

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

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## Welcome

Congratulations on your appointment and welcome to the team at IHFC! 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 organisations objectives. We want to ensure that your interactions with other IHFC employees, partners, customers and stakeholders will reflect the value that IHFC places on people, teamwork, bottom up management and our commitment to excel.

The purpose of this Manual is to introduce you to the IHFC. 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 IHFC is essentially governed by your contract of employment, IHFC 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 in first week of every month, for the previous month.

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

Taxation payments are automatically deducted from your salary.

## Hours of Work

Office/Business hours are generally between 9:30 am to 6 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.

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

## Overtime and Additional Hours

Overtime is work which is performed at the direction of the manager and which is more than your contracted hours of work. If you cannot for some reason work reasonable additional or overtime hours you must notify your Manager as soon as practicable with the reasons as to why.

## 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

IHFC 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 IHFC. Employees will also be required to complete the Expense Reimbursement Form which is available with the admin team at IHFC.

## **Travel**

Reasonable travelling expenses where incurred in the performance of an employee's duties, will be reimbursed provided that all claims are made on the appropriate form signed by the appropriate Manager and supported with the necessary substantiating documentation. A sum of INR 10 per kilometre would be provided if the employee uses his/her vehicle. Non-luxury taxi fare would be provided upon handing of receipt. The payment of expenses is at all times subject to the prior authorisation of and the discretion of the Manager. Employees should arrange travel and accommodation after due approval prior to departure.

# Code of Conduct Policy

## Purpose

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

## Principles

Our employees contribute to the success of our organisation and that of our Clients. IHFC fully endorses 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 IHFC senior manager, any interest which may constitute a conflict of interest
- Promote the interests of IHFC.
- 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

- 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.

IHFC 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 IHFC 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.
5. All emails sent must include the approved business disclaimer.

To protect IHFC 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 IHFC 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**

IHFC 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 IHFC who contribute to or perform duties such as:

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

# Recruitment

## Policy

IHFC recognises a robust and professional approach to recruitment and selection helps us to attract and appoint individuals with the necessary skills and attributes to fulfil our aims and support our business goals.

All appointments should be made on the Principle of Merit, compliance with all relevant Federal and State Legislation and adherence to this policy and related processes.

Our Business recruits people via the following methods:

- Internal
- External
- Employee Referred

## Procedure

1. Create a simple position description for the job covering key activities, tasks, skills required, expectations, deliverables and safety considerations. When advertising, avoid discriminatory language e.g. young person. Target the requirements of the job e.g. we seek an energetic person.
2. The recruitment process may include some or all of these: an application form, interviews, practical testing, reference checks, right to work in India checks.
3. Give the successful candidate a contract of employment setting out clear terms and conditions.
4. Once the candidate has accepted, contact the unsuccessful candidates as a matter of courtesy.

# Probation

## Policy

The {3/6} month 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 IHFC commits to reviewing employee performance and at the end of this time ongoing permanent employment will be confirmed.

## Procedure

1. Managers to give informal and 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.

# Leave and Flexible Working

## General leave policy

Unless specified otherwise, employees referred to in this policy mean permanent full-time, contractual or part-time employees.

All employees are entitled to leave in accordance with the policy.

All planned leave has to be mutually agreed, and take into account workloads and the employee's needs. Leave must be approved in advance, except when the employee can't anticipate the absence. Any documents regarding leave will be kept on the employee's personnel file.

## National and Festival Holidays

IHFC will observe national and festival holidays in accordance with the IIT Delhi Administration Calendar.

## Annual leave

Each employee is entitled to a minimum of 18 days annual leave in a calendar year (pro-rata for part-time). Leave entitlements are calculated from the date they started work.

## Casual/Sick leave

An employee is entitled to a minimum of 12 days of casual/sick leave every year which can all be taken as carer's leave if required. Paid personal leave accrues at the rate of 1 day per month of service and is cumulative for a calendar year.

An employee should notify his/her manager as soon as possible if they are unable to attend work due to illness or injury. Management, at its discretion, may request evidence such as a medical certificate showing that the employee was entitled to take personal leave during the relevant period.

## Flexible Working/Work from Home

An employee is allowed to work from home or flexible location in case of an exigency or inability to commute to work location. In that scenario, a prior approval from the manager has to be sought and the employee is expected to be available online and/or over phone at least through the working hours.

In case of non-availability during working hours, appropriate approval for leave may be sought from Manager.

# 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 at least 2 times a year. The formal performance review/appraisal will happen in the months of September and March. The employee should have completed minimum six months with the organisation before any appraisal.

## 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 IHFC, including discoveries or inventions made in the performance of their duties related in any way to the business of IHFC, will remain the property of IHFC.

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 IHFC.

Employees must not:

- disclose or use any part of any confidential information outside of the performance of their duties and in the interests of IHFC; 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.

## Notice Period

If an employee decides to leave the organization he/she would have to give a notice period of 2 months.