**ACCESS ASSIST: HR POLICY**

1. **Onboarding & Offboarding**
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5. **Onboarding & Offboarding Policy**

Access Assist is committed to providing a welcoming and productive onboarding process for all new personnel. Effective onboarding ensures that new hires integrate smoothly into our organisation, understand their roles and responsibilities, and contribute positively to our mission.

* **Onboarding Process:**

Human Resources will coordinate the onboarding process (duration: 2 days in the first week of joining), which includes the following steps:

Providing new employees with essential information about our organisation, mission, values, and culture.

Providing information about benefits, policies, and procedures.

Conducting a comprehensive orientation program to familiarise new hires with their roles, team members, and departmental goals.

Assigning a mentor or buddy to help new employees acclimatize to their role and the organisation.

Regularly checking in with new hires to address questions and concerns during their first weeks.

Ensuring that official office ID has been created and shared with new joinee and an office laptop is also provided, if needed.

* **Documentation and Compliance:**

All new employees will complete necessary paperwork (submit copy of their pan card, Adhaar card, Under Graduate and Post Graduate Certificates plus Updated CV), on or before their first day.

HR will ensure compliance with all employment laws and regulations during the onboarding process.

* **Evaluation and Feedback:**

HR will conduct quarterly evaluations to assess effectiveness of joinees performance. Any recommendation and feedback will be shared and reviewed in the next Qtr. Annual appraisal will be conducted in the Jan to Mar quarter.

* **Offboarding Process**

Access Assist Is dedicated to facilitating a respectful and organised offboarding process for employees who are leaving the organisation. Offboarding process involves various steps to ensure a smooth transition and maintain positive relationships.

HR will coordinate the offboarding process during the team member’s notice period (As detailed in the individual contract letters).

**Clearance formalities:**

* **Handing Over Responsibilities**

Collection of all organisation-owned property, including equipment, identification cards, and access badges.

The required handing over should be completed with the person designated to take over charge in the presence of immediate supervisor.

The separating staff member shall give a proper account of all reports and records / property of the Organisation in his /her possession or charge, before the payment of outstanding financial dues.

The value of all shortages / damages to the Organisation’s property in the staff member’s possession shall be recoverable from his / her payable dues.

Notifying IT to deactivate access to organisation systems and data.

* **Clearance of Financial Dues**

Once all clearance formalities are completed, the separating staff member will hand over/submit the duly completed Staff Clearance Form to Accounts, which will prepare full and final settlement within 30-45 days of the staff member's last day at work. All employees are advised to take a photocopy of the completed clearance form with them for their records at the time of separation.

* **Experience Certificate**

A certificate of experience with the Organisation will be given to the staff member by HR, upon clearance and, full and final settlement.

* **Exit Interviews:**

HR will conduct exit interviews to gain insights into the reasons for departure and identify areas for improvement.

* **Retention of Records:**

HR will retain personnel records in accordance with applicable laws and organisational policies.

1. **Leave Policy**

The organization grants 12 days of leave (Casual+Sick+Paid all inclusive) per year apart from 9 Holidays and 2 RH’s. Consultant and Employees leaves will start after 1 month of Service. The employee can take Leaves over and above their Accrued Balances which will be counted as Leave without Pay.

**Any unutilized leaves can be carried over and encashable or adjusted during notice period.**

**Leave Utilisation**

* **Requesting Leave**

Employees are required to request leave in advance (5 working days), whenever possible. Requests should be made through (email, online leave management system etc) and must receive prior approval from their supervisor.

* **Leave Balance**

Employees can check their leave balances at any time on the (*add leave tracker here*).

* **Maternity Leave**

Provisions of the Maternity Benefit Act, 2017 will apply to all staff of ACCESS ASSIST. The benefits will be admissible for ‘Natural’, ‘Commissioning mother’ and ‘Adopting mother’. She can take 6 months, or 26 weeks, off. With every subsequent child, the mother can avail 3 months, or 12 weeks, off for her maternity leave, which is a paid leave.

* **Paternity Leave**

Paternity leave of 15 days may be granted to regular male staff, on submission of documentary evidence of paternity along with request for leave, in writing, to the Team Lead / Manager. Staff will be eligible for paternity leave on completion of one year with the Organisation and only up to the second child.

* **Bereavement Leave**

In the unfortunate event of a family member's death, employees are eligible for up to 5 days of paid bereavement leave. Additional unpaid leave may be granted on a case-by-case basis.

* **Leave Without Pay**

Employees may request LWOP for personal reasons, subject to approval by their supervisor and management.

1. **Working Hours**

* Office Working Hours is 10:00am to 6:30pm. 8 1/2 hours is login hours from Monday to Friday and Saturday as well if the organization decides to make Saturdays working as well. In all cases the Login hours include a 30 minutes lunch break. Below 8 1/2 hours will be calculated as half days.

1. **Performance Management and Professional Development**

* **Annual Personnel Performance Review**

Performance Review of all regular staff and full-time consultants is undertaken once in a year. It will be held in the last quarter of the year. Regular Feedback and Performance Appraisal discussions will be held as and when required.

Performance appraisals and feedback will be based on clear, measurable, and job-specific criteria, including but not limited to job responsibilities, competencies, and organisational values. Every team member will be rated on the scale of 1 to 5, 5 being the highest and 1 being the lowest.

* **Self-Assessment:**

Employees will be required to complete a self-assessment as part of the appraisal process. This self-assessment should include their achievements, challenges faced, and career development goals.

* **Manager's Assessment:**

Managers or supervisors will evaluate the employee's performance based on their observations, job-specific goals, and feedback from others.

* **Anonymity and Confidentiality:**

All feedback sources, including peers and subordinates, will provide feedback anonymously to ensure candid and honest responses. Feedback results will be confidential and shared only with the employee and their manager.

* **Feedback Reporting and Goal Setting:**

A comprehensive report (Shared over email) summarizing the feedback will be shared with the employee by their manager. Feedback discussions will be held to provide clarity, set goals, and discuss development plans. Employees and managers will collaboratively set performance goals for the upcoming year based on the appraisal and feedback results.

* **Performance Improvement Plans:**

If necessary, employees who do not meet performance expectations will be placed on a performance improvement plan (PIP) with clear goals and timelines for improvement.

* **Training and Support:**

Training and support will be provided to employees and managers to ensure the successful implementation of the performance appraisal.

* **Compliance:**

All employees and managers are expected to adhere to this policy and comply with the performance appraisal and feedback process.