

EMPLOYMENT MANUAL

Prepared By

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Employment Manual Version Control

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Note: The content of a manual does not constitute nor should it be construed as a promise of employment or as a contract between _____ Ltd and any of its employees.

_____ Ltd at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice.

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1 INTRODUCTION

This document has been developed by the Management in order to familiarize employees with _____ Ltd and provide information about working conditions, key policies, procedures, and benefits affecting employment at _____ Ltd.

1.1 Welcome

Welcome to _____ Ltd!

We are happy to have you as a new member of our family!

1.2 Vision

1.3 Mission

1.4 History

1.5 Changes in Policy

This manual supersedes all previous employee manuals and memos.

While every effort is made to keep the contents of this document current, _____ Ltd reserves the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in the manual with or without prior notice to employees.

2 EMPLOYEE DEFINITION AND STATUS

An "employee" of _____ Ltd is a person who regularly works for _____ Ltd on a wage or salary basis.

2.1 Employment Classification

Employees of _____ Ltd are generally classified as either "Executive" or "Non-Executive." In addition to the above classifications, employee is assigned an employment status classification: Office, Site, etc.

2.2 Probationary Period for New Employees

_____ Ltd monitors and evaluates every new employee's performance for three months to determine whether further employment in a specific position or with _____ Ltd is appropriate.

3 EMPLOYMENT POLICIES

3.1 Equal Employment Opportunity

_____ Ltd is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

3.2 Affirmative Action/Diversity

_____ Ltd is committed to affirmative actions that will build on the strengths of our current workforce and continually enhance the diversity of our organization.

3.3 Employee Background Check

Prior to making an offer of employment, _____ Ltd may conduct a job related background check. A comprehensive background check may consist of prior employment verification, professional reference checks, education confirmation, and credit check.

3.4 Criminal Records

When appropriate, a criminal record check is performed to protect _____ Ltd's interest and that of its employees and clients.

3.5 Anniversary Date

The first day an employee reports to work is his or her official anniversary date. This anniversary date is used to compute the employment related benefits.

3.6 New Employee Orientation

The formal welcoming process, or "employee orientation," is conducted by a Human Resources representative, and includes an overview of the company.

3.7 Personnel Records and Administration

The task of handling personnel records and related administration functions at _____ Ltd has been assigned to the Human Resources Department. Personnel files will be kept confidential at all times and include some or all of the following documents:

- Curriculum Vitae

- Experience Certificate
- Proof for last drawn Salary
- Proof of Identity
- Proof of Address
- Self-Attested Copy of PAN Card
- 2 Pass Port Size Photos
- Medical records, if any, will be kept in a separate confidential file.

3.8 Change of Personal Data

Any change in an employee's name, address, telephone number, marital status, dependents, or insurance beneficiaries, or a change in the Income-Tax Permanent Account Number, needs to be reported in writing without delay to the Human Resources Department.

3.9 Safety

The safety and health of employees is a priority. _____ Ltd makes every effort to comply with all central and state workplace safety requirements. Each employee is expected to obey safety rules and exercise caution and common sense in all work activities.

3.10 Building Security

Each and every employee must follow the building security rules and regulations. Employees are not allowed on _____ Ltd property after hours without prior authorization from their supervisor.

3.11 Personal Property

The _____ Ltd Safety Office maintains a property management system that efficiently tracks lost and found property reports. _____ Ltd assumes no risk for any loss or damage to personal property and recommends that all employees have personal insurance policies covering the loss of personal property left at the office.

3.12 Employee Requiring Medical Attention

Employees who become aware of any health-related issue should notify their supervisor of health status as soon as possible. Employees should report all work-related injuries and accidents immediately to their supervisor.

3.13 Visitors in the Workplace

For safety, insurance, and other business considerations, only authorized visitors are allowed in the workplace. When making arrangements for visitors, employees should request that visitors enter through the main reception area and sign in and sign out at the front desk.

3.14 Weather-related and Emergency-related Closings

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. In such instances, Executive Staff will decide on the closure and Human Resources will provide the official notification to the employees.

4 STANDARDS OF CONDUCT

4.1 General Guidelines

All employees are urged to become familiar with _____ Ltd rules and standards of conduct and are expected to follow these rules and standards faithfully in doing their own jobs and conducting the company's business.

4.2 Attendance and Punctuality

_____ Ltd expects employees to be ready to work at the beginning of assigned daily work hours, and to reasonably complete their projects by the end of assigned work hours.

4.3 Work Schedule

Unless otherwise specified, employees are expected to be on work at 9.30 a.m. to 6 p.m. for 6 days in a week. Employees are allowed a one-hour lunch break generally between the hours of 11:00 a.m. and 2:00 p.m. _____ Ltd encourages employees to take a rest period and provides a paid rest period of ten minutes in the morning work period and ten minutes in the afternoon work period.

4.4 Absence and Lateness

From time to time, it may be necessary for an employee to be late or absent from work. _____ Ltd is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside work hours may arise. It is the responsibility of all employees to contact all affected parties if they will be absent or late.

4.5 Unscheduled Absence

Absence from work for three (3) consecutive days without notifying management or the Human Resources Department will be considered a voluntary resignation.

4.6 Harassment Policy

_____ Ltd does not tolerate workplace harassment. Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence.

4.7 Sexual Harassment Policy

_____ Ltd does not tolerate sexual harassment Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile, and intimidating working environment and prevents an individual from effectively performing the duties of their position.

4.8 Violence in the Workplace

_____ Ltd has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect _____ Ltd or which occur on _____ Ltd or client property, will not be tolerated.

4.9 Confidential Information and Nondisclosure

By continuing employment with _____ Ltd, employees agree that they will not disclose or use any of _____ Ltd's confidential information, either during or after their employment. _____ Ltd sincerely hopes that its relationship with its employees will be long-term and mutually rewarding. However, employment with _____ Ltd assumes an obligation to maintain confidentiality, even after an employee _____ Ltd's employ.

4.10 Ethical Standards

_____ Ltd insists on the highest ethical standards in conducting its business. Doing the right thing and acting with integrity are the two driving forces behind _____ Ltd's great success story. When faced with ethical issues, employees are expected to make the right professional decision consistent with _____ Ltd's principles and standards.

4.11 Dress Code

Employees of _____ Ltd are expected to present a clean and professional appearance while conducting business, in or outside of the office. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects _____ Ltd's reputation or image is not acceptable.

4.12 Use of Equipment

_____ Ltd will provide employees with the equipment needed to do their job. None of this equipment should be used for personal use, nor removed from the physical confines of _____ Ltd - unless it is approved for a job that specifically requires use of company equipment outside the physical facility.

4.13 Use of Computer, Phone, and Mail

_____ Ltd's property, including computers, phones, electronic mail, and voice mail, should be used only for conducting company business. Incidental and occasional personal use of company computers, phones, or electronic mail and voice mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages. The Company provides CUG Cellular to its employees, whose payments are to be made by the respective employees on their own and the company provides mobile allowance to the employees based on their grade and necessity.

4.14 Use of Internet

Employees are responsible for using the Internet in a manner that is ethical and lawful. Use of the Internet must solely be for business purposes and must not interfere with employee productivity.

4.15 Smoking Policy

No smoking of any kind is permitted inside any _____ Ltd office.

4.16 Alcohol and Substance Abuse

It is the policy of _____ Ltd that the workplace be free of illicit drugs and alcoholic beverages, and free of their use. In addition to damage to respiratory and immune systems, malnutrition, seizures, loss of brain function, liver damage, and kidney damage, the abuse of drugs and alcohol has been proven to impair the coordination, reaction time, emotional stability, and judgment of the user. This could have tragic consequences where demanding or stressful work situations call for quick and sound decisions to be made.

4.17 Gifts

Advance approval from management is required before an employee may accept or solicit a gift of any kind from a client. Employees are not permitted to give unauthorized gifts to clients.

4.18 Solicitations and Distributions

Solicitation for any cause during working time and in working areas is not permitted. Employees are not permitted to distribute non-company literature in work areas at any time during working time.

4.19 Complaint Procedure

Employees who have a job-related issue, question, or complaint should first discuss it with their immediate supervisor. If the issue cannot be resolved at this level, _____ Ltd encourages employees to contact the Human Resources Department. Employees who observe, learn of, or, in good faith, suspect a violation of the Standards of Conduct of _____ Ltd should immediately report the violation to the management.

4.20 Corrective Procedure

Unacceptable behavior that does not lead to immediate dismissal may be dealt with in any of the following manners: (a) Oral Reminder, (b) Written Warning, (c) Decision-Making Paid Leave/Counseling Session, (d) Termination, (e) Other appropriate action as the management decides.

4.21 Crisis Suspension

An employee who commits any serious violation of _____ Ltd policies at minimum will be suspended without pay pending an investigation of the situation. Following the investigation, the employee may be terminated without any previous disciplinary action having been taken.

4.22 Transfer Policy

_____ Ltd recognizes that a desire for career growth and other needs may lead an employee to request a transfer to another position. An employee with proper qualifications will be eligible for consideration for transfer to another department provided that the transfer does not occur within one year of the employee's date of hire or within one year of any previous transfer.

4.23 Outside Employment

Employees may not take an outside job, either for pay or as a donation of their personal time, with a customer or competitor of _____ Ltd; nor do may employees work on their own if it competes or interferes in any

way with the sales of products or services that _____ Ltd provides to its clients.

4.24 Employment Termination/Resignation

After the application of disciplinary steps, if it is determined by management that an employee's performance does not improve, or if the employee is again in violation of _____ Ltd practices, rules, or standards of conduct, following a Decision-Making Leave, employment with _____ Ltd will be terminated.

4.25 Exit Interview

In a voluntary separation situation, _____ Ltd management would like to conduct an exit interview to discuss the employee's reasons for leaving and any other impressions that the employee may have about _____ Ltd.

4.26 Return of Company Property

Any _____ Ltd property issued to employees, such as computer equipment, cell phones, sim cards, data cards, keys, parking passes or company credit card, must be returned to _____ Ltd at the time of termination. Employees will be responsible for any lost or damaged items.

5 COMPENSATION POLICIES

5.1 Base Compensation

It is _____ Ltd's desire to pay all employees' wages or salaries that are competitive with other employers in the marketplace and in a way that will be motivational, fair, and equitable. Compensation may vary based on roles and responsibilities, individual, and company performance and in compliance with all applicable laws. The Gross Earnings will be reduced for statutory deductions such as the Income Tax Payable by way of TDS as Per the Provisions of Income Tax Act, 1961 and for Professional tax payable for the employment to the municipal authorities.

5.2 Performance Bonuses

Performance bonuses may be given to _____ Ltd employees at the discretion of management. There are two factors that typically determine bonus availability and amounts: (a) Company Performance - Profits, (b) Personal Performance.

5.3 Timekeeping Procedures

By law, _____ Ltd is obligated to keep accurate records of the time worked by employees. Each employee must fill out the appropriate electronic _____ Ltd time record each week, and time records must be completed in accordance with the _____ Ltd time-reporting guidelines.

5.4 Overtime Pay

Overtime compensation is paid to non-executive employees in accordance with federal and state wage and hour policies. All overtime work performed must receive the supervisor's prior authorization.

5.5 Payroll and Paydays

The frequency of _____ Ltd payroll distribution is dependent upon an employee's employment status. Regular Office employees are paid monthly on or by the last business day of each month. Regular Site and contingent employees are paid weekly on or before 10th of the following month.

5.6 Performance and Salary Reviews

_____ Ltd wants to help employees to succeed in their jobs and to grow. In an effort to support this growth and success, _____ Ltd has an annual review process for providing formal performance feedback. Feedback includes a Performance Evaluation, 360-Degree Assessment, and an Extra Mile contribution appraisal. Depending on the employee anniversary date, the performance review is held during either the March or the September review cycle. Salary/wage reviews typically occur in conjunction with the annual performance review process.

5.7 Opportunities for Advancement - Progression and Promotion

_____ Ltd would like to provide employees with every opportunity for advancing to other positions or opportunities within the company. Approval of progression moves or promotions depends largely upon training, experience, work record, and business need. However, _____ Ltd reserves the right to look outside the company for potential employees as well.

5.8 Educational Assistance

_____ Ltd believes that education leads to self-improvement and recognizes that the skills and knowledge of its employees are critical to the success of the organization. In that vein, _____ Ltd encourages higher education and is willing to pay for courses which are directly related to an employee's present job or which will help an employee prepare for more responsibilities or promotions within the organization.

5.9 Training and Professional Development

A specific schedule of basic training and orientation has been established for job and employment classifications. Coaching/Mentoring System provides guidance in professional development and _____ Ltd encourages all interested employees to take advantage of the continuing education initiative and further job specific training. All courses must be approved by a supervisor and a Human Resources representative.

5.10 Retirement and other benefit Plans

_____ Ltd supports employee retirement and other benefit plans to the eligible employees.

6 LEAVES AND PERMISSIONS

6.1 Introduction

The following is a comprehensive guide to the _____ Ltd leaves and permissions policy and procedures for the reporting. The Employee is expected to get prior consent for leave from the Head of the Department, General Manager and final approval from the CMD. All requests for leaves of absence should be submitted in writing to management and the same to be forwarded to Human Resources Department.

6.2 Sick Leave

Sick leave may be used during an employee's own illness or for an illness in the employee's immediate family. Sick leave will be limited to Twelve (12) 8-hour days per year for all employees. Occasionally, for medical, personal, or other reasons, employees may need to be temporarily released from the duties of their job with _____ Ltd. It is the policy of _____ Ltd to allow its employees to apply for and be considered for certain specific leaves of absence.

6.3 Personal Leaves of Absence

In special circumstances, _____ Ltd may grant a leave for a personal reason, but never for taking employment elsewhere or becoming self-employed. Personal leaves of absence must be requested in writing and are subject to the discretion of management and the Human Resources Department. Personal Leaves of Absence leave will be limited to Twelve (12) 8-hour days per year for all employees.

6.4 Bereavement Leave

Generally, employee shall be entitled to Bereavement Leave upon the death of a spouse (including a *de facto* spouse), son, daughter, stepson, stepdaughter, parent, stepmother, stepfather, brother, sister, stepbrother, stepsister, grandson, granddaughter, grandparent, mother-in-law, father-in-law, son-in-law, or daughter-in-law.

6.5 Permissions

Generally, due to unavoidable circumstances an employee may be late. _____ Ltd is aware of these circumstances and employees should intimate his superior if they will be late. Permissions will be limited to Three (3) 2-hour days per month for all employees. Beyond this late to work or permission will be deemed to be absent for half a day.

7 EXPENSES

7.1 Introduction

The following is a comprehensive guide to the _____ Ltd expense policy and procedures for the reporting and reimbursement of expenses. Any manager who approves expense reports should be familiar with this policy - authorizing an expense report indicates to _____ Ltd that the expenses reported are legitimate, reasonable, and complies with the said policy.

7.2 Company Supplies, Other Expenditures

- For each and every purchase or work to be done, purchase or work order to be prepared by the concerned employee and properly verified by the appropriate manager and to be approved by the General Manager / Vice President and to be sanctioned by the Finance Department.
- Only authorized persons may purchase supplies in the name of flagship companies comprised in the _____ Ltd.
- No employee whose regular duties do not include purchasing may incur any expense on behalf of _____ Ltd.
- Without a properly approved purchase order or work order, _____ Ltd is not obligated for any purchase or work done.

7.3 Expense Reimbursement

Under ordinary circumstances, it is the policy of _____ Ltd to reimburse travel expenses on the basis of actual expenses involved. Persons traveling on _____ Ltd business are entitled to transportation, hotel accommodation, meals, and limited incidentals (for example, taxis and telephone calls) that meet reasonable and adequate standards for convenience, safety, and comfort.

7.4 Relocation

This policy applies to current and newly hired _____ Ltd employees who will be relocated to a new office or location. Management, Human Resources, and Finance must formally approve all moves.

_____ Ltd will pay reasonable costs of transportation and lodging in connection with the transfer of the employee and the employee's dependents from the old location to the new location. Travel to the new location will be by the most direct route, and lodging arrangements should be made by or approved by Human Resources. This covers the period from when the employee leaves the old location and travels directly to the new location.

8 EMPLOYEE COMMUNICATIONS

8.1 Open Communication

_____ Ltd encourages employees to discuss any issues they may have with a co-worker directly with that person. If a resolution is not reached, employees should arrange a meeting with their direct supervisor. If the concern, problem, or issue is not properly addressed, employees should contact the Human Resources Department.

Any information discussed in an Open Communication meeting is considered confidential, to the extent possible while still allowing management to respond to the problem.

8.2 Staff Meetings

In order to keep the communication channels open, _____ Ltd implements a once-a-month company-wide staff meeting. Employees receive communications from Human Resources about the agenda and discussion topics every month.

_____ Ltd circulates circular where employees can find organizational announcements, news/events, and discussions about specific topics.

8.3 Suggestions

_____ Ltd encourages all employees to bring forward their suggestions and good ideas about making _____ Ltd a better place to work and enhancing service to _____ Ltd customers.

Any employee who sees an opportunity for improvement is encouraged to talk it over with management. Management can help bring ideas to the attention of the people in the organization that will be responsible for possibly implementing them.

All suggestions are valued.

8.4 Closing Statement

Successful working conditions and relationships depend upon successful communication.

It is important that employees stay aware of changes in procedures, policies, and general information.

It is also important to communicate ideas, suggestions, personal goals, or problems as they affect work at _____ Ltd.

9 ACKNOWLEDGMENT

I acknowledge that I have received a copy of the _____ Ltd Employment Policies, and I do commit to read and follow these policies.

I am aware that if, at any time, I have questions regarding _____ Ltd company policies I should direct them to my manager or the Human Resources Department.

I know that _____ Ltd company policies and other related documents do not form a contract of employment and are not a guarantee by _____ Ltd of the conditions and benefits that are described within them. Nevertheless, the provisions of such _____ Ltd company policies are incorporated into the acknowledgment, and I agree that I shall abide by its provisions.

I also am aware that _____ Ltd, at any time, may on reasonable notice, change, add to, or delete from the provisions of the company policies.

Employee's Printed Name

Position

Employee's Signature

Date

10 APPENDICES

10.1 Employment Manual Sections Omitted
