

# **E2E GUIDE**

From Entry till Eternity



**GEMINI COMMUNICAION Ltd.**

**For u ~ along the journey called Career with  
Gemini.**

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*NOTE FROM THE HR*

*E2E is an attempt to spell out everything that you should know and all that you wanted to know but hesitant to ask regarding your career at Gemini.*

*Any suggestions and clarifications regarding the contents of the guide may please be clarified with the HR staff of the branch.*

## *Vision of Gemini Communication Ltd*

- To consistently maintain a high degree of desire and intensity in every sphere of business, we choose to be in.*
- To build individuals of exceptional character who would help build a strong company, leading to a stronger society.*
- To follow a Management trend based on the age-old Indian system of Caring and Sharing.*

# **RECRUITMENT and INDUCTION**

## **POLICY – GCL/HRD/001/REV1**

### **JOINING FORMALITIES:**

All Associates on their date of joining the organization will have to complete the joining formalities with Human Resources. The details will be provided at the time of offer letter.

For all new Associates, irrespective of their level, the below mentioned formalities apply and HR is responsible for getting the joining formalities completed from the new Associates.

## **POLICY – GCL/HRD/002/REV1**

### **APPOINTMENT LETTER:**

All candidates who have been recommended for appointment in the company and approved by the Management of the company based on the Budget, will be issued an appointment letter detailing the terms and conditions of the employment and the compensation payable.

The required documents must be submitted to the HR Department.

**On Joining, all the necessary documents and photos as listed in the offer letter must be submitted to the respective Regional HRs on the first day of joining. Failing this, their offer letter stands cancelled or their date of joining will be the Day the documents are submitted to the respective regional HRs. This is solely at the discretion of HR Dept and the Management.**

**Only on completion of the Joining Formalities, the following shall be processed by the Corporate HR Department.**

**Issue of appointment letter, Assigning employee code, Bank Account & ID Card Processing and all other Formalities.**

**Inclusion of the New Joinee to Payroll System is done only on receipt of Appt Letter Acknowledgement.**

The HR Department or the Management will sign all the appointment letters and any appointment letters signed by anyone else in the company is invalid.

On completion of the Joining formalities, an employee code will be assigned and the employee will be brought into the rolls of the company,

### **POLICY – GCL/HRD/003/REV1**

#### **EMAIL:**

E-mails should be used only for official purpose and should strictly not be used for personal purposes.

All associates who use the Company's E-mail system are required to comply with this policy statement. Request for email id could be given along with the Man Power Request to HR by the Reporting Head and the same shall be completed by HR Department as part of the Joining Formalities. Or it could be given to HR Department at a later time as may be required.

**Business - Use.** The E-mail system is to be used solely for business purposes of the Company and not for personal purposes of the employees.

**Ownership -** All information and messages that are created, sent, received or stored on the Company's E-mail system is the sole property of the Company.

**E-mail Review -** All E-mail is subject to the right of the Company to monitor, access, read, disclose and use such E-mail without prior notice to the originators and recipients of such e-mail. E-mail may be monitored and read by authorized personnel for the Company for any violations of law, breaches of Company policies, communications harmful to the Company, or for any other reason.

**Prohibited Content -** E-mails may not contain statements or content that are libelous, offensive, harassing, illegal, derogatory, or discriminatory. Foul, inappropriate or offensive messages such as racial, sexual, or religious slurs or jokes are prohibited. Sexually explicit messages or images, cartoons or jokes are prohibited.

**Security** The E-mail system is only to be used by authorized persons, and an employee must have been issued an E-mail password in order to use the system. Employees shall not disclose their codes or passwords to others and may not use someone else's code or password without express written authorization from the Company.

**No Presumption of Privacy -** E-mail communications should not be assumed to be private and security cannot be guaranteed. Highly confidential or sensitive information should not be sent through E-mail.

Certain Prohibited Activities – Associates may not, without the Company's express written authorization transmit trade secrets or other confidential, private or proprietary information or materials through E-mail.

Message Retention and Creation – Associates should be careful in creating E-mail. Even when a message has been deleted, it may still exist in printed version, be recreated from a back-up system, or may have been forwarded to someone else. Please note that appropriate electronic messages may need to be saved. And, the Company may be required to produce E-mail in litigation.

Viruses - Any files downloaded from E-mail received from non-Company sources must be scanned with the Company's virus detection software. Any viruses, tampering or system problems should be immediately reported to the Systems Administrator.

Consequences of Violations - Violations of this policy or other company policies may result in discipline, suspension and even termination of employment.

### **POLICY – GCL/HRD/004/REV1**

#### **JOB GOALS AND RESPONSIBILITIES**

To ensure availability of each associate's job responsibilities so as to help assess their potential and contribution at any point of time.

The Job Goals and Responsibilities Form will help in determining the training needs of individual associates and training in the necessary area will make the associate confident and more productive.

The Job Goals and Responsibilities Form should be filled in by the Associates themselves (to check their clear understanding of their duties) and confirmed / approved by the Department Heads.

These forms completed in all aspects, should be handed over to HR and filed in the personal files of the associates.

When an associate joins the company, the job responsibilities of the person recruited should be given to the associate by the HR person, as defined by the Department Head.

A Copy of the same should go in the personal file of the concerned associate.

### **POLICY – GCL/HRD/005/REV1**

#### **BUSINESS CARDS**

Business Cards will be issued to Associates from certain level only and the format will be uniform across all branches / designations.

Associates eligible for business cards as per the policy, have to get a written approval of their Department Head for printing of the Business Cards.

This approval must be passed on to HR / Administration Department for printing of the Business Cards.

Business cards should not be used for illegal / personal purposes.

When an associate leaves the company, the leftover visiting cards should be handed over to the admin department through the concerned Department Head and the department should destroy the same.

### **POLICY – GCL/HRD/006/REV1**

#### **IDENTIFICATION CARDS**

This policy administers the proper usage of Photo Identification Cards given to all HO Associates. The ID Cards shall be given to New Employees as part of the Joining Formalities.

Each associate is expected to carry his/her ID card to work each day.

The same has to be carried with the Associates inside the office during the office hours

Incase of the card getting misplaced / lost, the HR department has to be informed in writing about the same immediately, to avoid any misuse of the same.

The card should be taken home by all associates every day and should not be kept in the office table. This is to enable the company to help incase anything on toward happens to the associate on their way to office / home.

Incase an associate, by habit keeps the card in the table draw and the same falls in wrong hands and anything that is not acceptable happens, the associate is accountable for the same and will be held responsible.

In such case, it is at the sole discretion of the management to take necessary action on the concerned associate

In case of lost cards, a fine of Rs. 50 will be levied for issuing new ID Card.

### **POLICY – GCL/HRD/007/REV1**

**PROBATION**

An initial period is set by the company to assess any new associate who has joined the company afresh. New Joiners with less than 5 years of experience would be put on probation for a period of 12 months, which can be extended further subject to the performance of the individuals or service may be terminated at 24 hours notice.

For new joiners having more than 5 years of experience, 6 months of probation time would be compulsory. Further the individuals would be subjected to performance review by the end of probation. Based on their performance probation may further be extended or even service terminated at 24 hrs notice.

Probationary period for all new recruits is generally 6 months or as mentioned in the appointment and this is applicable for all associates in HO as well as Branches, irrespective of their designations / level codes.

However, it is in the discretion of the management, that the probationary period of associates might be brought down or further extended and the management will decide this case to case.

The associates cannot claim this as their right.

Incase the probationary period is extended by the Department Head/Management, the HR is responsible for informing the individuals either orally or in writing about the same, signed by the HR Head or The Management.

Lack of any written communication from the HR regarding the extension of the probationary period is to be avoided.

Probationers would be appraised every six months for performance. Only on satisfactory performance and successful completion of probation, the individuals would be absorbed into the regular employment of the Company. If an oral or written communication regarding the extension of probation period is not given, it is implied that the employee is confirmed after his probation period given in the appointment letter. No separate letter to this effect shall be issued.

Pay package, allowances and benefits as spelt in the appointment order would be applicable through out probation. No other benefits would be applicable.

During the period of probation, you will not be entitled to any leave. Leave taken would be under Loss of Pay.

Medicclaim would be covered for Probationers also.

All other statutory benefits would be as per Statutory provisions.

Probationers leaving the organization will have to give a month's notice or salary in lieu of such notice while leaving. Anyone violating this would not be given official Relieving Order and Experience Certificate. Further, last month salary also would not be paid.

Apprentices and Trainees will not be entitled to any other allowances or leave benefits apart from the consolidated pay package.

### **POLICY – GCL/HRD/008/REV1**

#### **REHIRE**

To rehire former associates, if the posting and job responsibilities are considered to be suitable for the associate is acceptable.

Former associates must be in good standing to be considered for re-employment.

Employees discharged for cause will not be eligible for rehire.

Upon re-employment, an employee will retain credit for past service only if the break in service is less than 30 calendar days.

All other former employees will be considered new employees from the date of rehire.

Incase the break in service is more than 30 calendar days, the associate will be considered as a fresh candidate and the appointment procedures will have to be followed and fresh appointment given and a fresh personal file has to be maintained.

### **POLICY – GCL/HRD/009/REV1**

#### **REFERENCE CHECK**

HR will conduct a thorough reference check on the details furnished by the candidate who has been recruited.

Reference check of educational qualifications will be done with the company / Institution from where the candidate has passed (where ever applicable)

Reference check on past employment will be done with the last 2 previous employers, if any, with whom the candidate has worked.

All the reference checks will be documented in the Personnel Files of the Associates, by the HR Department.

### **POLICY – GCL/HRD/010/REV1**

#### **MAN POWER PLANNING**

Manpower Planning shall be done on an annual basis by the Department Heads.

Manpower Planning for the ensuing year shall be prepared by the respective Department Heads and submit the same to the Chairman for approval. In the case of emergency the Department Head get the approval from Chairman and inform to HR.

The Human Resources Department will keep track of the manpower needs and ensure that all recruitment is within the approved numbers.

All Department Heads must fill the Man Power Request Form, get approval from the Management and forward the same to HR Department. Without the approved Man Power Request Form, no request will be processed.

### **POLICY – GCL/HRD/011/REV1**

#### **RECRUITMENT**

The HR Department has the responsibility for the recruitment of all personnel. All persons who may inquire or apply for employment must be referred to the HR Department.

The HR Department maintains a record of all applications received for employment.

A Personnel Requisition must be initiated by the hiring department and delivered to Human Resources before any action is taken to consider an applicant for an open position, in the form available for the same – Man Power Requisition Form.

This requisition must be signed by the department head and approved by the Management.

If the job description is to be revised, the updated version should be appended to the requisition. However, the Department Head concerned should fill in the Job Goals & Responsibilities Form for the new recruit so that the same is given to the new recruit during induction on the first day of his employment along with the Appointment Letter. This is purely at the discretion of the Department Manager.

Human Resources will review the requisition and job description for proper classification and salary level.

It also determines whether qualifications including specified education or experience requirements are demonstrably related to the job being filled.

Whenever possible, vacant positions must be posted by Human Resources on the Notice Board.

Searches for these positions will be handled by the HRD.

The applications received will be screened and short listed in accordance with the profile required by the indenting departments and forward the same to the indenting department heads for further scrutinizing and short listing.

Only Human Resources is authorized to place advertisements in publications announcing the employment opportunity.

A candidate for an available position must indicate the specific opening(s) for which he/she wishes to be considered. Human Resources will make every attempt to match applicants to other positions for which they may also qualify.

The position may be advertised internally by posting in-house at all work area bulletin boards for 7 calendar days.

If an internal applicant is not generated, selected or approved, external recruitment begins and advertisements are given in the local newspapers.

An interview assessment form must be filled out by the Department Head conducting the interviews, showing reasons why the selected candidate is preferred for the position.

In the event there is not an immediate need to fill a vacancy, the position may remain vacant for an indefinite period. Also, should it be determined that a vacant position is no longer needed, a request should be made to the Personnel Section that the position be abolished.

### Age Limitations

Candidates who is 18 years and above shall be absorbed in for any vacant position.

This age restriction is applicable for Trainees also.

## **POLICY – GCL/HRD/012/REV1**

### **PERSONAL DATA**

HR Department should be updated on associates information as and when there is a change in the data provided by the associate in his/her application blank submitted to the company.

Associates must promptly notify Human Resources of changes in personal data, including name, address, telephone number and other related information that would / would not affect benefits.

A new telephone number must also be immediately reported to the Department Head as well as the HR Department.

Informing the HRD regarding the data change can be done through the Personal Data Change Form available with HRD for the purpose.

## **POLICY – GCL/HRD/013/REV1**

### **PERSONAL FILE**

To keep an updated record on associates, individual files are maintained for each associate by the HRD.

#### **PROCESS**

When an individual joins the company, a separate file should be opened for filing all papers concerned with the individual.

Each Personnel File should contain the Employee Code to easily identify / handle them when necessary.

The personal file of each employee is maintained in the Human Resources Department. Contents of such records are kept in strict confidence with review available only to:

- The current Department Head of the employee or prospective Department Heads in cases of transfer consideration.
- Human Resources personnel.
- Others in accordance with legal or other authorized investigation of employment-related matters.

The official personnel file shall contain the employment application and/or resume, performance appraisals, disciplinary notices, and any employee responses to same, payroll authorizations, letters of commendation, copies of additional credentials earned since hire and other material concerning the employee's selection and continuation of employment.

Entry of documents into the file is monitored by authorized Human Resources personnel.

If the individual ceases to be in the services of the company, then his papers can be pinned together and shifted to a bigger folder containing papers of all the associates who are no more in the rolls of the company.

# **ORGANIZATIONAL CULTURE**

## **POLICY – GCL/HRD/014/REV1**

### **DISCIPLINE**

The company is interested in setting standards of behavior and performance

By making associates know the discipline standards expected out of them.

Maintaining discipline by helping associates understand such standards by examples, by training and by guidance. Some examples of standards are mentioned below.

Acceptable levels of attendance – Time keeping, Days of sickness and informing the office of leave etc...

Acceptable levels of performance - Accuracy, Speed of work, Quality of work etc...

Acceptable behavior in the workplace – Friendly, helping, co-operative, dependable etc.

Letting associates know what action they can expect to be taken if they fail to meet those standards.

All these aspects and more such things will serve as a basis for disciplinary proceedings, if any, against an associate.

## **POLICY – GCL/HRD/015/REV1**

### **DRESS CODE**

The company expects its associates to be clean and neat in their appearance and habits and to wear clothes that are suitable for their work.

### **PROCESS**

On weekdays / working days (Monday to Friday), dress code should be formal and strictly not casual.

Saturday, Sundays and national holidays, when an associate works due to importance and urgency, Semi Formals and casual wear is acceptable, provided there are no official meetings set during those days.

Other than the above-mentioned circumstance, casual wear should be strictly avoided on regular working days.

The usual dress code for men: Formal wears of plain colours, shoes, ID Card, professional hair cut and a clean shave. Usage of safety dresses and accessories as and when required is a must.

For Ladies: Accepted Formal wears like sarees or salwar-kameez alone would be allowed.

Any deviation from the same, will be seriously viewed and action liable to be taken on the associate by the company.

### **POLICY – GCL/HRD/016/REV1**

#### **SMOKING**

Smoking is prohibited in the company premises.

Smoking is strictly prohibited inside the company premises.

Any associate noticed smoking inside the Company premises will be held for the same for not abiding by the company's policy.

The company prohibits conduct by any associates, which can be considered sexual harassment.

### **POLICY – GCL/HRD/017/REV1**

#### **SEXUAL HARASSMENT**

The aim of this policy is to promote an employment environment free of unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct or communications constituting sexual harassment.

In such cases, the concerned associates should inform the respective Department Head about the same.

The HR Department should be informed of the same and necessary action to be taken, incase the complaint is found to be true.

The action taken can vary from just a warning by the Department Head and HR and the Chairman can even go to the extent of termination of the concerned associates.

The action taken by the management wholly depends on the intensity of the harassment taken place and is at the management's discretion.

### **POLICY – GCL/HRD/018/REV1**

#### **DRUG FREE**

The company is concerned about the workplace / environment and towards the same expects its associates to comply with the management's steps in achieving this.

#### **PROCESS**

Associates are responsible for complying with the company's Drug-Free Workplace.

Consumption of any form of drugs including liquor is prohibited inside the premises even after the office hours. The Company cannot allow any associates who consumed the liquor to enter the office at any point of time.

Care should be taken to prevent work at the office getting affected, due to consumption of any form of drug even outside office, after office hours.

Any associate found to be under the influence of drugs of any form during working hours will be dismissed.

The decision is at the sole discretion of the management.

### **POLICY – GCL/HRD/019/REV1**

#### **DISCIPLINARY PROCEDURE**

This policy is to help and encourage all associates to achieve and maintain the desired standards of conduct and performance and to ensure consistency and fairness in the treatment of all employees in meeting those objectives.

Associates whose conduct or performance is below the standards required by the organization will be given the opportunity to improve before getting into serious difficulty by being offered advice and guidance or proper training.

Informal discussions with the Department Head are advisable, as the first stage.

If, despite informal discussions, conduct or performance does not meet acceptable standards then the associate will be given a formal oral warning by his/her Department Head.

In the case of oral warnings not serving the purpose, written warning will be given by the Department Head and a copy of the same sent to HR to be filed in the associate's personal file.

If the matters previously complained of have not been resolved or in the event of very serious misconduct, then the associate will be dismissed.

The dismissal decision will be taken in concurrence with the Director and HR. HR will issue a dismissal order signed by the Management.

Some examples of conduct, which may lead to dismissal, following disciplinary action, are as follows:

Poor Attendance / Time keeping

Unreasonable Absenteeism

Poor Work Performance

Carelessness / Negligence

Refusal to obey reasonable instructions

Behavior which is likely to disrupt working relationships or relationships with clients.

Failure to observe health and safety requirements of the company.

Disrespect to any one in the organisation

Some examples of gross misconduct, which may lead to dismissal following disciplinary action, are as follows:

Theft

Fraud

Assault on a colleague or client

Gross negligence

Serious disregard of Health and Safety requirements

Sex or Race discrimination

**POLICY – GCL/HRD/020/REV1**

**COMPANY PROPERTY**

Associates are accountable for the safekeeping and proper use of any property handed over to them for official use, by the company.

Associates are accountable for the safekeeping and proper use of such items such as ID cards, keys, tools, pagers, mobile phones or other equipment which are issued to them or which they use in the course of carrying out their responsibilities.

Items such as personal computers (and Internet access), photocopiers, fax machines, telephones, stationery and postal privileges are not intended for personal use.

Computer files, desks, or lockers or other areas assigned to the associate for temporary storage of personal effects are company property and are subject to inspection for cause by authorized administrative personnel.

All properties given by the company at the time of joining and during the course of the concerned associate's tenure with the company, should be returned at the time of Exit Interview and this will serve as the basis for getting relieved from the duties of the company.

Any deviation on the above will be seriously viewed.

Associates are expected to follow safety and health rules.

**POLICY – GCL/HRD/021/REV1**

**SAFETY**

Gemini values the health, hygiene, life and well being of each of its members.

Personal safety and professional safety is given preference over anything else.

Geminians are expected to follow certain safety provisions for their personal and organizational well being.

Safety at work:

- i. Geminians whose job profile necessitates the use of any form of safety precautions or provisions are expected to strictly adhere to the safety rules, wear and use personal protective equipment as needed and

instructed and promptly report accidents, failing which management shall not responsible for any consequence or loss.

- ii. Any damage or loss of any safety equipments should definitely be informed to the Dept head immediately.
- iii. Gemini also ensures adequate training in First Aid. If you are not confident on handling first aid, do not hesitate to send a requisition for First Aid training.
- iv. Each associate is responsible for performing his/her responsibilities in a safe manner that will not endanger the other associates.

#### Personal Safety and Safety in the Public:

- i. Geminians having two or four wheelers are expected to have a driving license and other necessary documents.
- ii. Geminians using two wheelers while on duty are expected to wear helmets without fail.
- iii. Please follow all traffic rules, public safety rules and measures without fail.
- iv. The company will not be responsible for any consequence arising out of violating any of the above.

#### **POLICY – GCL/HRD/022/REV1**

#### **HOUSE KEEPING**

The company is interested in providing a neat / fully equipped official environment to its associates. To this effect, it expects a reasonable amount of house keeping and cleanliness in maintaining their work area from its associates.

The office space provided to the associates for the smooth functioning of the company should be maintained clean.

Any undesirable sound / object / smell that is due to some personal behavior / possession of an associate, is to be avoided.

Each associate is expected to understand that housekeeping is a term related not only to the administration department but for all the departments and maintain their work area / filing spaces / department clean.

Any undesirable deviation from the above will be viewed seriously.

### **POLICY – GCL/HRD/023/REV1**

#### **EQUAL OPPORTUNITY**

The company recognizes talent and capacity irrespective of the gender and rewards the same appropriately.

Irrespective of gender, talented and capable associates have been and will be designated in responsible / decision making positions.

The responsibilities assigned to associates are / will be challenging, interesting and help self-development, irrespective of the gender.

The company will continue to recruit / appoint qualified people of both genders for higher levels and responsibilities and keep encouraging existing associates for their personal as well as career development and will not allow the gender factor from stop doing the same.

### **POLICY – GCL/HRD/024/REV1**

#### **HANDICAP**

The company would treat disabled / handicapped persons like any other normal human being and give an opportunity to serve the Company and develop himself too, if the individual is found suitable / capable.

Incase the company comes across any such person who is, but for his handicap, well qualified, experienced and motivated for a particular job, the company may decide to hire the person.

The job that can be assigned for such a person will be of a in house, assisting job.

All personnel policies can be stretched to the maximum extent to help him offset for his handicap.

However, all decisions pertaining to such individuals is at the sole discretion of the management.

### **POLICY – GCL/HRD/025/REV1**

#### **EMPLOYMENT OF MINOR**

The company does not encourage / employ child labour and employment of minors is not done as a policy.

## PROCESS

An applicant who is less than 18 years of age is considered a minor. A minor's employment, work assignment, work conditions, pay and hours of work are covered by complex, stringent Child Labor Laws. Therefore, the employment of a minor must be closely coordinated with the Personnel Section to insure compliance with applicable laws.

Under no circumstances will the company employ anyone less than 18 years of age.

In order to avoid employing minors in the rolls of the company, proof of date of birth should be obtained from each and every candidate selected to join the company and filed in their personal file by the HR Department. This is applicable for all positions / all locations of the company.

## **POLICY – GCL/HRD/026/REV1**

### **DEATH IN THE FAMILY**

The company understands the importance of the family to its workforce. Hence the company hereby establishes its policy on death-in-family of the associate.

Incase the associate suffers a death of his / her kith or kin in his / her family, a salary advance subject to a maximum of one month's salary can be immediately given to him on behalf of the company which is to be debited from the associate's next 6 months' salary.

In special cases, where the associate feels / requests for an extension in the period of repayment, the request is to be made to the Department Head.

The Department Head has to recommend the same to the Management in writing and incase approved by the Chairman, the Payroll section of the HR has to be intimated about the same.

This decision is solely at the discretion of the Management. The associate cannot claim this as his / her right.

**POLICY – GCL/HRD/027/REV1**

**DISCRIMINATION**

The company has an unshakeable faith in human talents irrespective of cast, creed, color, gender or religion and to prove the same, the policy is designed.

Whenever the Company finds talent that is suitable for an opening that exists, none of the factors like cast, creed, color, gender, religion or social status can affect the company's decision to absorb the candidate into the organization.

All the existing associates will be treated equally irrespective of their cast, creed, color, gender, religion or social status.

Talent will be observed and rewarded duly and no discrimination in any aspect will be allowed, irrespective of the associates' designation.

Discriminations, if any, at any level in the workplace, are to be brought to the attention of the Department Head / HR Department.

**POLICY – GCL/HRD/028/REV1**

**CHILDREN**

The purpose of this policy is to govern associates' children brought to office during regular working days / hours.

Associates are not supposed to bring children with them to work on regular working days.

Incase the children are brought to office due to unavoidable circumstances, the concerned associate is not supposed to leave the children unsupervised on Company premises while they work, thus risking office premises as well as the children's safety.

On special occasions children can be brought to office with prior information to HR dept.

**POLICY – GCL/HRD/029/REV1**

**CONFIDENTIALITY**

Confidentiality of data related to Company, its activities, business etc... should be maintained in the interest of the company as well as the individual.

Associates must maintain and safeguard the confidentiality of all department, business and financial data and records.

If any action of any associate is found to be deviating from the same, whether or not the Company / department / another associate is harmed, the management has the right to take the appropriate action on the individual.

The action taken is purely at management's discretion and wholly depends on the intensity of the issue.

### **POLICY – GCL/HRD/030/REV1**

#### **SECURITY**

Security of the company should be taken care by all Associates at any point of time and anything that might be a hindrance for the same, is punishable.

Associates are expected to fully cooperate with the Safety Measures taken in the interest of the company

For the same, they are expected to fully co-operate with the company authorized administrative personnel.

### **POLICY – GCL/HRD/031/REV1**

#### **RELATIVES**

It is the policy of the company that persons considered for employment or promotion will be selected on the basis of training and experience and other characteristics which best suit the individual to the job to be performed and the reason that the persons selected are related to each other will not bear any effect on the company's above mentioned policy.

If conditions are such that it is necessary for relatives to be considered, the following will apply:

Two members of an immediate family can be employed in the company

(1) if such employment will not result in one supervising a member of his immediate family,

(2) Where one member does not occupy a position, which has influence over the other's employment, promotion, salary administration and other related management or personnel considerations.

However, it is in the sole discretion of the management to employ relatives or not.

**POLICY – GCL/HRD/032/REV1**

**VISITORS**

The company advises to avoid personal visitors for associates during regular working days / hours.

Associates to inform to their friends, relatives and co-workers not to visit them for non-work related reasons during working hours.

Incase of exigencies, visitors are to be attended in a short / curt manner and the time consumption due to the same should be restricted to a maximum of 5 – 15 minutes.

# **STATUTORY AND NON-STATUTORY** **BENEFITS**

## **POLICY – GCL/HRD/033/REV1**

### **PROVIDENT FUND**

EPF Act enacted to provide social security benefits by the Parliament during 1952.

EPF –It is accumulation of funds for which PF department is providing 8.5% per annum as interest.

12% of basic deducted from employees, +3.67% paid by the employer is treated as EPF Fund.

<b>Benefits</b>		<b>Eligibility</b>	<b>Occasion</b>	<b>Max.Payable</b>
<b>S.No</b>	<b>Benefits</b>	<b>Eligibility</b>	<b>Occasion</b>	<b>Max.Payable</b>
1	Advance for Purchase of Plot	5 Yrs	1 Time	24 Times of Wages
2	Construction of house	5 Yrs	1 Time	36 Times of Wages
3	Repayment of Housing Loan	10 Yrs	1 Time	36 time
4	Marriage of Self, son, Daughter Sister, Brother	7Yrs	3 times	50% Employee Share
5	Education of Son, Daughter, Self	7Yrs	3 times	50% Employee Share
6	Medical self, son, daughter, wife	5 Yrs		Full of emp.share

Pension fund :

8.33% of employee share is treated as pension funds. There are Different category of pension is provided by the Department.

1. Reduced Pension: 10 Yrs of Service-Employee can avail pension from his 50<sup>th</sup> Year.
2. Super Annuation (Or) Retirement Pension: 10 Yrs of Service-Employee can avail pension after 58<sup>th</sup> Year.
3. Widow (Or) Widower Pension (Or) Children Pension: 1 Month Contribution-Husband (Or) Wife can draw pension after demise of Member while in service (Or) not. Children up to their 25<sup>th</sup> age can avail children pension, after demise of the Member.

4. Dependent Parent Pension: 1 Month Contribution –Either Father Or Mother can avail Pension after death of the member.

5. Permanent Diablerment Pension: 1 Month Contribution the Member can avail pension after getting declaration form from medical board under PF Act.

#### **EDLI Charges**

0.5% of Basic Paid by the employer is treated as EDLI Fund. In the case of Death of an employee while in service, the department will pay insurance fund between 5000 to 6000 based on the PF average balance available under employee's A/C.

#### **Claim**

After resignation of an employee and employee either claim his funds by submitting Form 19&10c to the department(Or)Transfer his funds to the PF A/C allotted by the present employee by submitting Form 13.

### **POLICY – GCL/HRD/034/REV1**

#### **EMPLOYEE STATE INSURANCE**

**E.S.I Act.** Enacted to provide certain benefits to the employees in the case of sickness, employment injury, death during the course of employment besides treatment in kind to the employee and his family members

Employee share: 1.75% of gross salary.

Employer share: 4.75% of gross salary.

#### **Contribution period**

#### **Benefit period**

1<sup>st</sup> April to 30<sup>th</sup> September - 1<sup>st</sup> January to 30<sup>th</sup> June.

1<sup>st</sup> October to 31<sup>st</sup> March - 1<sup>st</sup> July to 31<sup>st</sup> December.

**Medical benefit** : Treatment in E.S.I dispensaries and hospitals is available for the employee and his family from the day one of his employment.

**Sickness benefit:** To avail this benefit, employee should have worked 78 days during previous contribution period. Thus, after completing 9 month of service an employee can avail this benefit. 50% of employee's day salary will be provided to an employee by ESI local office, on the production of leave certificate issued by ESI dispensary.

**Maternity benefit :** To avail this benefit, employee should pay the contribution of 78 days during two previous contribution period. average daily salary for 84 days(12weeks) would be provided as maternity, on the production of leave certificate issued by the dispensary (or) birth certificate issued by local body.

**Temporary disablement benefit:** If any injury happened to an employee during the course of employment, he can avail this benefit by producing accident report, leave certificate issued by the ESI dispensary. Nearly 85% of per day salary have been provided to an employee.

**Permanent disablement benefit :** If any employee suffers permanent disablement due to the accident during the course of employment, he can avail benefit upto lifetime. The benefit depends on the loss of earning capacity

**Death benefit :** If an employee died due to injury arising out of accident during the course of employment, his wife or his nominee can get pension upto her lifetime. 100% of per day wages have been provided as pension and Rs.2000/- towards funeral expenses.

## **POLICY – GCL/HRD/035/REV1**

### **GRATUITY**

Eligibility	An employee other than a apprentice who has rendered continuous service for not less than 5 years is eligible for gratuity.
Exemption in eligibility	<ul style="list-style-type: none"> <li>i. In case of death and disablement, 5 years of continuous service is not a must.</li> <li>ii. In case of termination of service of the employee on disciplinary and legal grounds, even if the employee has more than 5yrs of continuous service, gratuity entitlement does not arise</li> </ul>
Calculation of Gratuity	<ul style="list-style-type: none"> <li>i. Formula for calculating Gratuity: <math>\text{Salary}/26 * 15 \text{days} * \text{no. of yrs of service}</math></li> </ul>

# **PERFORMANCE APPRAISALS**

## **POLICY – GCL/HRD/036/REV1**

### **PERFORMANCE APPRAISAL**

The organization will conduct performance appraisals for Associates every year during April.

The Performance Appraisal and Development Systems will be initiated by Human Resources at least a month prior to the appraisal falling due.

Appraisal forms available with HR Department for all Associates whose appraisal falls due will be distributed to the Associate, through the respective Human Resources facilitators and Department Heads.

This form is to be returned to the HRD at least 3 days before the review date by the Department Head and filed in the personal file of concerned associate. During the review, the final comments are entered in the form by the Department Head.

The communication pertaining to the change in the salary, Level, Designation etc... are communicated to through the Appraisal Letter.

If performance is not satisfactory, the appraisal may be postponed to a later date/period, which is purely at the discretion of the Mgmt.

The percentage of increase in salary is subject to management decision made based on the observations done on the Associates' performance, behavior in the working place and various other aspects, after the previous review.

The training needs will be the inputs for planning Training Programs.

After the appraisal the file has to come to HR Department.

## **POLICY – GCL/HRD/037/REV1**

### **MRS**

With the objective of providing guidance to the associates to understand their performance and improve the same, a Monthly Review System is followed by the Company for all associates.

All employees are expected to report to their head the work completed in a standard format that has been finalized for each associate. These reports must be sent weekly, bi-monthly or monthly as will be set by the respective Department heads.

Failure to send these reports as required by the Department Head / Management will be noted by the HR Department and the Department Head and the same will be taken up seriously during Performance Appraisal.

## **INFORMATION AT A GLANCE**

### **POLICY – GCL/HRD/038/REV1**

#### **WORKING DAYS / HOURS**

The organization will adhere to the following working hours with weekly off days as defined.

#### HOURS OF WORK

9.00 am to 6.00 pm – Monday to Friday. The company is working all Saturdays between 9.00 a.m. to 1.00 p.m except 2nd Saturday. If the company is working in the shifts, the shifts time will be announced in advance.

All Sundays and second Saturday are weekly off.

Depending on the necessity / work pressure, 2nd Saturday will be declared as working days occasionally.

On regular working days, late comings after 9.15 am will be considered as half a day leave and leaving office before 5.45 p.m will be considered as half a day leave. (See the late coming procedure)

The Company may at its discretion change the working hours and introduce shift working to meet exigencies of business.

The company at its discretion may change the weekly off day.

If the associate is on leave on Saturday, it will be considered as full day leave and there is no half day leave on Saturday.

Some functions require the presence of employees round the clock-seven days a week. The heads in the respective functions/departments will be responsible for organizing this.

The above timings do not apply to the field engineers working on projects. However, they must report to their reporting head on daily basis regarding their attendance and time of reporting at the site. Their timings are purely dependent on the nature of projects that they are working on currently.

**POLICY – GCL/HRD/039/REV1**

**ATTENDANCE PROCEDURES**

All Associates of the company must register their attendance and record their movement during office hours in the manner prescribed by the management from time to time. This will be the basis for PAYMENT OF SALARY.

Associates are required to register their attendance in the register [Finger Print Reader might be used for the same] kept in the front office for the purpose.

Associates must also register their " INTIME " & " OUTTIME " in the Register whenever they enter or exit the office premises (while reporting for work / Lunch / Tea / Coffee / Smoking / Personal Work / Official Work / Final exit for the day on official or personal work / or for any other purpose)

The H R associate is responsible for the maintenance of the Attendance Register and any other associate handling the attendance register, if unauthorized by the HR Department, will be considered improper and are liable for disciplinary action.

The HR associates will be responsible for maintaining the MOVEMENT REGISTER.

The associates failing to record in the Attendance Register and Movement Register appropriately will be questioned by the associates responsible for maintaining the same, in order to ensure safety / security / discipline of the organization.

The associates responsible for the above mentioned duties will also note down the names of the associates who do not comply with the procedures herein and forward the names to the Reporting Head / Management for appropriate action.

The H R associate will be responsible for the overall monitoring of the attendance and movement register.

Associates traveling out of town should inform HR regarding the duration details and the HR is responsible for marking "T" against the name of the associates in the attendance register.

Failure to do the attendance consider absent and loss of pay. (Not treated as leave)

Similarly, on returning from the tour, the information is to be passed on to the HR, failing which "L" for leave will be marked in the attendance register against the name of the associate.

Associates who come late more than the permissible number of times and want to avoid acquiring loss of pay due to the accumulated late comings can do so by giving a leave letter for half a day, on the same day.

Any information written / oral shall not be accepted by the HRD if the same is not given on the same day and given later than that.

Associates who go on official duty direct from their house in the morning should fill in the movement register in order to mark "OD" against their name in the attendance register, failing which the same will be considered late.

## **POLICY – GCL/HRD/040/REV1**

### **LEAVE**

For a Calendar year, associates will be eligible for Sick leave of 12 days and Casual Leave of 12 days apart from the declared national holidays and weekly off.

During probation period, the associates are not eligible for any leave.

Computation of leave will be on Calendar year basis.

The leave eligibility of each Associate accrues on his / her name at the rate one day per completed month of service. In the case of an Associate leaving the services of the company, leave balance will be taken on pro-rata basis, till the last month worked.

In the event of an Associate's availing leave beyond his eligibility, such leave will be treated as LOP (Loss of Pay)

Similarly, if the Associates at the time of his disengagement has availed leave beyond his eligibility, salary for that many number of days of ineligible leave will be recovered from the full and final settlement of the Associates.

Associates have to send the mail to their reporting head for approval and the respective reporting head has to send the approval to [leave@gcl.in](mailto:leave@gcl.in). Without approval the leave will be considered as absent and salary will be deducted. The reporting head has to send the approval immediately. In the absence of him/her, the Department head has to approve. If both are not available this has to be ratified after they report to duty.

Due to some reason, if the associate inform through phone to their department and HR, the associate has to ratify this after joining the duty.

In the case of Associates going on duty from their home, the same should be informed to HR to make OD and this has to be ratified by mail after reaching the office, failing which the same will be considered as late and marked in the attendance register.

## GENERAL CONDITIONS

All the Associates are expected to obtain prior sanction before proceeding on leave.

If prior permission could not be obtained, permission can be obtained over telephone followed by an email as mentioned above.

Any absence without prior permission or leave refused will be treated as Unauthorized Absence.

If such is the case and it is continuing over a period of time, the Associates will not be eligible for salary.

## CASUAL LEAVE

All Associates will be eligible for 12 days of casual leave for a year.

Casual Leave unavailed on close of 31st of Dec every year will automatically lapse.

Casual Leave is provided for casual purposes.

Approval on the Leave should be got from the Department Head and the same should be sent to HR.

Grant of CL is subject to management decision and exigencies of work / business of the company and cannot be claimed as a matter of right.

Casual Leave cannot be clubbed with any leave.

During the probation period, associates are not allowed to take any leave. In Emergency, the associate can avail the leave only after getting permission from their head and this will be adjusted after confirmation.

## SICK LEAVE

All associates are eligible for 12 days sick leave.

This is provided for the health purpose and this will be availed only after confirmation.

The leave will be accumulated from the date of joining and this will be availed by the confirmed employees only.

An associate can avail minimum of 3 days and maximum of 10 days at a time. The employee needs more than 10 days leave, this has to approve by the Management and the associate has to produce the Medical certificate.

For SL the employee has to provide Medical certificate. With out medical certificate the leave will be treated as LOP.

SL cannot be clubbed with any leave.

### **POLICY – GCL/HRD/041/REV1**

#### **DECLARED HOLIDAYS**

The list of National Holidays and Festival Holidays, which will be observed by the company every year, will be announced at the beginning of the year and will be applicable, as indicated therein.

The Human Resources Department will prepare the list of National Holidays and Festival Holidays in accordance with the prevailing State Laws on the subject and also in line with the custom and practice prevalent in this regard, in choosing the list of festival holidays.

This list of holidays for the year will be put on the Notice Board latest by January 5th every year.

Incase any of the branches require any amendments to be made to the holiday list decided for them, the request should be made by the concerned to the HR Department.

The HR Department, with the consent of Chairman, would incorporate the necessary changes, if required.

### **POLICY – GCL/HRD/042/REV1**

#### **UNDECLARED HOLIDAYS**

Any holidays that need to be declared due to unavoidable circumstances and unforeseen, fall under this category.

Holidays which were not / cannot be declared at the beginning of the year, while deciding the holiday calendar for the year, will be declared as and when the need arises.

On events like a hartal / strike, death of an important political person or a VIP and climatic fluctuations like storm, floods etc... holidays can be declared on the spot by the management.

This decision is purely at the discretion of the management and any associate cannot claim this as his / her right to ask for the same.

Any associate who absents himself / herself during such events without the Company declaring a holiday is according to the Company, on leave.

The associate on leave on such days not declared as holiday by the Company, to whose credit no balance of leave is available, will bear LOP (Loss of Pay).

### **POLICY – GCL/HRD/043/REV1**

#### **PERMISSION**

The company allows the associates Permissions every month to attend to their urgent / important personal issues.

Permissions are at the sole discretion of the Department Head.

A Permission Register will be maintained by the HRD and any associate who wants to go on permission is to fill in this register, get the approval from the Department Head and return the register back to the HRD.

For each associate, a maximum of 2 pages will be maintained in the Permission Register and the associates are to fill in their respective pages only.

For Permissions availed with the Department Head's consent, a "P" will be marked in the Attendance Register against the concerned associate's name and Permissions cannot be adjusted towards late comings.

Permission in the morning or evening can be of a maximum of 2 hours.

In the case of permissions in the mornings, 11.00 is the time to report to office

In the case of permissions in the evenings, 4.00 is the time to leave office in permission.

Incase an associate who is on permission in the morning comes to office after 11.00 the same will be considered as Half-a-day and marked in the attendance accordingly. Incase an associate leaves office before 4.00 in the evening on permission, the same will be considered half-a-day and will be registered in the attendance.

In case of emergencies or personal issues that requires the immediate attention of the associate, the discretion is purely that of the concerned Department Head and any individual cannot claim this as his or her right.

Under such circumstances the concerned associate can leave office on Permission with his Departments Head's Written / Oral consent. In the case of Permission availed with Oral consent of the Department Head, the same has to be entered in the Permission Register as soon as the associate reports to duty.

Leaving office premises on Permission without filling in the Permission Register will deemed to be considered as Unauthorized Absence of the associate and the company will take disciplinary action against such actions of any associate. This is at the sole discretion of the Management.

An associate can avail maximum of 2 permissions in a month and unavailed permission cannot be carried forward to next month.

## **POLICY – GCL/HRD/044/REV1**

### **LATE COMINGS**

The company allows the associates 3 late comings every month to attend to their urgent / important personal issues.

The office timing starts at 9.00 A.M. A grace time of 15 minutes maximum is allowed for all associates.

Any attendance recording at or after 9.15 A.M will be considered as Late and a "L" marked in the attendance register against the concerned associate name.

An associate is eligible for a maximum of 3 Late Comings every month.

Late Comings unavailed during a month cannot be accumulated and taken during the following months.

The 4th late coming will attract loss of pay equivalent to a full day's salary.

After the 4th late coming, every two late comings will attract loss of pay equivalent to a full day's salary.

More than an hour late, that is coming to office after 10.00 A.M will be treated as half-a-day's leave and the "L" mark would be "1/2L".

Late Comings cannot be adjusted with available leaves.

The Attendance should be marked while entering the office and failing to do so, it will be considered as Late and further changes to this marking will not be entertained.

This is not applicable to field engineers working on the site. However, any indiscipline noted by the reporting head with regard to reporting on the site in time will be taken up seriously.

## **POLICY – GCL/HRD/045/REV1**

### **MOBILE PHONE**

The company will reimburse the amount for which the associate is eligible as per this policy.

The company will provide the mobile phone to the associates based on the needs not based on the designation.

The company will fix the monthly mobile expenses amount for each associates and if any associate exceed their limit the difference would be deducted from the salary. This will be done after getting the approval from their heads.

Family calls are to be made only on emergencies and urgent matters

Mobile Phones generally are to be used only for company business.

Associates may not use mobile phones to conduct business for others or themselves.

Mobile Phones are not to be used for any illegal activities.

Employees must immediately report lost or stolen Mobile Phones, etc. to the company and the mobile service providers if it is purchased by the company.

All company policies that apply to regular telephones and other company property apply to Mobile Phones (e.g., no harassing calls, keep it safe).

Employees may be made to undergo disciplinary proceedings for violating the Mobile Phone policy.

Those who are not provided with official mobile phones but are given mobile allowances must keep themselves available on their mobile for all official communication.

**POLICY – GCL/HRD/046/REV1**

**LUNCH**

The associates are expected to follow the procedures mentioned below on time taken for breaks during the work hour, meal timings and rest required if any, during the work hours.

The company discourages frequent breaks taken during office hours for the consumption of tea / coffee outside the office.

A lunch time of 30 minutes can be availed anytime between 1.00 p.m to 2.30 p.m.

Incase of any associate feeling sick, drowsy or any other ailment that is temporary, he / she can take rest for sometime within the office premises barring which any other form of rest is disallowed.

**POLICY – GCL/HRD/047/REV1**

**INTERNET**

This policy describes the Company's guidelines with regard to Internet access.

Provision of Internet access. As a condition of providing Internet access to its employees, the company places certain restrictions on workplace use of the Internet.

The company encourages associates use of the Internet:

- to acquire information related to, or designed to facilitate the performance of regular assigned duties; and
- to facilitate performance of any task or project in a manner approved by an associates' Manager.

The use of the Internet access, provided by the Company expressly prohibits the following:

- Game playing
- Distribution of destructive programs (i.e., viruses and/or self-replicating code)
- Hateful, harassing, or other anti-social behavior
- Intentional damage or interference with others (for example, hacking and distributing viruses)
- Making publicly accessible obscene files
- Solicitation

- Commercial usage of non-company business
- Dissemination or printing of Directory righted materials (including articles and software) in violation of Directory right laws.
- Sending, receiving, printing or otherwise disseminating proprietary data, trade secrets or other confidential information of the company in violation of company policy or proprietary agreements.
- Offensive or harassing statements or language including disparagement of others based on their race, national origin, sex, sexual orientation, age, and disability, religious or political beliefs.
- Sending or soliciting sexually oriented messages or images.
- Operating a business, usurping business opportunities or soliciting money for personal gain, or searching for jobs outside the company
- Sending chain letters, gambling or engaging in any other activity in violation of the law

Violation of the company's Internet Acceptable Use Policy may include disciplinary action.

The measure of discipline will correspond to the gravity of the offense as weighed by its potential effect on the company and fellow employees. See Policy 20 for definition on Discipline & Disciplinary Procedure.

When you connect to the Internet using the company name, address, designation, it should be for company business related activity.

#### Waiver of Privacy

The Company has the right, but not the duty, to monitor any and all aspects of its computer system, including, but not limited to, monitoring sites employees visit on the Internet, reviewing material downloaded or uploaded by employees, and reviewing e-mail sent and received by associates.

Employees waive any right to privacy in anything they create, store, send, or receive on the computer or the Internet.

### **POLICY – GCL/HRD/048/REV1**

#### **SALARY SLIPS**

Each associate has to receive the salary slip every month along with monthly salary.

It is mandatory that each associate has to collect the monthly salary slip from HR within 5 days from the date of receipt of the salary.

If there is any deviation/ mistake in the salary slip, must inform to HR within 5 days from the receipt of the same

HR will rectify or inform to the associates with the reason.

The Salary slip will be generated by the computer and there is no signature

If any associates needs the HR signature in the salary slip for their other purpose, contact HR head and they will provide adequate assistance.

HR is solely responsible for signing in the salary slip.

### **POLICY – GCL/HRD/049/REV1**

#### **TELEPHONE**

Telephones provided within the office premises should be used only for official purposes.

#### **USE OF COMPANY TELEPHONE IN OFFICE**

The telephone connections provided (both direct lines and extension lines) are meant to be used only for official purposes.

No personal calls (incoming / outgoing) will be permitted (except incase of exigencies or urgency)

All International calls must be made only after getting an ISD requisition from the Department Head / Cost Controller, however urgent the call is.

### **POLICY – GCL/HRD/050/REV1**

#### **NOTICE BOARD**

In order to keep the associates updated on the various events happening in the company, a notice board is maintained.

The notice board should be in a prime area in the office.

It is open to all departments in the Company. Any department can use the board to inform the important happenings of their department to the other associates belonging to other departments.

The notice board can be used for highlighting anything pertaining to the company and its sister concerns.

The notice board should be used as a positive tool to increase / encourage associates' morale and should not be used for wrong purposes i.e. abusing others and other cheap activities.

Any violation on the above policy will be seriously viewed by the management.

# **COMPENSATION and ALLOWANCES**

## **POLICY – GCL/HRD/051/REV1**

### **Payment of Salary And Allowances**

Pay package for employees are would be worked out on total Cost to the Company

Pay packages for each grade is clearly defined in the pay chart, copy of which would be made available to the hiring managers, Division and branch In-charges.

All fixed payments would be credited along with the salary by 1<sup>st</sup> of every month.

Deductions in salary include PF, ESI, Mobile Bills exceeding limits, TDS as applicable.

Employees who are eligible for Medical, Educational and Children's Educational Allowances will b given in writing during Appraisals every year.

Unless the allowances are given in writing, no associate can claim this as his or her right.

Other allowances and claims meant for employees will not be included while crediting salary.

To claim these allowances, fill the Reimbursement form, get approval from Reporting Head and send the same to HR Department.

The forms must be sent to HR Department by 20<sup>th</sup> of every month and the same shall be processed on 1<sup>st</sup> of every month by the HR Department.

## **POLICY – GCL/HRD/052/REV1**

### **ON DUTY TRAVEL ALLOWANCE**

On Duty Travel Allowance details would be specified in the form meant for the same.

Prior Approval / tour sanction need to be got from Dept Head / Branch head and submitted to the Accounts dept to claim travel allowance.

Tour sanction / Travel Advance requisition need to be submitted to Accounts at least 2 days prior to the tour date.

On returning back, Travel Expenses statement has to be submitted to Accounts within 2 days of returning.

**POLICY – GCL/HRD/053/REV1**

**MEDICLAIM INSURANCE**

**INSURANCE COMPANY:** NATIONAL INSURANCE COMPANY LTD.

**Address:** National Insurance co. ltd.  
Chennai Divisional Office IV, 2ND floor  
169 Annasalai, Chennai

**Phone number:** 044 - 28525311, 28523824

**Fax:** 28523804

**AGENT:**

**Agent name:** Mr. M.N. Badrinarayanan

**Phone Number:** 9380505364

**THIRD PARTY ADMINISTRATOR-(TPA)**

NAME OF TPA: VIPUL Med corp. private Ltd.  
ADDRESS OF TPA: Seshachalam Street,  
(Near prem's eye clinic)  
Saidapet chennai-15

**MEDICLAIM INSURANCE POLICY:**

Insured or proposed to submit 2 stamp size photographs together with proposal from for issue of ID cards by THIRD PARTY ADMINISTRATORS.

**AGE LIMIT:** 5 to 80 years.

Period of policy: the insurance policy is issued for a period of 1 year.

Our current policy is from June 30th 2007 and will hold good until the policy is cancelled by Gemini.

**TYPE OF INSURANCE:**

1. Group Mediclaim

The Mediclaim is for individual and covered for a sum of rupees 50,000/-

**GROUP PERSONAL ACCIDENT INSURANCE**

1. Personal accident insurance indemnifies in terms of money to any bodily injury or death sustained due to accident by the employees.
2. All the employees can be grouped together under one policy called group personal accident policy.
3. Employees covered under GPA insurance should be direct employee of the company and the employer-employee relationship should be clearly established at the time of the claim.
4. Unnamed GPA insurance can be given to corporate clients where in the employees are posted at various places spread across the country and it is difficult to notify the frequent changes of the insurance company.
5. Classification of employees should be given in the GPA insurance and number of employees for this purpose should be taken on the higher side to cater the future appointments of employees during the year.
6. GPA insurance provides worldwide 24 hours cover. However this cover can be restricted to hours of duty which attracts 25% discount on premium.
7. Limit of cover pay category or per employee has to be fixed by the company.
8. In the event of death due to accident 100% of capital sum insured will be paid and in case of partial disablement% of compensation depends upon the % of disablement.
9. In the case of temporary total disablement 1% capital sum insured per week will be paid as weekly compensation for maximum of 108 weeks.
10. GPA cover on payment of additional premium can be extended to cover medical expenses.
11. Employee in the group 100-1000 attracts 5% as group discount in the premium.
12. Rate of premium is Rs 180/- per lakh which attracts 10.2% of service tax.

## 2. Personal Accident

### **PERSONAL MEDICLAIM INSURANCE**

- 
1. Mediclaim insurance, which reimburses the medical expenses of a person, can be grouped together under one policy called Group Mediclaim Policy.
  2. The family of your employees can also be covered under this policy.
  3. Each family can be assigned a sum insured on a floater basis and any claim arising to one member of the family will be allowed to avail the credit of the entire sum insured of the family.
  4. To calculate the premium for a family on floater basis, the average premium of a family member is calculated. The average premium thus arrived will be loaded by 20% for each and every family member.
-

5. This policy may also be extended to cover maternity benefits on payment of 10% of additional premium.
  6. The above extension is subject to a waiting period of nine months.
  7. Cumulative bonus of 5% on sum insured available for an individual in an individual Medclaim for not preferring any claim during the previous year is not available in Group Medclaim Policy.
  8. Income tax exemption U/S 80D available in individual Medclaim policy is not available in Group Medclaim Policy.
  9. Family under this policy means spouse, dependent parents and dependent children only.
  10. All the other terms and conditions of individual Medclaim policy applies to Group Medclaim Policy.
- 

**IMPORTANT:** In case of accidents or hospitalization, the concerned employee must inform any one of the following persons:

1. One of your colleagues (or)
2. To the HR department (or)
3. To your Reporting Head.

Bill submission details:

Submit the original bills for the amount immediately after claiming to Branch / HO HRD. Take photo copy for the bills before submitting the originals.

**CLAIM DOCUMENTS NEEDED:**

1. Original bill receipts and discharge certificates from the hospital.
2. Medical history of the patient recorded by the hospital.
3. Original cash memo from the hospital/chemist supported by proper prescription.
4. Original receipts, pathological, and other test reports supported by the note from attending medical practitioner or surgeon demanding such tests.
5. Any other information required by the insurance company.
6. Maternity claims are not to be made / accepted.

**POLICY – GCL/HRD/060/REV1**

**TRAVEL POLICY**

**Policy On Travel**

The nature of business at Gemini Communication most often requires it's Associates to travel either on Business or Trainings. The Company has a travel policy to meet the travel requirements of the employees.

The eligibility Criteria based on the Cadres.

Mode Travel	Business Heads	Managers	Sr.Executive	Executive
Air	Yes	AR	-	-
Train I st class / AC	Yes	AR	-	-
Train II Class / AC/ Illrd A/C	Yes	Yes	AR	-
Train Sleeper Class	Yes	Yes	Yes	Yes
Bus	Yes	Yes	Yes	Yes

Lodging	Business Heads	Managers	Sr.Executive	Executive
Deluxe A/C room–single occupancy	Yes	AR	-	-
Non Deluxe room-single occupancy	Yes	Yes	Yes	-
Single room –Single occupancy	Yes	Yes	Yes	Yes

\*\*\*Legends: AR = Approval required

### Policy on Per Diem

#### Metros Cities

(Delhi, Mumbai, Kolkatta , Chennai, Bangalore, Hyderabad, Pune, Ahmedbad)

Allowance	Business Heads	Managers	Sr.Executive	Executive
Lodging	Actuals	1,000	600	500
Per Diem				
Boarding	Actuals	250	150	150
Local Conveyance	Actuals	300	200	200
Total		Rs.1,520	Rs.950	Rs.850

\*\*\*Luxury is not a necessity. It is an option.

#### Non-Metros Cities

(All state capitals other than metros)

Allowance	Business Heads	Managers	Sr.Executive	Executive
Lodging	Actuals	600	400	400
Per Diem				
Boarding	Actuals	250	150	150
Local Conveyance	Actuals	200	100	100
Total		Rs.1050	Rs.650	Rs.650

\*\*\*Luxury is not a necessity. It is an option.

### District Headquarters

Allowance	Business Heads	Managers	Sr.Executive	Executive
Lodging	Actuals	400	300	300
Per Diem				
Boarding	Actuals	150	150	150
Local Conveyance	Actuals	100	50	50
Total		Rs.650	Rs.500	Rs.500

Townships that fall under district Headquarters

Allowance	Business Heads	Managers	Sr.Executive	Executive
Lodging	Actuals	300	200	200
Per Diem				
Boarding	Actuals	150	150	150
Local Conveyance	Actuals	100	50	50
Total		Rs.550	Rs.400	Rs.400

### Terms & Conditions

- Travel advance will only up to 1 times the projected /budgeted expense and subject to the approval of the Business Head.
- The Reimbursement for Lodging & boarding will not be applicable in case where company or Client provides the same. In such case the miscellaneous will be on the actual applicable allowances.
- The Travel Bills should be submitted to the accounts department with in 3 working days from the date of return

- The vouchers which adhere within the prescribed limit (based on category and Location) along with supporting bills should be approved by the respective Business Head
- Any additional expenses which are incurred beyond the prescribed limit are accountable to the employee. In case, the employee fails to settle them, it will be automatically adjusted in the following month's salary or any other allowances.
- Bills that are not submitted within the 3 working days will not be entertained for reimbursement, except in special cases with prior approval from the respective Business Heads.
- The travel booking (reservation) will be organized by the Administration department with prior intimation (at least a week in advance).
- In case, due to personal contingencies an employee wants an upgrade in the travel arrangements. Then the differential cost will have to be borne by the individual.
- The term miscellaneous is provisioned for the following expenses:
  - a. Customer /Emergency Mobile calls
  - b. Calls to the office for correspondence
  - c. Internet café , mails etc
  - d. Photocopies , Stationeries which is required directly or indirectly for official use
- The above Policy is subject to the approval of the CEO.

**Grade Sheet:**

Business Heads	Managers	Sr.Executive	Executive
1	<b>2A</b>	<b>2B,3A</b>	<b>3B,4A,4B,5A,5B,T</b>

# **TRAINING**

## **POLICY – GCL/HRD/054/REV1**

### **TRAINING**

All employees are expected to remain fully updated as per the demands of their job profile from time to time.

The training requirements of associates of each department are initially assessed through forms available with the HR for this purpose. Training requirements are also assessed based on the inputs received from Performance Appraisals, discussions with Department Heads & discussions with associates.

Each Department Head is responsible to assess the training requirement of his department associates, discuss with the concerned associates, consolidate the training requirement for each associate in his/her department, approve and handover the form for the purpose to the HR.

Based on this assessment / requests the HR would arrive at the training needs of every individual. Job Descriptions of individuals also would play a major role in taking this decision. The final training requirement of each associate arrived at.

Once the Training needs are arrived at, the HR is responsible for contacting the expert trainers in the concerned field and finalize the dates of training.

A Training Plan for the year is prepared by the Executive HRD and approved by the Management. This is circulated to all Department Heads. This Training Plan is updated as and when the training in process are over and acts as a permanent training record for the company.

When the training dates are finalized, the following will be informed to the concerned associates in written by the HR: Date of training, Training on which subject, time of training, venue of training, expectations from the associates during / after the training.

HR informs through the mail to all the associates.

The training period for each associate will be decided by the department head and HRD.

The training will be conducted either inside the company by outside / inside trainers or outside the company premises by outside trainers/ inside trainers.

Incase the training is conducted inside the company premises; the attendance of the participants is recorded in the Training Attendance Form for this purpose.

Internal training will be conducted by associates who are expert in their fields and will be conducted to all associates whose responsibilities require such training.

A Training Feedback Form will be given to all associates immediately after the training is over and summarized. The management through this summary will crosscheck the training effectiveness and the summary will be quantitative in terms of numbers.

Both the trainer and trainees will be evaluated on completion of training.

The Skill matrix of the employee is updated after every training.

Training is directly linked to the employee's performance appraisal.

If an associate absents himself from a scheduled training for unacceptable, it will affect his performance appraisal and that of his reporting head and it is the sole responsibility of the reporting head to ensure his subordinate attends the training that has been scheduled for his subordinates.

# **SEPARATION**

## **POLICY – GCL/HRD/055/REV1**

### **RESIGNATION**

An associate resigning from the services of the organization shall submit a letter of resignation giving notice as per the terms of employment.

Resignation letters along with recommendations / comments of the Department Head/Regional head, should be sent to the HR Department for further processing.

Irrespective of whether the resignation is being accepted or not, the letter is to be sent across within a day of receipt of the same.

On receipt (acceptance by Dept Head/HR) of the resignation letter, payments / salary for the month will be stopped, to the concerned associate in order to settle the accounts once for all at the time of relieving.

The notice period should be fully served and no balance leave can be adjusted against the notice period.

The Associate must submit the Clearance Form from all concerned to enable the management to relieve him/ her.

Clearance Form should be certified by the respective Department Head as well as General Administration, Finance, HR and Systems Administration – if anything is pending from these departments.

An Exit Interview shall be conducted by the Departmental Head and the Human Resources separately.

The details of the exit interview shall be sent to HR.

## **POLICY – GCL/HRD/056/REV1**

### **NOTICE PERIOD**

The notice period of all associates of all levels is at the sole discretion of the management.

The notice period for all associates is as mentioned in the appointment order.

When an associate gives resignation notice, the associate cannot adjust any leave against notice period either by submitting the leave available directly for adjustment or by taking leave of any kind.

Incase there are any pending payments/bills to be collected from the associate and the same cannot be recovered within the notice period, then it is essential to recover this money before the associate leaves.

If necessary legal proceedings will be initiated.

Leave is not permitted during the notice period.

All acknowledgement copies will be filed in the Personal Files of concerned associates.

There is no restriction as to the frequency in which the notice period structure might be changed and the same is at the sole discretion of the management.

Incase of any clarifications, please contact the HRD.

Unless the notice period is served, relieving order and experience certificate will not be given to the employee.

### **POLICY – GCL/HRD/057/REV1**

#### **EXIT INTERVIEW**

Human Resources will conduct an exit interview with the separating employee.

The Department Head should contact Human Resources as soon as he/she learns of a resignation and communicate to Human Resources the last day to be worked.

The Department Head should request written notification of resignation and send immediately to HR. This is very important to assure a correct final paycheck and no overpayment of wages.

The Human Resources, in consultation with the Department Head, will decide on the last date till which the associate is expected to work as per the agreed terms.

The Department Head should advise the separating associate of all company property to be returned. This would include, but not be limited to:

Office and desk keys (to Department Head)

Office equipment including computers (to Department Head)

Company ID card

Company sponsored credit cards if any

Left over Business Cards

Human Resources will notify:

System Administrator for deletion of the employee's login / password if the employee had computer / network access.

Accounts section for any outstanding debts to the company like Tour Advances yet to be returned etc...

Admin Department for any pending things to be returned, Mobile Phones to be returned to the company, Bags, Laptops etc if any owed to the company etc.

Human Resources will schedule an exit interview with the employee after receiving the Clearance Form from the Department Head.

Human Resources, during the Exit Interview will get all the above-mentioned points cleared and the separating associate should sign the Exit Interview Sheet, countersigned by the HR person in charge.

### **POLICY – GCL/HRD/058/REV1**

#### **TERMINATION**

The company may terminate the services of an associate for reasons of non-performance / gross misconduct / misappropriation. Refer policies on Discipline for descriptions on gross misconduct / misappropriation.

### **POLICY – GCL/HRD/059/REV1**

#### **SETTLEMENT**

Settlement for the associates who cease to be in the services of the company will be made subject to the meeting of all criteria specified therein.

As soon as an associate's resignation is accepted, the same is attested and sent to the HR.

HR Department will ensure that the Full & Final Settlement process is completed.

Resigned employees must contact only the HR Department for clarifications on their settlement.