



ERP ANALYSTS (INDIA) PVT LTD

Operating Manual for HR Department and Employee



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PREFACE

In consonance with the Vision of transforming our company into an organized Institution, we recognize our Employees are our biggest asset. To assist and facilitate transparency, it is imperative to institutionalize processes across all functions and hierarchies which are accessible to all.

The issuance of this first Human Resource Manual is thin attempt to bring transparency in all that includes our daily life at our workplace and thus help us synchronize what is expected of us with what we expect of the system.

This HR Manual is the first building block of this journey. We feel it will make the system more ease to the employees and find the clear mission to reach the target.

This HR Manual provides all information and guidelines but is not a contract and the information contained herein is not to be considered contractual promises.

The Policies laid down in the Manual are effective from today and supersedes all previous instructions. The Management reserves the right to modify the provisions of this manual as and when required.

Kiran Kancherla
(CEO & Director)

Vision Statement

- Committing ourselves to focus only on opportunities that best leverage our employees, our experience and our expertise and provide above average value to our customers and stakeholders.
- Retaining our dedicated, committed and focused workforce that are home-grown and attracting talent with innovation; we always believe employees are our strength and the key to success is to have right people, with right talent engagement at right place.
- Continuing to nurture our culture of oneness and responsiveness with honesty and completeness.

Mission Statement

"Our mission at ERP Analysts is to accomplish our promise to Delivering Quality Services with Timeliness and Maintain Good Relations with our customers."

Approach

"We achieve our approach by creating goal oriented teams who adhere to a structured and disciplined process and methodology."

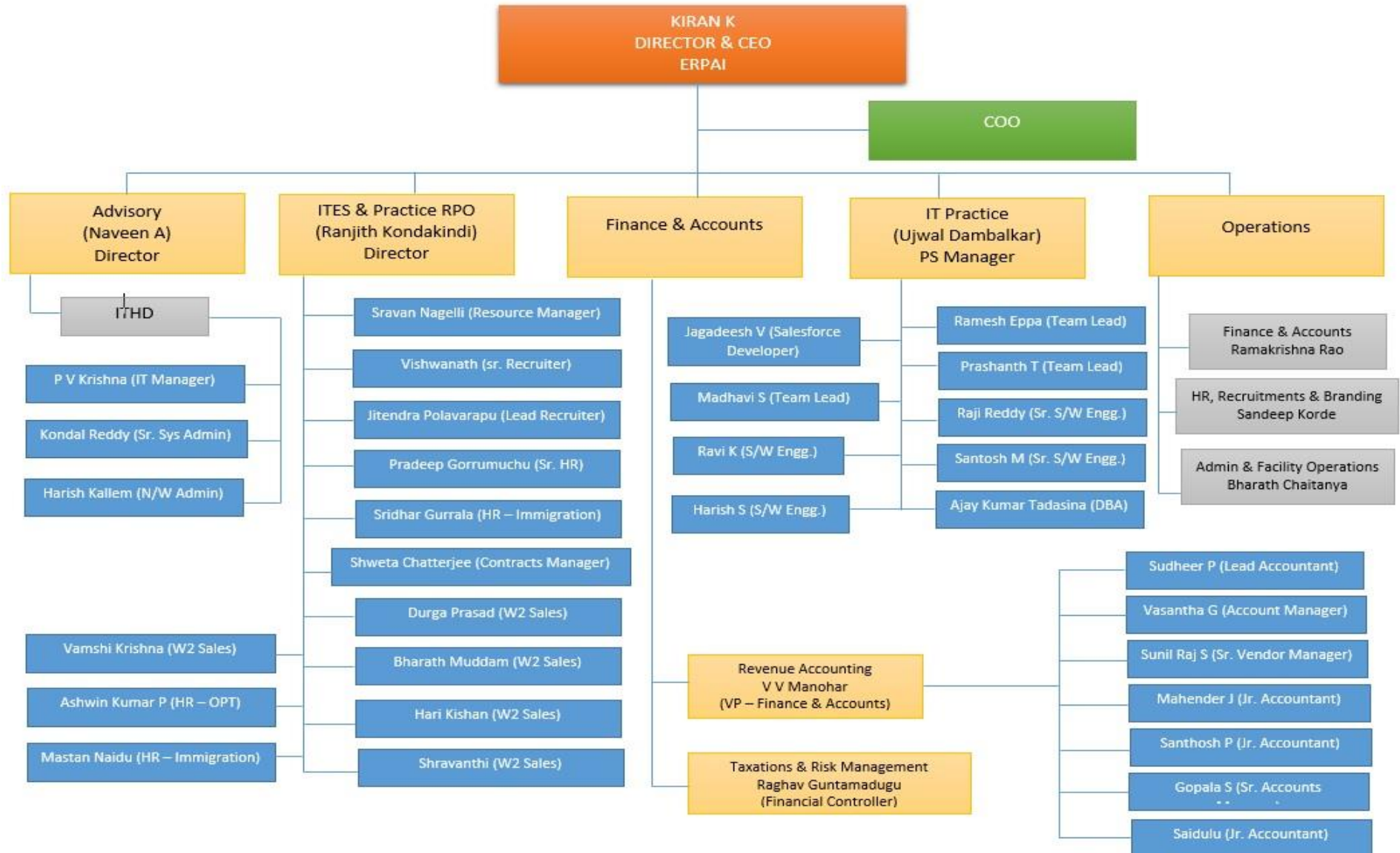
HUMAN RESOURCES PHILOSOPHY

ERP recognizes the contributions of its employees and treats each individual employee fairly and consistently in all matters, with a uniform application of the human resources philosophies as enumerated below:

- Human resources are best allocated to achieve optimum productivity and efficiency.
- Pay and benefits offered are fair, equitable and competitive.
- Employees are always encouraged to well-equip themselves for the present job and future development.
- Reward is based on performance. High performers are given priority to take up more responsible positions.
- Two-way communications between employees and the management are promoted as a means of building mutual understanding and trust.
- Workplace safety is given top priority to protect human health and enable employees to deliver their best performance.

The protection of human rights in employment is supported, as guided by relevant internationally accepted principles such as those in the Universal Declaration of Human Rights (<http://www.un.org/en/documents/udhr/>) and is reflected in our Employment Policy and Equal Opportunities Policy. Employee's freedom of speech and association are respected as long as they are within the legal boundaries.

ORGANIZATIONAL CHART
ERP ANALYSTS (INDIA) PVT LTD



Section 2

EMPLOYMENT

Section 2.1 RECRUITMENT POLICY

1. Objective
 - 1.1 To Identify and recruit right person at right place with the optimum skill sets and aptitude required for operations.
2. Operating Authority
 - 2.1 Local HR
 - 2.2 Departmental Head
 - 2.3 Director
3. Operating Procedure
 - 3.1 Given below are the procedures that have to be followed while recruiting and all the queries at variance with this policy are to be addressed to the CEO. And his decision is final.
 - 3.2 The following are the recruitment and selection procedure we follow
 - 3.2.1 The supervisor need to fill in the manpower requisition form (Annexure I) and gets it authorized by the CEO and forward it to the respective Local HR.
 - 3.2.2 Local HR checks if the JD and specification match with any of the existing employees.
 - 3.2.3 If the suitable candidate(s) is unavailable within the company or buddy scheme then the vacancy is to be filled by advertising, Head Hunting, Campus recruitment, Placement Consultants or walk in interviews.
 - 3.2.4 The interview level goes from three to four interviews. And one or two technical or functional testing.
 - 3.2.5 On selection, an offer letter is to be issued to the candidate(s).

Section 2.2

HR REFERRAL POLICY

1. Objective
 - 1.1 To identify right resource for any kind of requirement within the company.
2. Operating Authority
 - 2.1 Local HR
 - 2.2 Departmental Head
 - 2.3 Director
3. Operating Procedure
 - 3.1 Once the manpower requisition is drafted from the departmental head and approved by the CEO, HR department would send that specification to company employees.
 - 3.2 All the employees can give their references towards the position and its specifications.
 - 3.3 Once the formal level of interviews is done and the candidate is shortlisted then the company will make arrangements for buddy referral commissions.

Section 2.3

INDUCTION POLICY

1. Objective
 - 1.1 To orient and align the inductee to the process and procedures in the organization.
2. Operating Authority
 - 2.1 Local HR
 - 2.2 Trainer (External/Internal)
 - 2.3 Departmental Head
 - 2.4 Director
3. Operating Procedure
 - 3.1 Given below are the processes and the procedures that will be followed while inducting a new joiner and all the queries at variance with this policy are to be addressed to the local HR head, and his/her decision is final.
 - 3.2 The new joiner(s) will be provided with a joining kit which will contain the following:
 - 3.2.1 Appointment Order
 - 3.2.2 Bank Salary Account Kit
 - 3.2.3 Employee Hand Book
 - 3.2.4 Access to JeDhru Leave Management Website
 - 3.2.5 Pen & Scribbling pad
 - 3.2.6 Employee ID Card & Health Insurance Card (a week after joining)
 - 3.3 For new joiner(s), the induction will include the following.
 - 3.3.1 Completion of joining formalities
 - 3.3.2 Glance of company details through power point presentation
 - 3.3.3 Orientation of company and HR rules and regulations
 - 3.3.4 Overview and orientation of operating procedures
 - 3.3.5 Hands on training before touching the floor
 - 3.3.6 Employee would be made to interact with all the departments for a week of time and get to learn the work flow and departmental connectivity.
 - 3.4 Confirmation of services after probation period shall be in writing. In absence of such written order, the employee shall be deemed to continue on probation.
 - 3.5 The management may terminate services during the period of probation; or may extend the period of probation, further up to maximum of six (6) months, if in the opinion of the management the work or the conduct of the employee during the period of probation is not satisfactory.

- 3.6 On successful completion of the probation, employee will be absorbed as a permanent employee.
- 3.7 No employee during probation or after confirmation, in form or service is engaged in any business/ service outside that of the organization.

Section 2.4

DRESS CODE POLICY

1. Objective
 - 1.1 To orient and align the inductee to the process and procedures in the organization.
2. Operating Authority
 - 2.1 Local HR
3. Operating Procedure
 - 3.1 In charges/ Managers reserve the right to request a staff member to dress to appropriate standards as a condition of employment.
 - 3.2 An employee, whose attire is not consistent, may be cautioned to pay closer attention to their choice of clothes or in severe cases may be sent home to change clothes.
4. The following requirements to be learnt by the employees.

Business Formals – Monday to Thursday.
Business Casuals - Friday.

 - 4.1 Men
 - 4.1.1 Business Formals – Full or Short sleeves shirt/Formal pants or trousers/Business suit.
 - 4.1.2 Business Casuals – Collared Casual T-Shirt/Jeans/cargo pants/No tore or low rise jeans and catchy slogans on T-shirts.
 - 4.1.3 Shoes- Formal black or brown well-polished shoes/No Sandals / Casual shoes on Friday.
 - 4.2 Women
 - 4.2.1 Business Formals - Well-tailored Salwar kameez/Formal Churidar Kurta/leggings for Kurtas/Formal full sleeves or short sleeves shirt with trousers.
 - 4.2.2 Business Casuals – Kurti and Jeans/skirt/No miniskirts & short dresses.
 - 4.2.3 Closed or Open toe leather sandals.
 - 4.2.4 Do not wear (strong) perfume or cologne as many people have strong, adverse or even allergic reactions to it.
 - 4.2.5 Wear jewelry that flatters but doesn't overpower.

Section 2.5

EMPLOYMENT TERMS & CONDITION POLICY

1. Objective
 - 1.1 To provide clear and transparent terms and conditions of employment, those in tandem with all legal requirements.
2. Operating Authority
 - 2.1 Local HR
 - 2.2 Departmental Head
 - 2.3 CEO
3. Operating Procedure
 - 3.1 Given below are the terms and conditions of employment provided for employees. All queries at variance with this policy are to be addressed to the CEO, and his decision is final.
 - 3.2 Classification of Employees
 - 3.2.1 All employees in the organization will be classified under the following heads.
 - 3.3 Permanent Employee
 - 3.3.1 Is one who is employed at a permanent post and includes any person who has satisfactorily completed the prescribed period of probation in the same or higher or equivalent category in the factory, and been confirmed in writing.
 - 3.4 Probationer
 - 3.4.1 Is one who is provisionally employed to fill a permanent vacancy and who has not completed the period of probation of Six (6) months or such extended period.
 - 3.5 Trainee
 - 3.5.1 Is one who is engaged essentially in acquiring the skill sets required for the job assigned to him/ her, provided that the period if such learning shall not exceed two (2) months. He/ She shall have no right to employment in the organization after the completion of the training period.
4. Proof of Identification
 - 4.1 Every employee at the time of his employment is required to declare his/ her identity proof (Annexure II).

- 4.2 Employee for this purpose shall provide any of the following documents for proof of identification.
 - 4.2.1 Tenth Mark Sheet
 - 4.2.2 Driver's License
 - 4.2.3 Passport
 - 4.2.4 Pan Card
 - 4.2.5 Voter ID Card
 - 4.2.6 Ration Card
 - 4.2.7 Aadhaar Card
- 5 Proof of address
 - 5.1 All employees shall provide proof of permanent and temporary address before joining and all written correspondence wherein there is need to be addressed to the employee's residence shall be sent to the last address provided by the employee.
 - 5.2 When an employee is shifting or relocating his/ her residence, shall provide the new address in writing a week prior to shifting or relocating.
 - 5.3 Employee(s) for this purpose shall provide any of the following documents for proof of address:
 - 5.3.1 Driver's License
 - 5.3.2 Ration Card
 - 5.3.3 Voter Id Card
 - 5.3.4 Copy of the House Lease Agreement
 - 5.3.5 Passport
- 6 Hours of work
 - 6.1 The organization works Six days a week on 9 hours for the day shift which includes lunch. The weekly off will be on Sunday.
 - 6.2 The organization works five days a week on 9 hours shift for the night shift which includes dinner. The weekly off will be on Saturday and Sunday.
- 7 Shift Timings
 - 7.1 Administration department works from 9 AM to 6 PM.
 - 7.2 HR department works from 3 PM to 12 AM.
 - 7.3 All the night shift employees work on EST hours.
 - 7.4 Shift working hours may vary on the basis of business requirements.
- 8 Attendance
 - 8.1 Every employee shall give thumb impression while coming in and leaving for the day, on the device installed at the entrance.
 - 8.2 Every employee shall be present at the place of work in respective departments at the start of the shift time.

9 Salary Period

9.1 The salary period is calculated on the calendar month basis.

9.2 Salary would be credited on 5th of every month into the bank account

Section 3

WORK SCHEDULE PAYROLL & OVERTIME POLICY

1. Objective
 - 1.1 To provide the employees with the appropriate compensation and benefit packages.
2. Operating Authority
 - 2.1 Local HR
 - 2.2 Departmental Head
 - 2.3 CEO
3. Operating Procedure
 - 3.1 Given below is the compensation and benefits provided for employees. And all queries at variance with this policy are to be addressed to the CEO or HR head, and his/her decision is final.
4. Payments of Salary
 - 4.1 Employee's salaries are paid based on the minimum wages act and depending on the positions in the organization.
 - 4.2 Employee salary is processed by HR department and the same is worked out with the JeDhru Payroll management system.
 - 4.3 The salaries would be credited on 5th of every month and if it being Sunday then the salary would be credited on the prior day.
 - 4.4 If there are any discrepancies towards the salary, employees can reach HR department for clarifications.
 - 4.5 Any Employee working on Saturday & Sunday depending on the urgency and client requirement, they have a provision of compensation against work. This again depends on the management & priority.
 - 4.6 Extra hours work amount is compensated by the means of any
 - 4.6.1 Check issued anytime within the month, depending on the employee need or urgency.
 - 4.6.2 In the form of Hardship Allowance with the monthly salary and even the same would reflect in the Pay Slip.
 - 4.6.3 The major benefit components against the employee salary are
 - 4.6.3.1 Provident Fund
 - 4.6.3.2 Medical Insurance
 - 4.6.3.3 Leave Encashment (End of the year)

Section 4

BENEFITS LEAVE & LATE ATTENDANCE POLICY

1. Objective
 - 1.1 To communicate the employees with the types of leave available for them.
2. Operating Authority
 - 2.1 Local HR
 - 2.2 Departmental Head
 - 2.3 CEO
3. Operating Procedure
 - 3.1 All leave calculation is calculated on a calendar year basis.
 - 3.2 Given below are the procedures and classification of leaves provided for employees. And all queries at variance with this policy are to be addressed to the CEO and HR head, and his/ her decision is final.
4. Casual & Earned Leaves
 - 4.1 Employees are given one casual leave (CL) and half earned leave (EL) every month. So it is 18 leaves per year.
 - 4.2 Leaves are credited on 1st of every month, and eligible to take if employee is working for full month only.
 - 4.3 Employees will have to apply for leave a week in advance through JeDhru Leave management portal to have their leaves approved.
 - 4.4 Earned Leaves will be paid in cash at the end of every year if employees have leaves surplus in their leave kitty.
5. Maternity Leave
 - 5.1 Eligible to take as long as women employees have been employed for at least 160 days of the preceding 12 months.
 - 5.2 Women employees are entitled to take 12 weeks of Maternity leave during pregnancy and post-delivery with full salary.
 - 5.3 This means that a woman must go on Maternity leave six weeks before the birth of the child and for six weeks after to nurse.
6. Annual Holidays
 - 6.1 Employees will be given 10 Holidays for festivals and other government holidays.
 - 6.2 The list of such holidays will be put up on the notice board and will be communicated to the employees through email.
7. Late Attendance

Employee HR Manual

- 6.1 A grace period of fifteen (15) minutes late coming after shift start is provided for employees who are unable to come in time due to unavoidable circumstances.
- 6.2 In any case the employee comes late more than three (3) occasions in a month, appropriate deductions from the salary are applied.
- 6.3 Employees' coming late more than half an hour from the scheduled shift timing, deduction of half day from the salary shall be made.

Section 4.2

STAFF RELATIONS & COMMUNICATION POLICY

1. Objective
 - 1.1 To develop conscientious intra-personal relationships all through the office, both vertical and horizontal; thereby having an unhindered channel of information flow.
2. Operating Authority
 - 2.1 Local HR
 - 2.2 Departmental Head
 - 2.3 CEO
3. Operating Procedure
 - 3.1 Given below are the procedures to be followed by all employees for communication. And all queries at variance with this policy are to be addressed to the organization HR head and his/ her decision is final.
4. Notice Boards
 - 4.1 All communication from the management to the employees will be put up on the notice board by the management or conveyed through emails.
5. Employee Address System (EAS)
 - 5.1 Communications which are deemed urgent may be announced on the EAS and will/ may be put up on the notice board at the discretion of the management.
6. Suggestion Box
 - 6.1 All suggestions and queries relating to infrastructure, facilities, amenities and basic management of the company may be dropped into the suggestion box filled up in the suggestion/ queries form.
 - 6.2 All suggestions and queries may not be responded to but will definitely be taken into consideration by the management.
 - 6.3 And any communication in this regard would be put up on the notice board.
 - 6.4 The key for the suggestion box will be with the Local HR head and the box will be opened/ sealed in the presence of the CEO.
 - 6.5 Weekly once the suggestion box is opened.
 - 6.6 The management on every Monday will meet to discuss and review on the queries and suggestion posted by the employees.

7. Note:

- 7.1 The employee(s) is at liberty to meet and discuss with the Local HR Head their thoughts and queries on matters pertaining to anything with mutual convenient time before or after shift or in break time.

Section 4.3

SECURITY POLICY

1. Objective
 - 1.1 To develop conscientious intra-personal relationships all through the Office, both vertical and horizontal; thereby having an unhindered channel of information flow.
2. Operating Authority
 - 2.1 Local HR
 - 2.2 Departmental Head
 - 2.3 CEO
3. Operating Procedure
 - 3.1 Given below are the procedures to be followed by all employees for communication. And all queries at variance with this policy are to be addressed to the organization HR head, and his/ her decision is final.
4. Use of Identity (ID) Cards
 - 4.1 All employees are provided with an identity card (ID) which contains employee particulars. This ID card is given for
 - 4.1.1 Identification of the employee
 - 4.1.2 Entry and exit from the office
 - 4.1.3 Emergency Contact
 - 4.2 The employee shall wear ID card visibly at all times when inside the office, and present it while entering or leaving the office or on demand by the security guard, supervisor or the HR department.
 - 4.3 The ID cards are the property of the organization and should be surrendered to the HR department after employee is relieved from employment.
 - 4.4 In no case should the employee produce or surrender his ID card to anybody or authority outside the company.
 - 4.5 Loss or damage of the ID card should be notified to the HR department immediately and a requisition for a duplicate card will have to be applied.
 - 4.6 If the employee loses or damages ID card for the first time the ID card will be issued by the management free of charge. On loss or damage of an ID card for the second time a fee of Rs. 150/- will be charged, and for the third time onwards a fee of Rs. 200/- will be charged for issuing of the ID card.
 - 4.7 No employee shall be in possession of another employee's ID card within the company premises.

5. Manner of Entry and Exit
 - 5.1 Entry and exit from the premises shall be through prescribed gates only.
 - 5.2 An employee who is not on duty shall not remain in the premises without permission from the manager or his/her authorized official.
 - 5.3 Visitors entering into the office must be first verified via the intercom to check if the person they wish to meet is available and where they are, then the visitor has to register at the front office and obtain a visitors pass.
 - 5.4 While leaving, the visitor should sign out the visitors register again at the front office mentioning time of exit and return the visitors pass duly signed by the person visited before leaving the premises.
6. To Ensure Secrecy
 - 6.1 No employee shall take any paper, book, photographs, instruments, apparatus, documents or any other property of the company nor shall be in any way pass or cause to be passed or disclose or cause to be disclosed any information or matter concerning the operations of the company to any unauthorized person, company or corporation without the written permission of the CEO.
 - 6.2 If any employee is found doing so he/ she would be liable for disciplinary action or may be suspended/ terminated from service

Section 4.4

NETWORK POLICY

Objective

- 1.1 To overcome any potential safety hazards, possible breaches of security and confidentiality of proprietary information when using information technological tools.
2. Operating Authority
 - 2.1 Local HR
 - 2.2 Departmental Head
 - 2.3 CEO
3. Operating Procedure
 - 3.1 Given below are the procedures to be followed by all employees for communication. And all queries at variance with this policy are to be addressed to the organization HR head, and his/ her decision is final.
 - 3.2 The policy shall include usage of all PCs, Laptops, Shared network services, software & all related to technology that can access or be accessed through them.
4. PC & Laptops
 - 4.1 All eligible new joinees shall be given workstations equipped with the necessary software/hardware.
 - 4.2 Additional software/hardware can be requested and shall be allocated once the relevant manager approves the “need”.
 - 4.3 Employees shall be held responsible for inappropriate use of information to which they have access. All passwords must be kept confidential and computers shall be locked/logged out while away from them.
 - 4.4 Employees shall follow the technology updates sent from time to time. These include tips for effective use of technology, information security, new technology and upgrades.
 - 4.5 All personal greetings, displays or messages on any technology shall be formal and professional.
 - 4.6 Employees will be held responsible for the data stored on their machines, its security and use. They may store only work –related programs on their PC.
 - 4.7 Separating employees who have been assigned PCs or Laptops must return them prior to leaving
5. Usage of Internet

- 5.1 Certain employees may be provided with access to the internet to assist them in performing their assigned tasks.
- 5.2 Company advises discretion in the material viewed or downloaded by users from the internet.
- 5.3 No access for video streaming.
- 5.4 Sending personal mass emails, playing games, engaging in personal online chat groups, or creating unnecessary network traffic is not permitted.
- 5.5 Since Audio, Video and Picture files require significant storage space; files of this or any other sort shall not be downloaded unless they are business-related.
- 5.6 IT department will have permission to change and amend the access rights of employee with the sheer concern of the departmental manager.

Section 4.5

EMPLOYEE BENEFIT POLICY

1. Objective
 - 1.1 To develop conscientious intra-personal relationships all through the office, both vertical and horizontal; take care of all the needs of the employees.
2. Operating Authority
 - 2.1 Local HR
 - 2.2 Departmental Head
 - 2.3 CEO
3. Operating Procedure
 - 3.1 Given below are the procedures to be followed by all employees for communication. And all queries at variance with this policy are to be addressed to the organization HR head, and his/ her decision is final.
4. Higher Studies
 - 4.1 Company would provide with financial help to employees who are really looking for higher studies and career growth.
 - 4.2 Employee would be taken care of his/her career with ERP Analysts and even with higher studies.
5. Medical Insurance
 - 5.1 Every employee with ERP Analysts would be provided with medical insurance.
 - 5.2 It's a group policy for all the employees in the company.
 - 5.3 An employee can include his/her family into the family health insurance by paying the extra premium.

Section 4.6

EMPLOYEE GRIEVANCES POLICY

1. Objective
 - 1.1 ERP ANALYSTS (INDIA) PVT LTD, is an equal employment opportunity employer and is committed to creating a healthy working environment. Employees have the right to work without fear of prejudice, bias and harassment regardless of gender, sexual orientation, disability, age, race, or religion. The Company also believes that all employees of the Company have the right to be treated with dignity. Any harassment at the work place or other than work place if involving employees is a grave offence and is, therefore, punishable.
 - 1.2 To identify and solve any kind of grievances existing within the departments or employees.
2. Operating Authority
 - 2.1 Local HR
 - 2.2 Departmental Head
 - 2.3 CEO
3. Coverage
 - 3.1 This policy applies to all persons involved in the operations of the Organization and prohibits such harassment by any employee, including supervisors and co- workers, volunteers, any customer or client of the Organization, and any vendor or other service provider.
4. Operating Procedure
 - 4.1 Given below are the procedures to be followed by all employees for communication. And all queries at variance with this policy are to be addressed to the organization HR head, and his/ her decision is final.
 - 4.1.1 Verbal conduct such as epithets, derogatory comments, slurs, or comments.
 - 4.1.2 Visual content and conduct such as derogatory posters, photography, cartoons, drawings, e-mails, Web pages or gestures.
 - 4.1.3 Physical conduct such as unwanted touching, blocking normal movement, or interfering with work directed at an individual.
 - 4.1.4 Other conduct that has the purpose or effect of creating an intimidating, hostile or offensive working environment.
 - 4.1.5 Retaliation for opposing, reporting or notifying an individual of intent to report harassment, or for participating in an investigation, proceeding or hearing conducted internally or by an investigating agency.
 - 4.1.6 Other conduct/harassment that impairs an employee's working ability or emotional wellbeing at work.

5. Redressal Process

- 5.1 All employees are required to report conduct they observe which is prohibited by this policy whether or not they are personally involved to their supervisor.
- 5.2 All supervisory employees who witness such conduct or otherwise become aware of any incidents, allegations or complaints of harassment must immediately report it to any of the Committee members, within three days of the occurrence of such incidents. A supervisory employee's failure to report such activity, complaints or allegations within three days will be considered a violation of policy and may result in discipline.
- 5.3 Every employee who has any kind of grievances can write into and can reach the HR team, if the supervisor cannot handle the situation or the employee is not satisfied with the feedback.
- 5.4 HR team would review the complaint and make arrangement for the interaction to get the problem solved and the work to be streamlined.
- 5.5 Employee not satisfied with the decision at the HR level, can get open and put his/her views for further level of interaction to the Management.

Section 4.7

SEPARATION POLICY

1. Objective
 - 1.1 To provide unbiased and equitable treatment to employees who are leaving and providing them with necessary requirement for a smooth separation.
2. Operating Authority
 - 2.1 Local HR
 - 2.2 Departmental Head
 - 2.3 CEO
3. Operating Procedure
 - 3.1 Given below are the procedures to be followed by all employees for communication. And all queries at variance with this policy are to be addressed to the organization HR head, and his/ her decision is final.
 - 3.2 The concise of reasons for separation is given below:
 - 3.2.1 Insanity, Physical infirmity, contagious/ infectious disease, continued ill health, medical unfitness for employment as declared by a certified medical officer.
 - 3.2.2 Insolvency
 - 3.2.3 Convictions by any ordinary court on any criminal proceedings involving moral turpitude.
 - 3.2.4 Engaging in any vocation outside that of the company without written permission of the manager or found to have been working elsewhere during the period of leave of duty.
 - 3.2.5 Loss of confidence by the company in an employee holding a position of trust or confidence and any other reasonable cause.
 - 3.2.6 Absence of an employee on grounds of sickness for continuous period of 12 months or more if suffering from TB, Leprosy, Mental disorder or Chronic Illness.
4. Voluntarily Leaving of service
 - 4.1 Any permanent employee desirous of leaving the service shall provide one month notice or one month's salary in lieu of notice to the HR Head in writing.
 - 4.2 The HR head is to conduct an exit interview with the separating employee to ascertain feedback on the company's operations and its management.
 - 4.3 Probationary and trainees may leave without notice or be discharged from the service without notice and without assigning any cause or reason.

4.4 All payments due to the employee will be settled in Full and Final Settlement after all other clearances are provided. Money owed to the company has to be paid before last working day, else will be recovered while computing FFS.

5. Cessation of Service

5.1 In the case of a permanent employee one month's wage in due off or one month notice period may be issued.

5.2 Reasonable cause shall include conviction by a criminal court for any offence involving moral turpitude.

5.3 The reason for terminating the employee shall be communicated in writing at the time of discharge.

5.4 Unless specifically authorized by the HR head in writing, balance of leave of any form cannot be adjusted against the notice period.

Section 5

Remuneration: Salary Remittances through Bank

This procedure and system of Opening and Closing of Salary Bank Accounts ensures transparency and faster transactions. And to ensure safe and faster remittances, the salary and other payments due to employees are remitted to the individual accounts of the employee in the designated Bank of the employer. Request & Approval: In accordance with the ERP HR policies, bank accounts may only be opened and closed by the authorization of the ERP Director / Head of the HRD Department.

- Your monthly carry home salary will be directly credited to your bank account. The Payroll Administrator will provide the details to you. The allowances, benefits and other terms and conditions of your employment will be as per Company policies as applicable from time to time.
- The relieving/resignation acceptance letter from your previous organization has to be submitted on your joining the company. Any extension of the same will require a formal approval from your reporting authority, which in case should happen before disbursement of your first month salary.
- All matters pertaining to your appointment and compensation are strictly confidential and it should be treated as such. Any tax liability arising out of your compensation should be borne by you and it will be as per Income Tax rules.
- ERPA does not engage any Child Labor in any of its activities.
- ERPA pay its employees at or above the minimum local law requirements.
- ERPA opens a zero balance salary account of each employee with its designated banker HDFC Bank Limited, Secunderabad Branch.
- Overdraft on salary account is not permitted.
- Staff loan is not given.
- Free Personal Accident Insurance Cover on salary account is not the Company responsibility.
- Home Loan / Car Loan / Personal Loan with salary account is not the Company responsibility
- At the time of Termination of job, bank account cancellation form shall be signed by the employee and that shall be submitted to the bank where an account is opened.
- Any unused checks shall be cancelled and submitted to the designated banker HDFC Bank Limited
- Debit card issued shall be surrendered to the designated banker HDFC Bank Limited

Section 6

Transportation & Travel Policy

This policy applies to all employees. The actual building / place of employment presently at NSL SEZ Arena situated at Uppal, where an employer is stationed and employee is normally required to use as a base of operations on a permanent basis and the place where the employee lives, his/her day to day commuting by a local mode of transport/travel will not be borne by the Company. It is the sole responsibility of the individual employee.

It is suggested that it is the responsibility of individual employee to ensure that the most economical mode of transportation is used when traveling by the most economical route possible, keeping the purpose and urgency of the trip in mind.

The following modes of transport/travel and living shall not be entertained and it is not the responsibility of the Company

- Automobile Reimbursement rates for using a private vehicle at work
- Automobile requirement reimbursement
- Corporate Charge Card
- Entertainment expenses
- Meal rates
- TA/DA is not entertained
- Miscellaneous expenses
- Transportation
- Travel Advances
- Accommodation
- Travel in Employee Owned Vehicles
- Travel in Rental Vehicles/ Taxis/Public Transport
- Transportation -Travel help desk information is not maintained

Section 7

OFFICE FLOOR ETIQUETTE POLICY

1. Objective
 - 1.1 To have a unique etiquettes around the floor and within the office.
2. Operating Authority
 - 2.1 Local HR
 - 2.2 Departmental Head
 - 2.3 CEO
3. Operating Procedure
 - 3.1 Employee Conversations
 - 3.1.1 Use proper grammar and vocabulary
 - 3.1.2 Show interest and respect by using good listening skills
 - 3.1.3 Avoid topics that could be controversial
 - 3.1.4 Stick to safe topics when making small talk with professional contacts
 - 3.1.5 Don't forget your body language
 - 3.2 Meeting Etiquettes
 - 3.2.1 Confirm your attendance as soon as possible.
 - 3.2.2 Arrive on time
 - 3.2.3 Be prepared
 - 3.2.4 Knock before entering
 - 3.2.5 Have cell phone turned off or set to silent mode
 - 3.2.6 Actively participate in the meeting
 - 3.3 Floor Etiquettes
 - 3.3.1 Use a reasonable voice level
 - 3.3.2 Don't hold meetings in your (or anyone else's) workspace
 - 3.3.3 If impromptu conversations look like they're going to take some time, find a more isolated location.
 - 3.3.4 Don't talk/yell past your immediate neighbor.
 - 3.3.5 Don't use speaker phones in open areas.
 - 3.3.6 Manage ringers and notifications.
 - 3.3.7 Look before you interrupt.
 - 3.3.8 Don't create unnecessary noise.
 - 3.3.9 Respect others' concerns.
 - 3.3.10 Respect others' privacy.

Section 8

INDEX FOR ANNEXURE