave without pay at the sole direction of the management.
2. While counting the number of days of LWP, weekly off days /Holiday will be included.
Deduction of pay/salary will be made for the period of LWP availed.

OTHER LEAVES:

V. ACCIDENT LEAVE:

- In case of any accident occurred in course of employment or in a connection with the employment, the employee will be entitled to get fully paid accident leave subject to production of Medical Certificate issued by Authorized Medical Officer.

VI. MATERNITY LEAVE:

- It covers only female employees who have completed 180 days continuous service on date of availing the leave restricted to two children.
- Maternity leave will be given be as per Maternity Benefit Act.

VII. WORKING ON CONTINUOUS SHIFTS/WEEKLY OFFS/HOLIDAYS (STAFF & ABOVE):

If an employee working in shifts (A, B & C) or works in weekly offs/holidays, for more than one shift continuously, he /she shall be entitled for one compensatory off. The Compensatory Off has to be available in the next 30 days.

(a) Paid and Restricted Holidays

- In addition to existing 7 paid holidays, employees will be entitled to avail one Restricted Holidays (RH) from the below mentioned List of Holidays during the Calendar Year.
- Employees will avail RH with prior intimation and permission of the Management.
- The un-availed RH will not be allowed to be carried forward.
- Sanctioning of RH is subject to HOD discretion.
- Existing 7 paid Holidays are :

(i)	Republic Day	January 26
(ii)	Holi	As notified by the SBH
(iii)	Independence Day	August 15
(iv)	Gandhi Jayanti	October 2
(v)	Diwali	As notified by the SBH
(vi)	Vishwakarma Pooja	September 17
(vii)	Dussehra	As notified by the SBH

- List of Restricted Holidays: One holiday is permitted in a year on prior information only-

(i)	Makar Sankranti	(x)	Ganesh Chaturthi
(ii)	Ramzan Id	(xi)	Onam
(iii)	Mahashivaratri	(xii)	Guru Nanak Jayanti
(iv)	Good Friday	(xiii)	Christmas
(v)	Gaudi Padwa	(xiv)	New Year Day
(vi)	Bakar Id	(xv)	Dr. Ambedkar Jayanti
(vii)	Maharashtra Day	(xvi)	Janmashtami
(viii)	Shivaji Jayanti		
(ix)	RakshaBandhan		

General Rules

1. Management reserves the right to cancel/reduce any leave in case of emergency.
2. All Leave shall be applied through form **SBH/HR/08** and sanctioned in advance as per type of leave.
3. Earned Leave will be applied 15 days prior.
4. Casual Leave will be applied in advance but in case of emergency of unforeseen cause telephonic intimation will be given and leave may be regularized same day of resumption of duty.

5. To avail the benefits of weekly off, employee must have at least three days attendance in between two weekly offs.
6. SL or EL and CL cannot be clubbed together in any combination (It should be availed separately).
7. On approval of management, if any employee comes on weekly off will be eligible for C Off.
8. 'C' off is applicable only to managerial level & below.
9. Approved CO will be practiced for employees coming on National, Festive and weekly offs.
10. The employee who desires to extend his leave shall forward his extension application in time to reach the sanctioning authority before expiry of leave already granted.
11. For availing leave of 3 days or less, it is mandatory to get it sanctioned in advance. For availing leave of more than 3 days, it is mandatory to get it sanctioned in advance.
12. HR Department. & HOD shall be informed when the cause of absence is sudden illness or unforeseen circumstance else it will be treated as unauthorized leave.
13. For accounting of leave first the casual leave will be adjusted.
14. An employee before proceeding on leave shall furnish contact no in the application.
15. Employees on duty, if fall sick shall not be considered as leave.

COMPENSATION POLICY

Objective:

The objective of the Compensation Policy is to lay down guidelines on compensation payable to the employees.

Scope:

The policy applies to all the regular employees.

Policy Details:**Approach**

The SBH's approach to compensation is based on the ethos of meritocracy and fairness within the framework of prudent risk management. The SBH follows the cost to SBH approach while determining the compensation structure. While the SBH aims to ensure internal and external equity consistent with emerging market trends, the SBH's Patient-Care model and affordability based on organizational performance set the overarching boundary conditions. The output from the performance management system and talent management system serve as the inputs for administration of the Compensation Policy.

Compensation structure

To meet the organization objective of attracting, rewarding and retaining talent, compensation is delivered through a holistic composition of instruments as given below:

1. Annual Guaranteed Pay (AGP)
2. Variable Pay (incentive, bonus etc)
3. Long-term Pay
4. Non-cash Benefits
5. Post-retirement Benefits, and
6. Guaranteed bonus

1. Annual Guaranteed Pay (AGP): AGP consists of various components including basic salary, optional allowances and retrials. Optional allowances include a basket of components including house rent allowance, SBH car lease allowance, conveyance allowance, car maintenance and fuel expenses, domiciliary medical allowance, leave travel allowance, supplementary allowance, meal allowance, gift allowance, superannuation allowance & national pension scheme (for applicable employees) or any other allowance introduced from time to time. The employee has the flexibility to design the allowances basket subject to the maximum limit that has been prescribed. Retrials include statutory contributions such as Employer's contribution to Provident Fund and Gratuity. The basic salary is determined as a fixed percentage of the maximum extent possible, thereby ensuring prudent management of the compensation structure.

2. Variable Pay: The variable pay budget is determined based on the SBH's capacity to pay. The extent of variable pay for individual employees is linked to individual performance for sales frontline employees and to individual and organisation performance for non-sales frontline employees and employees in the management cadre. Hence, variable pay serves as an effective instrument for managing employee costs in line with business cycles whilst simultaneously reinforcing a meritocratic performance culture. The variable pay for sales frontline employees is given in the form of sales incentives. Sales incentive payouts are based on individual performance targets as may be defined from time to time and affordability considerations.

3. Long-term pay: The SBH's long-term pay schemes are designed to encourage institution building among employees. Long-term pay may be administered either through the SBH's employee stock option scheme or long-term reward scheme of the SBH. Typically, this is a critical element in rewarding middle and senior management of the SBH. As a philosophy, long-term pay is given to:

- I. Enhance employee motivation
- II. Enable employees to participate in the long term growth and financial success of the SBH
- III. Act as a retention mechanism,

4. Non-cash benefits: Non-Cash Benefits are provided to employees to supplement rewards and meet the non-financial and other requirements and are linked to their level in the organization which inter-alia include the following and any other such benefit introduced from time to time

- Hospitalization insurance for employees and dependents
- Group term insurance for employees
- Personal accident insurance for employees
- SBH assets for home office

5. Guaranteed bonus: Guaranteed bonuses are not consistent with the principles of meritocracy and the SBH shall not encourage any kind of guaranteed bonus. Joining or sign-on bonus shall be granted in the context of hiring new staff from the market and shall be limited to the first year.

6. Employees shall be given pay-slip every month and be informed on leave status, which will be the responsibility of the HR Department.

OT(OVERTIME) POLICY

Policy Purpose

The purpose of this policy is to provide the guidelines regarding the overtime policy for employees of the SBH Hospital.

Policy:

A full day's work [normal working hours and a lunch break of at least 30 minutes] must be worked such employee is eligible for overtime.

The Centre Head/HR must determine whether the information on the overtime form is accurate and correct before they authorize the form for payment.

- Attendance registers, which should indicate starting and ending times, must be kept for all employees who qualify for overtime payment or time off in terms of this policy.
- Biometric Punching attendance is mandatorily for employee qualifies for over time
- Attendance registers serve as source documents to complete overtime sheets and shall correspond with the log sheets where applicable.
- Overtime worked must be reflected on the employee's attendance register / time sheet. Department Incharge/ superiors & Centre Head are responsible to monitor and sign in Overtime register /sheets on a monthly basis.
- No overtime will be paid for intentional uses /off day compensation or without approval or consent of centre head/HR
- Employees performing work on a basis of emergency overtime (due to operational reasons) shall receive overtime
- After two hour working on standard working hour will be eligible for extra payment

Procedure for overtime:

- The overtime claims must be submitted to the centre head /HR on First Ten Days of the Month
- Overtime should be mentioned in OT Register /log book & after signature of centre Head/HR approval One can collect Overtime payment from Account Department on the date of 15th in every month .due date should be on 20th of every month.
- Submissions made after the due date will not be processed and shall be processed in the next month.
- Overtime will lapse if not taken within two months, however, this may be extended to six months & release after approval of director

Record Keeping and Reporting

Record must be kept of overtime worked, and relevant data should be collated and analysed to determine trends

PERFORMANCE MANAGEMENT POLICY

Objective

Ensuring Development and Growth of Employees (EDGE), is what SBH's Performance Management System aims at. The Performance Appraisal system is primarily meant to provide systematic review of the performance of an employee.

Scope

All the on-board employees of SBH.

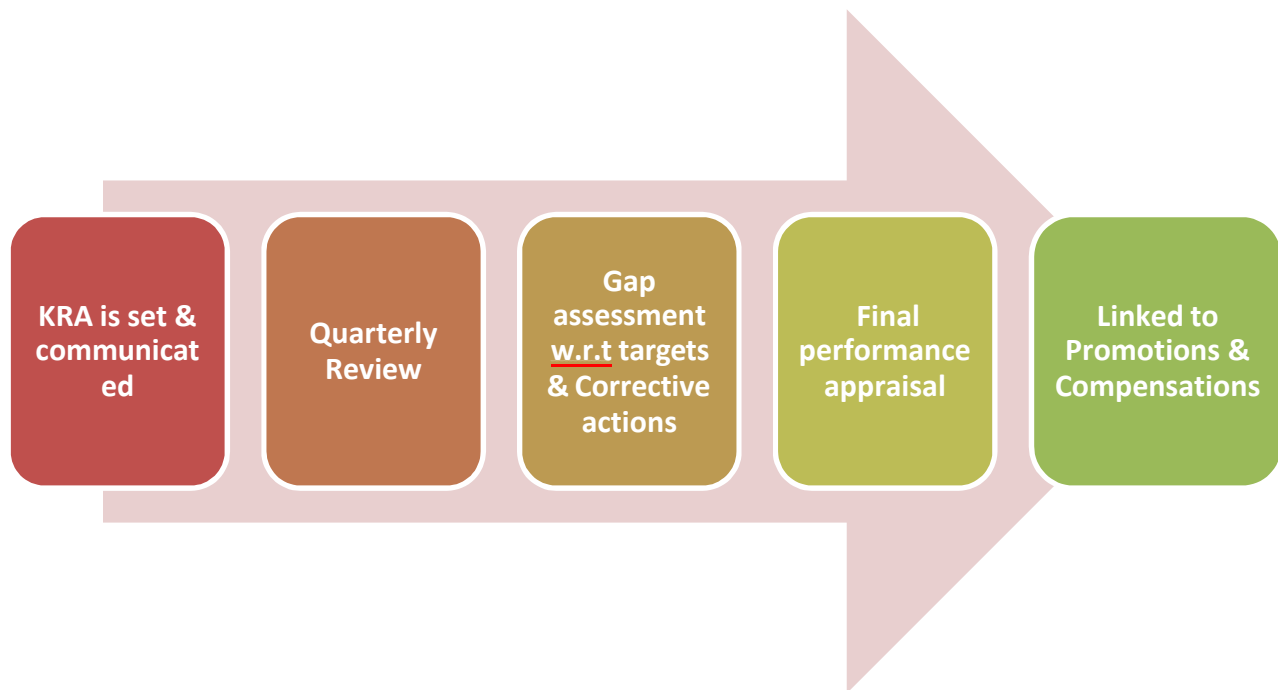
Policy

PMS helps us communicate the expectations, understand the needs of employees and address them subsequently.

This alone will bring about the distinctiveness needed to achieve high performance standards throughout the organization.

Process

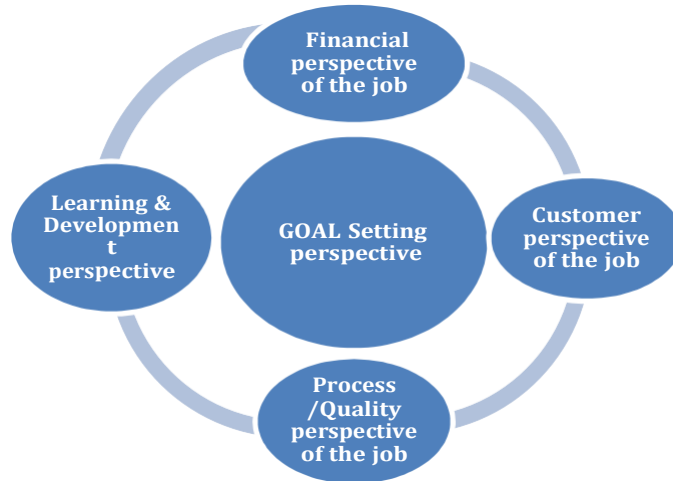
PMS Cycle:



Key Results Area (KRA)

The KRA measures are mentioned under the following four perspective of Balance Score card.

- Finance
- Customer
- Internal Process
- Learning, Development & people



For effective articulation or implementation of strategy, competencies form a crucial linking pin as it binds organizational objectives with that of the people objectives, thus leading to capability enhancement of the organization. Although it is important to judge the extent of results obtained by an employee, it is also important for the organization to emphasize on the **Critical Behavioral attributes that impacts culture of an organization**. The performance would be assessed on the following 2 factors:

KRAs (80% Weightage):

- These factors can be measured by identifying the gap between expected targets and actual targets achieved.
- They are quantifiable.

Critical Behavioral attributes (20% Weightage):

These would include following behavioral attributes of employees:

- Communication skills
- Interpersonal relations
- Time Management
- Client Orientation
- Result Orientation
- Service Standards
- Team Management
- Leadership

KRA measures are the key result areas to which an employee is accountable to and have to deliver during the year apart from his/her normal deliverables. KRA measures are identified

by cascading the Management goals, Annual Business Plan and the Balanced Score Card of the respective Department/Division.

Once the KRA measures have been identified, Clear measurement targets/**SMART** (Specific, Measurable, Achievable, Relevant & Time bound) **KPIs** have been outlined which will help to accomplish result areas. The Performance plans will have direct linkage with the Organization Plan of the department (Balanced scorecard). All KRA measures will have some assigned weightages and will be rated based on the achievement of KPIs in the respective KRA. Appraisee need to substantiate with objective documents/records to support their performance for which Tracking mechanism is developed. The midyear review aims at reviewing performance, provide feedback and raise alarms or signal for performance improvement & take corrective actions, if necessary.

1. Self-Review: Each employee will rate themselves on the performance review form.
2. Quarterly /Midyear review: The HOD/PMS team/3rd party will review the overall progress on the Performance based on the KRA sheet. The HOD/PMS team/3rd party schedules a discussion with the job holder for Midyear Review and expresses his / her observations and facilitate to bridge the gap (Target vs actual).

END YEAR /QUARTERLY REVIEW

Performance evaluation is an annual exercise conducted in the month of April. The exercise aims at evaluating performance of an employee in the year. Annual performance evaluation serves various purposes:

- Provides for basis of improvement in employee performance.
- Provides the organization with structured record of employee performance.
- Serves as inputs for career development & rotation decisions.
- It also helps to align individuals and their teams to the Strategy, Objectives and Values of the organization by defining their annual goals each year, periodical review of progress on goals & Reward true success and contributions.
- Provides input for compensation decisions.

Assessment Criterion

CASE 1:

- 50% Weightage to individual KPI
- 50% Weightage to SBH KPI

CASE 2:

- In case of Unplanned Assignment
- 40%+40%+20% (Individual+ SBH +Unplanned)

NOTE

In case of Job Rotation: Assessment will be done on Pro-rata basis by the respective HOD & min 3 months duration in the assignment required.

PROMOTION POLICY

SBH's promotion policy is to attract the right talent to fit the specific roles and responsibility. Simultaneously, it is imperative that we identify, develop and retain talents to meet the future needs of SBH in a high growth and competitive scenario. It also aims to integrate growth opportunities & motivate employees for better performance.

Objective

- Identify, develop and retain talents
 - Accelerated Career growth - High Performance and High Potential
 - Competency based Career Progression












Coverage





- Operational level & above

Responsibility

- Final Approval for Promotion – President/Director in consultation with concerned HOD
- Other letter preparation tasks – HR.

Career Progression:

Grades	Fast Track Promotion	Normal Career Progression
S3 	3 Year	5 Year
L1 	3 Year	5 Year
L2 	3 Year	5 Year
L3 	2 Year	4 Year
L4 	3 Year	5Year
M1 	2 Year	4 Year
M2 	2 Year	4 Year
M3 	3 Year	4 Year
M4 	3 Year	4 Year
O1 	2 Year	4 Year
O2 	2 Year	4 Year

O3 	3 Year	4 Year
O4 	3 Year	4 Year
O5 	2 Year	4 Year
O6 	2 Year	4 Year

All Trainees will be CONFIRMED after one year of successful completion of their training period, subject to vetting of the same after probation evaluation assessment. For O4 & O5 grades promotion will be done within the level based on the career progression of particular designation within 2 years (if KRA score is 90% & above) & in 4 years (if KRA score is 90% & above).

Exams

KEY POLICY-CLAUSE

- Promotion would be based on the vacancy in the next grade/level and role enhancement.
- The promotions shall be effected along with the annual increments.

1. Fast Track Career Progression

Employees can be considered for 'Fast track promotions' as follows:

Eligibility

- Completion of minimum criterion of years of service in the grades
- Have a minimum of 90% & above scores in the performance appraisal.
- Details are mentioned in appraisal form, what result/outcome is expected from the individual.

Selection:

- Suitability for promotion will be assessed by HR Department. based on performance-appraisal scores.
- 90% & above score is required for consecutive 3 years for fast track promotion of employees from one level to another level.
- 90% & above score is required for consecutive 2 years for fast track promotion of employees from one grade to another grade within the same level.

2. Normal Career Progression

Employees can be considered for movement to a next level /next grade in normal career progression based on the described outline.

Eligibility

- Completion of minimum criterion of years of service in the grade in SBH
- Have a minimum of 80% & above scores in the performance appraisal.
- Details are mentioned in appraisal form, what result/outcome is expected from the individual.

Selection

- Suitability for promotion will be assessed by HR Department. based on performance appraisal scores.
- 80% & above score is required for consecutive 5 years for normal career progression of employees from one level to another.
- 80% & above score is required for consecutive 4 years for normal career progression of employees from one grade to another grade within the same level.

Selection Criteria

- Career moves shall be on the basis of merit.
- Assessment will be done through a performance appraisal rating based on KRA sheets.
- The HR Department will prepare a list of recommended promotion cases with justifications and propose the same to management for promotion & increment approval.

If you are building a culture where honest expectations are communicated and peer accountability is the norm, then the ORGANIZATION will address poor performance and attitudes.”- Henry Cloud

TRANSFER POLICY

Objective: To relocate or reassign the services of the employee or trainee from one Unit to other, from one location to other, or from one department to other etc.

Scope:

All employees are liable to be transferred from one location to another location in the interest of SBH's objectives. Transferred employee data should be maintained in the personal file of an employee and should have a clear history of his working during the job with the SBH.

Procedure:

The transfer of employees from one location to another is necessary to meet organizational as well as employee's developmental and professional needs. The considerations could, broadly, be classified as under:

- i. To cater to the changing organizational needs,
- ii. To ensure optimum manpower utilization, upgrade skills & support creating knowledge based organization
- iii. To meet organizational requirements, as envisaged in the manpower plan, optimize appropriate placement, meet exigencies of work and the needs at a particular location requiring specialized knowledge/experience.
- iv. To meet organizational developmental needs, employees aspiration
- v. Future organizational requirements.
- vi. To recreate a vibrant organization.

Transfer of operational level employees shall be decided at unit level with the consent of Director. However all transfer in Managerial level and above shall be approved by director in consultation with Chairman. The management shall take appropriate action against an employee who brings in influence orally or in writing or through HOD or through request made by fellow workmen, representations or goodwill influences or through Ministry for transfer to a particular unit, in respect of his transfer. An entry will be made in his service record and will be communicated to the concerned employee.

1. All employees in respect of whom orders of transfer are issued will be relieved within **seven days** on receipt of copy of the order by HR. Withstanding with it, wherever the employee is supposed to hand over charge will do so accordingly. However, in cases where the relieving is not possible as above due to the employee being on leave or tour, he may be relieved immediately on his return but not later than 7 days of his resuming office. However, it has, to be taken into consideration that the employee has preceded on leave / tour before the issue of transfer order.
2. In cases of Transfers, the respective HOD shall ensure that the employee concerned is relieved within the stipulated time.
3. In case the employee under transfer does not join his new place of posting after relieving within the stipulated period for any reason whatsoever, he/she will be liable for

disciplinary action. Where the employee under transfer is not relieved by the HOD within the stipulated period, for any reason said action shall be viewed as defiance of lawful order and will invite disciplinary action by the management.

4. Transfer dates should be arranged through the departments involved with HR & Operations. There should be at least two DAYS notice by GM/manager before a date of transfer. The receiving department/unit HR (to which an employee is transferring) initiates and submits Joining Letter Confirmation for transferred employees.
5. Authority should inform HR personnel officially for the transfer of any employee.
6. HR should forward the employee clearance form to the relevant (previous) manager for the clearance of his employee.
7. HR should file the joining letter confirmation in the personal file of an employee.

TRANSFERS BETWEEN DEPARTMENTS OR FUNCTIONS

- a. Transfers between different Departments and/or Functions in the same office/ unit shall be covered under this head.
- b. No Transfer shall take place without prior mutual agreement between the concerned Heads of Department and/or Function(s) with intimation to the concerned employee well in time.
- c. All Transfers shall be made strictly using the prescribed *Transfer Requisition Letter* Format.

INTRA-GROUP OR INTER-SBH TRANSFERS

- a. Only such transfers shall be considered “Intra SBH”, which shall be between one unit to another unit or unit to HO or HO to any other unit as a part of demobilization plan time to time.
- b. In case of transfer from one establishment to other or unit to HO, New Employee Number & PF Number shall be allotted from the establishment transferred to.
- c. Preparation of *Transfer Advice* Details shall indicate the following :
 - Leave Status,
 - Date of Joining,
 - Salary details,
 - Date of transfer
 - Loan dues/Advances, etc.

On Transfer, the following rules shall apply:

1. **Resettlement Allowance:** Whenever an employee has to relocate his family to a new place of posting, one month basic salary shall be paid as disturbance allowance to meet contingency expenses. If no relocation of family is involved, then only 15 Days basic pay is payable, if there is relocation of House.
2. **Transportation Expenses:** The employee shall be paid actual packing and shifting of personal effects to the new place of posting, subject to prior written approval of estimate of expenses.
3. **Joining Time:** On release from the existing location, the transferred employee will be entitled to 2-3 days special leave towards packing, relocation & joining period depending

upon the place of posting. However, if required he would join at the new place of posting immediately and avail this leave within a period of 60 days, with prior approval.

4. **TA Expenses:** The employee shall be paid actual traveling expenses for self and family in class/mode of travel of his entitlement as per the TA rules of the SBH.
5. **Continuity of service:** Employees shall be deemed to be on continuous service whether the transfer is at Unit level or location level within SBH.
6. **Protection of Salary:** The existing salaries of the employees would be protected at the new place of posting.
7. **Transfer of leave:** The leave records as on date of release will be transferred to the new location/Unit to which the employee has been transferred.
8. **Provident Fund:** The Provident Fund account will be transferred to the location to which the employee has been transferred.
9. **Other perks & perquisites:** If the payroll of the new location is separate, then all perquisites and benefits up to the period of release would be settled by the releasing unit.
10. **Request Transfer:** On request transfer, employee will not be entitled for resettlement, transportation and packing allowance.

DEPUTATION POLICY:

Employees can be deputed to other group Unit/sister SBH for long duration assignment depending upon the exigencies of the organization. Long duration assignment will mean temporary transfer for a period exceeding 30 days.

Scope:

This policy and procedure applies to every permanent employee of the group excluding (GET/MT/JET etc).

Deputation Allowance:

The employees will be given deputation allowance @ 10% of their monthly basic/consolidated salary subject to minimum 500/- PM. However, all incidental expenses viz. out of pocket expenses, laundry expenses etc. will be borne by the concerned people.

Other:

In case the duration of deputation is more than 4 months, the employee will be given single return fare as per his entitlement under TE rules, to visit his family. He will also be entitled to 2 days leave in addition to actual traveling period.

TRAINING & DEVELOPMENT POLICY

Objective: To improve knowledge, skills, efficiency of employees that will lead to utmost individual development.

Scope: All regular employees of SBH and beneficiary associates at the collection centers.

Process:

SBH believes that effective training and development benefits the individual and the organization as a whole, and contributes to the achievement of SBH's objectives.

These benefits includes: *high standards of work performance, greater understanding and appreciation of factors affecting work performance sharing ideas and dissemination of good practice, effective management and implementation of change building, strong and effective teams increased motivation and job satisfaction for individuals professional development, greater understanding of SBH's objectives.*

SBH aims to ensure that:

- Its Stated Objectives Are Met ,
- Each Member Of Staff Understands What His Or Her Work Role Involves ,
- Each Person Is Developed To Enable Them To Achieve Their Work Objectives,
- Staff Are Prepared And Equipped To Deal With Changes In SBH
- Each Individual Is Encouraged To Develop His Or Her Potential, Both Personally And Professionally
- Lifelong learning is supported and encouraged for All Staff as well as sourcing associates.

Identification of Training Needs

1. Training Need Assessment and Analysis is to be conducted annually to effectively ensure continuous improvement in both individual and team performance
2. Training & Development of officers is to be aligned to the Performance Review Process and Career Management Process. All training interventions would be in the areas of knowledge, skill and attitude building. They are to be planned, monitored and evaluated to ensure quality training and justify investment.
3. Line Managers at all levels are required to play a key role in the training process. They, in association with the Training Manager / Training Co-ordinators, would be required to

identify precisely the Training & Career Development needs of their respective officers and ensure that training is applied in a manner which would enhance the individuals' operational performance. As per SBH's need, they are also responsible for working with the Training Department on the development and delivery of required training courses/programs.

4. The HR Department. is responsible for offering tools and providing relevant training and consultancy services to the Line Managers on Learning & Development issues (i.e. to train the Trainers in coaching and consultancy skills, etc).
5. The HR will engage in continuous improvement in the quality of officers by organising formal training programs, both within and outside the SBH.
6. The HR Department is responsible for providing Training. But training can be effective only with the involvement of and commitment to it by the Line Managers and the Supervisors. Their responsibilities include:
 - a. Complete understanding of the job of their officers vis-à-vis the SBH's Objectives.
 - b. Identifying the gaps between the requirement of jobs and competencies of each officer and work out the kind of training required to bridge these gaps.
 - c. Requesting, via the Training Department in the appropriate form, the specific type of training required to meet an individual officer's need.
 - d. Briefing the officer before he attends training as to what he is expected to learn.
 - e. De-briefing the officer after training to assess what he has learned and determine how he could best apply the new learning to his job.
 - f. Ensuring the Training requirements of all the officers are reviewed during the Appraisal Process.
 - g. Coaching the officers and ensuring their movements towards continuous self-improvement.

Assimilation of Training Needs & Draw-up of Annual Training Plan(Training calendar):

All projected needs are assimilated and groups are formed on the basis of level, function, skill / competency, initiative, etc. and an annual training plan/calendar is drawn. This plan contains the prospective date for each program, venue, target population, training Hours per program, Trainer for the program, etc. ***Training budget shall be approved by Director and any deviation to budget must have an approval of Director.***

Conducting Programs:

- Faculty is identified for each program from internal sources or experts in respective fields.
- Whenever there is a change in roles, Training program has to be executed by the HOD recommendation and nominated by the individual.
- Certain training programs like training on Safety, First aid and Fire-fighting are mandatory for all employees to perform their job safely and effectively. This will be conducted during the induction program and organized by HR Department. The mandatory training may change from time to time.

External Training Programs: Employees are nominated for programs/ seminars /workshops/visits conducted by leading institutions / professional bodies.

Training feedback: After delivery of each training session, feedback form shall be duly completed by the employee and submitted to HR .This will help to evaluate the training session on the parameters like training content ,delivery by faculty/trainer, method of training and sincerity of the participants.

Assessment of Effectiveness of Training : Study of effectiveness of training is done every 6 months wherein the trained candidate as well as his / her supervisor respond about the benefits accrued out of the training in terms of skill / competency up gradation and the resultant tangible / intangible benefits. Skill / Competency assessment shall also be done to measure the effectiveness of training imparted.

INSTEP POLICY:

SBH is a professional group, always looks forward to grow with the rapidly changing technology. The group values knowledge & technology and eager to adopt it as per its requirements from time to time. Keeping this aspect in mind, the group is always in the lookout of adding qualified, young & energetic workforce in its fold. Accordingly the group is ready to support for seeking higher professional qualification to its employees for their career as well as the growth of the group so as to retain a strong technically qualified and result oriented workforce who can sustain the challenges in the fast growing global market environment and to look after the group requirements.

ELIGIBILITY:

Those who have completed at least 5 years satisfactory and result oriented services with the group and are ready to serve the group in the years to come. The employees who are having good academic background, having sufficient working knowledge in their field , young, energetic and eager to acquire more profession/technical acumen in their career, subject to the sole discretion of the management.

TERMS & CONDITIONS:

Any employee, having the above eligibility, ready to execute a bond in favor of the group for a period of minimum 3 years to undertake that he/she will serve the group further at least 3 years after obtaining the higher education under the group's higher education policy. He/she will be governed with the rules & regulations of the group in force and as applicable from time to time.

DEVELOPMENT CENTER

Development Centre (DC) is a highly dependable method for mapping the competencies of your employees and defining their future development plans. The assessment and development center shall give us a reality check on the readiness of the Medico and Non-medico employees to be fitting in the existing and expected role. Accordingly, proper developmental steps can be taken as course correction to groom them and create a talent pipeline. The assessment will also help in identifying the career anchors wherein their future interests with respect to sharing responsibilities may be mapped. Accordingly training program shall be framed.

At SBH, all the employees and consultants will undergo due assessments and accordingly individual development plan will be framed for key positions. The combination of the following evaluator methods will be adopted to measure the performance and learning pattern of the individuals:

1. Knowledge sharing presentations
2. Tests
3. Case studies
4. Psychometric analysis.
5. Group Discussions
6. Personal Interviews.
7. Simulation Exercises.

SEPARATION POLICY

Objective: The objective of Separation Policy is to ensure smooth separation or depart of the employees from the organization.

Scope: All regular Employees

Responsibilities

- Acceptance of Resignation – HOD with approval of top mgt.
- Exit Interview – HR & min. N +1
- Other tasks - HR

Common Policy-Clause

a. An Employee or Trainee is separated from his or her services with the SBH due to the following (which have been covered in detail in different sub-clauses in this policy):

- I. Resignation
- II. Termination
- III. Superannuation
- IV. Death
- V. Change in organization structure/ operation

I. RESIGNATION

An Employee who wishes to resign from the SBH is required to give notice period of 1 month for all grades/ as per the terms conditions of Appointment.

Notice Period will start from the date of acceptance of resignation letter.

1. It is moral obligation of employee to refer suitable candidate for their replacement and also to handover properly by shadowing / mentoring for 15 days.
2. In case of early departure, payment based on basic pay in lieu of balance notice period shall be made by HR.
3. Full and final settlement shall be done on the closing of working hours of last date.

II. TERMINATION

Organization has a right to terminate employee any time without assigning any reason by one month notice or paying one month's salary in lieu thereof. & has a right to terminate employee with immediate effect during 3 months of notice period.

Upon termination, an employee is required:

- To continue to work until the last scheduled day of employment.
- To return in all reports and paperwork required to be completed by the employee when due and no later than the last day of work;
- Fill & sign No dues certificate from hospital.

- To return all files, documents, equipment, keys, access cards, software or other property belonging to the Organization that are in the employee's possession, custody or control, and turn in all passwords to his/her supervisor;
 - To participate in an exit interview as conducted by HR.
1. Termination of employment shall be made on the grounds of violation of code of conducts.
 2. In case of Termination ,all the following are processes will be undertaken by HR
 - i. Full & Final Settlement dues cleared
 - ii. Full & Final Settlement cheque handed over
 - iii. All Legal dues paid without making any Notice period recovery
- NOTE:
- All the Notices as per applicable state labor laws shall be sent in the name of the concerned Employee through the HR Department.
 - Full& Final settlement is subject to submission of NO DUES CERTIFICATE of all concerned Department. duly signed by respective HOD.

III.SUPERANNUATION

The age of superannuation for all regular employees shall be 60 years, according to the date of birth on records of the SBH. On attaining the age of superannuation he/she shall superannuate from the services of the SBH on the last day of the month of superannuation. However, this age limit can be relaxed as per discretion of management.

IV.SEPARATION DUE TO DEATH

1. On account of Death of the Employee, all processes are followed as per the above mentioned Sub-sections describing No Dues Clearance & below mentioned Full & Final Settlement.
2. Cheque of dues is paid to the declared nominee(s) of the Employee

V.CHANGE IN ORGANIZATION STRUCTURE/ OPERATION

With change in market scenario, process line, technology updating or completion of viability of project, SBH may economize its employee as per requirement of the organization & market.

FULL & FINAL SETTLEMENT

1. For processing Full & Final Settlement, following aspects are thoroughly checked & calculated(**SBH/HR/09**)
 - i. Accumulated Leave as on date for calculating Leave Encashment
 - ii. Years of Service as per Gratuity Act.
 - iii. Information in No Dues Clearance Form for any Loan Recovery or Salary Payable

2. Employee/ Trainee who's No Dues Clearance is not cleared due to various reasons their Full & Final Settlement will be kept pending. After clearing all the dues, his or her Full & Final Settlement is processed.
3. In case, an Employee/ Trainee wants to be relieved early before completion of his or her specified Notice Period, Notice Pay is recovered from his or her Settlement Amount. All legal dues as per the normal resignation are given to the Employee/ Trainee.

EXIT INTERVIEW POLICY

The purpose of the Exit Interview Policy is to provide a structure which enables the organization to elicit valuable information regarding the experience of the employees who are leaving the organization.

Objective:

The sole objective of the exit interview is to gather information about the employee's experience and to apply that information to further improve the system.

- The policy is a crucial part of the human resource strategy, and emphasizes that proper attention needs to be paid to people leaving the organization, as being paid to those entering.
- The information collected will be analyzed with a view to developing retention strategies and also used for highlighting areas for improvement, which can then be fed into the organization learning plan.
- The information will also be used to know how the operations of the organization can be improved

Procedure:

1. Exit interview will be conducted on last working of the employment.
2. The Exit Interview will be organized by HR department with reporting authority in the prescribed format **SBH/HR/11** .In addition to HR & N+1 reporting authority, Management may identify if required based on their experience and personal traits who will conduct the Exit Interview.
3. The Exit Interview should be conducted through Face to Face Interview and the employee should be given the questionnaire to complete and return to the HR Administrator.
4. On request of the employee his identity can be kept anonymous.
5. Exit interview will be conducted only for employees separating by giving resignation.

Analysis:

Exit Interview Analysis must be prepared on a 'Half yearly basis' for all the employees who have left in the previous quarter, by HR department.



OUR BENIFITS

EMPLOYEE ENGAGEMENT POLICY

An engaged employee works with colleagues to improve performance within the job for the benefit of the organization. SBH work to develop and nurture engagement of its employees in Hospital as well as corporate office through a series of activities planned throughout the year. The HR team will execute engagement activities from the following list, based on the feasibility of the execution:

1. *Family Day*
2. *Outdoor Sports – Cricket, football, basketball, volleyball etc.*
3. *Coffee with MD – communication forum.*
4. *Face to Face with BU heads, functional heads - communication forum.*
5. *Diwali celebrations*
6. *Santa Carnival – Christmas celebrations*
7. *Independence Day, Republic day – flag hosting.*
8. *Ganesh Chaturthi Celebration.*
9. *Traditional Day*
10. *Goggles day*
11. *Birthday anniversary celebrations*
12. *Marriage Gift vouchers.*
13. *Anniversary bouquets to spouses.*
14. *Baby kits*
15. *Gurukool – an informal training session for sharing skills.*
16. *Navratri celebrations - Dandiya event.*
17. *Workshops for women like – make up, cookery show, weight loss/gain.*
18. *Quiz competitions*
19. *New year party*
20. *Childrens day celebrations/fancy dress competitions*
21. *Singing - Antakshri competitions.*
22. *Section decoration competition on Vishwakarma Puja.*
23. *Indoor games - caroms, chess, badminton, Table tennis.*
24. *Food festival*
25. *Quiz competition - where the topic may be chosen from the Industry.*
26. *Outbound training programs*
27. *Power Yoga classes.*
28. *Health Check up.*
29. *Blood donation camps.*
30. *Introduce fun board in your floor shop, so your employees can pin up their Colleagues candid pics, posters, their paintings, hot news, fun news.*
31. *Celebrate "One Thing Change day" wherein we have asked employees to do one noticeable change in them, it be their dress, style, voice tone, greeting style etc.*
32. *Go Green Day*
33. *Holi celebration.*
34. *Foundation Day-Organizations birthday celebrations. (date of commencement)*

Although the above are engagement events planned, these are not binding on the HR/management. They will be planned, on the basis of the availability of resources, time and work engagements of the staff.

CANTEEN POLICY

Objective:

SBH's Canteen Policy aims to offer a variety of nutritious, hygienically prepared food items at reasonable cost on a regular basis in the Hospital facility. Our endeavor is to maintain a congenial environment for all our employees, patients and visitors.

Scope: All employees, patients, guests and visitors:

Process:

- Every effort will be made to provide food of a high nutritional value at economic prices.
- To demonstrate high standards of hygiene in the preparation, storage and serving of food items at the canteen.
- To adhere the norms specified by the Government regulations
- To provide food that is healthy and safe to eat and to comply with all current health and safety regulations.
- To encourage sound waste management practices.

Canteen Contract

The canteen contract is a bipartite agreement between the management and the canteen contractor made every year, which remains mutually agreeable. The following will be the procedure to award contract:

- Identification of contractors/catering service to operate a canteen inside the facility:
- To source the contractors, advertisements shall be published by the Department of Human Resource in the newspapers having wide circulation clearly indicating the requirements and also through other practical means of communication.
- At least three written quotations shall be obtained from the suitable contractors for all the preferred food items contained in the SBH's canteen menu.
- The quotation shall clearly indicate the name of the food item, quantity with Unit of Measurement, and the price.

The human Resource Department shall identify the contractors who meet the following criteria:

- They run a standing, well-established system.
- They have excellent reputation in the field.
- Their past operations are financially stable.
- They have best practices in Patient care and service methods.
- They have the ability to serve mass numbers within the specified time.
- They have the ability to meet the SBH requirements and standards.

The prospective/potential contractors shall be invited for further discussion on price, quantity, commercial terms and other norms specified by the SBH. The Human Resource Department shall select the contractor who agrees to deliver the service at competitive rates and comply with all the norms prescribed by the SBH with respect to canteen operations.

The contractor shall sign the contract expressing his acceptance to adhere all the terms and conditions stipulated by the SBH. No business relationship shall be established with a contractor, who has declined to sign the contract.

Canteen Committee

- The purpose of the committee is to ensure the efficient functioning of the canteen at all times.
- The committee shall consist of not less than 5 members, of which at least 2 members represent the employees' front and 3 representatives representing the Management. The committee shall be chaired by the Head - Human Resource.

The Canteen Committee shall ensure on the following:

- The quality and the quantity of food stuffs to be served in the Canteen
- The arrangement of the menus
- The standards of hygiene in the preparation, storage and serving of food items in the canteen.
- Any other matter as may be directed by the Committee

Every member of the canteen personnel irrespective of the nature of work undertaken or at least the personnel who handles foodstuffs shall be medically examined by the F Medical Officer or the Certifying Surgeon and such examination.

Maintenance of Hygiene and Cleanliness:

As it is strongly believed, that any major cause of accident/disease is undoubtedly a result of poor housekeeping and sanitation, considerable emphasis shall be given to maintain the canteen (includes kitchen and dining hall) a clean and tidy area.

- At the end of the each working day, the canteen shall be swabbed to remove any oil deposits / stains.
- Wastewater shall be carried away in suitable covered drains and shall not be allowed to accumulate.
- The Welfare Officer shall be made responsible to actively monitor the tidiness and maintenance of the canteen.

GRIEVANCE HANDLING POLICY

Objective: The aim of these guidelines is to achieve consistent treatment in the handling of personal grievances in the workplace and provide a procedure to follow in the event a personal grievance arises.

Scope:

The procedures outlined in this Policy aim to achieve consistent treatment in the handling of personal grievances in the workplace and provide a procedure to follow in the event a personal grievance arises.

Definitions

Item	Definition
Workplace participants	Employees, prospective employees, All full time & part time employee

What is a Grievance?

A grievance is any type of problem, concern or complaint related to an employee's work or the work environment. A personal grievance can be about any act, behaviour, omission, situation or decision impacting on an employee that the employee thinks is unfair or unjustified.

Dealing with Grievances:

SBH recognizes that an employee may not perform to the best of their ability if they feel they are being treated unfairly or are feeling aggrieved. Accordingly, SBH HOSPITAL will endeavor to provide a fair and just working environment, by aiming to ensure that employees have access to processes for the resolution of genuine personal grievances related to the workplace.

As such, SBH will use its reasonable endeavors to:

Encourage staff to come forward with personal grievances; deal with personal grievances in a supportive way, without victimization or intimidation of any person connected with the grievance; encourage fairness, impartiality and the resolution of personal grievances as reasonably promptly and as close as possible to the source of the grievance; and have managers and supervisors seek to prevent and resolve personal grievances.

Where a personal grievance arises, SBH HOSPITAL will Endeavour, if appropriate, to resolve the dispute in line with the following procedure.

Staff Grievance Procedures:

Preliminary Steps-

Attempt to resolve the grievance directly

If the employee feels comfortable in doing so, they should attempt to address the issue directly with the person(s) involved in the grievance. The employee may find the other person was not aware of their grievance and the matter can be resolved directly.

Report the grievance to management

If the employee does not feel comfortable talking to the person(s) involved, or they have tried to and it was ineffective in resolving the grievance, or if there is no other person involved in the grievance, the employee should report the grievance in the first instance to their Department Incharge/Operations Manager.

After reporting a grievance, the Center Head will use reasonable endeavors to conduct an initial meeting with the employee obtain information about the employee's personal grievance and what they consider will resolve it; explain how the personal grievance procedure works; and decide if they are the appropriate person to handle the grievance. This includes considering whether they have the necessary authority and can deal with the grievance in an impartial manner. If the Department Incharge/Operations Manager/Center Head feels they cannot effectively handle the employee's personal grievance they will refer the matter to the Head-HR for further processes.

Step 1 - Informal Procedure

- A range of informal actions can often resolve the grievances. Such actions will depend on the individual circumstances of the grievance. Possible actions include, but are not limited to:
- Department. Incharge/Operations Manager discussing the issue with the person against whom the complaint is made; and/or
- Department. Incharge/Operations Manager facilitating a meeting between the parties in an attempt to resolve the issue and move forward.
- Many personal grievances are able to be resolved through the informal procedure. However, in circumstances where the Department. Incharge/Operations Manager/Center Head considers the informal procedure is not appropriate, and the grievance is sufficiently serious, the grievance may be escalated to the next stage – more formal procedures.

Step 2 - Formal Procedures

The step involves a formal investigation of the grievance and a decision about appropriate actions and outcomes. In the first instance, this will be undertaken by the Head-HR.

The investigation generally involves collecting information about the grievance and then making a finding based on the available information. Once a finding is made, the Head-HR will make recommendations about the grievance.

Step 3 – Appeal

If the employee grievances sufficient serious Head HR ask for Appeal & after investigation by Grievances Handling Committee HR sent all relevant documents to CEO For final Process

Possible Outcomes

The outcomes will depend on the nature of the grievance and the procedures followed to address the grievance. Where an investigation results in a finding that a person has engaged in conduct in breach of a SBH HOSPITAL Policy, that person may be disciplined. The type and severity of disciplinary action will depend on the nature of the grievance and other relevant factors.

Where the investigation results in a finding that the person complained against has engaged in serious misconduct, this may result in instant dismissal. Any disciplinary action is a confidential matter between the affected person(s) and SBH HOSPITAL.

SBH HOSPITAL may take a range of other non-disciplinary outcomes to resolve a grievance. Examples include, but are not limited to:

- training to assist in addressing the problems underpinning the grievance; monitoring to ensure that there are no further problems;
- Implementing a new policy;
- requiring an apology or an undertaking that certain behaviour stop; and/or
- changing work arrangements.

Grievances Handling Committee

- Operations Manager
- Center Head
- Head HR
- CEO
- Senior Consultant

Other Procedural Issues

Work will continue as normal while a personal grievance is being dealt with under these guidelines. All persons affected by the grievance are expected to co-operate with SBH HOSPITAL to ensure the efficient and fair resolution of the grievance.

Disciplinary action will be taken against any person who victimises or retaliates against a person who has lodged or is involved in a personal grievance issue under this Policy. Such action may include termination of employment

Confidentiality

The Department Incharge/Operations Manager and Center Head / Head-HR will endeavor to maintain confidentiality as far as possible. However, it may be necessary to speak with other employees or workplace participants in order to determine what happened, to afford fairness to those against whom the complaint has been made and to resolve the grievance.

*All employees and workplace participants involved in the grievance are required to also maintain confidentiality, including the employee who lodges the complaint. The complainant may discuss the grievance with a designated support person or representative (who is not an employee employed or engaged by SBH HOSPITAL). However, the support person or representative is also required to maintain confidentiality.

If a person breaches confidentiality they may be disciplined.

Documentation

Where considered appropriate, agreed resolutions of personal grievances arising from the informal procedure may be recorded and signed by all parties. Generally, it will not be necessary to put records of a personal grievance on an employee's personnel file, unless there is some disciplinary action taken as a result of the grievance. A record of any disciplinary action that is taken arising from a formal investigation will be placed on the personnel file of any person who is disciplined.

Records

Complaints and Appeals officer shall maintain Complaints file and Appeals file.

The file has the following:

- a) Unique registration number given to each complaint/ appeal.
- b) Date of receipt of complaint/ appeal.
- c) Name & address of the complainant/ appellant.
- d) Date of acknowledging of the complaint/ appeal.
- e) Details of action/ investigation.
- f) Date of closure

Grievances Handling Committee shall be taken action within 15 working days of decision against which the appeals is made. The appeal should be disposed off within 8-10 weeks from the date of receipt.

The complaints file & appeals file is maintained by Complaints and Appeals officer. All correspondence in respect to complaints/ appeals, investigation reports and decisions by CEO or are filed in order.

Access to support and representation

The employee can seek advice from Grievances Handling Committee or a support person at any stage during the grievance process. The employee can bring a support person to a grievance meeting if so desired.

REWARD & RECOGNITION POLICY

Objective:

- ✓ Bring in achievement orientation amongst employees and thus creating an organization nurturing performance and innovation.
- ✓ Reward & Recognition to high performers
- ✓ Recognize every staff employee being a valuable asset of the organisation, by participating in & celebrating his/her special moments.

Eligibility:

- ✓ All employees on the rolls of the SBH.

REWARDS:

Reward will mean a token of appreciation of the contribution/performance of employees leading to significant improvements in the work processes and effectiveness. The employees would be rewarded for their contribution through four categories of awards as given here under:

- A) Good Work Done**
- B) Performers of the Quarter**
- C) Team Award**
- D) Annual Awards**

A) Good Work Done

Appreciation of good work done within the Department, that sets an example for the rest of the employees, would be done by highlighting the contributions through an appreciation letter by the HOD and display on the Notice Boards.

The HOD at his discretion may send the employee for a dinner for two/ present a gift (**maximum Rs.350/-**). The amount would be given in the form of reimbursement.

Intimation should be sent to the HR Department to facilitate the reimbursement and publicizing the contribution. This award may be given as and when employees make such contributions.

B) Performers of the Quarter

Objective

- ✓ To Provide healthy competitive environment wherein employees are motivated to excel.
- ✓ To identify high performers and nurture the excellence amongst them.
- ✓ Recognize & Reward outstanding contributions made by an employee in achieving the organizational objectives and goals.

Qualifying Criterion

These Awards are given for contributions that have a significant impact on the function/operations of the organization.

HODs would identify the Top Performers based on the outstanding performance/contributions based on the following factors:

- (i) **Quality & Innovation:** Suggesting process improvements leading to improvements in quality, devising new ways of working in the organization that results in time saving or easier work processes.
- (ii) **Cost:** Suggestions/actions which result in substantial savings to the SBH
- (iii) **Delivery:** Consistently exceeding the set targets.
- (iv) **Customer Orientation:** Going out of way to help customers and meeting their requirements, reflecting extraordinary service orientation to achieve customer satisfaction.
- (v) **Revenue Generation:** Suggesting new ideas that lead to increased revenue.

Procedure for Nominations

1. This award is for the individual performance of the staff.
2. These nominations should clearly bring out contributions of the employee in details; explaining his/her efforts and results achieved.
3. The nominations would be discussed in the management Committee The results should be described in terms of benefits that may have accrued to the SBH..
4. A second nomination during the same financial year for reasons of repetitive exceptional performance could be possible under the scheme.
5. The award would consist of a Certificate signed by MD and an amount of Rs.1500/- payable by cheque as token of appreciation.
6. The performers of the quarter shall be publicly recognized including insertions in the SBH newsletter. The HR head of the factory shall announce the names in the open house. The name shall also be displayed on the notice board.

C) Team Award

As and when any cross-functional team working on an assignment exceeds the requirements laid down for the work or achieves a milestone, the team may be sent out for a dinner or an outing subject to financial ceiling of Rs.2500/- for each such occasion.

Procedure for Team Award

The contributions shall be highlighted by the team leader to the HR Department on the prescribed format (Annexure-II) enclosed for the purpose. The HR Department, on receiving the complete form, shall obtain the approval of the management Committee on the same and process for the award.

D) Annual Award

The purpose of this award is to recognize the “Best Performer” of the year. The annual award would have two categories.

Procedure

1. There would be one award in this category. The nominations would be from amongst the quarterly award winners.

2. HR Head would make the presentation of the nominated persons for the SBH Annual Award to the PL forum to discuss the nominations before announcing the final award.
3. This award would consist of a certificate signed by the PRESIDENT along with a cheque of Rs. 10,000/- or a three-day holiday package to any holiday resort, subject to an expenditure ceiling of Rs. 10,000/-.
4. A copy of the certificate would be placed in the personal file & the name shall be displayed on the notice board.
5. The award would be given once every year.

RECOGNITION

Objective

The purpose of recognition is to contribute to the happiness of the employees by participating and celebrating in their special moments. Employee recognition can be done by two ways

Employee Recognition (no cost)

- i) Create and post an "Employee Honor Roll" in reception area
- ii) Make a thank you card
- iii) Establish a place to display memos, posters, photos and so on, recognizing progress towards goals and thanking individual employees for their help.
- iv) Write a letter of praise recognizing specific contributions and accomplishments. Send a copy to senior management and the employee's personnel file.
- v) Acknowledge individual achievement by using employee names in status reports.
- vi) When someone has spent long hours at work, give a letter of thanks to him.
- vii) Acknowledge and celebrate birthdays.
- viii) Arrange for an outstanding employee to have lunch.

Employee Recognition(moderate cost)

- i) Create a Hall of fame wall with photos of outstanding employees
- ii) Make a photo collage about a successful project that shows the people that worked on it.
- iii) Make and deliver a fruit basket.
- iv) One a year, have a "Staff Appreciation Day"
- v) Give flowers to an employee
- vi) Give a blue ribbon to an employee for achievement
- vii) Give special special award to a problem solver.
- viii) Send birthday cards to employee.

Birthday: The employee would be greeted by a Birthday Card & bouquet on the day of his/her birthday by the HOD. A cake cutting function shall be held on the last birthday of every month.

Wedding: On the occasion of the wedding of the employees or their children, a gift cheque of Rs._would be presented to bride/bridegroom along with a bouquet.

Wedding Anniversary: The employee would be greeted by an Anniversary Card and a special leave for the occasion.

Acknowledging Good Performance of the Child / Children in School: Good performance of the child/children (maximum two) of employees upto level 5 will be recognized by awarding an amount as per the existing SBH Scholarship Scheme.

Procedure for Recognition

- ▶ The HR Department will maintain the database required for the execution of this policy.
- ▶ For the purpose of Birthdays, the date as recorded at the time of joining the SBH shall be considered.
- ▶ In case of marriage of an employee or his/her children, intimation should be sent to the HR Department well in advance to facilitate the presentation on time.
- ▶ The performance of the child/children of the employee should be communicated to the HR Department alongwith the supporting documents. The cheque, as per the entitlement, will be made only in the name of the child/children and will be paid annually for the previous academic year.

General

- ▶ The same activity / contribution shall not be awarded twice.
- ▶ Any activity / contribution which has been awarded in the past will not be considered again even if same is done afresh.
- ▶ The management reserves the right to alter, modify or withdraw this policy at anytime at its sole discretion.

MEDICAL DISCOUNT POLICY

Objective: The objective of the maternity / paternity benefit policy is to Provide benefit to employees of SBH with the motive of fulfilling the needs and expectations of the employees.

Scope: SBH group Employees(womens)

DISCOUNT POLICY	OPD	PROCEDURES	OT/IPD	Remark
Hospital Employees/Doctors	FREE	FREE	Only Medicine & Consumables will be charged ,For Staff (General Wards), Manager (Special Rooms) , Senior Dr. (VIP Room)	If availed higher room category from mentioned category only 40% discount will be provided on total billing. In Major cases Consumable cost other than medicine can be 20% of Total bill is to be paid by staff.
Employees/Doctors 1 st Relative (Father/ Mother/Husband/Wife/ Childs/Father & Mother In Laws (7 Members Only)	FREE	50%	In General Wards (50 %) In Special Room (40 %) In VIP Room (20%)	For OPD & Procedure discount only for employee who served for more than 1 month,For OT/IPD Discount Only for employee who have served more than 3 month in an organization& Verified by managers.
Employees Family Members (2 nd Relative)	50%	30%	In General Wards (30 %) In Special Room (20 %) In VIP Room (10%)	For OPD & Procedure discount only for employee who served for more than 1 month,For OT/IPD Discount Only for employee who have served more than 3 month in an organization& Verified by managers.
Ex Employees.	FREE	20%	In General Wards (40 %) In Special Room (20 %) In VIP Room (10%)	Only for employees who have served for more than 2 years
Ex Employee 1 st relative	50%	20%	In General Wards (20 %) In Special Room (10 %) In VIP Room (10%)	Ex employee 1 st relative discount will only be given for employee who has served for more than 5 years
Outer Doctors Self (MBBS above)	FREE	50%	In Private Room 30% In DLX/ VIP Room 20%	Will be verified by the treating doctor & Director
1 st Relative (As mentioned above)	FREE	50%	20% in any room category	
Other relatives (On request)	50%	20%	20% in any room category	Only On Request & approved by Director
Medical Representative (MR 1 st Relative)	FREE	20%	In General Wards (20 %) In Special Room (20 %) In VIP Room (10%)	MR from same Speciality Will be verified by treating doctor & Director.
GPs Drs (Only Associated with Hospital)/	FREE	40%	In General Wards (50 %) In Special Room (30 %) In VIP Room (30%)	Will be verified by Marketing manager
GPs 1 st Relatives.(Only Associated with Hospital)	50%	20%	In General Wards (30 %) In Special Room (30 %) In VIP Room (30%)	

EYE HOSPITAL DISCOUNT POLICY

DISCOUNT POLICY	OPD	PROCEDURES	OT/IPD
Hospital Employees/Doctors	FREE	FREE	Only Medicine & Consumables
Employees/Doctors 1 st Relative (Father/ Mother/Husband/Wife/Childs/Father & Mother In Laws (6 Members Only)	FREE	60%	50% (in multifocal lens it is 40%)
Employees Family Members (2 nd Relative)	50%	30%	20%
(Voucher to be signed by staff then checked & approved by Doctors/Manager)			
Outer Doctors Self (MBBS above)	FREE	50%	40%
1st Relative (As mentioned above)	FREE	50%	20%
Other relatives (On Phone)	FREE	20%	20%
GPs Drs (Only Associated with Hospital)/	FREE	40%	40%
GPs 1 st Relatives.	FREE	20%	20%

Process/Procedure :

- ▶ *All full-time regular employees are eligible for certain Hospital Discounts.*
- ▶ Employees are eligible for the following courtesy allowances for inpatient outpatient & Procedures
- ▶ The SBH makes employee discount benefits available to eligible employees and their family members.
- ▶ Eligible employees are full time employees who have served atleast 3 months in hospital
- ▶ Only employee's blood relation in hospital will be eligible for getting benefit of this policy
- ▶ The HR Department will maintain the database required for the execution of this policy.
- ▶ Employee have to fill the prescribed format in case of take advantage of this policy
- ▶ Prescribed format has to be signed by staff then checked & approved by Doctors/Manager)

Note: The Policy under Medical discount benefits will cover all employees where Misuse of this benefit can be cause for dismissal

PUBLIC RELATION POLICY

For Building relation with our area stakeholders we have decided to establish a proper connect with the stakeholders of the respective areas, to achieve so we will be meeting them regularly with gifts & sweets and also provide them with discounts for health services in our hospital as a good gesture we are starting this initiative.

The stakeholders Discount Policy are:

SNO	Stake holders	O.P.D	Procedure	I.P.D
1	Print Media	FREE	20%	20%
2	Parshad	FREE	20%	20%
3	MLA	FREE	50%	50%
4	Police Authority			
	Zero Star	FREE	20%	20%
	Zero-Two Star	FREE	30%	30%
	Two-Five Star	FREE	50%	50%
5	Local Influencer	FREE	10%	10%
6	CMHO office	Top Level- 30% • Bottom Level- 20%		
7	Female Clubs & NGO	Flat -10% Discount • Extra Discount based upon letter from chairman.		

G. Gift Protocols are:

Occasion	
Diwali	Gift
New Year	Dairy & Calendar (only for staff and a selected few, as per CEO's directive, we can give this exclusive to media persons both print and TV.)
Holi-	Sweets (selected few, mainly for/ as drinks)

EMPLOYEE ACCIDENT COVERAGE POLICY

OBJECTIVE: For any accidents, incidents, or injuries occurring working hours shall abide by the following protocols

Scope : Employees involved in an accident, incident, or injuries must immediately report it to their immediate superior; for major injuries call emergency number immediately.

Immediate Employee Care

In the event of an onsite accident of any nature, the first response is to take care of any injured employees. Quickly assess what care is needed and if anyone onsite can assist. If the accident appears to be an emergency or serious in nature, call for help anyway. If the employee seeks immediate medical treatment in an emergency room or emergent care setting, he must notify the treating providers that the injury is the result of a workplace accident

Manager and Human Resources Notification

In the event of a workplace accident, the injured employee's immediate supervisor and the company's human resources department require notification within a specified period, such as before 24 hours. The HR department will alert the employee to seek care from a specific hospital or doctor & ensure employee covers under ESIC benefits. The HR department can assist in finding care and providing required authorization of care forms.

The supervisor is responsible for completing an Accident Investigation Report Form along with the Employer's First Report of Injury or Illness (Accident Report & Analysis) Both forms should be forwarded to HR Department

Organizations require formal documentation of the workplace accident. These forms serve as a legal document containing details of the accident, such as a description of what occurred, date, injuries sustained, location, witness names and accident cause, if known. These forms may also need to be submitted to the HR Department. HR Department make sure employee received fair and prompt medical treatment and financial compensation for workplace injuries & illness.

Workplace Safety & compensation Rule

- Employers have to give compensation to their employees and families in case of job-related injuries that may result in death or disability. Organization offers a compensation of Rs. 50,000 to Rs. 1 lacs to employees and their dependents. The compensation amount depends on the nature of injury and age of employee. (In case of injury caused due to work place accidents)
- **If employee covers under ESIC**-the part that responds to an employer's statutory workers' compensation liability--has no set limit. Once the policy is in force, the Employee insurance State Corporation is responsible for all that employer's claims that arise for workers' compensation benefits.
- **If employees Covers under accidental Insurance Policy** - the Employee covered under Insurance In that case Insurance Company is responsible for all that employees claims. (Marketing Team, Drivers & specific field workers (employee) covered under accidental Insurance)
- **Through Employers** - After Investigation If case of injury caused due to work place accidents Employers provide 100% compensation including Hospital charges & Medications.

VERIFICATION OF RECEIPT & ACKNOWLEDGEMENT OF RESPONSIBILITIES BY EMPLOYEE

This manual is issued to employees of SAI BABA HOSPITAL to acquaint them with the terms & conditions of employment as to make them understand the policies & responsibilities of the



employees for discharging their duties as entrusted upon them. I understand that from time to time we may issue & amend these policies or updates, and it is thus responsibility to read them, to seek clarification from supervisor, and to record them in the personnel/HR policies.

By my signature below, I verify that I have read the HR/personnel policies and Employee Handbook and I would go through the contents and seek clarification if required.

Employee Signature

Date: