



HR & EMPLOYMENT MANUAL

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03	1 st April 2014	Group Corporate HR Head	01 April 2014	Managing Director

St. John Freight Systems Limited
C-98, SIPCOT Industrial Complex
Harbour Express Road
Tuticorin – 628 008

Welcome to St John Group

Dear All,

On behalf of the St.John Group (SJG), I the undersigned wish you the very best in your career with the St. John.

SJG firmly believes that the employees have a significant contribution and they are the anchor of the growth & success of the Company. Our Corporate objective is to provide all employees with a work environment that fosters both personal and professional growth.

This manual is prepared to get every employee acquainted with St. John Group and be provided with information about recruitment, induction, promotion & development, working conditions, benefits and policies that are in force at St John.

We strive to adopt fair recruitment procedure, promotion & development and create work environments where people feel good about the work they do and the team they are part of. We feel that we have been successful in humanizing the work place and are well on our way to realizing our goal of the most desired employer status.

Every Employee of the St John Group should be well aware of all the contents of this manual. This manual may not be exhaustive but any specific issue that cannot be addressed within the purview of this manual shall be taken up separately and be addressed justifiably.

I look forward to working with you.

Sincerely,

Group Corporate HR Head

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1. INTRODUCTION

1.1. About this Manual

This Employee Manual comprises HR & Employment Policy and associated employee benefits. It is intended only for all the employees of St. John Group Companies in India. As activities of St. John are getting increased across length & breadth, need may arise to carry out any amendments in the existing clauses of this manual. Therefore, St John reserves the right to revise, supplement or annul any portion of this manual from time to time, as it deems fit.

Any deviations to the clauses contained in this Manual are permitted only after approval of the Managing Director. Only Group Head/Vice President, Human Resources is authorized to update this manual after due approval of the Managing Director whenever and wherever required. The HR Division can be contacted in case of clarifications on any part of this Manual. No part of this manual may be disseminated to any third party or be used for own purpose.

1.2. Aim

All the employees of SJG should get acquainted with Human Resource Validation, working conditions, facilities, benefits, privileges, obligations and accountabilities associated with their employment. Every employee of SJG must read, understand and comply with all provisions of the Manual.

1.3. Beginning & Now

St John Freight System Limited was established in 1979 and led by Mr. T Johnson who has been instrumental in scaling up the St. John Group from a five member team of Tuticorin based CHA & Freight Forwarder to 1300+ members of a global integrated logistics service provider to-day. Mr. Johnson's keen acumen and vision gained over three decades of experience have manifested excellence in taking the St. John Group to universally greater heights.

For more than 3 decades, the St John Group, an ISO 9001:2008 certified conglomerate, has a deep understanding of customer needs and the ability to translate them into customer service that includes Supply Chain Management, Sea & Air Freight Forwarding, Custom Broking, General/Bonded Warehousing, Distribution, NVOCC, Container Freight Station,

LCL Consolidation / Groupage, Bulk/Break-bulk Stevedoring & Terminal Operations, Container Yard, Ship Chartering/Agencies, Fumigation, Truck Operations, Liner & Feeder Vessel Operation and Coastal Transportation.

Headquartered at Tuticorin in India, with 50 offices & 16 overseas subsidiaries, with a close-knit organized team of **1300+** employees, SJFSL is a globally competitive company poised to become an international leader in logistics within the next decade. It provides end-to-end logistics solutions to 600+ prospective customers worldwide and handles a volume of more than 5 Million Tons per annum. As a leading Customs Broker, it emerged as a vibrant force in the Logistics Industry and has handled the highest number of TEUs across the globe consistently for the past 10 years.

1.4. Vision & Mission

Vision is to become 'a leading international service provider of innovative end-to-end logistics solutions and to be amongst the top 20 global logistics companies by 2020.' This vision of excellence is being reinforced by the ISO 9001:2008 QMS standards practiced in all areas of functioning.

The Mission of the Company is to attain holistic perfection and to absorb all evolutionary innovations and technological up-gradations in the service industry. To crown it all, St. John ranks are expected to be highly motivated, devoted and well disciplined. The skill based knowledge; competency and pragmatic expertise of the team with a top level leadership and business acumen are the winning formula.

1.5 Management Philosophy

The management philosophy of SJG is based on responsibility and mutual respect. We have created an environment that encourages all employees of St John to work together and achieve the goal collectively. The mainstay of our strategy will be to offer a level of client focus that is superior to that offered by our competitors. To help achieve this objective, SJG seeks to attract highly motivated individuals that want to work as a team and share in the commitment, responsibility, risk taking and discipline required to achieve our vision.

Corporate Office is situated at:

St. John Freight Systems Limited
C98, SIPCOT Industrial Complex
Harbour Express Road, Tuticorin 628008
Tamil Nadu, INDIA, Tel: +91 4612342500

Logistics Head Quarters in India is stationed at:

St John Freight Systems Limited
480, Anna Salai, Khivraj Building Complex II, 7th Floor
Nandanam, Chennai – 600035, INDIA
Tel: +91 44 43952500, +91 44 43952514

International Logistics Head Quarters is situated at:

No. 9, Temasek Boulevard, #08-02, Suntec Tower 2
Singapore – 038989, Tel : +65 6273 2500, Fax : 6227 6675

2. EMPLOYMENT

St John is a service organization and as such its people are the key competitive advantage. Therefore it is critical that our recruitment processes enable us to hire the best available talent. Our recruitment processes have stood the test of time with considerable success, and would continue to contribute to our overall effectiveness if administered with customary integrity.

- (a) Recruitment is done at all levels/positions depending on need. Wherever possible vacancies would be filled by way of internal redeployments. If suitable talent is not available within the organisation, external recruitment would be considered.
- (b) All recruitment would be coordinated centrally by the HR Division at Group Corporate Office and the final decision regarding any appointment would vest with the Group Head/VP -HR and the Managing Director.

2.1 Recruitment Policy

It is the policy of St John Group to recruit the best qualified people and to maintain a pool of human resources according to the manpower requirement and planning of St John Group. It is also the policy of St John to transfer or promote well performing and capable employees to fill vacancies so that employees are provided with opportunities to widen their exposure and further their career development within St John Group. All applicants have equal opportunities of employment irrespective of their age, sex, marital status, family status, disability, race, nationality or religion [provided that these do not impede the abilities of the prospective appointees to carry out normal job duties or affect the health and safety of fellow employees]. Job applicants are treated fairly and equally. However, Children below 14 years of age are strictly not recruited either temporarily or permanently taking in to account of the provisions of the Child Labour [Prohibition and Regulation] Act 1986. Employment is offered only to the best qualified applicants with reference to their merits and abilities to meet the requirements of the jobs irrespective of whether they are referrals or direct applicants. The Human Resources Division provides recruitment advice and services to all Divisions/Departments and is responsible for the entire process leading to employment. St John will not be bound by offers of employment other than by the Human Resources Division.

2.2. Manpower Control

In order to optimize human resources utilization and to maintain cost effectiveness, stringent manpower control should be exercised. Recruitment should only be carried out in accordance with the bases of operational needs and approved manpower plan. Whenever an employee leaves St John, the Head of Division/Department should assess

the manpower of his Division/Department to see if a replacement is necessary. Where a replacement is required, internal transfer or promotion should be considered before pursuing external recruitment.

2.3 Human Resource Planning

The basic philosophy of the Human Resource Department of SJFSL is **‘the optimum utilization of available resources, timely meeting organizational requirements with exact talents and providing challenging jobs to the employees’**. The Human Resource Planning policy enables achievement of these objectives. The purpose of Manpower Planning is to determine human resources and skill requirements at each level of the organisation, which then, forms the basis for recruitment or redeployment. It is driven by the business goals and strategic plans of the Management.

2.4 HR Planning Process

- (a) The plan is intended to meet the exact requirement of manpower timely in order to have smooth functioning of the existing business and also to meet the requirement of manpower for intended expansion. This is finalised by the Group Head/VP-HR and approved by the Managing Director.
- (b) Based on the plan, HOD of respective division shall submit their request for manpower and its deadline for meeting the needs. The recruitment process would commence only after obtaining a written approval from the Group Head/VP-HR who would consult Senior Management including the Managing Director as required.
- (c) Priority is given among available manpower for filling the existing vacancies or new post. The Group Head/VP-HR and the Divisional/Locational Head concerned would jointly review whether the existing employee is to be promoted to meet the vacancies or fresh recruitment is to be sought. Based on this the recruitment process shall begin.
- (d) The Group Head/VP-HR is responsible for ensuring that all divisions are appropriately and timely staffed and human resources are optimally utilised. Group Head/VP-HR in conjunction with the Divisional/Locational Heads suggests transfers, cross-postings and overseas secondments.
- (e) Group Head/VP-HR shall analyse the attrition statistics and the inferences are discussed with HOD and top management for further course of action.

(f) Group Head/VP-HR with the help of concerned HOD shall monitor closely in order to ensure that business requirements are met through available manpower and also to work out on strategy for retaining & selecting the best talent available.

(g) Group Head/VP-HR is responsible for determining the reporting hierarchy and also getting the organisation chart updated as and when required.

(h) Changes in reporting relationships below Assistant Manager level can be authorised by Group Head/VP-HR in co-ordination with concerned. All Manager and above positions if required to be amended/transferred/ redeployed need the sign-off of the Divisional/Locational Head and the Managing Director.

2.5 Designations

Typical designations that are practically in place in the organizational hierarchy are as given.

- Managing Director
- Director
- Executive Director
- President
- Senior Vice President
- Vice President
- Assistant Vice President
- Senior General Manager
- General Manager
- Senior DGM
- DGM
- Senior AGM
- AGM
- Senior Manager Level II
- Senior Manager Level I
- Manager Level II
- Manager Level I
- Deputy Manager Level II
- Deputy Manager Level I
- Assistant Manager Level II
- Assistant Manager Level I
- Senior Executive Level II
- Senior Executive Level I

- Executive / Supervisors
- Junior Executive / Co-ordinator
- Field Assistant / Field Co-ordinator/Office Assistant
- Drivers & Cleaners

There is no standard time frame set forth for each promotion. However, deserving employees are promoted to the next level with suitable pay hike as and when identified or needed.

3. RECRUITMENT

3.1. Purpose

St John is a service organization and as such its people are the key competitive advantage. The purpose of recruitment of SJFSL is to acquire, in a cost effective manner, the optimum number of high quality employees for the operations and development of SJFSL. In order to appoint the most appropriate persons for the positions, it is crucial that potential candidates are drawn from a wide pool and equal opportunities are ensured for all candidates. The following guidelines seek to ensure transparency and fairness throughout the recruitment process and maximize the diversity of applicants.

- (a) Recruitment is done at all levels/positions depending on need. Wherever possible vacancies would be filled by way of internal redeployments. If suitable talent is not available within the organisation, external recruitment would be considered.
- (b) All recruitment would be coordinated centrally by the HR Division and the final decision regarding any appointment would vest with the Group Head/VP -HR and the Managing Director.

3.2. Recruitment Process

Following are the procedures adopted by HR Division for the recruitment of all kind of employees.

- (a) HODs of concerned department shall forward a duly filled Personnel Hiring Request Form (PHR) based on their manpower requirements.
- (b) Group Head/VP-HR shall ascertain the genuineness of the personnel requirements and obtain the approval of the Managing Director if the requirement is in the category of Assistant Manager and above.

3.3. Recruitment Panel

Recruitment Panel of different compositions shall be constituted as and when required by the Board to shortlist and interview the prospective candidates for the positions of Managers and above. The Panel shall consist of minimum of five members. Two members from HR Department [VP-HR [Chairman] + Sr. Assistant General Manager-HR], the Functional Head of the concerned department and two Experts from the relevant field.

3.4. Sourcing Methods

After the approval of Group Head/VP-HR/Managing Director, sourcing of manpower begins. HR Division shall follow various methods of sourcing.

- (a) Sourcing through web portals
- (b) Sourcing through employee referrals
- (c) Sourcing through media advertisement
- (d) Campus recruitment
- (e) Through Employment Exchange

3.5. Selection Criteria

The following processes are followed for selecting suitable candidates.

3.5.1. Shortlist Criteria

The shortlist criteria shall focus on the factual requirements of the person specification. In short-listing candidates for interview, generally the following factors shall be considered. However, certain factors specific to the requirements shall also be taken into account for short-listing.

- (a) Academic, Professional and Technical Qualifications
- (b) Relevant Work Experience & Age
- (c) Current Designation
- (c) Current CTC & Expected CTC
- (d) Domicile & Preferred job location
- (e) Languages known
- (f) International exposure
- (g) Standard of the companies the candidate had served with

There shall be no discrimination on the grounds of age, sex, marital status, family status, disability, race, nationality or religion in any circumstances. All candidates shall be assessed fairly and equally irrespective of the sources they come from.

Short listed profiles shall be put up to the perusal of the HOD concerned in order to ascertain the suitability of the profile. If the short listed profile is found unsuitable, HR division shall go for fresh sourcing of suitable candidates and obtain suitability report from the HOD concerned.

3.5.2. Telephonic Interview

If the short-listed profiles are found suitable, the candidates shall be subjected to telephonic interview.

(a) HR division shall conduct a preliminary interview and following are assessed over telephone

- Communication skill
- Interest in job change
- Interest to join our company
- Interest to relocate to specified location
- Overall experience in relevant field
- Exposure in specific area
- Present Company and roles being handled
- Details about previous companies worked with
- Reason for the job change
- Current CTC & Expected CTC
- Some family details
- Notice Period

(b) Once it is found that the candidate can be taken forward for further process of interview, the second round of telephonic interview, if necessary, shall be conducted by the technical expert in relevant field.

3.5.3. Interview through Video/Audio Conferencing

If any candidate from abroad is required to be interviewed, HR shall co-ordinate a Video/Audio Conferencing for conducting Technical as well as HR interview.

3.5.4 Off site Interview

Sometimes, interviews for top cadres are conducted at any designated places other than Company premises. Usually, such kind of interviews is conducted at any reputed hotels on prior appointment.

3.5.3. Direct Interview

Short-listed candidates over telephonic interview shall be called for direct interview at specified location based on convenient date & time for both the candidate and the interview panel. On the date of the interview, the candidates are required to fill in and submit the Employment Application Form. The copy of the Employment Application form along with the candidate's resume, other testimonials and the interview appraisal form are forwarded to the Interview panel. Candidates are then subject to a preliminary round of interviews with the Interview Panel.

3.5.3.1 Preliminary Interview

Prior to being interviewed all candidates must complete a Preliminary Interview Form and the same shall be submitted to HR.

3.5.3.1.1 Aptitude test & interview

Based on requirements, candidates are given aptitude test in relevant area. Candidates need to obtain minimum required marks in the aptitude test in order to proceed for preliminary interview.

The Preliminary Interview shall be conducted by experts in the relevant field along with a member from HR Department. Following are focussed at the preliminary interview.

- (a) Subject knowledge
- (b) Work Experience in relevant field
- (c) Desirable Personal Qualities
- (d) Attributes & competence,
- (e) Past performance,
- (f) Aspirations,
- (g) Potentials
- (h) Career Aspiration
- (i) Communication & Interpersonal skills,
- (j) Professional & Personal integrity

All interviews must be documented in the Interview Assessment Sheet and be signed off by the interviewers. Group Head/VP-HR in consultation with concerned Head of Division/Branch shall shortlist the candidates for final interview.

3.5.3.2 Final Interview

The successful candidates of the preliminary round are eligible to appear for the final interview. Final interviews are either conducted on same day or on any other predetermined date. Top heads/Director/COMD may interview the candidate at the final interview as per the cadre. HR shall conduct the interview in order to ascertain the quality, credibility of expertise/skills and the genuineness of the candidate. HR shall consolidate the interview report from all who had conducted the interview and if recommended for recruitment, shall sit with the candidate for salary negotiation and also for certain mandatory requirements such as agreement/bond etc.

3.5.4 Salary Negotiation

Remuneration Packages are negotiated directly with the candidates across the table. Following criteria are taken into account for fixing the salary packages.

- (a) Current / Last CTC drawn
- (b) Current / Last designation
- (d) Qualification
- (e) Experience/expertise in relevant field
- (f) Salary drawn by existing employees who are p
- (c) Expected Salary

There is no standard tool shall be used to decide the salary package. However, certain factors are taken into account for fixing better salary for deserving candidates.

On no account should the candidate be given any indication of a designation/compensation figure without the prior clearance of the Group Head / VP-HR who would design a compensation package

3.5.5 Approval

The results of the preliminary and the final interviews are tabulated in the prescribed Interview Appraisal form along with the negotiated salary package and the same is submitted to the Managing Director for final approval.

3.5.6 Reference Checks

Reference checks shall be conducted with prior permission of the selected candidates. The candidates should provide the following details of at least two referrals.

- (a) Name & telephone number of the candidate

(b) How the referral is related to the candidate

(c) How long does the referral know the candidate

No referral should be from any relatives of the candidate. It is always advisable to take note of at least one referral from the organisation where the candidate has been working or had last worked. HR should use the Referral Interview Template while verifying the referrals. All offers shall only be finalised subject to the receipt of satisfactory report from the referrals. If a candidate is found to have provided false information or have misrepresented any information or have not disclosed any material facts in his or her application, it shall be deemed to be sufficient grounds for St John to reject the candidate.

3.5.7 Background Verification by Security Officer [if required]

HR shall submit the personal details and credentials of the candidates such as bio-data form, ration card, Driving License, Voter Card, marks sheets and contact number of referrals to the Admin Department and the admin In-charge shall detail the Security Officer of the Company to visit the residential area of the candidate and would enquire about the candidates in all respects and submit a report back as per the given format. Admin shall forward the report to HR and HR shall ascertain the credibility of the candidate. If there is any doubt or confirmed adverse report about the candidates, the candidates shall be rejected without assigning any reason thereof. For certain more sensitive areas such as Server Room, CCTV Camera Control Room etc. Admin shall be directed to conduct background verification with the help of local Police.

3.5.8 Final Selection

Final selection of a candidate is based on the following.

1. Approval of the Managing Director / Group Head HR
2. Previous Salary records
3. Background verification
4. Notice Period & Date of Joining.

After taking into account of the above factors, candidates are finally selected for the designated posts.

3.5.9 Medical Screening

If the interview panel has an opinion that the candidate needs to undergo any medical examination before offering employment, following should be adhered to:

- (a) The candidate shall be issued a letter stating the details of medical tests that he/she should undergo.
- (b) The candidates are also provided a list of medical diagnostic centres that are chosen by the Company.
- (c) The results of the medical tests are collected and are produced to the interview panel.
- (d) Upon submission of the test reports, the costs of the approved medical tests are reimbursed to the candidate.

If the medical report is found satisfactory, the candidate shall be subjected to further process of recruitment.

3.5.10 Offer

Upon successful completion of the final interview, agreed salary package & designation, satisfactory report from the referrals and medical report if applicable, the candidates are offered employment. If a candidate is selected as an Apprentice, the Letter of Apprenticeship is issued to him and Offer Letter is rolled out to the candidates who are selected as Regular Employees. The candidates can either accept or reject the Offer. It is expected that the candidates should intimate the acceptance of our offer letter either through mail or phone. Any clarification including salary details in respect of the offer letter are sorted out over phone or mail and accordingly fresh Offer Letter is issued to the candidates. The date of joining needs to be reassured from the candidate.

3.5.10. Appointment & Joining formalities

- (a) On the day of reporting to the office following documents of the candidate are verified.
 - (i) Original certificates to support their academic qualifications
 - (ii) Experience Certificate if applicable
 - (iii) Original payslips for the last three months.

- (iv) Relieving Order from previous company

- (b) HR shall provide the following Documents Kit as a part of joining formalities.
 - (i) Joining Form / Post employment Information Form
 - (ii) Family details Form
 - (iii) Employee ID requisition form
 - (iv) Non disclosure undertaking
 - (v) PF forms
 - (vi) Application form for bank salary account opening

- (c) The candidate is required to submit photocopies of the following documents on the date of joining
 - (i) Photo copies of Academic Qualifications.
 - (ii) Passport size photographs for file and ID card
 - (iii) Service certificate, salary certificate and relieving order from the previous employer.
 - (iv) Documentary proof for the date of birth.
 - (v) Duly signed and filled up copies of the documents given in the Joining Document Kit.

- (d) The candidate is required to sign an Employer–Employee contract, as applicable.
- (e) The candidate is required to sign a Non-Disclosure Agreement [NDA] if required.

- (f) Once the candidate submits all the above documents, he is issued the formal Appointment Letter.

- (g) The above joining formalities are the responsibility of the HR dept in case of employees joining at Tuticorin. In respect of the employees joining at other branches, these formalities will be completed by either the Head of the respective Branch Office or any other staff designated for the purpose.

3.5.11. Service Level Agreement

- (a) Certain categories of employees may be required to execute a service level agreement as a pre-requisite at the time of appointment. Such employees have to work for the company for a minimum period as specified in the agreement.

- (b) If an employee who has executed the service agreement wishes to foreclose during probation, he/she has to repay the salary to the company actually earned

by him/her during the said period of service or three months stipend whichever is higher.

- (c) If the Trainee / Probationer/ Employee who has executed the aforesaid service agreement, voluntarily resigns or continues to be in absence without proper intimation, during training /probation or after training but within three years from the date of joining the service, he/she agrees to pay to the employer the cost of training i.e a sum of ` 1,00,000 rendered to him/her as specified in the agreement **within 10 days** from the date of voluntary resignation or absence.

3.5 On-Board

On their first day of employment, new recruits shall report to HR if their placement is at Tuticorin, otherwise they shall report to their respective reporting authority at the particular location to complete the induction formalities. New employees will also be invited to attend a Staff Orientation Program conducted by the Human Resources Department to help them better understand the mission, objectives and organization structure of St John Group as well as its rules, regulations, and code of conduct.

The Divisional/Location head would carry out the following responsibilities on the day the new employee joins:

- (a) Introduce the new employee to the divisional team and other employees
- (b) Ensure provision of work station and stationery requirements including business cards
- (c) Implement the prepared on-the-job induction plan
- (d) Explain the Job Description
- (e) Identify inputs needed and work out action plans
- (g) Ensure that documents listed in the Joining Checklist are completed and sent to the HR

3.6.1 Assets Requirements

HR Department shall ensure that the requisite assets for the new Employees are well in place on the day of joining.

- (a) HR department shall create an Employee Number for each employee on his/her arrival and the same shall be forwarded to IT department for providing email ID and also the right to have access into the HR package.

(b) On acceptance of the offer by the candidate, the HR department shall reiterate the Admin/IT Department for procurement of the assets requested as stated in PHR.

(c) If the employee is in the cadre of the Assistant Manager and above, he/she shall be given 3 sets of uniforms immediately after joining. However, uniforms for others shall be given after confirmation.

(d) Identity Card shall be provided to the employees within one week from the date of submission of the requisite application form.

(e) Admin/IT Department shall provide the assets as per the entitlements and the employee concerned should acknowledge receipt of the items.

4. CATEGORIES OF EMPLOYEES

Following shall be the categories of employees in which each employee of SJG shall be accommodated for determining his/her employment status and benefit eligibility.

4.1 Regular Employees

(a) Regular employees are those who are scheduled to work full time at SJG on a relatively permanent basis.

(b) Such employees are eligible for the SJG benefits package subject to the terms and conditions and limitations of each benefit program.

4.2 Probationers

(a) Probationers are those whose performance is being evaluated to determine whether further employment as a regular employee with SJG is appropriate.

(b) All employees who are engaged in sales / marketing associated activities are required to undergo a probationary period of three months, and for others, the probationary period is set to be six months.

(c) Upon successful completion of the probation period and also based on the recommendation of the department Head, such probationers shall be notified of their confirmation into regular appointment.

(d) During the initial or extended probationary period, a probationer can be either terminated or get relieved on resignation, on a month notice. However it is at the discretion of the employer to relieve the probationer before observing the one month notice period.

(e) If the Reporting Authority considers that the performance or the working attitude is not satisfactory, the employee will be subjected undergo an extended probationary period normally for another three months to six months.

(f) Employees who perform unsatisfactorily or assessed unsuitable for the job may be terminated at any time in accordance with the policy.

(g) If confirmation of the employment is not communicated to the employee in writing, it is understood that the probationary period is extended by default.

(h) Probationers may not be eligible for certain employee benefits.

4.3. Trainees / Apprentices

- (a) Apprentices are those who are hired to temporarily supplement the work force.
- (b) The Training / Apprenticeship would be for a limited time period of one year. However it can be extended up to three years.
- (c) Upon completion of the Training / Apprenticeship, these employees may or may not be absorbed as permanent employees.
- (d) Such entities may be considered for regular appointment based on the appraisal report of the Departmental Heads and also depends on the availability of the suitable vacancy.
- (e) The Apprenticeship / Training may be terminated even before completion of one year period if the assignment for which he / she works with cease to exist.

4.4 Retainers

- (a) The company may under special circumstances and at its sole discretion, offer an employee a further period of employment beyond the age of Fifty Eight (58) years (age of superannuation) subject to the employee being certified medically fit by the Doctor authorized by the Company.
- (b) The status of such re-employment shall be Retainer which can be on either 6 months (or) one year basis. Such employee may not enjoy all the benefits normally accorded to permanent employees. They shall be paid a fixed Retainer Fee, which may or may not be revised.
- (c) All the rules & regulations of the company that are applicable to permanent employees shall apply to the Retainers also.
- (d) Based on the fitness of the Retainer and at its sole discretion of the company, the retainer-ship may be renewed..

4.5 Consultants

- (a) Consultants are those who facilitate organizational change and/or provide subject matter expertise on technical, functional and business topics during development or implementation.
- (b) If the services of consultants are utilized in full time basis, they may also be appointed as Retainers for a fixed period.

5. EMPLOYEE RECORD MAINTENANCE AND AMENDMENTS

5.1 Employee File creation

(a) After completion of the joining formalities by the employee, Document in-charge of the HR department shall open a separate file for the employee.

(b) The employee personal file indexed on the employee number shall contain the following records

- (i) Employee Application form
- (ii) Interview Appraisal form
- (iii) Medical test results if applicable
- (iv) Reference Check details
- (v) Offer letter
- (vi) Employee acceptance letter
- (vii) Appointment letter
- (viii) Certificates associated with Qualifications & Experience
- (ix) Relieving Order from previous company
- (x) Documents associated with salary details form previous company

(c) A serially controlled Payroll updation form is sent to the Finance Depart giving details of the new employee and requesting addition to Payroll from the subsequent month. The Finance department advises the relevant Branch Accountants for inclusion in branch payroll.

(d) The leave entitlements for the employee are calculated and are credited to the employee's leave account. The leave entitlements are pro rated for the calendar year based on the date of joining.

(e) The above records need to be maintained under lock and key with specific restricted access protocols.

(f) The above details are also fed in data base and kept in a computer for ready reference.

5.2 Amendments to Employee File

5.2.1 Amendments during Promotions, Increments, Transfers, Resignations & Terminations

Following documents need to be added into the personal folder of the employee as and when required.

- (a) Transfer Letter
- (b) Promotion letter
- (c) Copy of the mail stating the approval of either COMD or VP HR for promotion / transfer.
- (d) Letter of appreciation
- (e) Letter of warning
- (f) Letter for increment & and its associated approval mail copy
- (g) Letter of pay revision
- (h) Letter of resignation
- (i) Letter of F&F settlement
- (j) Duly filled Exit interview Form
- (k) Copy of any other certificates, documents or letters issued to the candidate as and when required.

5.2.2 Amendments – Others

- (a) The following changes are made in the employee files based on the requests initiated by the respective employee after verifying the documents to substantiate his/her request.
 - (i) Address
 - (ii) Educational qualifications
 - (iii) Family details
 - (iv) Change in nomination for employee benefits
 - (v) Bank account details

- (b) Copy of the request application made by the employee for any changes as stated in (a) along with documents proof has to be filed into the personal folder.

6. CODE OF CONDUCT

6.1 Use of E-mail & Internet

(a) Employees can have access to Internet and Email when necessary to serve our customers and conduct the Company's business.

(b) Use of the Internet must not disrupt operation of the Company computer network. Use of the Internet must not interfere with an employee's productivity. Employees are responsible for using the Internet in a manner that is safe, effective, ethical and lawful.

(c) Employees should not use the Internet for purposes that are not related to Company's business, illegal, unethical, inappropriate for the Company's setting, harmful to the Company or nonproductive. Examples of unacceptable use are:

- (i) Creation and exchange of advertisements, solicitations, chain letters and other unofficial unsolicited emails.
- (ii) Creation and exchange of information in violation of any laws including copyright laws.
- (iii) Misrepresentation of the identity of the sender of an email.
- (iv) Use or attempt to use the email accounts of others without their permission.
- (v) Sending any information to many users other than the Department concerned without HR permission.
- (vi) Broadcasting Email i.e. sending the same message to many recipients.
- (vii) Conducting personal business using Company's resources,
- (viii) Transmitting any content that is fraudulent, harassing, profane, obscene, intimidating, defamatory, antinational, unlawful or inappropriate.
- (ix) Participating in Internet "Chat Rooms"
- (x) Any unauthorized exchange of proprietary information or any other privileged, confidential sensitive information.

(d) The responsibilities of employees who use the Internet or Email shall be as follows:

- (i) The employees should be responsible for the content of all text, audio or images that he / she places or sends over the Internet and should not illegally transmit or receive the same. All communications should have the employee's name attached.
 - (ii) The employees should know and abide by all applicable policies dealing with security and confidentiality of records.
 - (iii) The employees should not knowingly introduce computer virus into Company's computers /laptops.
 - (iv) The employees should run a virus scan on any external files received on diskettes or CDs.
 - (v) Any employee suspects that his / her computer / laptop has been infected by virus should immediately log off the network and inform the (IT) Team.
 - (vi) The employees should not disable the automated anti virus download scan.
 - (vii) The employees should not transmit copyrighted materials without copyright owner's permission.
 - (viii) The employees should not copy, transfer, rename, add or delete information or programs belonging to others unless given express permission to do so by the owner. Failure to observe copyright or license agreements may result in disciplinary action by the Company and / or legal action by the copyright owner.
- (e) All messages created, sent or retrieved over the Internet are the property of the Company though it may be regarded as public information. The company reserves the right to access the contents of any messages sent over its facilities or using its equipment, if the company believes, in its sole discretion, that it has a business reason to do so.
- (f) All communications, including text and images, may be disclosed to law enforcement authorities or any other third parties without prior consent of the sender or the receiver.
- (g) Email messages should be short, concise and to the point in non-cryptic language.
- (h) Email copies should only be on a 'need to know' basis and never on a 'nice to know' basis. Users should be discrete while marking copies or when using the "Reply All" option.

User should ascertain the need of copying to a particular official before doing so". This is to avoid copying email communications to many IDs, even though the subject does not necessitate their attention, thus wasting the productive time of the receiver and access of such mails leads to unnecessary broadband traffic too.

(i) Email system is backed up on a regular basis as a way of recovering from a system failure / crash/ loss impacting the messaging system. However, the request for recovery by a user shall be entertained only under very special circumstances as deemed logical by the Administrator of the system. Hence each email user is responsible for backing up individual messages and folders as appropriate.

(j) To ensure compliance with the above policy, the company reserves the right to monitor computer and email usage by the employees.

6.2 Access Codes & Passwords

(a) The confidentiality and integrity of data stored on company computer systems must be protected by access controls to ensure that only authorized employees have access. This access shall be restricted to only those capabilities that are appropriate to each employee's job duties.

(b) Employees must take every precaution to protect their network logon information.

(c) The employees shall be responsible for all computer transactions that are made with his / her user id and password.

(d) The employees shall not disclose or share their password with others. Passwords must be changed immediately if it is suspected others may know it.

(e) Passwords shall not be recorded or stored where they may be easily obtained.

(f) Passwords shall not be stored on shared drives or the local drive.

(g) Passwords should never be communicated over the Internet and / or Email.

(h) The employees should use passwords that will not be easily guessed by others and the password should be changed once in 30 days.

- (i) The employees should lock computers at all times when away from their desks. Windows users must use the “lock computer” function or use a screen saver with password protection enabled and “wait minutes” equal to 10 minutes or less.

6.3. Telephone Etiquette

- (a) Company’s telephones are intended for serving our customers and in conducting the Company’s business.
- (b) Personal use of these telephones is not permitted, however local call is permitted for extreme emergencies. Any such personal telephone calls should be kept brief to avoid congestion on the telephone lines.
- (c) To avoid any misunderstanding, employees are requested to inform their family members and friends to limit making personal telephone calls to company telephone lines during business hours.
- (d) Employees should be aware that company image is at stake if telephone etiquette is not up to the mark.
- (e) Employees must be aware of the features and benefits of the system and how these can be utilized for a high quality of customer service.
- (f) All calls must be answered within 3 rings with appropriate greetings
- (g) Employees should keep their conversations brief, business-like and at a volume that does not disturb their colleagues
- (h) Employees should promptly act on telephonic requests or instructions whether from customers, suppliers or other colleagues
- (i) Employees should ensure that messages that they take on behalf of their colleagues are communicated to them promptly

6.4. Non Competition and Exclusivity

- (a) During the course of their employment with SJG or any of its associated companies, employees are not allowed to carry on any private consultancy and / or accept any outside work or employment from any other individual / organization.
- (b) Employees are expressly prohibited from proposing to and /or engaging and /or finalizing any or all business arrangements on behalf of the company with any of

their relatives and friends without prior written intimation and written consent of competent and approving authorities of the company.

(c) Employees shall always maintain confidentiality of all technical, procedural, organizational, managerial, academic and other important matters and also the course materials, software, etc. which are vital for the business interests of SJG or its associate companies.

(d) Employees who do not comply with any of the above will be subject to disciplinary action, including termination of employment and legal action.

(e) Employees should dedicate the whole work day to execute the tasks assigned to them by the organization

(f) External activities which are detrimental to performance at work may not be pursued

6.5. Communication Norms

All employees should comply with following communication norms:

(a) Present a professional and businesslike approach/attitude in all kinds of communication either internally or externally.

(b) Minimise legal and financial exposure of the organisation and avoid placing the organization in an embarrassing position

(c) Appropriate protocol should be exercised when communicating to any ranks in the organization.

(d) Employees should not give any internal letters, memos, reports, etc to any external parties without the explicit approval of the respective Heads.

(e) Employees should be professional and businesslike in their dealings with customers and with each other.

6.6. Information Management Norms

Respective HODs are responsible for ensuring that:-

(a) All policies, procedures and process manuals are interpreted and communicated to their team members.

- (b) All employees have access to the policies at times and that they have read/understood the policies and are implementing them correctly
- (c) All policy updates issued by the HR must be made aware to all employees.
- (d) Employees must provide regular feedback to their respective Heads in the event of a persistent problem.
- (e) Plans are in place to handle the job of the employee going on leave prior to his proceeding on leave. The employee concerned should provide a list of outstanding issues to the respective Head prior to proceeding on leave so that pre-emptive action could be taken on important issues and the business could carry on smoothly

6.7. Company Assets

- (a) Employees have a responsibility to protect the Company's assets that are directly under their respective control from theft, misuse and damage.
- (b) Employees must exercise adequate care and follow all operating instructions, maintenance guidelines and safety standards while handling company assets.
- (c) Company equipment should not be used for non-Company business.
- (d) Any suspected incident of theft or fraud should immediately be reported to the immediate superiors for further action. If a high value item is lost outside office, a complaint has to be lodged with the nearest police station with a prior intimation to the Admin department.
- (e) The assets issued to the employees are the property of the Company and the employee will not have any right or interest in the given asset except using such asset during employment with the company or till such duration as may be decided by the company
- (f) The Company has the right to withdraw the assets from the employee at any time it deems fit whatsoever the reason may be.
- (g) Employee should not mortgage / lien or creates any charges / encumbrances on the said asset under any circumstances.
- (h) In case of the loss of the asset- be it on, or off Company Premises, due to negligence of the employee- user, the company will recover the cost of the asset

from the employee- user. It is the company's discretion to impose further penalties on account of loss of sensitive company information.

(i) In the event of any loss/ damage to the asset, employee should provide all necessary information and assistance to SJFSL for enabling the Company to claim the insurance amount from the Insurance Company.

(j) Employee assets are subject to random audit by the Company , in order to check the physical presence as well as the functional usability of the asset.

(k) Any difference/ dispute arising out of or in connection with the use of the asset or the terms and conditions of this agreement, the same will be referred to the Head – Administration for decision on the matter.

(l) In case of employee leaving the employment or terminated for any reason, he or she shall hand over the asset to the Company good condition failing which The Company is authorized to take appropriate action to recover either asset or the cost of the asset.

6.8 Visitors in the Workplace

(a) Employees are discouraged from inviting personal visitors to the office

(b) All official visitors are to be directed / escorted through the main reception / security area, and they are to be made sign-in, and sign-out at the front desk.

(c) The personal visitors, if any, are restricted to enter into the work premises. Employees must meet the visitors at reception.

(d) Overnight stay of visitors in the office premises is normally prohibited. If such overnight stay is warranted, prior permission will have to be sought from the Head - Admin.

6.9 Safety and Security Standards

(a) Employees are required to extend full cooperation in ensuring a high level of security in the work premises. Any suspicious incidents have to be immediately reported to superiors.

(b) Cabinets and draws should be locked up after office hours. Employees should cooperate for the security inspection during entry and exit.

- (c) It is mandatory for employees to declare any official material that they are bringing into or taking out of the office to the security personnel and also to the reporting authority. Gate passes need to be obtained for such movements and they have to be recorded in the relevant Register.
- (d) Power supply to the computers and other equipments should be switched off when not in use.
- (e) Work area / desk must be kept clean and cleared of all papers before leaving. Important papers, not intended for future reference, should not be dumped in the dustbin and must be shredded.
- (f) It is the responsibility of the employees to safeguard their personal belongings. The Company will not be held responsible for the theft or loss for their personal belongings.
- (g) Smoking is strictly prohibited at all company premises.
- (h) Host employees should take the initiative to advise their guests and visitors not to smoke within the company premises.
- (i) Noncompliance to this policy shall result in severe disciplinary action.

6.10 Gratification Policy

- (a) Employees are also prohibited from receiving any form of kickback, bribe, substantial gift or special consideration (either themselves or through their relatives) as a result of any transaction or business dealing involving SJG. Any offer of such payments from suppliers, customers or any outsiders should also be immediately reported to their respective higher authorities.
- (b) Employee may not approach colleagues for contributions or for support of non-business related issues within the company premises.

7. EMPLOYEE RELATIONS

7.1 Employee Relations and Working Environment

- (a) Employee relations are of prime importance in our organization.
- (b) Professionalism and objectivity are the strong foundations on which our open and informal work environment has evolved.
- (c) Our Company's compensation and benefits are evolved with principles of fairness and market competitiveness in mind.
- (d) We ensure pro-activity and responsiveness in the organization, by encouraging feedback on different aspects of work, culture, climate and services.
- (e) The feedback is then translated into several action plans and implemented on an ongoing basis.
- (f) The company shall always demonstrate its commitment to employees by responding effectively to employee concerns and by creating an open and positive work environment.

7.2 Equal Opportunity Employer

- (a) SJG is an Equal Opportunity Employer.
- (b) In order to provide equal employment and advancement opportunities to all individuals, employment decisions at SJG will be based on merit, qualifications, and abilities.
- (c) SJG does not discriminate in employment opportunities or practices because of religion, sex, national origin, age or disability.
- (d) This policy governs all aspects of employment including selection, job assignment, compensation, discipline, termination and access to benefits and training.
- (e) Employees can raise concerns and make reports without any restrictions.
- (f) Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

7.3 Employee Grievances

- (a) Under normal working conditions, employees who have a job-related problem, question, complaint or grievance should first discuss it with their department

head. At this level, employees usually reach the simplest, quickest, and most satisfactory solution.

(b) If the employee and supervisor don't solve the problem, SJG encourages employees to contact the HR department.

7.4 Employee Communications

(a) Staff circulars through email provide employees access to important information and announcements.

(b) The employees are responsible for reading necessary information communicated through staff circulars sent via intranet / email.

7.5 Employee Suggestions

(a) All employees are encouraged to come up with suggestions in areas such as cost reduction, process improvements, enhanced customer services, work place safety etc.

(b) The suggestion should contain a brief description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reason why it should be implemented.

(c) All suggestions should be submitted to the HR department and after review they will be forwarded to the Management.

(d) Employees will soon be notified of the acceptance or rejection of their suggestion.

(e) Special recognition may be given to employees who submit a suggestion that is implemented.

8. EMPLOYMENT POLICIES

8.1 Dress Code

- (a) It is the policy of the Company that each employee's dress, grooming and personal hygiene should be appropriate to the work situation.
- (b) Employees are expected at all times to present a professional, business like image to customers, prospects and the public. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted.
- (c) Uniform is to be worn by all the employees at all times when on duty.
- (d) All managerial staffs are eligible for three sets of uniform on joining and other staffs are eligible for uniforms on confirmation after completion of their probation period. Uniforms may also be issued to non-managerial staff during probation based on functional requirement.
- (e) The above staffs are subsequently eligible for two sets of uniform every year which will be issued in the month of April. The stitching charges for the uniform will be reimbursed by the company at Rs.300/- per set of uniform for metros and Rs.250 per set of uniform for other cities.
- (f) The company reserves the right to alter the uniform material and pattern and entitlement.
- (g) Male employees are required to wear formal shirts and trousers during office hours.
- (h) Female employees can opt their choice of dressing either saree /formal shirt and trousers or salwar kameez as their office attire (uniform).
- (i) Hair should be groomed tidily.
- (j) Sideburns, moustaches and beards should be neatly trimmed.
- (k) Employees should not wear suggestive attire, athletic clothing, shorts, sandals, T-shirts, novelty buttons and similar items of casual attire that do not present a businesslike appearance.
- (l) On Saturdays, the employees are allowed to dress in a more casual fashion than is normally required. On these occasions, employees are still expected to present a neat appearance and are not permitted to wear ripped clothing, athletic wear or similar inappropriate clothing. Smart casuals are allowed during weekends. The Saturday dressing is not applicable to employees who deal with external customers directly.

8.2 Attendance

All employees are responsible for accurately recording their respective entry and exit time including lunch breaks / official outside visits / field work through Biometric Attendance recording system. Accurate time records are necessary for calculation of employees' pay and benefits, for performance appraisal based on punctual attendance, and also for legal compliance if any.

8.2.1 Office Timings

Location	Week Days			Saturdays	
	In	Lunch	Out	In	Out
Corporate office & all Pan India branches	9.00 am	1 to 1.30 pm	5.30 pm	9 .00 am	1:00 pm
Wharf office (Tuticorin)	9.30 am	1 to 1.30 pm	6.00 pm	9.30 am	1.30 pm
CFS (Tuticorin) Container Yard / Timber/ HE/ Divisions in Tuticorin	9.15 am	1 to 1:30 pm	6 pm	9.15 am	1.00 pm
HV division	9.10 am	1 to 1:30 pm	6 pm	9.10 am	1 pm

8.2.2 Late coming

- (a) **5 minutes grace Time** is allowed over and above the designated "IN" time.
- (b) **If the punching is between 6th minute to 15 minutes (For example 09.06 am to 09.15 am), it is permitted for 5 occasions in a month.** More than 5 times, for each punching between these timings, will be counted for half a day leave. The system will by default cut the leave.
- (c) Staff cannot apply permission or on duty for their punching between 9.06 am to 9.15 am

8.2.3 Permission

- (a) Permission of 3 hours in total per month is permitted on three occasions – each one hour in an occasion.
- (b) **If ANY** punching is within one hour after the fixed "IN" or before the fixed "EXIT" time , provided it is not applied and approved by HODs as "On Duty". the first three occasions will be counted against eligible three hours permissions of that particular month. After three occasions, half a day will be deducted by default. In these cases staff need not apply online permission.

(c) In case the staff wishes to avail this Permission between 10 and 4.30 pm, they should apply in the HR package and get the approval of their HOD to regularize this break.

8.2.4 Single Punching

Employees are required to punch both in and out, whenever they are IN as well as OUT. Any single punching is observed, either in the morning or in the evening, if not regularized with appropriate online attendance will automatically be counted as half a day leave deduction.

(a) **If the machine is not working/power failure**, the respective Head should immediately intimate HR through mail [hrattendance@stjohntrack.com] before 13.00 hrs and subsequently it should be applied in the option that is provided in the HR package for HR approval.

(b) **If the finger print is not recognized**, the individual needs to intimate HR through his/her respective Heads and HR shall provide Attendance Card to the staff concerned. However, the individual's attendance shall be regularized through the option as mentioned under (a) till the staff gets the Card from HR.

(c) No other reasons such as '**forgot to punch**', '**missed punching**', etc. shall be entertained for regularization. Any such default in the attendance would automatically be counted as 'single punching' which would lead to full day leave cut as per attendance norms.

8.2.5 Irregular Punching

(a) Any irregular punching due to official duties or personal reasons beyond above timings (i.e after 10 am and before 4.30 pm) which does not come under the above late-coming, permission, and single punching clauses, the gap hours need to be regularized with appropriate OD or permission.

(b) There should not be any gap without appropriate regularization between official IN and OUT, and any such gap if not regularized with appropriate application will be counted towards default auto cut of half a day leave.

8.2.6 Absence

(a) Any absence, observed in the attendance without due regularization either as OD or personal leave, will be counted as LOP.

(b) Any absence for which leave applied and not approved by the reporting authority at the time of payroll process will also be counted as LOP

8.2.7 Leave

(a) It is mandatory for the employees to get the online approval from their reporting authority **before proceeding on any leave.**

(b) HODs are expected not to allow oral leave permissions and later approval for regularizations except for emergencies.

(c) Any unapproved / un-regularized absence of staff in the online attendance will be treated as LOP and not against their eligible leave.

(d) For field Assistant / driver level staffs or staffs working at client site who do not have system access, the officiated leave handler in their division will be given rights to update their leave with appropriate approval of the respective HOD. The applicability will be decided by HR and accordingly rights will be configured in the online portal. Rest everyone should do their online applications/ regularizations through their personal login and password as provided by HR.

(e) Auto-cut of leave as mentioned above for late, single punching, irregular punching will initially be debited from the eligible CL, then PL and subsequently SL. On exhaust of eligible leave, it will be counted as LOP

8.2.8 On-duty

If a staff goes for sales calls or undertake any official duty that needs to be performed outside the office, should apply on-duty at the HR Package either before commencing the on-duty or within 07 working days after completion of the on-duty. For instance, if it is a client call, the details like client name, place, contact person, purpose and duration are to be mentioned while applying through package. Respective HOD needs to approve the on-duty at the package for regularization. If the HOD doesn't approve, the on-duty shall result in to LOP.

8.2.9 Compensatory Off

if a staff works on holidays for 2 to 4 hours, he can avail half a day C-off but if he works for 4 to 8 hours, he can avail full day C-Off. Whereas, if he works less than 2 hours, C-OFF cannot be availed

8.2.10 Shift

(a) Staffs like customs going, fumigation Field Assistants & operation staff whose timings do not align with regular office timings will be assigned under "Shift " Category.

(b) The rule of auto deduction of leave applicable for late comings, single punching, irregular punching will not apply to those under Shift category.

(c) When the punching is not completely available for the particular day, and if not regularized as leave or OD, the same will be counted for LOP. This applicability will be decided by HR as per the justification /recommendations of HOD.

8.2.11 General

(a) When the attendance regularizations are accumulated, neither the HOD would have sufficient time to look into the genuinity of the application nor the staff could remember the actual reasons for the attendance gap. Hence the deadline is **weekly closing that is every Monday**.

(b) The OD / leave application for the particular day of absence will be open for submission within 7 days from the last date of absence.

(c) If the absence is not regularized within 7 days, the system will block the HR form for submission for the user. If it is blocked, the data as it is will be counted for payroll which could lead to Leave Cut / LOP based on attendance norms.

(d) HODs are requested to go through each online requests of their subordinates for OD /attendance and **approve with due diligence**. The approval of ODs /attendance is **subject to audit by HR**. The requests for OD/ attendance should have specific reasons for example if it is client meeting – client name and purpose of visit.

(e) The information on individual staff's any late attendance, early going, irregular punching or single punching which will result in default 'Auto Leave cut'; are regularly being updated and displayed at the Staff information link in HR module. In addition regular system alerts on the above are being sent to their reporting authorities on a day today basis. At the end of the month consolidated alert is also being forwarded to respective HOD.

(f) On staff's personal logging-in at HR module, staff can click **staff information link and then click the respective links available under Punching section**. The staff are requested to browse this section on a regular basis and regularize their attendance accordingly to avoid any leave deduction or salary cut at the payroll since no other specific alert on auto cut will be sent to the individual from System / HR

(g) It is mandatory that all employees from junior level to senior management level are required to store their finger print for attendance and record their attendance.

(h) All employees are expected to maintain punctuality in attending and leaving the office. All the Branch /Divisional Heads/ are, therefore, directed to strictly adhere to the office timings themselves and also ensure that the staff working under them are punctual in attending office. This is essential in the interest of maintaining office decorum and discipline.

(i) Slackness in punctuality is against office discipline and should be discouraged at all levels. All Divisional/Sectional Heads are expected to pay proper attention to this aspect in order to ensure maintenance of punctuality in the office. All Employees must punch out for lunch periods as they leave their workstation and punch back in when they resume work.

(j) All Divisional and branch Heads are requested to **educate their staff on the above** and ensure strict compliance of the above instructions by the Staff of their Division/Section.

8.2.12 Lunch Periods

(a) Employees are allowed to observe half-an-hour lunch break from 12:30 P.M. to 2 p.m. on a staggered schedule. Ladies are to compulsorily observe their lunch break between 12:30 P.M and 1:00 P.M

(b) Employees are to have their lunch in the office dining hall only.

8.2.13 Break Periods

(a) If employees have any unexpected personal demands to take care of, they must notify the same to their immediate superior.

(b) Such break periods should not exceed three hours in a month.

(c) No break period shall be granted along with half a day leave.

(d) No break is authorized other than these three hours break in a month for personal purpose.

8.2.14 Rest Days

(a) The rest days are generally Sundays and second half of Saturdays for who are working in normal working hours.

(b) For employees on shift work, rest days will be in accordance with the shift schedules arranged by their respective supervisors.

(c) In case of any urgent business needs, employees may be required to work on their rest days that may be compensated with any other working days if needed.

8.2.15 Public Holidays

(a) Employees are granted paid public holidays and the list of holidays shall be circulated to all the employees at the beginning of each calendar year.

(b) The list would be a reflective of the local customs and holidays prevalent at locations and government declarations.

(c) Employees may be asked to work on holidays subject to the exigencies of work. They will be compensated by time-off on other working days.

(d) The total number of festival holidays to be observed every calendar year shall not be more than 10.

8.2.16 Emergency Closing

(a) Work premises may be closed during emergencies such as severe weather, fire, persistent power shutdown etc.

(b) The time off from work, during such emergency conditions when the work premises are closed, will not be considered as leave.

8.3 Overtime Policy

(a) The company does not encourage any overtime work.

(b) The employees should get prior permission from the immediate superior to work after their routine working hours or on Holidays.

(c) If employees work beyond 9.00 p.m. on any important assignment, they are eligible for dinner reimbursement according to their grade and after submitting supporting bill.

(d) Staff who work on the field / operations are eligible for batta as specified to that category if they continue their shift or work beyond office hours. This does not apply to the managerial level staff.

8.4 Non Disclosure and Confidentiality

(a) Employees shall always maintain confidentiality of all technical, procedural, organizational, managerial, academic or any other important matters, course

materials, software, etc. which are vital for the business interests of SJG or its associate companies.

(b) All such information relating to SJG, its subsidiaries, clients, agents or customers should not be made use or revealed to any third party without the company's express consent in writing.

(c) Employees should not divulge or utilise, except in the furtherance of the organisation's business, any confidential information that comes to their knowledge in the course of their employment with the organisation or its associates. The responsibility for keeping such information secret applies not only to the period of employment but also thereafter.

(d) At times it may become difficult whether information an employee learns is confidential or publicly known. As a condition of employment, employees are requested to consider work done and information received during the course of employment as confidential.

(e) While employees are free to participate in political debates and have opinions on any matters of public interest and policy, this will remain an absolute private issue to which the company has nothing to do.

8.5 Pay Day

(a) Salary of all employees and associated members will be directly credited into their Savings Bank account before 5th day of succeeding month.

(b) Employees can download their salary slip from the HR package under their personal login.

(c) Stipend for the apprentices / wages for retainers will be paid in cash / cheque through the respective Accounts.

8.6 Employees Files

(a) Personnel files are the property of the company, and access to the information is restricted. Management personnel of the company who have a legitimate reason to review the file are allowed to do so.

(b) Employees may be allowed to review their own files after reasonable advance notice to the HR department and only in the presence of an official from the HR department.

8.7 Leave Policy

The objectives of providing leave benefits by the Company are to release its employees from the pressure of work and to provide them time-off under various circumstances. The leave benefits set out in this Section are applicable to full-time permanent employees. Application for leave is subject to the approval of the HOD of the respective department and in certain cases it must be supported by relevant documents proving the eligibility of the employee to the satisfaction of the Company. Details of the leave policy are set out in the following paragraphs. The policy shall be subject to change from time to time at the discretion of the Company.

8.7.1 Categories of leave

(a) The employees are provided with the following categories of leave:

- (i) Casual Leave
- (ii) Current Privilege Leave
- (iii) Sick Leave
- (iv) Maternity leave

(b) The eligibility criteria and entitlement for the various leave categories are as follows:

Leave category	Eligibility	Entitlement
Casual Leave	For all employees except trainees and probationers.	12 days for every calendar year Apprentices are entitled 1.5 days per month
Current Privilege Leave	For employees who have completed one year of continuous service except Apprentices.	12 days for every calendar year
Sick Leave	For all on-roll employees and retainers. Employees who are covered under ESI Scheme are also eligible for Sick Leave.	12 days for every calendar year
Maternity leave	All female employees who are not covered under the ESI Act.	Maximum of 12 weeks per occasion and any further extension of the leave shall be granted as per the provisions of the Maternity Benefit Act. They

		are granted paid leave. They must intimate their HOD in writing about their postnatal and prenatal leave period well in advance. However, those who are covered under ESI Scheme shall get paid for their maternity leave through ESI only. For such cases the leave thus availed shall be treated as LOP:
Leave without pay	For all employees	As approved by the Management based on emergency needs.

8.7.2 Rules applicable

8.7.2.1 Casual Leave

- (a) Casual Leave cannot be availed for more than two days in a month.
- (b) Casual leave cannot be combined with any other leave.
- (c) Current year entitlement of casual leave cannot be carried forward to the next year.
- (d) Casual Leave cannot be en-cashed.

8.7.2.2 Sick Leave

- (a) Sick leave can be accumulated and carried forward to subsequent years for a maximum of 36 days.
- (b) Any long accumulated sick leave needs to be substantiated with medical documents.
- (c) If an Employee intends to avail Sick Leave more than three days, he or she is required to produce a Doctor’s certificate regarding the nature of the illness.
- (d) An eligible employee may use Sick Leave for absence from work due to his own illness or injury, or that of his child, parent or spouse.
- (e) Sick leave cannot be en-cashed.
- (f) The organization reserves the right to examine the medical fitness of the employee through an authorized medical practitioner.

8.7.2.3 Privilege Leave

- (a) A Staff is eligible for the Privilege Leave only after completion of initial one year of Service.
- (b) The Privilege Leave is bifurcated into **Current Privilege Leave & Accumulated Privilege Leave.**
- (c) At the beginning of every financial year, 12 days PL shall be granted, which the system shall account under the Current Privilege Leave. If the Current Privilege Leave exceeds 24 days, the system shall keep only 24 days under the Current Privilege Leave and the rest shall be shifted to the Accumulated Privilege Leave.
- (d) Under the accumulated Privilege Leave, one can accumulate a maximum of 24 days only.
- (e) The Accumulated Privilege leave can be encashed only at the time of leaving the Service.
- (f) The current Privilege Leave cannot be encashed at all. If there is any current PL left on credit while leaving the service that would get lapsed automatically

8.7.2.4 Maternity Leave

- (a) All female employees who are not covered under the ESI Act, are entitled to maternity leave up to a maximum of 12 weeks (84 days inclusive of weekends and holidays), subject to an overall maximum of 24 weeks, while in service. Of this, maximum of 6 weeks may be availed prenatal.
- (b) Female employees covered under the ESI Act, can avail the maternity benefit through ESI.

8.7.2.5 Marriage Leave

- (a) Employees who plan to get married may be granted a special leave of maximum of three working days for their wedding preparations subject to the following criteria
 - (i) Completion of one year of service
 - (ii) Resumption of duties after the marriage
 - (iii) Only for the first marriage
 - (iv) Application for marriage leave must be supported by his/her wedding invitation.
 - (v) Must be approved by his/her HOD.

8.7.2.6 Special Leave after return from Foreign Travel

- (a) A special leave of 5 days can be granted to an employee at the discretion of the management after an overseas deputation exceeding continuous three months.
- (b) This leave can be taken within one week after coming from the overseas assignment.
- (c) This is a special leave cannot be taken attaching to any other type of leaves Earned, Casual and Sick leaves.

8.7.2.7 General

- (a) It shall be considered as a full day leave if an Employee works less than four hours on a working day.
- (b) It shall be considered as half a day leave if an employee works between 4 and 6 hours on a working day.
- (c) Bridging of leave with holidays and weekly offs is not permitted.
- (d) Any leave taken in excess of the entitlements will be taken as leave without pay.
- (e) Sanction of leave is subject to business needs and the organization reserves the right to withhold the leave based on business exigencies.
- (f) While on long leave, intervening holidays and weekly-offs will be counted as leave.

8.7.3. Procedure for availing leave

- (a) Prior sanction from the Head of the Department is essential for taking leave.
- (b) All leaves must be applied through online HR package only.
- (c) Once the leave is applied, it should not be taken into account that the leave is granted unless it is approved by the respective HOD.
- (d) If prior sanction is not possible due to emergency, telephonic approval has to be obtained as soon as possible and it should be followed up with the procedure given for online sanction, on return from the leave.

- (e) The online leave module automatically updates the leave balance (if the leave is sanctioned) and details of the leave application are updated in the employee's personal leave database.
- (f) At the end of the month, HR department shall activate the package to create a consolidated list of Leave without Pay and the same is linked to the pay roll database which is accessed by Finance Department for necessary deductions in payroll processing.
- (g) All leave must be applied through package either before commencement of the leave or within 07 days after completion of leave.
- (h) If the leave is not applied through the package within stipulated time period, the leave shall not be applied through package as the system automatically locks the attendance for the particular period. Hence, the system shall account the leave days as 'absent' and accordingly LOP shall take in to effect after salary process.
- (i) If the leave is applied on time but his/her HOD doesn't approve the leave at the package before 25th of every month, LOP shall take into effect for the leave days.

8.7.4 Up-dation of leave records

- (a) All leave entitlements will be calculated based on the financial year and .the same will be credited to the employee's leave database automatically at the beginning of the financial year.
- (b) All leave sanctioned through online are automatically updated in the HR leave module and in the leave account of the respective employee.
- (c) Unavailed Casual Leave shall be automatically removed from the entitlement when next year entitlement is accounted.
- (d) Sick Leave if accumulated more than 36 days on credit shall be automatically removed by the system from the entitlement.

9. TRAVEL POLICY

9.1 Travel within India

9.1.1 Approval for Travel

- (a) Due to business exigencies, the employees are expected to travel to different parts of the country.
- (b) All such travel plans must be pre-approved by the Functional Head.
- (c) In case of senior / top management reporting to the Managing Director must get the travel plan approved by the COMD.
- (d) Air travel can be undertaken only with the prior approval of the Managing Director.
- (e) All Air travel will be allowed only in Economy class.
- (f) Mode of Travel shall be determined by the Functional Head based on the necessity.
- (g) Air Travel on emergency with the approval from HODs shall be permitted only for valid reason however, it should be later ratified by the COMD.
- (h) Travel on company business should only occur when there is a significant value added business that cannot be accomplished through conference calls, video conferencing or web conferencing (e-meetings).
- (i) Travelers must accept the lowest logical airfare for their eligible class of service.
- (j) It is expected that employees will accept to travel by lower class if there is no room available in the eligibility class.
- (k) If the journey is to be undertaken overnight by train and direct train is available then the preferred mode of travel should be Train.

9.1.2 Tickets and Accommodation

- (a) All business travel arrangements for Air, Rail, lodging, car rental must be made through Admin department. Failure to do so could result in expenses not being reimbursed. Making arrangements through any non-designated travel office is strictly prohibited.
- (b) In case of immediate / short-notice programmes, Branch can book train / bus tickets through local source with an intimation to the Admin Travel Desk.

(c) Copy of the travel approved travel plan must be submitted well in advance to the Admin department for ticket and accommodation bookings.

(d) In case of any change in the scheduled travel programme, intimation is to be made to the Admin travel desk immediately.

(e) Charges incurred due to failure on the individual part to cancel the travel arrangements on time will have to be borne by the individual concerned.

9.1.3 Travel Advance

(a) On approval of travel plans, employees can draw a travel advance for the travel depending on the category of employees.

(b) The advance may be drawn from the Accounts department by submitting a written request for the same.

(b) No new advance will be given unless the outstanding advance is settled.

9.1.4 Settlement of Travel Expenses

(a) A detailed travel expenses statement has to be submitted by the employee to the respective Finance department after the approval of the Functional Head & Admin Head in the prescribed format within three days of completion of travel.

(b) The Finance Department in turn will verify the eligibility criteria and settle the claim.

(c) All travel expenses claim must be accompanied with actual ticket, hotel bills and all relevant receipts of meals etc must be attached to the expense claim form.

(d) The travel expenses report is deemed completed if it is duly authorized by the Functional Head and settled by Finance department.

(f) If the employee fails to settle the advance within the stipulated time, company shall offset the outstanding amount with his/her salaries.

(g) Falsifying expense reports to reflect costs not incurred by the employee, may warrant disciplinary action.

9.1.5 Travel Guidelines

(a) These are applicable to all employees who travel on work within the country.

- (b) The duration of travel should be less than 10 days. Travel duration beyond 10 days will be treated as deputation and more than 90 days will be treated as transfer. Each category has different entitlements. However this limitation is subject to operational / business requirements that shall be approved Functional Head.
- (c) For the purpose of eligibility, the cities are classified into two categories viz.
- (i) Category 1: **Main cities** –Bangalore, Pune, Kolkata, Chennai, Coimbatore, Hyderabad, Kochi, Mumbai, Pune, Goa, Gurgaon, Chandigarh, New Delhi, Trivandrum, Ahmedabad, Srinagar,
- (ii) Category 2: **Other cities** – All other towns and cities.
- (d) While traveling on business there is an exposure to accidental / criminal loss and damage to company /personal property in the employee's possession. Accordingly employees are expected to utilize adequate safeguards. If a loss occurs, the incident must immediately be reported to the Head of Department concerned. In the event of a crime, a written complain should be made to the local law enforcement authorities and acknowledgement for the same to be obtained.
- (e) In instances when a business trip is interrupted due to a family emergency, all reasonable expenses incurred to return home are reimbursable.
- (f) If an employee becomes seriously ill or injured while traveling on company business, he / she must report the illness /injury to the Functional Head as soon as possible.
- (g) Employees should contact the Admin Department for guidance and assistance on procedures related to travel arrangements, travel advances, expense report, reimbursement for specific expenses, or any other business travel issues.
- (h) Employees availing Company Guest house for lodging & boarding and also availing food at office on office expenses are not eligible to claim the actual.

9.1.6 Mode of Travel

Position / Grade	Mode of Travel	Class of Travel
AVP & Above	Train or Bus	I AC / AC Bus
AGM to Sr. GM	Train or Bus	II AC/ AC Bus
Asst Manager to Sr Manager	Train or Bus	IIIAC / AC Bus
Executive & Sr. Executive	Train or Bus	Sleeper Class/ Non AC Bus

Assistants	Train or Bus	Sleeper Class/ Non AC Bus
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Note : Fare at actuals may be claimed. In case eligible class of ticket is not available, next higher class or alternate option will be made available. Air Travel can be undertaken only with the prior approval of MD/ED and the air tickets should be attached with the travel claims.

9.1.7 Boarding and Lodging (Stay) Expenses

Position / Grade	Main Cities	Other Cities
AVP & Above	Rs. 3900	Rs. 2750
AGM to Sr. GM	Rs. 3750	Rs. 2500
Sr Manager	Rs. 3250	Rs. 2000
Manager	Rs. 2275	Rs. 1750
Asst Manager to Sr. Dy Manager	Rs. 1750	Rs. 1250
Executives	Rs. 1250	Rs. 1000
Assistants	Rs. 1150	Rs. 950

(a) Actual expenditure would be reimbursed subject to a maximum amount as specified above.

(b) For the purpose of these norms, 4 to 8 hours will constitute half a day and above 8 hours will constitute a full day.

(c) Laundry charges and valet charges can be claimed if the stay is more than three days.

d) AGM & Above may claim actual expenditure on entertaining business associates subject to a maximum limit of Rs.1000/- per occasion. Such expenditure has to be subsequently ratified by the Managing Director.

9.1.8 Meals & Subsistence

(a) If the business trip does not warrant overnight stay, meal / refreshment expenses incurred during the trip is as given

Position / Grade	Main Cities	Other Cities
AVP & Above	Rs. 1000	Rs. 750
AGM to Sr. GM	Rs. 900	Rs. 600
Sr Manager	Rs. 750	Rs. 500
Manager	Rs. 600	Rs. 400

Asst Manager to Sr. Dy Manager	Rs. 500	Rs. 300
Executives	Rs. 350	Rs. 250
Assistants	Rs. 300	Rs. 250

(b) These reimbursements are meant to be claimed for actual expenses incurred on submission of supporting bills.

(c) This option cannot be exercised if the visiting spot is less **25 kilometers** from the office.

(d) The expenses incurred on other than for meals cannot be reimbursed [e.g. alcohol, cigarettes etc.]

(e) The expenses incurred on other colleagues at the destination office shall not be reimbursed.

9.1.9 Flat Allowance

When own arrangements are made for lodging, the following flat allowances are payable.

Position / Grade	Main Cities	Other Cities
AVP & Above	Rs. 1650	Rs. 1300
AGM to Sr. GM	Rs. 1500	Rs. 1250
Sr Manager	Rs. 1300	Rs. 1000
Manager	Rs. 1000	Rs. 750
Asst Manager to Sr. Dy Manager	Rs. 750	Rs. 525
Executives	Rs. 525	Rs. 350
Assistants	Rs. 500	Rs. 325

(a) No separate bills are required.

(b) No separate claims can be made for food or petty expenses.

(c) For the purpose of these norms, 6 to 12 hours will constitute half a day and above 12 hours will constitute a full day.

(d) Charges for telephone calls, fax and similar services incurred for business purposes may be claimed separately.

(e) After 7 days of continuous stay in one location, the following slab will apply for claiming flat allowances

- (i) 8th to 13th day – 75% of entitlement
- (ii) 14th day to 21st day – 50% of entitlement

(f) For stay exceeding **21** days at one location during a single tour, the employee is required to check his entitlement with HOD before traveling.

(g) Senior Managers may claim actual expenditure on entertaining business associates subject to a maximum limit of Rs.1000/- per occasion. Such expenditure has to be subsequently ratified by the Managing Director.

(h) Prior approval of the Managing Director is required for amounts exceeding Rs.1000/- per occasion.

9.1.10 Local Conveyance

(a) Managers and above who are not provided with Company vehicle, are eligible to use company pool four wheelers for official travel within **150 kilo meters** from the office.

(b) If the company pool vehicle is not available, Admin shall organize hired vehicles.

(c) Managers, Assistant Managers, Executives and Assistants will be reimbursed auto fares at actual. Taxi can be engaged by Senior Managers and above whenever it is absolutely essential and bills have to be produced.

(d) The use of rental cars on business trips is only justified when it is more economical than the best local ground transportation alternative, taking safety and travel time into consideration.

(e) For airport and railway station pick up and drops, employees should make use of pre-paid conveyance facilities.

(f) If any employee uses his own conveyance [two wheeler & four wheeler] for official journey, if Company pool vehicle is not available, he will be reimbursed charges for using his own vehicle at the rates prescribed by Admin Department which may be changed time to time. The present rate is as given below.

Rs./ KM	Four Wheeler		Two wheeler
	Diesel	Petrol	Rs. 1.75
	Rs. 2.25	Rs.3.25	

9.2 OVERSEAS TRAVEL

St John Group always expects that the employees who undertake Business Travel to Overseas Countries invariably avail all facilities and privileges that are available as per the Company norms. It is also expected that the travel that is undertaken is duly authorized by the COMD/Director and the travel is successfully accomplished cost effectively. It is also the desire of the Company that the travel is to be undertaken cost effectively with good business practices. This Policy ensures fair and equitable treatment of employees by defining procedures for authorized business travel, applicable allowances and guidelines for expense reimbursements.

9.2.1 General Rules and Guidelines

The following General Rules are applicable to the staff who undertake all kinds of travels to overseas countries.

- (a) The Policy shall cover all the employees who undertake all types of Overseas Travel. The travel involving up to one month period shall be termed as 'Short Term' and beyond one month as 'Long Term' at a single location.
- (b) Travel on Company Business should only occur when there is a significant value added to the Business that cannot be accomplished through conference calls (or) e-meetings.
- (c) In view of the kind of business in which our company is involved, the employees in the Sales and Marketing areas may have to travel to any place in the world for a desired period depending upon the business needs. The employees are expected to take up such assignment if it is essentially required.
- (d) In order to secure visa for the visit to any country, it is mandatory that the employees who are designated should be in possession of Passport with a validity of at least 6 months and the passport should have adequate number of blank pages for stamping up the visas.

- (e) Based on the country which needs to be visited, there are various documents such as Educational Qualification Certificates, Work Experience Certificate, Marriage Certificate, Bank Statements, IT Returns / Form 16 etc may have to be produced.
- (f) All the travel and associated information must be kept confidential unless or otherwise they are required to be disclosed to any staff of the Company or Institution.
- (g) All travel bookings should be done through the Travel Desk of the Company only, unless otherwise approved.
- (h) If any travel is to be undertaken on a specified date in order to attend a pre-determined business meet, the staff designated should not put off the travel date at any cost, unless based on an extreme exigency of a situation
- (i) The Company shall not bear any personal expenditure that is incurred beyond the applicable allowances.
- (j) If a staff gets caught by passport / immigration authorities for any personal documents that are found to be false or forged, or the carriage of objectionable goods, the individual concerned shall be wholly responsible for such lapses.
- (k) If any travel is undertaken without approval of the COMD/Director, the entire expenditure incurred for the travel shall be borne by the individual.
- (l) No travel ticket can be reimbursed if not obtained through Travel Desk (or) obtained without the approval of the COMD / Director.
- (m) If a staff deliberately conceals his medical fitness before commencement of the travel, the Company shall not be responsible for any consequences that arises thereof.
- (n) No personal business (or) commitments shall be clubbed along with Business visits.
- (o) Spouse and Children are not to be taken during Business trip.
- (p) As travel to certain countries requires vaccination / immunization, the staff are required to adhere to such rules, as per the visiting country(s) rules / regulations.

9.2.2 Travel Authorization

(a) If it is known to the employee that he/she has to travel overseas countries, the employee shall obtain approval from the COMD/Director through his/her reporting authority / HOD furnishing the travel details and request for tour advance if any. Those reporting directly to the Director may obtain his approval and those India & Overseas heads reporting to the COMD may obtain the approval from the MD.

(b) If the Travel Plan is recurring in nature, the same needs to be specifically mentioned in the Travel Request while obtaining Travel Approval.

(c) The staff concerned should intimate the Admin Department at Corporate Office immediately after obtaining the Travel Approval, in order to get their Travel Tickets booked. However, if the cost of the ticket is less than the cost that would be incurred if the ticket is booked in overseas countries, the ticket can be booked at their respective Country with a prior approval of Corporate Travel Desk.

(d) Employees are advised to submit the requisitions well in advance in respect of the travel to the countries which has very complex visa formalities [e.g U.S.A, Europe, Israel, Pakistan etc.] and also to take advantage of advance purchase of airline discounts.

9.2.3 Class of Travel

Air travel will be via the most direct and economical means. The Staff shall travel by *Economy Class*. The flight service shall be chosen only by the Travel Desk based on the competitive price. Deviation from the lowest fare must have the COMD's special approval.

9.2.4 Travel Arrangements

(a) The staff concerned should forward the Travel Approval, Travel Schedule and Passport Copy to the Corporate Travel Desk immediately.

(b) The Staff In-charge of the Travel Desk, immediately on receipt of the approval of the COMD/Director, shall obtain the least quote from the Travel Agency.

(c) The Travel Desk shall obtain a competitive price and shall forward the flight details to the concerned staff for his concurrence. However, the Employee must accept the lowest airfare as furnished by the Travel Desk.

(d) All the travel bookings should be made only through the Official Travel Agency of the Company. However, if the cost of the ticket is less than the cost that would be incurred if the ticket is booked in overseas countries, the ticket can be booked at their respective Country with a prior approval of the Corporate Travel Desk.

(e) Upon receipt of the concurrence from the concerned staff through mail, the Travel Desk shall take the e-ticket and forward the same to the staff well in advance.

(f) The Employee must accept alternative flights departing within a 'time window' which is either few hours before (or) after the original departure time that had been requested [depending upon the business schedules]

(g) The Travel Desk shall send the e-tickets to the concerned staff within 24 hours upon receipt of acceptance of the itinerary. However, it shall be made available immediately, taking certain urgency of travel in to consideration.

(h) The Employee should communicate to our overseas office well in advance about the arrival and also intimate if any prior arrangement is required to be made.

9.2.5. Cancellation of Tickets

(a) Cancellation of any ticket must be done within the timeframe of the cancellation rule of the respective Carrier in order to avoid losing the amount.

(b) If the employee feels that his travel is likely to be cancelled or postponed, he/she must confirm his travel at least two days prior to commencement of his travel and if there is any change in his travel the same is to be communicated immediately to the Travel Desk.

(c) Travel Desk should cancel the tickets at least one day prior to the commencement of travel, if confirmed from the concerned staff that his travel is either postponed or cancelled.

9.2.6. Visa processing

(a) If a staff is already in possession of multi entry business visa to the country where he is going to visit, he/she need not send the documents to Corporate HR for visa processing. However, to apply for visa freshly, HR needs to be intimated at the earliest. Immediately after the approval of the travel, the concerned staff should submit the following documents to HR. However, staff who are posted in overseas countries can manage to obtain visa at their respective country, if they intend to carry out business visits to other countries.

- (i) Original Passport
- (ii) Invitation letter from the client
- (iii) Copy of Work Experience Certificate
- (iv) Copy of Educational Qualifications / Mark sheets
- (v) Passport size photographs as per required specifications
- (vi) Bank statements & Income tax returns
- (vii) Any other documents if asked based on the country one visits.

The documents required may vary depending on the nature of the Visa that is required.

- (b) HR shall take necessary steps to fix a Visa Consultant who is well associated with our Company and negotiate the price for obtaining the Visa.
- (c) HR shall obtain the approval of the COMD/Director for sanctioning the Visa amount.
- (d) HR shall send all the required documents including a covering letter to the Visa Consultant and request him to expedite the process for obtaining the Visa as early as possible. HR shall keep a follow up on its progress.
- (e) The passport shall be dispatched to the concerned staff either directly by the Visa Consultant or through HR.
- (f) The Admin Manager at Chennai shall co-ordinate the above stated activities for those staff who are at Chennai.

9.2.7 Travel Insurance

- (a) On obtaining the Ticket from the Travel desk , the staff should send a mail to HR stating the following details for obtaining a Travel Insurance.

- (i) Scanned copy of the passport
 - (ii) Date of commencement of journey & date of return to India
 - (iii) Country & City to be visited
- (b) HR shall apply for Travel Insurance on-line and shall immediately forward the travel insurance to the concerned staff.
- (c) If the Travel Insurance is taken through any other mode, the Company shall not sanction the amount.
- (d) The Travel Insurance comprises of Accident, Sickness, Medical Expenses, Accident-Dental, Loss of baggage , non-delivery of Baggage , loss of passport and trip delay. The total sum insured per head is USD 2, 50,000 that is subjected to various conditions.
- (e) Query if any with regard to the Travel Insurance can be posted to HR.

9.2.8. Travel Allowance

(a) Prior to departure, the employee will be paid foreign exchange commensurate with applicable Per Diem Allowance [PDA] and expenditure covering boarding and lodging. The details of maximum applicable PDA, Lodging & communication expenditure based on the Country he visits are as given below.

SI No.	Country/Region	PDA	HOTEL CHARGES		TOTAL ALLOWANCE PER DAY		Note: If two are visiting together, the Hotel Charges per day for both [applicable to all categories]
			Up to Senior DGM	GM & above	Up to Senior DGM	GM & above	
1	US/Europe/Canada/South America	USD 60	USD 100	USD 125	USD 160	USD 185	USD 150
2	Gulf Countries	USD 40	USD 90	USD 110	USD 130	USD 150	USD 125
3	African Countries	USD 40	USD 90	USD 100	USD 130	USD 140	USD 125

4	Singapore, Japan, China, Korea, Taiwan & Philippines	USD 50	USD 100	USD 120	USD 150	USD 170	USD 150
5	Sri Lanka, Bangladesh, Pakistan, Nepal, Malaysia, Thailand, Myanmar, Indonesia & Vietnam	USD 50	USD 90	USD 100	USD 140	USD 150	USD 125

Note 1. PDA is counted from the time when aircraft gets landed at the destination country till the time when he/she leaves the country.

2. If the flight is boarded between 6 P.M and 12 Midnight in India, GM & above shall be eligible additionally for **INR 500** towards their food allowance and up to the cadre of Senior DGM, the food allowance shall be **INR 300**. However, if the flight is boarded during this time from any **overseas countries**, irrespective of the cadre, one shall be eligible for **USD 15** towards their food allowance

(b) PDA is also meant to cover boarding and out of pocket expenses. However, the employee shall be paid additionally for lodging as per applicability.

(c) All expenditure must be accommodated within the applicable allowances as stated in the above table. No other extra expenditure shall be borne by the Company. If this amount is not consumed, employee needs to return the foreign exchange on returning to India.

(d) Supporting original bills for Hotel lodging need to be produced. If two or more are travelling together, the senior most should produce the original bills for the lodging. The Hotel charges shall be paid as per the actual amount in the bill and the balance of amount if any, shall be paid back to the Company. For example, if the permissible hotel charges is 100USD, whereas bill amount is 80 USD, then in this case 20 USD needs to be paid back to the Company.

(e) If the client / agent or our overseas office makes any arrangement for lodging, the applicable payment for lodging shall not be paid.

(f) Lodging (Accommodation expenses) shall be arranged and paid by the overseas office, when an employee travels on deputation or training. In case the accommodation is not arranged prior to departure then the employee can make his own arrangements or through overseas office to get accommodated in a reasonably priced hotel and the charge for the hotel room at actual cost can be claimed [supported by the bills]. However, the amount for lodging should not in any case cross the applicable limit of eligibility.

(g) The local conveyance expenses from residence to Airport and Airport to the Hotel as well as conveyance expenses incurred for official work while on duty overseas shall be paid at actual, if supported by bills. If the bills are not produced, Admin shall refer previous bills produced by anybody else who had undertaken conveyance of similar nature.

(h) All expenses incurred in foreign exchange should be supported by bills.

(i) The employee should use the facilities of the visiting office for communication through phone/e-mail, etc. for official purpose and very preferably use the VOIP facility, wherever applicable.

(j) If, during the overseas travel, the employee is likely to experience a shortfall of foreign currency, he needs to contact his HOD immediately and get in touch with the Overseas Finance Desk.

(k) Settlement of expenditure with the accounts division must be made **within one week** from the date of return by producing all the required bills to Corporate Admin / Overseas Finance Desk.

(l) If an employee fails to settle the advance, the company shall adjust the outstanding amount against his salary. If any specific advance was granted to the employee prior to the deputation, the same need to be returned after deducting the actual expenditure.

(m) Staff can settle the hotel bills by their internationally accepted credit cards and the same shall be claimed later from the Company.

(n) If any staff does not have internationally accepted credit cards, then he can claim the hotel allowance from the Company.

(o) If any staff does stay with friends / relatives / colleagues, then he can not claim for the hotel allowance. However, he can claim only PDA as per eligible norms.

9.2.9. Communication Allowance

(a) In places like Singapore, UK etc. where local sim which has the cheap calling overseas facilities could be purchased at the cost of USD 15 – 20 and the same could be used for a week stay. If the stay is extended for more than a week, the facility could be availed proportionately.

(b) Free Wifi that is available in most of the hotels should be used. Most of the restaurants / offices of our Company have free internet access and the same could also be used. If internet is not accessible, then paid access may be purchased for which USD 20/week could be spent per trip during the business visit. If the stay is extended for more than a week, the facility could be availed proportionately.

(c) Clay / Uniconnect & Matrix facilities provide SIMS which can act as local SIMS in the visiting countries and can call back India at low cost. These could be purchased in India before undertaking the travel. Clay is mostly preferred by our Company (alternative is Uniconnect or Matrix). The bill should not exceed USD 20 per week.

(d) If the overseas stay is longer than one month and repeated visits are to be made to the same place, the employee should take a local sim card for the use of mobile phone.

(e) If any sim having international roaming facilities is given from India, the employee should use the same for receiving calls for any major business discussions.

(f) Employee, while in overseas office, should use the communication facilities that are available at the office.

(g) BB & Data facility should be turned off while travelling to Overseas Countries.

(h) No additional payment can be reimbursed towards communication expenses other than as specified above.

(i) If the deputation is for more than one month, the employee should temporarily surrender his mobile phone with sim card to his HOD before proceeding on deputation. VOIP facilities, internet calls should be used wherever available.

9.2.10. Accommodation arrangement during overseas deputation/Training:

For deputation up to 1 month or more, Company or the Overseas Country shall arrange reasonable standard of hotel or shared apartment type of accommodation.

9.2.11. Holiday Break during overseas deputation for one year or more:

An employee shall be allowed holiday break to come to India and return to the place of deputation, subject to the following conditions.

(a) The duration of the deputation is for one year or more.

(b) The employee has already completed 6 months of deputation at the time of holiday break.

(c) The holiday break shall not exceed 2 calendar weeks, inclusive of holidays and days of departure and return. This period may be considered in the form of an Annual passage to India. This is provided, the HOD in the country of deputation is agreeable for the period of holiday break, without affecting the purpose/objective of deputation.

(d) In case of any type of holiday break, "per diem allowance & local conveyance expenses shall not be payable from the starting date of the break in the country of deputation until the date the employee returns to that country of origin.

(e) To & fro traveling expenses of such holidays shall be borne by the Company or concerned Overseas Office.

(f) Prior approval of the HOD at the overseas office, COMD / HR should be obtained.

9.2.12. Kit Allowance

If an employee travels to the countries where the climate is less than zero degree, he is entitled for one time kit allowance of cold clothing for an amount of Rs.7500.

9.2.13. Special Leave after return from Foreign Travel

A special leave of 5 days may be granted to an employee, at the discretion of the Management, after completion of overseas deputation exceeding a continuous period of three months.

1. This leave can be taken only within 3 weeks after returning from the overseas assignment.
2. This is a special leave which cannot be clubbed with any other type of leave.

9.2.14. Conveyance Reimbursement

Employee must use the Company provided Car for his conveyance from Residence to Airport and visa versa. If the car of the Company is available at the overseas Country, then that may be used for local business trips. If the Car of the Company is not available for use, Public Transport/ Hired Taxi can be used for conveyance and the expense incurred shall be paid at actual by the Overseas Country / SJFS – India. In case of a long deputation or training of more than 10 days, the employee shall use public transport/metro Railway, wherever possible, for commuting to overseas office from the place of stay. Employee should make use of the Hotel courtesy coaches if offered to reach the Airport.

9.2.15 Submission of Visit Expenses Report [VER]

Expenses incurred along with supporting bills should be submitted to Corporate Admin / Overseas Finance Desk within seven days of returning to the origination country. Staff from overseas countries shall have to send scanned copy of the bills to the Corporate Admin/Overseas Finance Desk for approval. The travel expenses report is deemed

completed if it is authorized by the HOD and duly approved by Corporate Admin/Overseas Finance Desk. If the employee fails to settle the advance within the stipulated period, the Company shall adjust the outstanding amount against his salary.

Abuse of this travel policy, including falsifying expense reports to reflect cost not incurred by the employee, shall lead to grounds for disciplinary action .

9.2.16 Theft / Accident / Emergencies / Medical

(a) Employees are expected to take adequate care to safeguard their personal property or assets of the Company if any. However, if any theft takes place, during travel or during stay at the other country, he should immediately lodge a complaint with the police through the appropriate forum. Help of our local staff may be taken in this regard. The incident is to be intimated to his HOD as early as possible. Theft can be reimbursed through the Travel Insurance Company.

(b) If a business trip is interrupted due to an emergency situation in the family , all reasonable expenses incurred to return home shall be reimbursable, provided the approval of the Management is obtained.

(c) If an employee becomes seriously ill or injured either while traveling or during his stay at other countries, he must report the sickness to the HOD of the visiting country and take adequate treatment for quick recovery. Expenditure incurred for the unplanned treatment can be reimbursed by the Company, if not covered under Travel Insurance, if supported with receipts. His HOD of origination country should be intimated in this regard as early as possible.

9.2.17 Decorum during stay in other countries

(a) It is the moral responsibility of the employee who visits any country to respect the laws, rules and regulations that are in force at the Country.

(b) The employee should also respect the sentiments & practices of the local citizens of that Country.

(c) The employee should obey the local traffic rules and regulations.

(d) The Company shall not be responsible for any personal intervention with public or violation of any laws/rules & regulations of the country visited.

(e) If an employee is caught, for violation of any practices/rules & regulations, by any authority including police, he should try to sort out the issues and prove his innocence. If he is unable to do so, the employee should immediately intimate the overseas head of the visiting country, who shall do the needful.

(f) If any fine is levied against the employee, the overseas country should pay the amount immediately which shall be deducted from the salary of the employee later.

9.2.18 Transfer

If a staff is transferred to any Overseas Country, the policy on deputation shall apply till he gets his work Permit. He shall be paid PDA for such a period and on obtaining a Work Permit he shall be paid a salary. The Company can call back the concerned staff during the period of deputation at the discretion of the Management.

10. TRANSFER POLICY

Every employee shall be liable to be transferred from one position/department/unit/branch/group company/location to another at the discretion of the management with or without any additional remuneration. On such transfer, the employees will be governed by the rules and regulations in force.

10.1. Travel Entitlement & Local Conveyance upon Transfer

- (a) The employee shall be reimbursed fares as per travel entitlement of respective cadre
- (b) The family members of the employee (spouse and maximum of two children) are also eligible for reimbursement of the same expenses that the employee is entitled to, against supporting documents.
- (c) Employees recruited at the Corporate office (Tuticorin), if posted to any other branches outside Tamil Nadu are entitled to claim the travel expenses to their domicile once a year.

10.2 Boarding and Lodging (Stay) Expenses

- (a) Employees (spouse and maximum of two children) are entitled to stay in a hotel for a period of only seven days from the day on which the employee reports at the new location.
- (b) The employee is eligible to reimburse the above stay expenses as per travel entitlement applicable to the respective cadre
- (c) Local conveyance between office and hotel would be reimbursed as per norms applicable

10.3 Relocation Expenses

10.3.1 Transportation

- (a) Expenses incurred in moving personal belongings of the employee including packing, transporting and unpacking will also be reimbursed on actual.
- (b) The transporters' and packers' quotations have to be submitted and approved by the Admin Department before transportation

10.3.2 Advance towards House Security Deposit

- (a) To facilitate employee's settling in, the Company at its discretion may consider giving him an advance towards the security deposit or advance rentals at actual for a period of five years.
- (b) The employee would be required to pay back the deposit to the company if the employee is separated from the company within five years of said transfer.
- (c) In case he is transferred to another location within the period of five years, the deposit money thus granted can be made use of house security deposit at the new location. Any difference from the actual should either be returned to the company or be claimed from the company.
- (d) If the employee is transferred back home within the period of five years the house deposit money availed will have to be returned.
- (e) The House security Deposit is not applicable, if the transferred location happens to be the home town of the individual.
- (f) An agreement to this effect needs to be executed along with the Transfer Order.
- (g) It is mandatory to submit one copy of the original rental agreement executed with the house owner to the Corporate ADMIN
- (h) If the employee fails to get the House security deposit refunded from the Land owner, the amount stands recoverable from the employee concerned.

10.3.3 School/ College Admissions Assistance

- (a) To facilitate school / college admissions of the employee's children, the employee is eligible for a reimbursement to the maximum of ` 20000 per child for school admission and ` 30,000 per child for college admission against appropriate receipt from the institution. This shall be applicable to one time to the maximum of two children only.
- (b) The employee would be required to pay back the Admission fee to the company if individual is separated from the company within five years of said transfer.
- (c) An agreement to this effect needs to be executed along with the Transfer Order.

11. PERFORMANCE APPRAISAL

Performance Appraisal exercise is carried out once in a year and the effectiveness of the Appraisal shall take place from 01st April of every year. HR shall send a circular in this regard to all the HODs in the month of January and the exercise shall complete before end of March of every year.

11.1 Objectives

- (a) To evaluate the extend of achievement of results / targets by the individual during the year.
- (b) To review and plan for better performance.
- (c) To identify the potential of the individual employee so that dependable management succession plans can be built up.
- (d) To form a base for salary increment and promotion.
- (e) To identify the training needs.

11.2. Components of Appraisal

- (a) Job responsibilities of each individual and the output from the individual
- (b) Any additional responsibility that the employee undertakes over and above is KRA.
- (c) Behavioural skills which contribute towards achieving the KRA

11.3. Annual Performance Review

- (a) The above evaluation will be treated as the basis for compensation revision, promotions, training and development.
- (b) Performance of employees is evaluated at two levels – on completion of their probation and thereafter annually.
- (c) Compensation revision and promotions will be carried out annually during February and the changes will be effective 1st April.

11.4 Appraisal Process

- (a) HODs of respective division shall derive KPIs for various functionalities and assess the performance of each individual accordingly

- (b) HODs shall conduct an unbiased evaluation based on the overall performance of the individual for the entire year.
- (c) Rating is done on a fine point scale from 1 to 10
- (d) 80% weightage is given to KPIs and 20 % weightage is given to behavioural skills.
- (e) HOD ensures parity of evaluation in accordance with the definitions for various levels of performance.
- (f) HOD shall endorse the comments and ratings and forward the same to Divisional Head who in turn will approve and forward to Head- HR confidentially.

11.5 Rating Scales and Increment

Traits of each KPI are rated on 5 point scale viz 5 – Outstanding, 4 – Excellent , 3- Good, 2- Average, 1- Poor and the overall points scored for all the KPI s are converted into percentage to calculate the proposed increment. Normally, the percentage of increment is 6%, 8% and 10% respectively which shall be determined based on ratings.

11.6 Promotion

Based on the potential and skill of the employee, HODs recommend staff for promotion substantiating their stand with various attributes of the staff and also the extra assignments that the staff shall take up if promoted. The final decision for granting promotion lies with the Management. There shall be a separate increment for promotion which is decided by the Management at the time of declaration.

12. SALARY AND OTHER BENEFITS TO EMPLOYEES

12.1 Salary

- (a) Payment of salary will be done on or before 5th of subsequent month.
- (b) Salary will be credited to the employee's salary account with the bank nominated by company. In case of any delay in opening bank account, the payment will be made by cheque.
- (c) For administrative convenience, attendance will be closed by 25th of every month. Salary for the period after 26th of the month shall be taken into account for the next subsequent month pay.
- (d) SJG takes all responsible steps to ensure that employees & associated members receive the correct amount of pay and that employees are paid promptly.
- (e) In unlikely event that there is an error for pay, the employee should promptly bring the discrepancy to the attention of the HR so that timely corrective action can be initiated as quick as possible.
- (f) The Company reserves the right to stop the payment of employees who are absent without intimation.
- (g) No payments or installments or dues pertaining to any personal dealings of an employee with a financial or any other institution will be deducted and paid to the institution on behalf of the employee unless it is agreed to by the Management.

12.2 Medical Reimbursement

- (a) Managerial cadre staffs are eligible for Medical Reimbursement per month. The MR is a part of the gross salary (CTC worked out at the time of joining includes this also)

Assistant Manager – Senior Deputy Manager	-	Rs. 1000
Manager and above	-	Rs. 1250

- (b) The staff can claim the above reimbursement cumulatively once in three months through online HR package.
- (c) The MR claim for the particular year cannot be carried forwarded to the next year.

12.3 Employees State Insurance Corporation [ESIC]

- (a) All the on roll staff whose gross salary is Up to Rs.15, 000 per month are eligible for ESI contribution. There will be a contribution from the employee as well from the company.

(b) The staff and the family members can utilize the medical facilities available at ESI hospitals as per ESI norms.

(c) ESI provides the employee with medical relief and sickness cash benefits. The employer shall contribute at the rate of 4.75% and employee will contribute at the rate of 1.75% of the gross salary of individual.

12.4 Provident Fund

(a) The employee and company contribute equally towards the provident fund i.e. each of them contributes 12% of the basic salary (the ceiling of the basic pay is **Rs. 15,000**).

(b) Irrespective of the basic pay above **Rs.15,000** there will be a standard deduction of Rs.780 (deductible for the ceiling) towards employee contribution. However, employee can contribute more than **Rs. 1800** but the contribution of the Employer is limited to Rs. 1800 only. Any employee wishes to contribute more than the specified amount, can contact HR for the needful.

12.5 Gratuity

(a) Gratuity is paid as per Payment of Gratuity act 1972.

(b) An employee who completes a minimum of five years of service in the company is eligible for payment of gratuity.

12.6 Bonus

Bonus to **eligible** employees will be paid as per the Payment of Bonus Act 2014 [amendment], as amended from time to time. However, the management at its own discretion can pay Performance Based Bonus more than that is specified as per the Bonus Act.

12.7 Mediclaim Coverage for Self and Family

(a) All the staff (and their spouse and unmarried children) of the company are covered under group medi-claim policy for a total sum insured of Rs. 75,000 per family which covers medical expenses on hospitalization.

(b) Under the above med-claim, Cashless treatment is available in many of the hospitals through out the country. Beforehand information with full particulars shall be sent to HR department within 24 hours from the admission at the hospital, for the company to co-ordinate with the Insurance company and arrange the treatment.

(c) For Reimbursement: Upon the happening of any event, which may give rise to a claim under this policy, notice with full particulars shall be sent to HR department within 7 days from the date of hospitalization. A prior intimation is to be made to the HR / TPA within 24 hours of admission at the hospital.

(d) Each member of the family will be provided an ID card for this purpose.

12.8 Personal Accident Coverage for Self

(a) It is a group policy, which covers any personal loss /injury caused to any employee during course of employment. The company pays the annual premium for all the employees covered under this scheme.

(b) While lodging the claim under the Group Accident Policy, following details/certificates are required to be submitted. Doctor's certificate for number of days rest required to be taken and the treatment given for.

- (i) Original discharge summary from the hospital
- (ii) Original Medical Bills/Receipts.
- (iii) All diagnosis reports in original

(c) Upon the occurrence of any event which may give rise to a claim under this policy, written notice with all particulars in addition to prior intimation over phone must be given to the HR DEPARTMENT within 24 hours.

(d) The sum insured for all cadre staff is Rs.10,00,000. Amount up to Rs. 1,00,000 for the accident expenses can be reimbursed

12.9 Loan Facility to Staff

The objective of the Staff Loan is to provide loans to employees who have an immediate need for funds as a result of an emergency. The Staff Loan is not intended to compete with any lending institutions, but it is intended to meet the emergency needs that could not have been foreseen by the Employee.

12.9.1 Eligibility for Loan

In order to avail the Staff Loan, the employee concerned should fulfill the given criterion.

- (a) Employees who have completed one year of regular service in the organization.

- (b) Employees who draw a gross salary of Rs. 15,000 and below per month

12.9.2 Grant of loan

Staff loan is granted only for the following genuine reasons.

- (a) Children's Education
- (b) Medical treatment for self & dependent

13.9.3 Eligibility amount and repayment

- (a) The maximum loan that is granted shall not exceed (current drawn) two months gross salary of the employee.
- (b) The loan will be repayable within **12 months in equal monthly** deductions from their salary. The deduction of installments from salary will start from the month subsequent to which the loan has been sanctioned.
- (c) If an employee wants to repay the balance amount in a single installment within 12 months, the employee can inform HR about his intent and HR shall facilitate the repayment. The mode of payment will be only by cheque.
- (d) The loan will bear an interest rate of 14% p.a.
- (e) The sanction will depend on the sole discretion of the Management.

12.9.4 Procedure to obtain loan

- (a) The eligible applicant has to fill up a loan application form that is available with HR. The duly filled form is thereafter forwarded to HR department with the comments of the respective department heads.
- (b) HR department shall enquire the applicant in order to ascertain the eligibility & the necessity and shall forward the application to the Vice President-HR
- (c) The Vice President – HR shall finally get the approval of the COMD.
- (d) HR department shall forward the approved application to the concerned Finance Division for payment.

12.9.6 Payment of Loan

- (a) On receipt of the approved loan application, the concerned Finance Division shall make the payment to the employee within 07 working days.

- (b) The loan payment must be made on to the concerned employee's name through cheque only.
- (c) The Accounts Division should obtain the signature of the employee with date acknowledging receipt of the loan payment.
- (d) The Accounts Division shall apprise the outstanding loan amount to the HR department when the concerned individual leaves the services before repaying the loan amount.

12.9.7 Miscellaneous conditions

- (a) If an employee has already availed any loan from the Company, he/she is not eligible for further loan.
- (b) If an employee leaves the organization before the repayment of the full loan amount, the employee is liable to pay the balance of the loan amount before getting relieved from the Company.
- (c) Minimum six months should lapse between closure of one loan and availing of another loan.
- (d) Staff Loan is not a matter of right at all and therefore, it is granted only at the discretion of the Management.
- (d) The Management reserves the right to reject a loan application without assigning any reason whatsoever may be.
- (e) A minimum of one week should be allowed to process the loan application.
- (f) No other loan requests shall be entertained by the Company.

12.10 Children's Education Allowance

Children of on-roll employees are granted educational allowance every year subject to the following conditions..

- (a) Gross monthly salary of the staff should not be more than Rs. 10,000/-
- (b) The staff must have completed minimum 5 years of service at St John Group Companies
- (c) Not applicable for more than two children
- (d) Request should be supported with any document that is related to the education of their children

12.11 Merit Award for 10th & 12th Students

Children of staff who have recently passed 10th or 12th standard with high scores are considered for **one time Merit Award [Cash Award]**, subject to the following conditions.

- (a) Only top three children from each category shall be considered for the Merit Award.
- (b) Cut off marks for the eligibility to apply for the Merit Award is **85%**
- (c) Scanned copy of the relevant mark sheet must be produced

Note : Salary of the staff is no bar

12.12 Recognition of Long Term Service

- (a) Staff who have completed 10 years of service in SJG will be given one-time reward of Rs. 5000.
- (b) Staff who have completed 25 years of service will be given one-time special gift and they will be honoured in the Managers' Meet.
- (c) The money will be invested in NSS certificate in the individual's name and the certificate will be presented to the staff on completion of the prescribed period of service.

12.13 Mobile Expense Reimbursement & Usage

- (a) Mobile phones will be given only to certain positions which the company considers that their job will require the use of Mobile phone
- (b) The staff irrespective of the grade, and the company feels that a mobile phone is required for his / her position, then the respective Departmental head will recommend his /her case to HR Department. ADMIN will obtain Managing Director's approval for the same.
- (c) If a staff is promoted to higher category and his job requires the mobile phone, in that case the respective Business head will recommend the case to HR department. ADMIN will obtain Managing Director's approval for the same
- (d) If a new staff, before joining the company, The HR department shall forward the asset indent including mobile to ADMIN and shall ensure procurement.
- (e) The mobile phone will be used mainly for the business of the company. Though the company will pay the bills directly to the Service provider, the concern staff will be responsible for keeping the expenses within a reasonable limit.

(f) Usage of mobile phones inside the office / work premises should be as per the given below guidelines. This policy also applies to staff using personal mobiles inside the office / work premises.

(i) Staff should keep ringer volume on silent or vibration or lowest volume.

(ii) Staff should not use loud or disrupting ringer tunes (especially cinema/ devotional songs / heavy metal etc) that disturb others.

(iii) No caller tunes should be kept for the official mobile.

(iv) Staff should walk out of office while talking a personal call.

(v) Staff should not play multimedia (audio & video) / games in their mobile phones inside the office premises.

(vi) Staff should not use their mobile camera in the office premises
Staff should switch off / put on silent mode when you step into meetings

(g) The staff must justify the bills as and when required by the company. The telephone bills on receipt will be forwarded to the individual staff from HR / Accounts department. The staff should declare the personal calls made.

(h) All Telephone bills will be approved by the HR Department. The total amount for the personal calls made by the respective staff will be forwarded to Accounts department for necessary deduction in the individual's salary.

12.14 Mobile Handset policy

(a) The company will provide the cost to buy / own a hand set and cost of one more battery [for replacement during the life time of the handset) at the time of joining as per eligibility.

(b) The life of the handset is valid for 3 years. On completion of 3 years, the user can buy another instrument as per his entitlement. Accordingly the company will pay one time cost for every 3 years as per the rate given below.

(i) Field Assistants to Executive, Coordinators, Senior Executives/Senior Coordinators : Rs. 2000 128904

(ii) Assistant Managers to Sr. Managers: Rs. 3000

(iii) AGM to DGM : Rs. 5000

(iv) GMs and above: Rs. 7500

- (v) Blackberry on specific approval from COMD basis on the job profile) :
Rs. 13,000 [basic Blackberry model)
- (c) The handset will be treated as exclusive asset of the employee.
- (d) If an employee leaves the organization, he has to either pay the cost of the mobile to the company or equal amount will be deducted against his dues based on the number of years the mobile was put in use.
 - (i) Within a year - 60% of the cost of the instrument
 - (ii) Within 2 years – 40% of the cost of the instrument
 - (iii) Within 3 years – 20% of the cost of instrument to be recovered
- (e) Company will not be responsible for the loss of Hand Set if misplaced or stolen or damaged.
- (f) At the time of Resignation / termination, the person will have to deposit the SIM card back to the respective Admin in charge / Branch Accounts personnel in charge of the company
- (g) Under no circumstances the number can be handed over to any other person. It must remain with the company and the same will be issued to the incoming incumbent.
- (h) The full and final settlement of the employee will be put on hold until the number is surrendered and confirmed by HR department. Any reallocation of SIM (for department) should be done with the approval of the Corporate Admin.
- (i) In an unavoidable circumstances where a sim card could not be recovered, the same should be informed to Corporate – Admin., for immediate de-activation.
- (j) At no circumstances work should not be suffered if the user is places/lost his handset. The company will not provide any standby or alternative device while the user has misplaced/lost his mobile. The staff to arrange immediate replacement.
- (k) If any staff is promoted to the next level (as mentioned in the above table) he will be entitled for the next cadre of mobile handset only during the end of 3 years.
- (l) Company will be not interfere or bear the servicing of the handset.
- (m) The company has the right to check with the individual whether he/she has bought the mobile and using it. But company will not be interfering with the model purchased for use

- (m) If a staff resigns or is terminated or dismissed from company's services, the staff will return the mobile instrument back to the company on the same day otherwise company will deduct the purchase price from his full and final settlement.
- (n) Use of blackberry while on overseas tour should be limited to mail correspondence only.
- (o) During office hours only VOIP facilities should be used for overseas calls.

13. EXPAT POLICY

13.1. Leave / Attendance

- (a) When a staff gets transferred from India to any overseas location on employment visa, all his leave except PL will get lapsed.
- (b) His eligible PL will be en-cashed as per norms before he takes up the assignment at overseas location.
- (c) At overseas office, the deputed staff is eligible for a 30 days (CL-10 /SL-10/PL-10) leave on completion of one year of service. In the first year of assignment, 15 days of Sick leave is permitted which cannot be carried forwarded to the subsequent year. After one year, any leave taken would be adjusted against his eligible 30 days. Yearly going home for vacation to be managed with this leave only.
- (d) No leave can be encashed or carried forward.
- (e) The 30 days leave is applicable only to the staff deputed from India but for all other local staff, the statutory leave as eligible in the local country will only apply.
- (f) Any local statutory requirement of leave such as medical / annual applicable to expats should be accommodated within 30 days of annual leave only.
- (g) When the staff is relocated back to India, his eligible un-availed PL leave balance in the overseas country of the current year will be carried forward to India.
- (h) No leave encashment is applicable at the time of his relocation / leaving the company.
- (i) Carry forward of leave for the local staff is applicable only if it is statutory. Respective overseas office heads should confirm the applicability to Corporate HR. Basis confirmation, HR will set the rules accordingly in the online package for carry forward.

13.2. Holidays

- (a) All national holidays of the respective country will be assigned in the HR module every year in December based on the details that are obtained from the respective overseas office. The respective overseas office should forward the list of

official holidays to the Admin Head by end of November every year, who shall obtain approval of the COMD for the effectiveness.

(b) Any closing of office other than the national holidays should have necessary justification / local notice issued from the statutory body /Government.

14.3. Travel / Eligibility

(a) When the staff visits India officially, tour plan should highlight personal leave or OD separately and submitted to COMD /Corporate HR well in advance for approval. Only basis COMD / HR approval, any travel booking is to be done. Only after COMD/HR approval the respective finance will release funds for any official bookings.

(b) Official visit tour plan of the overseas country heads should be approved by COMD specifically for the date of visit and return.

(c) Official visit tour plan should also indicate his local conveyance / accommodation requirement if any in India

(d) The approved tour plan to be forwarded to Corporate HR for records for approval of expenses as well as for necessary arrangements.

(e) If family accompanies the staff, visa related charges & to and fro economy class air fare are claimable only once a year.

(f) Taking family during business visa is not allowed.

(h) If the staff does not travel on the particular return date for which air booking is done due to personal reasons resulting in expiry of validity, the staff has to bear the expenses for revalidation of the ticket.

(i) When the expatriate staff visits India on official duty, all his / her expenses will be as per the norms applicable to any employee working in India.

(j) Any tour expenses should be supported by approved tour plan with day by day break up. Expenses should have approval from COMD / HR and overseas finance desk.

(k) When the expatriate staff visits India on visa reasons, he should report to the local office in India and stick to local office timings apart from his approved business meetings outside.

(l) On relocation, more than the allowable air - baggage, excess air-baggage tariff up to Rs. 15000 is allowed as relocation expenses.

13.4 Insurance / Medical

(a) The staff and family shall be entitled for medical insurance for self and family of two children and spouse as per norms of the company on obtaining employment visa. Till then, the mediclaim coverage would be in India for the family.

(b) If the deputed staff and his family are covered with health insurance under local social security then they will not be given any other separate mediclaim coverage by the company.

(c) For some cases, though health insurance coverage is available under social security, and the benefits of the same can be utilized only after a certain period, then company would provide mediclaim coverage till the end of above period.

(d) Travel insurance (vacation)- During business / tourist visa, only short term overseas travel insurance as per norms will apply.

13.5 Taxation / Social Security / Statutory

(a) Liability of tax is as applicable for expatriates in that particular country. It is the individual's liability and the company will no way be responsible unless otherwise TDS facility is implemented in that country.

(b) The staff will be covered under social security scheme as applicable in the country where they are going to work.

(c) If the Government of the country of posting; has established any bilateral agreement with the Indian Government on Social Security scheme, then salary will be processed in India and staff will be covered under Social security scheme in India as per the norms applicable under International worker category.

(d) Salary for such expat staff will be disbursed basis the pay-slip generated from Corporate. The gross salary would be the equivalent INR of the CTC fixed in the respective country of posting. After deducting any social security contributions of

employee in India, the net INR salary will be converted into the local currency and accordingly paid.

(e) The company will not entertain any request for under-declaring of salary in order to claim lower rate of personal income taxation. The law of the land to be fully complied with by the individual for any statutory compliance.

13.6 General Terms

(a) Deputation of staff to any of our overseas subsidiary office will be subject to maximum of three years. On completion of three years, official extension for another three years will be issued from Corporate HR with due approval from COMD.

(b) If an employee wishes to foreclose the deputation/ assignment, before the expiry of work permit, any charges incurred for processing Residence VISA / work permit/ Employee Pass, for the individual & his or her dependents to be borne by the individual.

(c) If any employee is foreclosing the deputation / assignment within one year from the date of deputation, any return visa charges / ticket for the self / dependents will have to be borne by the individual.

(d) Overseas deputed employees shall be eligible for annual bonus as per company norms if they are not compensated with 13th month pay in any form statutorily like Vacation pay in the country of posting.

14. SEPARATION – RESIGNATION, RETIREMENT & TERMINATION

14.1 RESIGNATION

An employee may resign from the services of the Company by giving prior notice in writing in an appropriate manner. It is the responsibility of the employee to discuss with the immediate superior before submitting the resignation letter.

14.1.1 On submission of Resignation

- (a) Manager/Branch Head/HOD who receives any resignation letter from his/her staff can formally ask the individual regarding the reason for his/her resignation and shall immediately intimate HR with the reason through mail. It is advisable to send a hard copy of the resignation letter to HR **within 48 hours**.
- (b) The date of resignation shall be from the day when the resignation is submitted to the concerned HOD/Branch Head.
- (c) The Resignation letter should bear the Date & Signature of the concerned HOD.

14.1.2 Notice Period

- (a) HR should ensure that the staff who submits their resignation observes the notice period as specified in the appointment letter issued to him/her. It is 03 months for confirmed employees and one week for Probationers.
- (b) HOD/Branch Head should intimate HR for any reason if the individual concerned needs to be either asked to stay on for a specific period or should be sent out immediately without observing the Notice Period due to certain operational issues. HR shall in consultation with the Management take a final decision in this regard.
- (c) HR should ensure that if the Notice Period is not served, the salary in-lieu of the unserved notice period shall be deducted from his/her F&F settlement.
- (d) HOD/Branch Head can recommend waiving off the Notice Period if the exit is considered very genuine. However, the final call in this regard is vested with the Management.
- (e) If the concerned staff is neither ready to serve the notice period nor ready to pay in-lieu of the notice period and deserts the office without intimation, the

HOD/Branch Head should intimate HR immediately and HR-Legal should take up the issue through the appropriate forum.

14.1.3. No Due Clearance [NDC]

- (a) HOD/Branch Head should intimate HR regarding the date of relieving within 3 days from the date of receipt of the resignation letter.
- (b) If an employee is getting relieved from the service properly, the HOD/Branch Head/Accountant should ensure clearance from all relevant departments with regard to NDC and forward the duly completed NDC with suitable remarks to HR **at least 10 days before** the date of relieving.
- (c) If an employee leaves the service abruptly, the HOD/Branch Head/Accountant should ensure that the NDC is prepared and submitted to HR **within 15 days** from the last day he/she had attended office.
- (d) For Non-Sales Staff, those who work in the branches other than the Branch Head/Manager, the NDC may be sent directly to HR for process. But for the Branch Head/Manager/Sales Staff, the NDC shall be sent to the Logistics/Group Corporate Finance directly.

14.1.4. Outstanding Collections

- (a) Corporate Finance/Logistics Finance should ensure that details about all financial outstanding, if any, due from individual or from clients are duly mentioned in the NDC.
- (b) In case of any dues from Clients that are yet to be collected, it is the responsibility of the Logistics Finance/Corporate Finance/Concerned Accountant to list out all the outstanding dues in consultation with the concerned HOD/Branch Head and the same is to be submitted to HR along with the NDC. This may be forwarded to HR after a reconciliation of the same.
- (c) The Branch Head/HOD needs to mention in the NDC how the outstanding amount could be collected from clients by the concerned branch/division and also how much should be deducted from the F&F of the concerned staff.
- (d) In case of any difference of opinion between Branch Head/HOD and Finance, the matter is to be referred to the President-Finance for the final decision.

14.1.5. Handing over of Company Assets

- (a) HOD/Branch Head should ensure that the staff concerned has returned all the Assets of the Company that are in his/her possession.

- (b) Admin Head /Branch Head should sign on the NDC acknowledging receipt of the assets.

14.1.6. On Receipt of NDC

- (a) HR should have a thorough check on its completion in all respects.
- (b) Discrepancies, if any, should be cleared by obtaining necessary details/clarification from the concerned HOD/Branch Head/Finance **within 3 days**.
- (c) HR should submit the F&F Worksheet along with a copy of the NDC to the concerned Accounts Division **within 07 working days** from the date of receipt of the duly completed NDC.

14.1.7. On Receipt of F&F Worksheet

- (a) Logistics Finance/Corporate Finance/Divisional Finance should ensure that the F&F worked out by HR reflects deduction of outstanding dues if any and also the salary details correctly.
- (b) Discrepancies, if any, should be intimated to HR and be cleared **within 3 working days**. If required, HR shall prepare a fresh F&F worksheet based on the corrections and forward the same to the Finance Division in the next 2 days.
- (c) The Concerned Finance Division, if the F& F work sheet is found correct in all respects, should make the payment to the individual concerned **within 15 days** from the date of receipt of the F&F worksheet.
- (d) If anyone seeks any clarifications on his/her F&F settlement, it is the responsibility of the HOD/Branch Head to initially answer the query taking suitable input from HR. However, it is the responsibility of the concerned Accounts Division to attend the query after 30 days from the date of receipt of the F&F worksheet from HR Division.

14.1.8. General

- (a) Whoever signs the NDC should legibly write his/her full name, designation and date along with signature at the appropriate places.
- (b) If the individual voluntarily comes forward and gives a written assurance that he would help in all the ways in collection of the dues, it is the responsibility of the HOD/Branch Head to ensure future compliance in case it is decided to clear the NDC on his assurance. In such a case, the HOD/Branch Head is responsible for the collection of the dues.

15.1 RETIREMENT

- (a) All employees shall retire on attaining the age of 58 years.
- (b) In the absence of a birth certificate, the date of birth as shown in the documents whatever available with HR department shall be deemed to be age for the purpose on determining the retiring age.
- (c) However, where only the year of birth is stated then it will be assumed that the employee's date of birth shall be 31st December of that year as found in the documents.
- (d) The management, at their discretion, for special reasons, may permit to continue even after attaining the age of 58 years, subject to medical fitness.
- (e) Such employee shall enjoy all the benefits normally accorded to permanent employees except statutory benefits.

15.2 TERMINATION

If an employee is found guilty of severe gross misconduct, theft, misappropriation of Company's money, indulge in illegal activities and his continuance in service would severely damage the Company's operations, safety, image or property, he will be terminated from the services immediately. However, for termination of any other reasons such as misconduct, disobedience to seniors, practicing repeated unsafe work practices, non-performance etc., the employee shall be terminated by adopting principle of natural justice [by giving suitable opportunity to defend]

15.2.1 Action to be taken upon termination

If a staff is to be terminated, the following should be adhered to

- (a) DGM IT shall take necessary steps to stop him from accessing his emails immediately
- (b) DGM IT shall ensure that his password to login HR package is changed
- (c) His company assets such as Identity card, Laptop/desktop, mobile phones etc should be collected
- (d) Passes such as, Sical Pass & Port Pass should be collected
- (e) Any authorization if given to sign on behalf of the Company should be restored

- (f) HR shall intimate about the to all the staff who are associated with him in the Company's Business operations.
- (g) His personal file should be sealed and kept under the custody of HR
- (h) HR shall intimate the Security Officer about the termination of the staff and the Security Officer shall ensure non-entry of the staff to the premises with effect from the data as given by HR.

16. DISCIPLINARY PROCEEDINGS

HR shall conduct disciplinary proceedings against staff who violates the principle, ethics, rules and regulations that are enumerated in this manual. If any violation, even not mentioned about in this manual, which is against the laws, rules & regulations that are in force would also be viewed seriously and accordingly the staff would be dealt with. However, the concept of giving equal opportunity and the principle of natural justice are strictly followed while handling disciplinary cases.

Disciplinary Proceedings and its procedure that are followed in St John are described below in brief.

16.1 Why Disciplinary Proceedings?

- (a) Ignorance of rules
- (b) Physical/ mental incapability
- (c) Absence of proper training
- (d) Discontented workmen
- (e) Misguidance by others
- (f) Absence of standard policies of handling discipline
- (g) Uncongenial working conditions

16.2 Indiscipline requiring action by St John

- (a) Absenteeism
- (b) Habitual Late coming
- (c) Overstaying leave
- (d) Disobeying rules/ standing orders
- (e) Insubordination
- (f) Misappropriation of funds or valuables
- (g) Misconduct

16.3 Procedure followed

- (a) Standing Orders framed under Employment Manual
- (b) Ensure principle of natural justice.
- (c) Serving Charge sheet
- (d) Holding of Domestic Enquiry
- (e) Serving Show Cause Notice

- (f) Order of punishment

16.4 **Process followed**

- (a) Counseling
- (b) Verbal Warning
- (c) Written Warning 1 & 2
- (d) Enquiry
- (e) Training
- (f) Suspension
- (g) Termination
- (h) Legal Action

16.4.1 **Counseling**

- (a) By immediate Supervisor/Manager
- (b) By HR
- (c) BY an officer appointed by the Management

16.4.2 **Verbal Warning**

- (a) By immediate Supervisor/Manager stating the issue/issues
- (b) By HR [after careful confirmation]

16.4.3 **Written warning**

If the mistake is repeated by the same employee despite having given some verbal warnings, Written warnings shall be given

- (a) By immediate Supervisor/Manager stating the issue/issues
- (b) By HR
- (c) Signature of the employee shall be taken and a copy of the same shall be enclosed in his/her service folder.
- (d) Close watch by the Supervisor

16.4.4 **Enquiry**

- (a) If the mistake is repeated by the same employee despite having given written warnings, enquiry shall be conducted by an officer detailed by the Vice President-HR
- (b) Principle of Natural Justice shall be followed for taking a decision on the subject
- (c) The officer designated Shall submit the enquiry report to HR
- (d) HR shall take appropriate decision.

16.4.5 Training or Change of Division

- (a) If confirmed the mistake is due to lack of competency, HR shall arrange for adequate training under the supervision of his/her immediate Manager.
- (b) If the employee is found incompetent to work at a particular division and however willing to work at another division, HR shall take appropriate decision.

16.4.6 Charge Sheet

- (a) Memorandum of charges
- (c) Statement of allegations of misconduct/ omission/ negligence
- (d) No particular format prescribed for charge sheet

The objective is to give the employee exact idea of the misconduct committed by him so that he may get reasonable opportunity to defend.

- (a) It shall contain complete picture of misconduct
- (b) It shall state that the act of commission or omission resulting in misconduct is violation of a particular clause of standing order
- (c) Language to be as required by the employee
- (d) List of witnesses in support of charges shall also be enclosed
- (e) Charges leveled shall be specifically stated- avoid ' etc..etc'/ ' other'/ 'any'/ ' some people' like expressions.
- (f) The amount misappropriated shall be specific sum and not ' around'
- (g) Person manhandled should be Mr./Ms. X and not ' some one'
- (h) Time of misconduct shall be exact- avoid 'around' time.
- (i) Charge sheet for using offending language shall contain the exact word used.

16.4.7 Service of Charge sheet

- (a) The charge sheet shall be served personally against signature on the duplicate copy/ delivery book
- (b) If absent/ on leave/ under suspension, it shall be pasted on the wall of the residence of the employee
- (c) By Registered Post
- (d) Displaying in the Notice Board of the company
- (e) Publishing in the regional newspaper if required

16.4.8 Domestic Enquiry

- (a) Rules shall be followed as the laws in force
- (b) Purpose of domestic enquiry -
- (c) Provide the employee an opportunity to defend the charges
- (d) Provide employer an opportunity to evaluate the situation and decide the penalty to be imposed

16.4.9 Notice of enquiry to be served

- (a) Notice to show the Date and Time of enquiry
- (b) Venue of holding enquiry
- (c) Name of the Enquiry Officer
- (d) Notice to be served in the same manner as followed to serve charge sheet
- (e) Workman shall have right to appoint a Defense Helper
- (f) When legally trained person represents management in enquiry, workman shall also be allowed to be represented by lawyer

16.4.10 Recording the Evidences

- (a) Procedure laid down in the Code of Criminal Procedure, 1973 or the Evidence Act, 1872 shall be followed.
- (b) Question- Answer pattern may be followed
- (c) Statement of Management to be taken first
- (d) Cross examination by employee/ helper
- (e) Take signature of the concerned on record
- (f) Examine and cross examine witnesses
- (g) Object/ Disallow irrelevant questions

16.4.11 Show Cause Notice

- (a) Before punishment is initiated a Show Cause Notice highlighting the charges, findings of the enquiry and possible penalty imposed on the employee shall also be served calling on him to show cause 'why action including discharge or (even dismissal) shall not be taken against' the employee.
- (b) Though serving of such notice will not make the process of enquiry invalid, we are giving the employee a final opportunity before punishment is inflicted.
- (c) Enquiry report shall be furnished to the employee

16.4.12 Order of punishment

- (a) Principles of natural justice to be followed
- (b) Punishment shall not violate section 73 of the ESI Act - notice of dismissal or discharge given to an employee during the period the employee is in receipt of sickness, maternity or other benefit shall be invalid.
- (c) Order issued without holding a domestic enquiry or after holding a defective enquiry will not stand since Labour Court/ Tribunal can interfere with such order as provided u/s 11A of the Industrial Disputes Act, 1947

16.4.13 Punishment

- (a) Voluntary resignation
- (b) Suspension
- (c) Termination
- (d) Payment of Compensation
- (e) Legal Action

APPENDICES

FORMATS

A. CHARGE SHEET – ABSENTING WITHOUT INTIMATION

To _____ Date:

Sub: Absenting without intimation-

You have been absent since _____ (date)/ overstaying leave granted since _____ (date)

Absenting without leave/ overstaying of leave is an offence as per rule ____ of our

Standing Orders and as such your act of absenting without intimation is a misconduct which attracts such punishment including termination of service.

Accordingly you are hereby called upon to explain in writing within 48 hours as to why appropriate action should not be taken against you.

Sd/-
Appropriate Authority/ Authorized Signatory

B. CHARGE SHEET - MISBEHAVIOR

To _____ Date:

It is reported that on _____(date) at _____(time) you misbehaved with Mr./Ms. _____ (name), _____ (designation) in the presence of _____ (as witnesses)

Disobeying orders and misbehaving are serious misconduct as per rule____ of our Standing Orders which attract punishment including dismissal from service.

Accordingly you are hereby called upon to explain in writing within 48 hours as to why appropriate action should not be taken against you.

Sd/-
Appropriate Authority/ Authorised Signatory

C. NOTICE OF ENQUIRY

To

Date:

Sub: Enquiry u/r ____ of Standing Orders

Ref: Charge sheet No. ____ dated _____

Your explanation dated _____

Since the explanation given by you as cited above is found unsatisfactory, a domestic enquiry u/r ____ of the Standing Orders has been initiated to decide on the charges.

The enquiry will commence at 9.30 am on ____ (date) at _____ (venue)

You are hereby required to present in person with or without a helper to give any clarification to defend the charges against you.

Mr./Ms. ____ will be the Enquiry Officer.

Sd/-

Authorised Signatory

D. ENQUIRY PROCEEDINGS

Enquiry proceedings in to the charge sheet No ____ dated ____ issued to Mr. ____
(Time, date and place of enquiry)

Present

1. Charge sheeted employee
2. Defense helper
3. Management representative

The charges leveled against the employee were read over and explained to the employee.

(Examination of management witness- statement in support of charges)

Name and details of witness

Statement/ questions and answers

Signature of witness

Signature of charge sheeted employee with a declaration that the statement has been recorded in his presence

Signature of Enquiry Officer

(Cross Examination by Employee/ defense helper)

Same process as above-
(Examination of witness against charges)

Same process as above
(Cross Examination by management representative)

Note: If any one does not want to cross examine, the same may be recorded as “ opportunity given for cross examination but declined to cross examine” with signatures

E. SHOWCAUSE NOTICE

To

Date

Sub: Shaw Cause Notice

WHEREAS you were charge sheeted for an offence as stated.

AND WHEREAS you were granted an opportunity to defend the charges by way of Domestic enquiry which commenced on ____ and ended on ____ (dates)

AND WHEREAS you have failed to prove your innocence before the Enquiry Officer.

NOW THEREFORE, the management is constrained to take disciplinary action against you.

Without prejudice and following the Enquiry Officer’s report your act of omission/ commission has been proved to be a serious misconduct which attracts punishment which may extend to dismissal from service.

THEREFORE, you are hereby called upon to show cause why disciplinary action including dismissal should not be taken against you/ why you should not be removed from service. A copy of the findings of the Enquiry Officer is enclosed herewith for your perusal.

Your written reply should reach the undersigned within ____ days.

Sd/-
Authorized Signatory

F. TERMINATION ORDER

To

Date:

Sub: Order of Termination of Service

Ref: Charge sheet No ____ dated ____

Pursuant to the charge sheet above referred and findings of enquiry report dated____, the management has come to the conclusion that the charges leveled against you have been proved categorically.

As you have been found guilty of serious misconduct, the management has decided to dismiss you from service. However, on compassionate grounds, we have decided to take a lenient step by imposing a lesser punishment by discharging you from service with effect from/ with immediate effect.

You are, therefore, directed to settle your dues including salary dues and handover the charges to Mr _____ during office hours on _____

Sd/-
Authorized Signatory
