



2022

Employee Handbook and Human Resource Policy Manual

CAM INDUSTRIAL SERVICES
GOA



Welcome message

We are glad to have you as a member of CAM Industrial Services. As a team member, you are now an essential part of our team effort. We hope that you will find your position with the Company rewarding, challenging, and productive. Every Employee has an important role in our operations, and we value the ability and experience you bring with you to the organization. All our employees are vital for the overall success of CAM Industrial Services.

This Employee handbook has been prepared by us to make your transition into the company easier. This handbook will acquaint you with the employment policies and practices of CAM Industrial Services. The Handbook will formally introduce you to the formal policies in HR and employee behavior. Please read it carefully and keep it for future reference. The representatives for dealing with queries in any of the policies have been mentioned in the Handbook. For any other queries or suggestions regarding the policies, please contact a member of the Human Resources Department.



Message from the Managing Director

With the vision of transforming CAM Industrial Services into a leading world-class waste management company, we recognize that our employees are our biggest asset. It is imperative to establish a standard set of guidelines accessible to all employees across all functions and hierarchies of our organization, to assist and facilitate transparency in the organization principles and processes.

The Employee handbook attempt to bring transparency in our day-to-day functioning at our workplace and introduce employees to the work culture and policies at the organization. It would help to synchronize what is expected from us as employers and what we can expect from you, the employees.

This Handbook provides all information and guidelines to the employees of the organization with respect to their rights and responsibilities and the information contained herein is not to be considered as contractual promises. It also elaborates on the company culture, policies, and feedback procedures.

The policies included in the manual come in force with immediate effect. The Management reserves the right to modify this manual as and when required.

Dr. Caitanno Jose Fernaandes
Managing Partner
CAM Industrial Services

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Company Profile

CAM Industrial Services was founded in 2005, by Dr. Caitanno Jose Fernaandes (Ph.D.) as a Hygiene company and Trading House. It was established with the vision to provide a clean, safe, and accessible sanitation to the society. The organizational journey began with providing portable toilets on hire and associated services for the vast beach belt of Goa. Through the years, in a short span of time, CAM has expanded and diversified. This versatility in services combined with quality and reliability has been the major factors for our growth and success.

The organization provided portable sanitation solutions like to on-hire portable toilets and associated services for public events like music festivals, construction, film shootings, including international Expos and Summits. We have also been constantly innovating on portable sanitation solutions like luxury washrooms, solar loo, bunk toilets, and biodigester toilets for those people without access to proper sanitation options.

Our business and technical expertise have been further utilized for bio-remediation projects aimed towards clearing of legacy waste from various dumpsites and waste landfills in Goa. CAM has also been providing well-aligned and tested Municipal Solid Waste (MSW) Management and Zero Waste solutions to waste management needs for all Commercial Establishments since its establishment.

Services

Over the years CAM Industrial Services has become a well-recognized and established brand providing pilot solutions in the field of Sanitation and Waste Management Services. We focus on innovating and customizing solutions as per client requirements. We provide services in the following four areas.

Providing portable toilet cabins: CAM is the largest supplier of HDPE mobile toilets in Goa, including installation, cleaning, evacuation, and safe treatment and disposal of waste. Along with cleaning and maintaining the portable toilets, CAM also maintains and refurbishes existing toilets in slums, schools, public places, and communities. This ensure continuous access to clean sanitation, even in remote areas.

Housekeeping Services: CAM provides professional housekeeping services since its inception in 2009. CAM

Waste Management solutions

Bio Digester Toilets



Purpose of the Employee Handbook

At CAM Industrial Services, the core belief is that employees are happier and more valuable if there is a mutual understanding of expectations between the organization management and operations (employees). In this handbook, we introduce you to the CAM's values, culture, and goals. We expect you to incorporate this information into your day-to-day job performance, striving to meet the organization's value in everything you do. The remainder of this handbook will familiarize you with the policies, privileges, benefits, and responsibilities of being an employee at CAM Industrial Services Ltd. The handbook highlights all organization policies, procedures and guidance, and benefits of employment, mandatory for all employees to understand and follow.

Expectations from Management

CAM Industrial Services believes in a work environment that fosters innovation and involvement to meet the challenges of our business. We believe in providing quality service to our customers and a quality workplace for our employees. Through this commitment, we will continue to ensure our success and growth.

Expectations from Employees

At CAM Industrial Services, customers are treated with utmost priority and all employees are responsible for ensuring provision of best quality services. Employees should treat all clients and fellow employees with respect. Customers are dependent on all employees to provide services that they can rely on and enable growth of the organization, through new opportunities in the future. Employees are expected to perform the tasks assigned to the best of your ability and to act in ways reflecting favorably on the organization and fellow employees.

Continued Improvement of the Handbook

To retain necessary flexibility in the administration of policies and procedures, CAM Industrial Services reserves the right to make revisions without notice. In this organization, as anywhere, circumstances are constantly changing. As a result, the Employee Handbook may need to be revised, rescinded, or supplemented with newer, improved policies from time to time. Nothing in this handbook is a contract or a promise. The policies can change at any time, to keep in-line with the changing economic environment.

Vision

Our vision is to join hands and take the pledge to make the Country a cleaner, greener, healthier, and dignified place to live in.

Mission

At CAM Industrial Services we intend to provide innovative, novel and sustainable sanitation solutions to every household, specifically targeting households with meager income and poverty - stricken sectors in the nation. Our mission is to corroborate scientific collection and disposal of waste to attain an integrated waste management system. We intend to contribute towards a cleaner, more habitable and sustainable environment for future posterity.

Non-discrimination policy statement

At CAM Industrial Services, we value all employees and job candidates as unique individuals, inviting their variety of experiences to our diverse organization. We have a strong non-discrimination policy and believe everyone should be treated equally regardless of race, sex, gender identification, sexual orientation, national origin, native language, religion, age, disability, marital status, citizenship, genetic information, pregnancy, or any other characteristic protected by law.

If any employee feels that you have been discriminated against, please let your manager or Human Resources Department know at the earliest. Every complaint will be appropriately investigated and all violators in the case will be punished.

Organizational Structure Chart



Employee handbook and HR Policy

Development is an ongoing process and it applies for our Company as well. The effort of putting together this Employee handbook and HR Policy Manual is part of this initiative, keeping in mind our current and expected size. Today, we have more than 70 plus employees spread all across Goa and hence, it is important that we all remain synchronised and on a common platform.

Our mission is to support our core leadership, department heads (HODs), managers and employees across the hierarchy in achieving their strategic individual and collaborative (organisational) goals. We expect to achieve it by identifying, attracting, recruiting, training, developing and retaining workforce of high calibre. We will stimulate our employees through standard policies and practices.

Objective

The Objective of the Human Resources Policy Manual is to provide support to its employees through:

- Continuity and consistency of service.
- Improved internal and external communication
- Enhancing orientation & focus.
- Mentoring leadership and capabilities.
- Promoting creativity & innovation
- Efficient in-house services.

The current set of privileges and amenities indicated in the manual shall undergo continuous change as we further progress in our journey.

Amendments in the policy as and when required shall be communicated to all employees from time to time.

- Facilitate employees to build a conducive and congenial work environment.
- Promote and focus organisational culture on defined values, work ethics and principles.
- Promote a culture of team-work among employees.
- Strive for continuous improvement in upgrading the competencies of employees through focused initiatives.
- Facilitate and promote measures for regular feedback and recognition.
- Facilitate employees to work with a multi-skilled, multi-tasking, creative and innovative approach.
- Create an atmosphere of self-motivation across all levels.
- Promote, build and develop process excellence in business operations across all functions of the organisation.

HR Strategy

The foundation of our HR strategy:

- Reliability - through performing well consistently
- Excellence - through continuous improvement
- Service - through meeting customer expectations and needs
- People - through serving people with fairness and firmness
- Empowerment - through enabling each to attain his/her potential
- Teamwork - through nurturing a spirit of team-work

The HR team has undertaken several major initiatives to drive the core principles of the department and the organization at large. These principles include providing the following to the employees of the company.

- a) Core competence and capabilities enhancement
- b) Cost effective solutions and services
- c) Customer satisfaction enhancement
- d) Timely deliverables through processes based operational excellence
- e) Creativity & innovation

Principles

i. Business Ethics

Our business ethics are based and built on integrity and commitment towards achieving our organisational goals. Our code of ethics is instituted on our principles, values of good humanity, integrity and governance.

ii. Leadership

We are committed to encourage and develop leadership through our vision to focus on leveraging continuous opportunities and meeting challenges.

iii. Customer Satisfaction

Achieving excellence in customer care and services is our core business objective. Hence, we shall always stay focused, innovative and committed to consistently meeting our customers' expectations by delivering the highest degree of cost-effective services and quality solutions on time.

iv. Employee Engagement

- Ensuring professional satisfaction, fair recruitment, equal opportunity, timely performance evaluation & management, promotions of promising individuals, enhanced professional experience & life.
- Ensuring job rotation, job enrichment, trainings, learning and development, career & succession, planning across the hierarchy.

- Enabling opportunities to each employee to develop up to his/her full potential with a shared sense of accountability and responsibility.
- Enabling each employee to evolve and meet the dynamic business environment and maintain a competitive edge.
- Ensuring care for each other, transparency, trust, motivation, improved work culture and conducive work environment

v. Communication

Our focus is to facilitate free flow of communication to encourage and evolve a participative, collaborative and productive work environment with trustworthy ambience.

vi. Passion for Excellence

We strive for excellence with passion in our business approach in order to constantly meet customer expectations (internal & external).

vii. Organisational Synergy

We will build and develop business synergy across all our business verticals like strategic business units (SBUs) to ensure optimisation, quality improvement and customer satisfaction so as to gain market dominance. The integrated strengths and approach will provide the strategic advantages to suit our business needs and priorities.

viii. Concern for Environment

We are committed to retain and protect our environment within our influence and reach. We will adopt an environment friendly approach and for promoting practices that enhance sustainable development.

1. Recruitment Policy

The Recruitment Policy at CAM Industrial Services aims to enrich the talent pool by hiring the right person with respective skills and functional expertise to strengthen our goals and become a leader in the industry. The Policy is to continuously sustain a pool of committed, motivated and talented employees.

1.1 Objective

The key objective of the Recruitment Policy is to acquire the best talent from internal and external sources to achieve the desired business objectives and goals of the organization.

1.2 SCOPE

Under the Recruitment Policy, HR covers all responsibilities related to new vacancy, replacement, and demobilization / transfer.

1.3 INTERNAL RECRUITMENTS

1.3.1 Procedure

- a) Internal vacancies shall be posted on Internal Mail System and/or displayed on the Office Notice Boards.
- b) Eligible employees may apply for available vacancies, as per their respective skillset. However, the Managing Director shall take the final decision with respect to the eligibility of the employee which shall be binding and final.
- c) All applications shall be sent via "HR EMAIL" e-mail at hr@cam-goa.com
- d) Data bank of potential candidate's profile shall be scanned and the HR will hand over the same to the Operations Head concerned.
- e) In case of non-availability of suitable internal candidate(s), external sources shall be approached. The process of selection shall include
 - i. a test that shall be carried out to assess relevant skills, aptitude and attitude
 - ii. competency and
 - iii. panel interviews. The decision of the panel shall be binding and final. Selection of all positions shall be carried out with Final interview and approval of the Managing Director.

1.3.2 Responsibility

- a) New vacancy approval will be completed by HR with final approval from the MD.
- b) HOD of various departments will be responsible for replacement / requirement identification and raise the same to the HR.
- c) Demobilization / Transfer Plan shall be notified by the concerned HOD to the HR

- d) HR will be responsible for identifying the interviewer and other activities in the process.

1.4 External Recruitments

1.4.1 Procedure

- a) In case of non-availability of suitable internal candidate(s) with requisite talent/expertise for the vacant position(s), potential external candidates / resources shall be approached.
- b) All Job Requirements / portal advertisements shall indicate job description, role summary, location, required experience and the time within which the position is required to be filled.
- c) The HODs of different departments shall be responsible to chalk out the job description, role summary, location, required experience and the time for filling the position, in close co-ordination with HR.
- d) Decision of the Interviewing Panel shall be obligatory and final.

1.4.2 Responsibilities

- a) HOD of the respective departments will be responsible for identifying requirements
- b) The concerned HOD and HR shall oversee and execute the demobilization and transfer plan
- c) New vacancies will be approved by HR with final approval given by the MD
- d) HR will be responsible for identifying the interviewer and other activities in the process.

1.5 Recruitment of Graduate Trainee (GT) and Management Trainee (MT)

1.5.1 Objective

To acquire a proper Skills, Mix & Knowledge so as to ensure and maintain the balance across all functions in the organization.

1.5.2 Scope

Graduate / Postgraduate / Diploma / Technical final year students from recognized institutes / schools with the right skillset will be considered for the roles of GT and MT.

1.5.3 Procedure

- a) Campus Visit(s) for recruitment shall be done during suitable months of the year.
- b) HR will initiate the Campus Recruitment with a Pre-Placement presentation on the Company Profile followed by other selection processes.
- c) Letter indicating the names of short-listed candidates shall be handed over to the institute on the spot or a day after selection.

- d) The absorption of the GT and MT shall take place only on successful completion of their final semester examination and strictly in accordance with company's policy.
- e) GT and MT shall undergo a training period of **ONE YEAR** and on successful completion of the training period they shall be absorbed in regular grades.
- f) The management will be within their rights to regularize such trainees without making it a compulsory regularization.

1.5.4 Responsibilities

- a) HOD of the respective departments will be responsible for identifying requirements
- b) Institutes will be selected in coordination between the HR, HOD and MD.
- c) Selection panel will be approved by the concerned HOD and HR, while the selection method will be a written test.
- d) New vacancies will be approved by HR with final approval given by the MD
- e) HR will be responsible for coordinating other activities in the process.

1.6 Reference Checks

1.6.1 Objective

To validate the information provided by the New Entrant(s) or the prospective candidate(s).

1.6.2 Scope

All candidates hired for the company will have to submit two references from their previous company.

1.6.3 Procedure

- a) Reference Check through appropriate authority like last employers (at least two), etc.
- b) Professional Reference(s) shall be requested in the Employment Application Form
- c) Professional Reference(s) shall be networked prior and post selection.
- d) No one, in strict confidentiality, shall disclose or share the information and feedback extracted from the previous employer and professional references to the New Entrant.
- e) Reference Check shall be processed only on the prescribed format and procedure.

1.6.4 Responsibility

HR will be responsible for the overseeing and executing the entire operation.

1.7 MEDICAL EXAMINATION

1.7.1 Objective

To ensure the medical fitness of New Entrants

1.7.2 Scope

All Permanent Employees including Trainees

1.7.3 Procedure

- a) All appointments in the organisation shall be subject to being found medically fit.
- b) A New Entrant must obtain a Medical Fitness Certificate from a Certified/Authentic Medical Centre before joining

1.7.4 Responsibility

HR will be responsible for collecting the medical certificates from the candidates and cross-checking them.

1.8 LETTER OF INTENT (OFFER LETTER)

1.8.1 Scope

All candidates selected for employment with the company.

1.8.2 Procedure

- a) Only candidates who have qualified for the Final Stage of selection shall be issued a Letter of Intent(LOI)
- b) HR shall retain a duplicate copy of the LOI, duly signed by the candidate in acceptance of offer.
- c) Offer shall be valid for a period as stipulated.

1.8.3 Responsibility

The HR department shall be responsible for sending the offer letter to the chosen candidates via email and keep a record of signed copies / responses from the chosen candidates.

2. Onboarding Process

2.1 Joining Formalities

To verify all credentials of the joining candidates

2.1.1 Scope

All new employees including trainees.

2.1.2 Key Policy

- a) No Candidate shall be entertained for joining without presenting an authentic LOI issued by CAM.
- b) Copies of testimonials and photographs shall be submitted by the New Entrant on the day of joining.
- c) Following authentic documents shall be verified:
 - i. Letter of Intent
 - ii. Copy of Interview Evaluation Sheet
 - iii. Resume
 - iv. Employment Application Form
 - v. Compensation Package as mentioned
 - vi. Educational certificates
 - vii. Experience letters
 - viii. Medical Report/Fitness Certificate etc.
- d) Any non-conforming issues must be communicated immediately to the corporate HR.
- e) Relieving Letter(s) from previous employer(s) shall be submitted by the New Entrant.
- f) Welcome Note with Introduction and Photograph of new entrants shall be circulated among all staff members through internal mail system.
- g) Appointment Letter shall be issued to the New Entrant on successful joining and within 7-10 days. (Employee Code will be generated by the HR/Accounts Department. Employee Code is to be used in all forms and procedural matter/Statutory Compliance.)

2.1.3 Responsibility

HR department shall be responsible for collecting the documents and putting them on record against the file of the new entrant.

2.2 INDUCTION

2.2.1 Objective

To familiarize the New Entrant with organization's operational processes, systems & practices along with other crucial aspects

2.2.2 Scope

All new entrants in the organization have to undergo the induction process overseen by HR.

2.2.3 Responsibility

- a) Corporate HR or on-site HR in coordination with the respective HOD shall be responsible for planning and overseeing the initial induction program
- b) Corporate HR shall be responsible for organizing and coordinating other activities in the process.

2.2.4 Procedure

- a) Induction Program shall be organized on successful joining.
- b) It shall be mandatory for New Entrants to attend Induction Program.
- c) Induction Inputs provided to the New Entrants shall be:
 - About CAM (Company Profile)
 - Vision and Mission & Values
 - Achievements & history of the Company
 - Organization Structure and introduction with Key Role Executives
 - HR and other related Policies
 - Understanding the Challenges that company faces
 - New Initiatives
 - Organizational Culture
 - Induction/Joining Kit
 - Role & Responsibilities/KPIs/KRAs
 - Telephone Directory
- d) The Inputs during Induction shall be provided through classroom presentations, discussions and sharing of experiences that shall be followed by interface with cross-functional team members.
- e) Heads of Departments (HODs) concerned shall be required to chalk out their own specific Departmental Induction Program.
- f) HR / Respective Department Personnel shall accompany the New Entrant for Introduction purposes.

2.3 PROBATION PERIOD & EMPLOYEE CONFIRMATION

2.3.1 OBJECTIVE

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

2.3.2 SCOPE

All employees appointed for regular positions.

2.3.3 RESPONSIBILITY

Reporting Manager or concerned HOD will be responsible for assessment of the employee for the probation period and inform HR about the entrants performance through the probation period.

HR shall be responsible for sending the confirmation email to the employee after confirmation from the reporting manager and handle all other processes in this action.

2.3.4 KEY POLICY

- a) New Entrants appointed under regular positions shall be kept on Probation for a minimum period of **SIX MONTHS**.
- b) Performance of Employees on Probation shall be assessed only using the Prescribed Probation Evaluation Format.
- c) Probation Evaluation Form shall be made available/sent to the Head of Departments **15 DAYS BEFORE** the due date of confirmation.
- d) Evaluation Form shall be sent back by the Head of Departments with necessary remarks to HR at least **7 DAYS BEFORE** the due date of confirmation.
- e) Concerned HOD shall keep a track on the performance of the concerned probationer periodically.
- f) Extension of the Probation Period at the time of final assessment shall not be allowed without valid reason.
- g) Probationers shall be confirmed subject to all round performance of the probationer being adjudged satisfactory by respective HOD
- h) As deemed fit, the Probation Period shall be extended for **THREE MONTHS at the most** and at a time and not more than **TWO TIMES**.
- i) In case probationer is not confirmed even after the second extension of probation period, he/she shall be issued a written communication on removal from the services of the Company.
- j) A reasonable time, maximum of **SEVEN DAYS** shall be allowed in regard to removal.
- k) In the unlikely absence of written communication in regard to the confirmation after SIX MONTHS probation period, the probationer period shall be assumed to be continued unless until intimated by written communication

2.4 REGULARIZATION OF TRAINEES

2.4.1 Scope

All new trainees hired by the organization shall mandatorily undergo induction training.

2.4.2 Responsibility

HR is responsible for coordinating and executing the regularization process and other formalities required in the process.

Extension of training period shall be completed by the concerned HOD and inform the same to HR.

2.4.3 Key Policy

- a) All Regular Trainees shall be engaged on induction training for 7-10 days for fresher's / 3 days for the rest at respective workplace.
- b) All Regular Trainees shall be engaged on a Training Period of **ONE YEAR**
- c) Trainees shall maintain an Activity Schedule and Tasks done on daily basis.
- d) The Reporting Manager shall review the Training Dairy and submit a monthly report to HR by 10th of every month.
- e) It is mandatory for trainees to maintain the Training Dairy and keep it updated.

2.5 Retirement Policy

- a) The retirement age for all employees is 60 years.
- b) The actual date of relieving from the services of the Company due to retirement shall be on the closing hours of the Company's last working day of that calendar month in which the retiring employee's 60th birthday falls
- c) As a part of the retiring process, the person will discuss with the management followed by HR team and decided the date, in case of early retirement also
- d) All employees shall avail regular benefits of Provident Fund/Gratuity/ Private pensions (if registered through company), leave encashment, and other admissible benefits as per company policy.
- e) Company encourages every employee to do tax savings .Employees can take help from HR representative towards the same.

2.6 Compensation policy

- a) All employees will be compensated based on their skills, experience and value addition done in their job roles.
- b) All employees will be paid salaries as per state's minimum wages as and when updated by the department of labor, Goa government.
- c) Bonuses will be provided based on the performance evaluation and appraisals will be done as per the appraisal policies.

3. TRANSFER POLICY

3.1 Objective

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

3.2 Scope

All Employees and Trainees in the organization.

3.3 Responsibility

- a) The concerned HOD raises the request of transfer to the HR.
- b) The HOD and HR shall be responsible for approval of transfer with final approval from the MD.

3.4 Transfers Between Departments Or Functions

- a) Transfers between different departments and/or functions in the same office shall be covered under this head.
- b) No transfers shall take place without prior mutual agreement between the Heads of Department concerned and/or function(s) with intimation to the concerned employee well in time.
- c) All transfers shall be made strictly using the prescribed Transfer Requisition Letter & Format. d. Transfer from one location to another location could also be as a result/part of demobilization plan from time to time.

4. Intern Hiring Policy

4.1 Objective

CAM Industrial Services periodically employs student interns for periods when they are not in school. The purpose of this policy is to outline responsibilities and to ensure interns have a productive stay with the company.

4.2 Procedures

a) Authorization

Hiring managers who plan to add interns for specific assignments must complete a company requisition form. The following must be included on the requisition form:

- Hours of work.
- Duration of the expected work.
- Proposed rate of pay for the intern.

Requisitions for these positions will be routed to human resources (HR) after department head approval has been obtained.

b) Facilities department notification

The HR department, on receipt of the requisition form, will notify the facilities department, which will coordinate workstation issues with the IT department to ensure that the workstation is fully operational prior to the intern's start date.

c) Company orientation

An intern will be provided with an orientation program that will highlight key aspects of the position the intern will be engaged in as well as all company policies with which he or she will be expected to conform during the specific term of employment. This orientation will exclude any discussion of programs and policies, including many of the benefits plans, which do not apply to specific-term employees.

d) Department orientation

Each intern will be provided with an in-depth review of department functions and activities and the interaction of these activities with the work the student worker will be performing. The department review will be conducted by the department manager and team leads during the first week of employment.



e) Progress report

Due to the short-term assignment of student workers, and in accordance with school/university reporting requirements for students, the department manager will be responsible for providing a narrative report of the student worker's assignments and progress at the close of each month the student is engaged. A copy of the monthly progress report will be forwarded to the HR department for record-keeping and reporting purposes.

f) Final report and out-processing

In the week in which an intern's assignment ends, the department manager will provide a final progress report in addition to any report required by the educational institution the student attends. The HR department will schedule an out-processing interview to be conducted on the day preceding the student worker's last day of work.

g) Feedback from the interns

The interns will be asked and encouraged to provide an official feedback to HR regarding their work experience at the organization and recognize some potential areas of employment.

5. Attendance Policy

5.1 OBJECTIVE

To record the attendance and inculcate discipline at work.

5.2 SCOPE

All Employees & Trainees employed in the organization.

5.3 RESPONSIBILITY

HR and the respective HOD shall be responsible for ensuring that all employees in the office have recorded their attendance in the system.

Other related Activities–HR

5.4 PROCEDURES

- a) Recording of attendance shall be compulsory every time any employee enters or leaves the office premises. With a view to suffice with this requirement, the company shall introduce & implement the electronic/biometric attendance recording system wherever feasible.
- b) Otherwise, employee shall follow the attendance marking system established at respective places.
- c) All New Entrants must sign the attendance register till the Employee code is issued.
- d) Permanent ID-Card shall be issued within 7-10days of joining.
- e) Every employee shall carry the issued ID-Card to all the sites during working days.
- f) Employees shall produce their ID-Card at any point of time on demand by the authorities while on site, any other place on duty or attending customer etc. (especially events)
- g) In case any employee loses/misplaces his/her Personal Identity Card, shall need to inform the Administration/HR Dept., and a new card shall be issued through a requisite form.
- h) Actual cost of the card shall be recovered from the individual.
- i) When the employee leaves (gets relieved from services of the company), shall return the Personal Identity Card to HR.
- j) Any change in “scheduled off” shall be affected from the first day of the month and intimation must reach the HR at least two days before.
- k) HOD concerned shall inform HR for abnormal absenteeism of any employee.

5.5 WORKING DAYS

The no. of workdays in a week in Head Office and offices at other locations shall be fixed according to the business needs during off/lean season and season period.

5.6 PUNCTUALITY

- a) Office time shall be **9.30 am to 05.30 pm** with 30 minutes lunch break
- b) To maintain punctuality in attendance the following shall be observed:
 - 03 late arrivals or early departure not exceeding 30 mins per day in a month would be allowed, thereafter half day leave would be deducted for every late coming / early departure.
 - If the employee has no Casual Leave to his/her credit, then days of other Leave would be deducted. (First CL then EL shall be deducted)
- c) Any employee having an urgent reason for leaving work must obtain permission from respective HOD/Reporting Manager prior to leaving the office or the designated duty station/place.
- d) Early departure/leaving office early for an hour, and not more than one occasions (out of total permissible early departures) in a month may be allowed if prior permission of the HOD/Reporting Manager is obtained.
- e) In case an employee goes out during Office Hours on account of official work, he/she will have to enter in the register placed at the reception on approval by the HOD
- f) An entry will also be made in the Register maintained at the Reception/Entrance Gate for the purpose. On returning to office after official work, return time shall be entered in the register.
- g) For employees posted on certain types of jobs, such as housekeeping, maintenance, and any other outdoor duties etc. Flexible working hours are prescribed, but in any case, the total working hours will not be less than eight hours a day (excluding half an hour for lunch)

6. Leave Policy

Employees are the extremely precious asset of an organization. Deficiency of proper leave management can lead to the unauthorized absence of employees from duty, lower productivity, fall in productivity hours, missing important targets, etc. These types of hindrances can be overcome with a proper Leave Policy Manual for employees in the workplace.

An annual leave policy makes it clear what staff are and aren't entitled to do. It also outlines how the holidays will be granted and any business periods where the holiday will be refused.

6.1 Objective

This policy aims to encourage work-life balance for its employees and describes the number of leave that an employee is entitled to in calendar year.

6.2 Scope

The policy is applicable to all employees in the organization.

6.3 Leave entitlement

- Privilege Leave/ Earned Leave : 15 days/ year on completion of Eight months of service in the company (pro rata basis)
- Sick/Medical Leave : 09 days/ year (pro rata basis)
- Casual Leave : 06 days/ year (pro rata basis)
- Public Holidays: 9 paid holidays (to be displayed/ circulated at the beginning of every year)

6.4 Policy

- a) The employees need to earn the leaves in the calendar year exclusive of absent days/leave without pay to avail.
 - i. **24 working days** inclusive of week off and leave to earn 01 day EL
 - ii. **40 working days** inclusive of week off and leave to earn 01 day SL
 - iii. **60 working days** inclusive of week off and leave to earn 01 day CL

- b) Earned leave may be accumulated up to a maximum period of 45 days in a year
- c) Un-availed Casual Leave and Sick Leave during the calendar year would automatically be lapsed.
- d) Please note, seven days prior approval of the HOD/Reporting Manager/Authority must be obtained to your proceeding on leave.
- e) Leave for long period have to apply 15 days prior to proceeding on leave.
- f) More than 02 days Sick Leave(covered under ESIC) will be leave without pay.
- g) In case of long (4/6 or more days) sanctioned leave the holiday/weekly off falls in between will be treated as Leave.
- h) Any holiday or weekly off falls between two sanctioned leave will not be counted as leave.
- i) Employees can avail leave for HALF-DAY or more subject to approval of respective HOD/Reporting Manager/Authority.
- j) Employee serving their probation period **will/ will not** be entitled to take leave in normal course.
- k) Employee may apply for leave without pay in case of negative or insufficient or no leave balance, Reporting Manager will send his recommendation to Head HR for final approval. The holidays/weekly off within the period of LWP will not be paid for and salary is not credited for the employee for the duration of such leave without pay.

6.5 Maternity Leave

Maternity leave and benefit shall be granted as per the Maternity Benefit Act 1961 to women employees not covered under the ESI Act. For women employees covered under ESI Act, the maternity leave and benefit shall be granted as per the provisions of the ESI Act. In addition, the leave can be extended up to a maximum of **25 weeks** for sickness/illness related with pregnancy which will be adjusted against her leave balance.

6.6 Paternity Leave

No paid paternity leaves are given to employees. Employees can avail such leaves as 'unpaid leaves'.

6.7 Leave application process

Employees shall send their leave request to their Reporting Manager with HR in copy. The leave will be approved on the HR system after approval from the Reporting Manager.

7. Employee Training and Development Policy

7.1 GRADUATE TRAINEES & MANAGEMENT TRAINEES

7.1.1 OBJECTIVE

CAM Industrial Services shall formulate and develop an On the Job Training (OJT) Program with a view to ensure full utilisation of the inherent skills of the New Entrants and provide them with comprehensive foundation needed for successful performance in the first job and in subsequent career progression.

7.1.2 Principle

- a) Adequate emphasis shall be given on developing the essential knowledge and skills required to perform the duties.
- b) Each trainee shall be aligned to assignments of his/her core area of education as well as from other functions.
- c) Induction of Graduate Trainees (GT) & Management Trainees (MT) in company shall be done based on requirement.
- d) They shall be trained within the company for a period of one year.
- e) The trainees shall be absorbed into regular grades on the basis of their overall satisfactory performance followed by personal interviews (by a panel comprising of HOD/Training Manager & HR and assessment by the Mentor.
- f) Trainees shall be absorbed into regular grades.

7.2 INDUCTION & ON-THE JOB TRAINING

7.2.1 Induction Training

All new employees in the company (except those returning after completing their sponsored training) will be considered as 'trainees' for the length of their probation period. All trainees shall undergo the following training procedure for their induction and better integration with their roles and the company objective.

- a) The trainees shall undergo the Induction Training during the first week wherein they shall be given inputs about the Company and orientation of various functions in respective place of posting.
- b) In the second phase, trainees shall undergo the Departmental Induction which would last for one to two months as required.
- c) The trainees shall undergo departmental orientation wherein they shall be associated with different departments on a rotational basis.
- d) They shall be associated with a MENTOR to undertake an in-depth study of the departments, along with hands-on training.

- e) Assessment of performances shall be done through assessment reports by the mentor/HOD
- f) During this training, employees are also provided training on the non-discrimination policy of the organization and familiarize them with CAM's principles surrounding diversity, equity and inclusion, among others.

7.2.2 On-the-Job Training

The on-the-job training in the new role of the employees after induction training will be conducted by CAM, as per the following parameters.

- a) This shall form the third phase of OJT Program and shall last for the balance six/nine months of the training period.
- b) The trainees shall be allocated departments based on their performance.
- c) They shall then undertake hands-on training in the respective department.

7.3 COMPETENCY & SKILL DEVELOPMENT

7.3.1 OBJECTIVE

To ensure continuous development of skills and competencies of employees and assist them in their overall career development.

7.3.2 SCOPE

All regular employees including trainees are included within the scope of this policy.

7.3.3 IDENTIFICATION OF TRAINING NEEDS

- a) Training needs are identified on an annual basis.
- b) For the employees in, training needs are derived from the admin and office, performance management system and assessment of competencies.
- c) For the Operation & Support Services employees the training needs are projected by the Supervisors/Reporting Managers through the annual appraisals.
- d) Assessments of skills are conducted annually to ascertain skill gaps.
- e) Additionally, there are organizational interventions like 'multi-skill identification' exercise wherein the Supervisor identifies the skills that need to be learnt by the employee to form a multi-functional workforce.

7.3.4 ASSIMILATION OF TRAINING NEEDS & DRAFTING THE ANNUAL TRAINING PLAN

7.3.4.1 KEY POLICY

- a) Projected training needs are assimilated, and groups are formed based on level, function, skill and competency and an annual training plan is drawn accordingly.

- b) This plan contains the dates for each training program, along with venue, target number of participants, training hours, respective faculty, etc.

7.2.5 CONDUCTING TRAINING PROGRAM

7.2.5.1 KEY POLICY

- a) Faculty is identified for each program from internal and external sources, or from experts in respective fields.
- b) Employees are nominated for training program/seminars/workshops/visits conducted by leading institutions or professional bodies.
- c) Study of effectiveness of training is done every 3 months wherein the trained employees as well as the respective supervisor reports about the benefits achieved out of the training in terms of skill/competency, upgradation, and the resultant tangible/intangible benefits.
- d) Skill/competency assessment is also done to measure the effectiveness of training imparted.
- e) Retraining is imparted to an employee if after assessment it is found that his/her skill or competency level has not improved to the benchmarked standards.

7.4 EDUCATION SPONSORSHIP FOR IN-SERVICE TRAINING

7.4.1 OBJECTIVE

To encourage and provide employees with a conducive organizational support system where they can enhance their managerial and professional abilities through special workshops/ courses available at recognised and eminent institutes in the respective subject areas, mutually rewarding to the Company and the employee.

7.4.2 SCOPE

Regular Employees of the company shall be applicable for recognised professional workshops /courses.

7.4.3 COMMON POLICY & COVERAGE

- a. The courses covered shall be
 - i. General Management.
 - ii. Any other functional disciplines applicable to CAM's line of business.
- b. The below mentioned policy clauses & sub-clauses of this main policy shall be applicable.

7.4.4 TYPES OF SPONSORSHIP

Sponsorship shall be considered under the categories mentioned below.

7.4.4.1 INDIVIDUAL INITIATED

- a) Part time/correspondence courses where continued long absence from duty is not required for pursuing the course.
- b) Sponsorship with no financial commitment from the Company with their self-study leave.

7.3.4.2 COMPANY INITIATED

- a) Sponsorship shall be given by the Company for special courses/training in India based on Company's needs and career plan of the individual.
- b) Sponsorship with no financial commitment and paid leave up to the limit of individual's credit balance of leave, by the Company for a specialized subject of relevance to company's business.
- c) Selection of one employee for the sponsorship will be at the discretion of the Management. In case a study leave is rejected, the corresponding employee can re-apply after 12 months, for review of the Management.

7.4.5 INSTITUTIONS & COURSES

Sponsorship without financial commitment from the Company shall be made only for the following disciplines of study.

- a) Management courses/Travel & Tourism Courses/Workshops etc.
- b) Company also may have tie-ups with leading institutions for a fixed number of seats in different courses for executives of the Company in future on the basis of business growth

7.4.6 ELIGIBILITY FOR SPONSORSHIP

- a) Employee shall be sponsored for/allowed to undertake any part-time OR correspondence courses subject to the ongoing scenario/discretion/priority as may be decided by the respective HOD / SBU Head so as the Company's working is not hampered and duly approved by the Managing Director.
- b) For full-time regular courses not supported financially by the Company, the following eligibility shall be required:
 - i. Minimum 4 years of service, excluding training/probation period.
 - ii. Less than 40 years of age.
 - iii. Consistent Outstanding/Excellent performance on-the-job, in consecutive five years with CAM.
 - iv. Demonstrated potential for growth in the Company (as decided by the HOD/SBU Head concerned).
 - v. Displays ability to acquire new knowledge and use it effectively at work

7.3.7 CRITERIA FOR SELECTION/AUTHORITY

- a) Employee desirous of availing sponsorship would, apart from meeting the requirements of the institution in which they intend to pursue the course, shall need to undergo defined internal screening/interview for sponsorship selection.
- b) Cases of grant of leave for part-time or full-time courses and sponsorship **without financial commitment**, shall be recommended by respective SBU Heads and then forwarded to Corporate HR for further final approval from the Management. In case of such recommendation(s), no substitute shall be hired. The position will stay vacant for the period. Internal job allocation can be done, as per the requirements of the organization.
- c) Cases of sponsorship (part/full) from the Company shall be decided by the Managing Director on the recommendation of respective HOD/SBU Head & Corporate HR.

7.3.8 PERIOD OF STUDY OR EXTENT OF LEAVE

- a) Sponsorship/extent of leave for pursuing any course shall be a maximum of one-year duration.
- b) Extension of study period or extent of leave beyond initial approved period will be subject to discussion with and approval of the Managing Director.

7.3.9 GRANT OF LEAVE/OTHER ASSISTANCE ON SPONSORSHIP

- a) For part-time/correspondence courses, CAM shall grant no leave and financial assistance.
- b) For normal study leave, executive may be granted leave up to 12 months, which shall first consume all paid, leave in credit and the uncovered period as leave without pay. In general, no financial assistance shall be given.
- c) While on study leave with pay will be granted to the employee, the term 'pay' is defined as the gross salary.
- d) Phone / mobile/ Notebook / Laptop / any official documents/keys/ company vehicle to be surrendered during this period.

7.3.10 NUMBER OF EMPLOYEES TO BE GRANTED THE STUDY LEAVE / SPONSORSHIP

- a) The number of sponsorships at the organization shall not exceed one at a time.
- b) Normally not more than two of the executives shall at any time avail sponsorship/leave for full-time courses including a maximum of one / two sponsorships without any financial support as mentioned above

7.3.11 GUARANTEE PERIOD (Lock-in provision)

- a) The employees, who are granted study leave or who are sponsored for pursuing higher studies shall, before proceeding on leave have to execute a

bond to serve the Company for minimum three years of service after returning to job or in default pay the Company an amount in lieu thereof, so that the Company's efforts and resources on the development of individual are gainfully utilized.

- b) For any type of full sponsorship with salary/benefit for course in the country/abroad, the individual shall have to give appropriate bank guarantee /guarantee equivalent to the bond money.
- c) An employee who is under a bond to serve the Company for a stipulated period shall not be eligible for any other study leave during the duration of the bond. The details of the bond period and amount for different types of sponsorship to be decided further.

8. Grievance Redressal Policy

Employee Grievance and Redressal means any discontent or dissatisfaction, whether expressed or not and whether valid or not, arising out of anything connected with the organization that an employee thinks, believes, or even feels, is unfair, unjust, or inequitable.

8.1 Objective

The purpose of the grievance and Redressal process is to provide employees with a procedure by which their complaints/issues/concerns can be considered promptly and fairly.

8.2 Scope

This process applies to all the employees of CAM Industrial Services.

8.3 Procedure

- a) Employees who have grievances shall at first raise their issues informally with their reporting manager, respective HOD or with the HR representative.
- b) For more serious grievances, employees can place a formal complaint via email to the assigned Grievance Redressal Committee (GRC). The GRC is comprised of a HR representative, and selected HODs from different departments in the organization. GRC shall be responsible for thoroughly investigating the grievance and suggest a proper resolution.
- c) GRC shall investigate the facts and surrounding circumstances, showing the employees that the grievance has been done thoroughly and sensitively.
- d) Actively look for a solution that will satisfy the employee, without causing any difficulty for the organization.
- e) In the process of going from one stage to another, the decision taken by the GRC will be the final one.
- f) GRC will have separate discussion with both employees, the one with the grievance and the one against whom the grievance is. All employees shall be encouraged to tell the truth and receive a patient hearing from GRC.
- g) Each case shall be handled within a stipulated timeframe.
- h) Refer to company Policy in each case. Inform your superior about all grievances.
- i) If your problem is with the GRC, employees shall approach the next most senior person. Try to get the problem resolved informally at this stage.

- j) Employees with grievances are encouraged to keep a brief note of all discussions that they have, noting the date and time, whom you spoke to, and the main points covered. These will be useful if the problem is not resolved at this stage and you have to go on to more formal procedures.
- k) If the employee is not satisfied with the formal procedure than it would be handled by the policy of the disciplinary action.
- l) The GRC will endeavour to maintain confidentiality as far as possible. However, it may be necessary to speak with other employees to determine what happened, to afford fairness to those against whom the complaint has been made, and to resolve the grievance.
- m) All employees who are involved in the grievance are required to maintain confidentiality including the employee who complains. If the person breaches confidentiality, he/she may be disciplined.
- n) HR should prepare a report every week of all the grievances and share it with the director.

8.4 Punishment

The punishment for more serious grievances include the following with final approval from the MD.

- Warning or censure.
- Making an adverse remark in the service records.
- Suspension from service without wages for a period not exceeding 7 days.
- Penalty
- Stoppage of annual increment up to 2 years with or without cumulative effect.
- Demotion or reversion to the lower grade, post, or scale with reduced pay as per that lower grade, post, or scale.
- Discharge or dismissal.

8.5 Responsibility

GRC is responsible for coordinating and keeping records of all grievances during the year. HR shall be responsible for escalating the issue to the MD if required. Concerned HOD shall be informed about grievances in their respective departments.

9. Performance Feedback and Appraisals

The performance appraisal policy ensures that the weight to performance should be appropriately given and need to perform should be developed among the employees. The performance review policy is a way to convey to the employees that the company appreciates their hard work and dedication towards work. Performance management policy is also considered as a motivational tool used by the company to make sure that employees use their full potential to perform.

CAM Industrial Services is committed to supporting every employee to reach their potential and achieve their personal goals, which in turn will assist the organisation to achieve its objectives.

9.1 Objective

- a) The performance appraisal process provides a means for discussing, planning and reviewing the performance of each employee.
- b) Performance appraisals influence salaries, promotions and transfers, and it is critical that supervisors are objective in conducting performance reviews and in assigning overall performance ratings.

9.2 Scope

All employees are provided an annual performance review and consideration for merit pay increases as warranted.

9.3 Core Principles

- a) The appraisal process aims to improve the effectiveness of the organisation by contributing to achieving a well-motivated and competent workforce.
- b) Appraisal is an ongoing process with an annual formal meeting to review progress.
- c) The appraisal discussion is a two-way communication exercise to ensure that both the needs of the individual, and of the organisation are being met, and will be met in the next year.
- d) The appraisal discussion will review the previous year's achievement and will set an agreed Personal Development Plan for the coming year for each member of staff.

- e) All directly employed employees who have completed their probationary period are required to participate in the appraisal process.
- f) The appraisal process will be used to identify the individual's development needs and support the objectives of the Training and Development Policy.
- g) All staff will receive appraisal training as an appraisee, and where appropriate as an appraiser.
- h) The appraisal process will provide management with valuable data to assist succession planning.
- i) The appraisal process will be a fair and equitable process in line with our Equality Policy.

9.4 Performance Review Schedule and salary increases

Performance appraisals are conducted annually for four weeks through March, before the end of the financial year. Each of CAM's Reporting Managers shall be responsible for the timely and equitable assessment of the performance and contribution of subordinate employees.

A performance appraisal does not always result in an automatic salary increase. The employee's overall performance and salary level relative to position responsibilities must be evaluated to determine whether a salary increase is warranted. Out-of-cycle salary increases must be pre-approved by the department manager, head of the HR department and the Managing Director.

9.5 Procedures

- a) HR provides templated self-assessment forms to the employees for filling and submitting to their respective reporting managers prior to having their discussion.
- b) Performance appraisal discussions will be held over the designated 4 week period on an annual basis. They will be arranged by the appraisee's reporting manager. Reporting managers are encouraged to provide the opportunity for an additional 6 month verbal appraisal review, mid-year and other informal reviews as necessary throughout the year.
- c) The appraisal discussion will allow an opportunity for both the appraisee, and the appraiser to reflect and comment on the previous year's achievements.
- d) The appraiser is accountable for giving the employee constructive, timely and honest appraisals of their performance, which should take into account both the goals of the organisation and of the individual.

- e) The discussion should be a positive dialogue, and will focus on assisting the appraisee to acquire the relevant knowledge, skills and competencies to perform his/her current role to the best of his/her abilities.
- f) The appropriate forms will be completed and signed by both parties. The appraisee will be given the opportunity to note any comments that he/she does not agree with and complete the self-assessment.
- g) The appraisee and line manager should agree on a Personal Development plan for the appraisee for the following year. This will reflect the appraisee's aspirations and the organisation's requirements, and should align personal and organisational goals. The organisation and the line manager will support the individual to achieve these goals during the forthcoming year.
- h) Any training needs, future training requirements, planned qualifications, development opportunities and career planning should be discussed in the light of the Personal Development Plan.

9.6 Responsibilities

9.6.1 Individual employees

- a) Submission of self-assessment forms by comparing the achievement and work progress against the set objectives assigned by the company.
- b) Post-performance review every individual employee should agree to follow the Personal Development Plan (PDP), suggested by appraiser or HR Department of the company.
- c) Providing evidence of learning process followed throughout the year.
- d) Completion of training program/courses as per PDP designed previous year (or soon after joining).

9.6.2 Reporting Managers

- a) The manager or appraiser plays important role in the execution of performance management policy. The responsibilities of appraisers include-
- b) To conduct regular meetings to discuss the performance and development of team members.
- c) To provide feedback on performance, achievement, and progress throughout the year.
- d) To identify the successor for critical positions in the organization and implement PDP for the employees.
- e) To promote the importance of personal health and well-being of the employees.
- f) To ensure the healthy communication between team members and create the supportive working environment.
- g) To follow fair performance appraisal process and provide a deserved grade to the team members.

- h) To keep a record of yearly performance appraisal data on Electronic Staff Record.
- i) Managers should meet with their team members once a month to provide feedback and talk about their work and motivations. This way, team members can receive feedback in a timely manner and avoid surprises during their annual performance review.

9.6.3 HR Department

The HR department should design an ideal performance management policy template which will help the employees to understand the employee performance review process. Management team or HR department is responsible for compiling the self-assessment record submitted by the individual employees along with the grades provided by their respective managers. After compilation of data HR department will issue the applicable hike in the salary, bonus the employee can claim and performance incentives that can be added to the salary of individual employees.

10. LOCAL TRAVEL CONVEYANCE REIMBURSEMENT

10.1 SCOPE

All regular Employees in the organization including trainees

10.2 KEY POLICY

- a) LOCAL TRAVEL for this policy shall mean travelling for official purpose from either residence or company location to another company location or to the premises of external agency/Suppliers/Vendors.
- b) Local Conveyance Reimbursement shall be made with full details in the Prescribed format, duly approved by respective Departmental Head to HR department to Accounts Department. The local travel reimbursement entitlement and provisions shall be applicable as per the following table.

VEHICLE	RATE (INR)	DESCRIPTION
Company-provided Vehicle	Rs. 7/- per km	Petro card for company vehicle
Four/Two-Wheeler Personal Vehicle	Rs. 7 /Rs. 3 per km	Travel can be made wholly or in combination of the Vehicle eligibility for work-to-work purpose only. Reimbursement of Parking & Toll Charges on Actual. Claim reimbursement after due approval of HOD
Non-Taxi Public Transport and/or 3-wheeler or 2-Wheeler	As per management decision	Travel can be made wholly or in combination of the Vehicle eligibility. Claim reimbursement after due approval of HOD.

Public transport or Taxi	As per management decision	Claim reimbursement after due approval of HOD.
Air/Rail/Water	As per management decision	Claim reimbursement after due approval of HOD and submission of bills

- c) Entertainment expenses of Company Guests are reimbursed on actual.
- d) Management shall have rights to mainly alter, add or delete any part of the Travel Allowances or Reimbursements.

11. UNIFORM & DRESS CODE

11.1 OBJECTIVE

To induce homogeneity and evolve a sense of belongingness amongst the employee

11.2 SCOPE

All Permanent Employees including trainees.

11.3 RESPONSIBILITY

All employees in the organization.

11.4 COMMON POLICY

- a) CAM employees are expected to be in Business Casual Dress from Monday to Saturday and at the event locations
- b) It is advised that during business meetings with customers/clients, employees should be dressed in formal attire.
- c) While we do not wish to limit one's expressions of taste and individuality, we must all be aware that what we wear to work is a reflection of our own professionalism and that of our Company.
- d) Examples of unacceptable attire would be clothing that are shorts, shirts, Sport wear, very short Skirts/Slacks etc.

12. PROVISION OF REFRESHMENT & TEA

12.1 OBJECTIVE

To provide hygienic refreshment and tea to the employees.

12.2 SCOPE

All employees in the organization including trainees.

12.3 RESPONSIBILITY

The HR & Accounts team shall be responsible for coordinating the activities in this section.

12.4 PROVISION OF REFRESHMENT & TEA FOR EMPLOYEES

- a. The company shall provide tea, coffee and water to the employees and trainees free of cost at office.
- b. Employees including trainees shall bring their own lunch
- c. The unskilled staff shall get the refreshment allowance of Rs. 240/- per day during event days only (Rs. 100/- each for Lunch & dinner and Rs. 40/- for breakfast)
- d. The skilled staff shall get the refreshment allowance of Rs. 250/- per day during event days only (Rs. 100/- each for Lunch & dinner and Rs. 50/- for breakfast)

12.5 PROVISION OF GUEST LUNCH

- a. Official Visiting Guest shall be provided meal/lunch
- b. The cost shall be exclusively borne by the Company.
- c. The management shall be the authorized for approving guest lunch.