



**IHUB ANUBHUTI-  
IIITD FOUNDATION**

## **Human Resources Policy and Procedure Manual**

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**IHUB ANUBHUTI - IIITD FOUNDATION**

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## **Welcome**

Congratulations on your appointment and welcome to the team at iHub Anubhuti-IIITD Foundation (iHub)! We are excited that you have decided to join us and look forward to a long, happy and successful partnership together. You have been hired because we believe you can help us to deliver the organization's objectives. We want to ensure that your interactions with other iHub employees, partners, customers and stakeholders will reflect the value that iHub places on people, teamwork, bottom up management and our commitment to excel.

The purpose of this Manual is to introduce you to the iHub. You will also find information about your terms and conditions and employment, our expectations around your behavior and our policies and procedures. This manual should be read in conjunction with your Contract of Employment.

## **Your employment**

Your employment with iHub is essentially governed by your contract of employment, iHub Policies, in conjunction with this Manual. The following section provides general information regarding your pay, conditions and our expectations of you.

### **Payroll**

Your pay cycle is monthly. Our pay cycle runs basis the calendar month and pays are processed on the last day of every month.

Pays will be automatically deposited electronically into the bank account details provided to iHub.

Taxation payments are automatically deducted from your salary.

### **Hours of Work**

Office/Business hours are generally between 9:30 am to 6.00 pm Monday to Friday. Your hours of work will depend on business needs and the requirements of the work you are assigned.

Your Manager will work with you to establish your standard hours of work and break times.

iHub adopts a common-sense approach to managing work hours.

### **Lateness for work**

Any absence or late arrival due to illness, injury or any other reason, and the expected duration of leave must be personally reported to your supervisor as soon as practicable (and prior to your normal starting time wherever possible). If you are unable to do this personally, you are requested to ask someone to telephone on your behalf.

Subsequent to this, you must keep your Manager informed of your progress.

Wherever possible you should make dental, medical, business or other appointments outside your normal working hours.

It is essential that you are ready to commence work at your normal commencement time as other employees and the business depend upon you and your contribution.

### **Reimbursement of Expenses**

iHub will reimburse employees for pre-approved expenses properly incurred by employees in the proper performance of their duties. Reimbursement will be subject to employees providing the receipts or other evidence of payment and of the purpose of each expense, in a form reasonably required by the iHub. Employees will also be required to complete the Expense Reimbursement Form which is available with the Finance team at iHub.

## Code of Conduct Policy

### Purpose

This policy affirms iHub's belief in responsible social and ethical behaviour from all employees. This policy clarifies the standards of behaviour that iHub expects of all employees.

### Principles

Our employees contribute to the success of our organization and that of our Clients. iHub fully endorse that all employees are not deprived of their basic human rights.

Furthermore, our employees have an obligation to the Business, our Clients and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and client trust.

### Policy

Our Code of Conduct policy applies to all employees and provides the framework of principles for conducting business, dealing with other employees, clients, partners and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism
- Be responsible and scrupulous in the proper use of Company information, funds, equipment and facilities
- Be considerate and respectful of the environment and others
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, clients and suppliers
- Avoid apparent conflict of interests, promptly disclosing to a {Business Name} senior manager, any interest which may constitute a conflict of interest
- Promote the interests of {Business}
- Perform duties with skill, honesty, care and diligence
- Abide by policies, procedures and lawful directions that relate to your employment
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts
- Under no circumstances may employees offer or accept money

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- Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

iHub expects co-operation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

## IT, Internet, Email and Social Media Policies

### Internet Use

The internet is provided by iHub for business use. Limited private use is permitted if the private use does not interfere with a person's work and that inappropriate sites are not accessed e.g. pornographic, gambling. Management has the right to access the system to check if private use is excessive or inappropriate.

Failure to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff need to be aware that some forms of internet conduct may lead to criminal prosecution.

### Email Use

1. Email facilities are provided for formal business correspondence.
2. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
3. Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
4. Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.

To protect iHub from the potential effects of the misuse and abuse of email, the following instructions are for all users:

1. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of iHub in the community or to its relationship with staff, customers, suppliers, partners and any other person or business with whom it has a relationship.
2. Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others or concerns personal relationships.
3. The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised staff who

have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.

4. When using email a person must not pretend to be another person or use another person's computer without permission.
5. Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
6. Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.

## Professional Use of Social Media

iHub expects its employees to maintain a certain standard of behaviour when using Social Media for work or personal purposes.

This policy applies to all employees, contractors and sub-contractors of iHub who contribute to or perform duties such as:

- maintaining a profile page for iHub on any social or business networking site (including, but not limited to, LinkedIn, Facebook, Instagram, Twitter, Koo and Snapchat);
- making comments on such networking sites for and on behalf of iHub;
- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of iHub; and/or
- posting comments for and on behalf of iHub on any public and/or private web-based forums or message boards or other internet sites.

## Recruitment

### Policy

#### 1. Policy Statement

It is the policy of iHub Anubhuti-IIITD Foundation (iHub Anubhuti) to recruit and retain staff of the highest caliber with the qualifications and experience necessary to provide an efficient and effective service to the mission we support. This is achieved through the recruitment process mentioned in this document. The short-listing, interview and recruitment process follows best practice in relation to equal opportunities. Selection for appointment is based on merit.

#### 2. Policy Purpose

The aim of the policy is to outline the relevant steps in the recruitment process and to assign individual responsibilities for each of these steps.

#### 3. Policy Scope

This policy is intended for all staff who are involved in the recruitment process within iHub Anubhuti.

This policy outlines all procedures concerned with recruitment. It is to ensure that all aspects of recruitment are carried out in a proper and efficient manner.

#### 4. Description of Terms

*Manager TiH:* Takes care of HR also as of now and will take the lead for requirement of vacancy in consultation with the CEO. Any reference to HR in the policy refers to Manager TiH till a full-fledged HR Manager is appointed.

*Recruitment Consultant:* Will be outsourced consultant for head hunting, job descriptions, shortlisting of candidates and interviews.

#### 5. Roles & Responsibilities

All staff & contractors involved in recruitment must adhere to this policy.

Manager TiH in consultation with the CEO will amend this policy in event any changes are needed. Manager TiH (who takes care of HR as of now) will ensure this policy is accessible.

## Procedure

### 1. Decision to Recruit

The recruitment process to fill a new or existing post will not commence without the approval of the CEO and one of the Directors.

### 2. Preparation of Job Description

In advance of a vacant post being advertised, Manager TiH indenting the position will prepare a job description including skill sets, knowledge and experience, to support the recruitment and selection process.

### 3. Sourcing of the Candidates

HR can use any of the below sources for sourcing the candidates:

- a. Social Media: The advertisement can also be posted through all or any of these mediums: i) Social media, ii) LinkedIn, iii) iHub Anubhuti website and iv) IIITD website.

In case the company finds a good candidate through these channels, it can close the advertisement then only so as not to lose the good candidate.

- b. Internal Referrals: In case the company is getting good quality candidates through internal referrals, the same can be opted for. This can be a good and cost effective way for hiring suitable candidates.

- c. Recruitment Consultants: The job requirement can also be floated to the Recruitment Consultants. The pay out to these Recruitment Consultants will be in line with the market rates.

### 4. Interview Panel

The following grid has to be adhered to for conducting the interview:

For Senior Manager and below	HR Manager and CEO
Above Senior Manager (AVP/VP)	CEO and any of the Project Directors

### 5. Post Interview Correspondence

Email will be sent to the selected candidate along with the offer letter.

## 6. Appointment of Candidate

a. Before a Candidate can be appointed:

- i. HR will request and ensure receipt of proof of qualifications/registration before employment commences.
- ii. HR will request and ensure receipt of required joining documents on the day employment commences.

b. Offers of employment are made in writing. The compensation offered will be in line with the compensation range mentioned in the respective job description for the respective job position.

## Probation

### Policy

The 6 months probationary period is a time for both the employee and the business to assess suitability, fit and competency within a role. During this period the iHub commits to reviewing employee performance and at the end of this time ongoing permanent employment will be confirmed.

### Procedure

1. Managers to give formal appraisal during the probation period.
2. At the end of the probation period, complete a final probation appraisal and advise the employee of the result via a formal written letter.

## Performance Management

### Policy

The purpose of performance management is to improve performance. It is an ongoing process. It should include informal and formal review. We encourage a two-way process, that is, employees can also give management feedback on performance.

All employees will undergo a formal performance review with their immediate managers 2 times a year.

### Procedure

1. The manager and the employee agree on the date for a performance appraisal meeting to allow time to prepare.
2. The manager and employee will meet and openly and constructively discuss performance over the period.
3. The manager and the employee will agree any objectives and outcomes for the next appraisal period.
4. Training and development will be considered as part of the process.
5. Notes should be taken of the meeting and copies kept.
6. Outside of this formal process, employees are encouraged to raise any issues they have when they arise.

## Intellectual Property and Security

All intellectual property developed by employees during their employment with iHub, including discoveries or inventions made in the performance of their duties related in any way to the business of iHub, will remain the property of iHub.

Employees may be given access to confidential information, data, business property, keys to premises or any other business related property/information in the performance of their duties. This must be protected and used only in the interests of iHub.

Employees must not:

- disclose or use any part of any confidential information outside of the performance of their duties and in the interests of iHub; or
- authorise or be involved in the improper use or disclosure of confidential information;
- during or after their employment without the Employer's written consent, other than as required by law.