

**CREST**  
**GROUP OF**  
**COMPANIES**  
Employee  
Handbook

## Preface



The terms & conditions, rules and regulations etc. mentioned in this Employee Handbook are applicable to all employees working for Crest Group of Companies, its Subsidiaries and other group companies. However, employees of Subsidiaries and Group companies (under Crest Group of Companies) that already have a well-defined, released guidelines (Employee Handbook) shall continue to be governed by the Terms & conditions & policies mentioned in those respective Employee Guide (Employee Handbook)

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## 1. About Crest Group

Crest Group of companies includes Fine Estates Private Limited (FEPL) and its associates/subsidiaries. FEPL was incorporated in December 1989 and is promoted by Mr. Vijay Choraria. The company carries out activities related to financial services and real estate.

On the finance front, it invests in quoted and unquoted shares, it is also the promoter of Crest Ventures Ltd. a NBFC listed on both BSE and NSE with a market capitalization of more than 500 crores.

In real estate it invests in properties (both constructed and under construction) and earns revenue through lease/rent of the same to reputed corporate's and high net worth individuals.

The company is also active in project management; liaisons with state government/central government and quasi government agencies like the municipal corporations, electricity boards, water works departments, public works department etc. for documentation, obtaining clearances for construction and related activities.



## 2. From the HR Desk

This Employee Handbook is designed to acquaint employees with the Company and provide them with:

- ◆ Information about the Company's ideology, culture, policies, rules and practices, working conditions and benefits affecting employment.
- ◆ The Employee Handbook is a summary of the Company's policies, which are presented here only as a matter of information and guideline.
- ◆ All Employees are responsible for reading, understanding and complying with the provisions of this Employee Handbook.
- ◆ The Company's objective is to provide the Employees with a work environment that is constructive to both personal and professional growth.
- ◆ This Employee Handbook supersedes all previous Employee Handbooks and memos that may have been issued from time to time on subjects covered in this Employee Handbook. However, since the Company's business and organization are subject to change, the Management reserves the right to interpret, change, suspend, cancel, or dispute with or without notice, all or any part of the policies, procedures, and benefits at any time. The Management will notify all Employees of these changes. Changes will be effective on the dates determined by the Management and after those dates, all previous policies will be null and void.
- ◆ Only Management has the authority to change policies at any time. If any Employee is uncertain about any policy or procedure, he/she is encouraged to speak with his/her reporting manager and HR.



## 3. Terms of Employment

### 3.1 | Agreement of Employment

- ♦ An agreement of employment stipulating all the conditions of employment shall be signed by all employees on the first day of employment through the appointment letter.

\* Employee in this manual refers to all full time human resource hired by the Company

### 3.2 | Probation Period for New Employees

- ♦ All new employees shall be on probation for a period of six months or as stated in the Letter of Appointment.
- ♦ During this time, Employees have the opportunity to evaluate the Company as a place to work and his/her Superior has the first opportunity to evaluate the Employee.
- ♦ During this probationary period, both the Employee and the Company has the right to terminate employment by giving two weeks' notice. For an agerial position, the notice period during probation is one month.
- ♦ Probationary Employees are also expected to meet and maintain the Company standards for job performance and behavior mentioned in this manual.
- ♦ During the period of probation, one leave for every 20 Days worked will be granted as per law. However, the privilege leave applicable to the employee for the probation duration will be accounted for on completion of such period.
- ♦ Towards the end of the probation period, employee's immediate supervisor shall make an appraisal report recommending a confirmation or termination of the employee's services. Where necessary, the probation period may be extended as considered necessary by the management.



- ♦ An employee who is on probation may have his appointment terminated at any time without notice on grounds of non-performance, discipline or misconduct. In the event of such termination, the employee is paid for the period worked up to the time of termination.

### 3.3 | Confirmation of Appointment



On recommendation from the immediate supervisor, Management/ Directors, HR shall in writing confirm the appointment of an employee having completed the probation period in the organization.

### 3.4 | Duration of Employment

Unless otherwise stated, employment for all staff shall be on permanent basis subject to satisfactory completion of the probation period and the requirement of the business.

### 3.5 | Working Hours

The Regular work hours are as follows for different business verticals:

- ♦ **For Financial Services Vertical:**

Monday through Friday: 8.30 am to 5.00 pm

1<sup>st</sup> Saturday working between 9.00 am to 5.00 pm

- ♦ **For rest of the Business Verticals & Support Functions:**

Monday through Friday: Flexibility to choose the time slot

8.30 am to 5.00 pm OR 9.00 am to 5.30 pm

1<sup>st</sup> Saturday working between 9.00 am to 5.00 pm

- ♦ If 1<sup>st</sup> Saturday is a company declared holiday then employees are expected to work on the 3<sup>rd</sup> Saturday of that month.

- ♦ Any change in working hours or working days will be communicated to all by the HR department.

- ◆ Though the organization follows the above mentioned timelines and work week, employees may be required to be present for work beyond the office hours or on weekends based on work at hand and delivery timelines.
- ◆ Employees are expected to be flexible and cooperative with their reporting managers to work on any non- working Saturday if it's a call of duty, or if there is a workshop or any other initiatives for the self-development organized for employees.
- ◆ The company recognizes only a lunch meal break for 30 minutes anytime between 12.30 pm to 3.00 pm. Meals are unpaid and need to be organized by the employee.
- ◆ Tea and coffee is available and there are no stipulated tea breaks.
- ◆ Being on time is not just an organizational requirement, but also an important reflection of regard for discipline and punctuality; hence all employees are expected to be on time.
- ◆ Maximum delay of 15 minutes 5 times a month shall be considered, regular delays may result in formal warnings and other disciplinary actions.
- ◆ Every Late coming post 2 hours of delay will be considered as Half day for the given day.

### **3.6 | Office Holiday & Time off to Vote**

- ◆ Every employee shall be entitled to Holidays announced by the company. HR will announce the holiday list for the upcoming New Year in the month of December.
- ◆ The Company and its Group Companies declare the following festivals as Company recognized holidays.



The below mentioned holidays will not be replaced by any other government or bank holiday in case they fall on a company off day:

Sr. No.	Public Holiday
1	New Year
2	Republic Day
3	Holi
4	Good Friday
5	Mahashivratri
6	Gudi Padwa
7	Maharashtra Day
8	Ramzan Id
9	Independence Day
10	Ganesh Chaturthi
11	Gandhi Jayanti
12	Vijaya Dashami/Dussera
13	Diwali Amavasya (Laxmi Pujan)
14	Diwali-Balipratipada
15	Bhaubeej
16	Gurunanak Jayanti
17	Christmas

- ◆ For the financial services vertical, HR will release a holiday list that is in consonant with the holidays followed by NSE for capital markets.
- ◆ The company encourages its employees to take time and exercise the essential responsibility of voting in local, civic, general elections. The company shall allow a half day leave for this purpose to those employees who have not found time to vote before work hours. However, any circular released by the government for private organization regarding holiday on such occasions shall supersede any existing policy.



### 3.7 | Dress Code

- ◆ Employees are expected to dress formally through the work week. Casual dressing is allowed on days preceding the weekly offs.
- ◆ It is the personal responsibility of each employee to dress in a smart appropriate manner as it projects the image of the Company / Entity you represent.



### 3.8 | Transfer and Reassignment

- ◆ An employee may be transferred, assigned or seconded from one department, location, branch to another or from one company, subsidiary or associate company to another, existing now or in the future, in India or abroad.
- ◆ He/she may also be required to undertake additional duties apart from the normal duties of the post to which he/she is appointed.
- ◆ An employee may request for transfer from one working place to another, however, transfer of employees shall be the prerogative of the Management and shall not be disputed.
- ◆ An employee may be reassigned, subject to performance of his/her duties and on the recommendation by his/her Superior and/or Reporting Manager.
- ◆ All recommendations for reassignment shall be determined by the Management as and when required.



### 3.9 | Non-Discrimination

- ◆ In order to provide equal employment and advancement opportunities to all employees, employment decisions at the Company will be based on merit, qualifications, and abilities. The Company does not discriminate in

employment opportunities or practices because of race, color, religion, sex, national origin, age or disability.

- ◆ This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training. Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their Superior, the Management and HR.
- ◆ Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

### **3.10 | Non-Disclosure / Confidentiality**

- ◆ The protection of confidential business information and trade secrets is vital to the interests and success of the Company. Such confidential information includes, but is not limited to, the following examples:



- ◆ Compensation data, financial information, marketing strategies, pending projects and proposals, proprietary production processes, personnel/ payroll records, and conversations between any persons associated with the Company.
- ◆ Any employee found to be guilty of breaching this policy will be subjected to disciplinary action, including termination of employment and legal action, even if he/she does not actually benefit from the disclosed information.

### **3.11 | Conflict of Interest**

- ◆ No employee shall have any interest, whether for remuneration or otherwise, that will conflict with the interest of the company.
- ◆ Any employee found having interest in competitors' business or engaging in activities, which may harm company's business interest, shall be looked upon

as a suspect and may raise implication of impropriety, thus loss of trust and confidence in the employee.

### 3.12 | Gross Misconduct

- ♦ ‘Gross Misconduct’ is an offence where a person’s presence at work can no longer be tolerated. The following list provides examples of offences normally regarded as gross misconduct and calls for disciplinary actions:
  - Theft, fraud, deliberate falsification of records
  - Fighting, assault on another person, unlawful act during or after working hours
  - Deliberate damage to company’s property and property of employees
  - Serious negligence that causes unacceptable loss, damage or injury
  - Sexual Harassment.
  - Violation of company’s policies and procedures
  - Intoxication or use of alcohol during working hours or in company’s Premises
  - Poor attendance
  - Failure to protect company’s technology, business secrets and business planning data
  - Dishonesty
  - Eating Non-Vegetarian food in office premises
- ♦ This list is neither exclusive nor exhaustive. Dismissal on the grounds of gross misconduct could, therefore, occur for offences not mentioned which are of similar gravity.
- ♦ The Company will not permit its employees to accept gifts of high monetary value, favors and/or material incentives of any kind from present or potential



business associates in his/ her official capacity, while in employment with the Company.

- ♦ Acceptance of any of the above mentioned favors will be equated to a bribe and the concerned employee shall be liable for disciplinary action.

### **3.13 | Code of Conduct**

- ♦ Each employee has an obligation to observe and follow the company's policies and to maintain proper standards of conduct at all times including:
  - Maintaining absolute integrity
  - Maintaining discipline and performance of work
  - Suitable completion of tasks and responsibilities
  - Conduct himself/herself in a manner conducive to the best interest, credit and prestige of the Company



### **3.14 | Disciplinary Action**

- ♦ The procedure is aimed at ensuring fair and consistent treatment of employees.
- ♦ Having identified a problem with an employee and, before invoking the formal procedure, the superior should attempt to resolve matters informally by discussing them with the employee privately. If the disciplinary problem is of serious nature, the formal procedure should be adopted.
- ♦ When misconduct is reported against an employee, the superior will write a report detailing out the facts and circumstances for such a behavior /action and submit the same to HR.
- ♦ Disciplinary action will normally be progressive. However, appropriate action will depend upon the gravity and the frequency of the offence. Except for gross misconduct, no employee will be dismissed for a breach of discipline.

### 3.15 | Personal Belongings

- ♦ All Employees are responsible for their own personal belongings and properties left at the office. The Company assumes no liabilities for any loss or damage to personal belongings and property.

### 3.16 | Company Property

- ♦ The Company's office space, equipment, materials and other properties shall be used only for business.
- ♦ Employee who uses the Company's portable property such as mobile phones, laptop, video projector, camera and video camera are responsible for the safekeeping of these equipments.
- ♦ The Employee will be held responsible for any loss or damage to these portable properties.
- ♦ Cost of replacement due to loss or repair due to external damage will be borne by the Employee.



### 3.17 | Data Security & Intellectual Property Rights

- ♦ All Intellectual Property Rights such as copyrights, data, reports, software, processes, files, prepared by the Employees of the Company and utilized during the course of their employment with the Company shall always remain the property of the Company and other written and printed documents, sales, marketing, recruiting and other materials or articles or information, prospective and actual customer/client information and records, all business records or related information, or any other materials or data of any kind furnished to the employee by the Company or developed by the employee on behalf of the Company or at its direction or for its use or otherwise in connection with its employment (whether or not the information contained therein is deemed confidential) and all support items issued in their name during the course of

their employment with the Company shall always remain its sole property , including in each case all copies thereof in any medium, including computer tapes and other forms of information storage.

- ◆ All intellectual property in the employee’s custody, charge or possession, materials at any time during or at or after the termination of the employee’s employment, the employee shall deliver all such materials immediately, retaining no copies of the same, to the company.
- ◆ The value of all shortages or damages, if any, shall be recoverable from the respective employee and adjusted against either his/her settlement dues or salary accordingly. Any failure in complying with this clause will amount to an offence and will be dealt with very severely and through legal action in the court of law.

### 3.18 | Communication

#### ◆ Phone Calls:

- It is acknowledged that personal communication is inevitable and sometimes necessary. It is expected this will be kept to appropriate or reasonable levels.
- Employees should also limit personal transactions. Company phones should be available for business. A pattern of excessive personal phone calls, and/ or private business dealings is not acceptable and may lead to disciplinary action.



#### ◆ Email

- Email has legal status as a document and is accepted as evidence in a court of law. Even when it is used for private purposes, the company can be held responsible for the



contents of email messages, including any attachments. Access to emails can be demanded as part of legal action in some circumstances.

- The company email system is primarily for company business use. Occasional and reasonable personal use is permitted provided that this does not interfere with the performance of an employee's duties. It is therefore important that email is used within the following guidelines:
  - » Check email on each working day & reply promptly to all email messages requiring revert/action.
  - » 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 the company in the community or to its relationship with employees, customers, suppliers and any other person or business with whom it has a relationship.
  - » Email is not to contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others or concerns personal relationships.
  - » The email records of other persons are not to be accessed except by management (or persons authorized by management) engaged in ensuring compliance with this policy, or by authorized staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum required to complete the task.
  - » When using the email, a person must not pretend to be another person or use another person's computer/ log in details without permission.

- Failure to comply with these instructions is a disciplinary offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Employees need to be continually aware that some forms of email conduct may also be open to criminal prosecution.

#### ♦ **Internet**

- The Internet is a facility provided by the company for business use. Limited private use is permitted provided the private use does not interfere with or distract from a person's work.
- Management / Authorized Representatives of the Management have the right to access the system to determine whether private use is excessive or inappropriate.
- The following activities, using company Internet access are not permitted:
  - » Attending to personal activities of a business nature
  - » Downloading software from the internet or from unauthorized disks and CD ROMs on to the internal network
  - » Deliberately visiting, viewing, or downloading any material from any website containing obscene or illegal material or material that is offensive in any way whatsoever.
- Failure to comply with these instructions is a disciplinary offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Employees need to be continually aware that some forms of Internet conduct may also be open to criminal prosecution.



#### ♦ **Gifts & Gratuities**

- It is imperative that all business relationships with suppliers and customers are legal and based on professional integrity. Acceptance of



gifts from suppliers or customers except eatables and books is deemed as misconduct and will be subject to disciplinary action.

- No employee may give a gratuity to a customer without prior approval from management, such gratuities must always be part of an approved program of customer relationship management and specific gifts will be purchased centrally in appropriate quantities with management approval.



#### ♦ **Visits**

- The Company expects the full attention of its employees while they are working. Although employees may occasionally have to take care of personal matters during the workday, employees should try to conduct such personal business either before or after the work day or during breaks or meal period.

### **3.19 | Business Expense**

- ♦ Expenses incurred by employees in the performance of their duties and in compliance with the Company policy shall be rightly reimbursed in accordance to guidelines mentioned in the Expense Claim section of this handbook and on presenting written evidence of expenditure along with approval from the reporting manager.
- ♦ Without prejudice to the foregoing, any expenditure incurred in excess of these limits shall be reimbursed after approval on a case to case basis.

## 4. Health, Food, Safety, Environment

### 4.1 | Food

- ♦ The Company expects employees to follow a strict no non vegetarian food in office, hence employees are expected to eat only vegetarian food in the office premises in all the offices of the Company.



### 4.2 | Smoking

- ♦ Smoking is not permitted on property or offices at any time. Consequently, smoking while on company premises will be considered as gross misconduct and will render an employee liable to disciplinary action.
- ♦ Employee cooperation is requested as this policy must be rigidly enforced to comply with safety laws.

### 4.3 | Alcohol, Drugs (& Other Substance Abuse)

- ♦ The policy is not concerned with social drinking or the taking of prescribed drugs for medical purposes, the concern is directed to instances where alcohol or other drug dependence or abuse affects the job performance and or/ safety of any employee(s).
- ♦ The Company is committed to creating and maintaining a safe, healthy and a productive workplace for all employees. The Company has a zero tolerance policy in regards to the use of illicit drugs on their premises or the attending of other business (e.g. clients) while under the influence of illicit drugs.
- ♦ Contravening either of these points may lead to instant dismissal.
- ♦ Attending work under the influence of alcohol will not be tolerated and may result in disciplinary action or ultimately dismissal.



## 5. Leave Policy

- ♦ The Company recognizes and extends leave benefit to its employees so as to facilitate them to attend to their personal work, contingencies etc.

- ♦ **Entitlement:**

In a financial year, the following types of leaves will be admissible to the employees, subject to statutory rules in force:

- Sick Leave : 7 days
- Privilege Leave/ Casual Leave : 15 days
- Compensatory Off
- Maternity Leave: As per the statutory rules as mentioned below
- Paternity Leave: 3 days
- Leave without Pay (LWP)
- Loss of Pay (LOP)

### 5.1 | Sick leave (SL)

- **Rules:**
  - » These leaves pertain to leaves taken for illness of only the employee himself / herself.
  - » Every employee shall be entitled for a total of 7 days of Sick Leave in a financial year.
  - » Employees on probation are entitled 1 SL in a month; clubbing SL for genuine reasons shall be allowed under special conditions and shall require an approval of the reporting manager.



- » Sundays (or the weekly rest day) and holidays falling before or after the SL or intervening between two SL's will not be counted as leave .Only actual work days on leave will be considered for accounting number of Sick leaves taken.

– **Procedure to avail:**

- » To avail a SL an employee needs to inform about his /her leave by sms /call to his/her Reporting Manager (Head of the department) whenever possible before start of business working hours on the same day.
- » A written request (mail) to his/her Reporting Manager (Head of the department) with CC to HR and Admin about his/her leave taken due to sickness or emergency needs to follow immediately after he/she resumes work.
- » Eg: Mail request - Request you to approve my sick leave on 12th &13th May 2018 as informed earlier by phone /sms, I was down with viral fever.
- » If SL, is for continuous 3 days or more, should be supported by medical certificate and fitness certificate of a qualified doctor or registered medical practitioner
- » The HR department shall be responsible for the whole process and record keeping.



## **5.2 | Privilege Leave (PL)**

– **Rules:**

- » Every confirmed employee is entitled to 15 days PL in a financial year which will be credited to employees at the starting of the year. This leave type includes leaves taken for casual/last minute or unplanned

urgent situations for a day which may need your presence and can be taken with prior approval.

- » Employees on probation are not entitled for PL, the same will accrue and be credited to their leave account after confirmation.
- » Sundays (or the weekly rest day) and holidays falling before or after the PL or intervening between two PL days will not be counted as PL. Only actual work days on leave will be considered for accounting number of PL taken.
- » Privileged leave will count towards continuous service.
- » Privileged leave cannot be clubbed with any other leave other than maternity or paternity leave.
- » Privileged leave may be granted to the employees who have not completed probation as a special case on the following circumstances:
  - Marriage of employee / employee's brother or sister.
  - Sickness leading to the hospitalization of the employee /employee's dependent/s
  - Death in the immediate family
  - Examination, convocation etc. which employee needs to attend
  - In case of becoming a proud father
- » Under these above circumstances, leave in advance of accrual maybe approved and each request will be assessed individually by the relevant reporting manager. Such leave will be granted to the extent of pro-rata leave accrued by the employee and adjusted against overall entitlement. This may be conditional on the individual agreeing to the Company deducting any advance in the event of



termination, or to the employee accepting leave without pay.  
However, decision of the management shall be final.

– **Procedure to avail:**

- » To avail PL more than a day, an employee needs to seek prior approval in writing (mail) from his/her Reporting Manager (Head of the Department) at least a week(5-7 days) in advance with CC to HR and admin clearly stating dates for leave, total number of days on leave and reasons.
- » Eg: Request you to approve my leave from 23th May to 29th May (Total 5 work days)- As I have to appear for my MBA Exams.
- » Leaves are benefits extended to employees and should not be deemed as rights. Approval for PL's and its duration is at the sole discretion of the management.
- » The HR department shall be responsible for the whole process and record keeping.



### 5.3 | Leave Accumulation

- ♦ Employees will be allowed to carry forward maximum 15 privilege leaves (PL) in a financial year, sick leaves cannot be carried forward.
- ♦ Moreover, employees can accumulate leaves (PL) up to 2 years or to a max. of 30 PLs at any point. The company shall declare a 2 year leave accumulation block. Eg. 1st April 2016- 31st March 2018.
- ♦ On completion of the block, Eg: in March 2018 all employee will need to empty their leave (PL) balance compulsorily either by availing or encashing his/her accumulated leaves (@ basic pay)

- ◆ Eg 1: If on 31st March 2016 your PL balance is 17 then only 15 carried forward to the New Year (FY 2016- 2017) and 2 PLs will lapse. So on 1st April 2016 your PL balance will be 30 (15 brought forward and 15 of New Year FY 2016-2017).

## 5.4 | Leave Encashment

- ◆ Employees will be allowed to carry forward maximum 15 privilege leaves (PL) in a financial year, sick leaves cannot be carried forward.
- ◆ Encashment of accumulated PLs is allowed in a block of two years (the block to be declared and announced by the company Current Block 2016-2018. At the end of the block on 31st March 2018 the employee can en cash his or her balance PL @ basic pay.
- ◆ Eg: In the illustration given above; the PL balance on 1st April 2017 is 30, if in FY 2017-2018 one has availed 8 PL, then the balance on 31st March 2018 will be 22 PL which has to be compulsorily en cashed on the basis of basic pay.
- ◆ On 1st April 2018- (New block begins) your PL balance will be 15 for FY 2018- 2019
- ◆ If an employee joins in the middle of the block and gets confirmed in the same financial year he /she will receive encashment at the end of the announced block irrespective of completion of two years.
- ◆ Eg: Employee joins in Aug 2017 and gets confirmed in Feb 2018 will get his 1st leave encashment of un-availed leaves (PL) in March 2018 and then will subsequently receive his next leave encashment at the end of the next block in March 2020.
- ◆ During separation of confirmed employees (resignation or termination), encashment of PL's accumulated till the last working day as per the Indian labor law shall be paid to the employee as part of full and final settlement. Basic salary shall be considered as salary to compute the quantum or amount of encashment of balance PLs.



## 5.5 | Maternity Leave

- ◆ Every female employee will be eligible for 26 weeks of maternity leave (of which not more than 8 weeks shall precede the expected date of delivery) or as prescribed by law from time to time and as mutually agreed between the organization and the employee.
- ◆ The above mentioned maternity leave will be restricted to two live births during the life of a female employee. For the third birth and thereafter, maternity leave will be restricted to 12 calendar weeks (of which not more than 6 weeks shall precede the expected date of delivery).
- ◆ Female employees with at least 80 workdays of continuous service are entitled to a paid maternity leave.
- ◆ Maternity leave will be a paid leave up to a maximum of 182 days only.
- ◆ Maternity leave will count towards continuous service.
- ◆ Female employees have to disclose about their pregnancy at least 90 days preceding the delivery to their reporting manager & HR.
- ◆ Employees requiring extension of leave on medical grounds should produce a medical certificate and leave will be considered on merits of the case. The same would be adjusted against the privileged leave.
- ◆ An option of work from home shall also be provided to employees completing their maternity leave if necessary based on nature of work handled and on mutually agreed terms between the organization and employee.
- ◆ The company recognizes the need for a new mother to nurse her child and shall allow the employee to take 4 breaks per day to visit the Crèche facilities (as required) which includes the interval for rest and 2 nursing breaks till the child is 15 months.





- ◆ In case of a miscarriage, employee should produce a medical certificate with the necessary recommendation, leave will be granted up to 6 weeks following the day of miscarriage.
- ◆ The company recognizes paid surrogacy leave of 12 weeks from the date when the child is handed over. This leave can only be availed by a commissioning mother who uses her egg to create an embryo to be implanted in another woman.
- ◆ The company recognizes adoption leave of 12 weeks from the date when the child is handed over, provided the child is less than 3 months old.
- ◆ The company shall ensure every female employee is oriented and informed in writing about the benefits available under the act.

## 5.6 | Paternity Leave

- ◆ Every confirmed male employee will be eligible for 3 days of paternity leave starting from the actual date of birth of the child.
- ◆ To avail paternity leave, the employee must inform about the child birth by SMS/email to his reporting manager/HR the same day as the birth, followed by a written mail on the same.
- ◆ Employees requiring extension of leave to cater to some medical or other emergencies can do so the same would be adjusted against the balance privileged leave.
- ◆ Paternity leave will be counted towards continuous service.



## 5.7 | Leave without Pay (LWP)

- ◆ Leave without Pay refers to long duration leaves that an employee may wish to apply for irrespective of his leave balance.

- ♦ Management, at its discretion, can allow an employee leave without pay under certain circumstances viewed as important and necessary; some of it are given below:
  - Illness – Medical condition that does not allow the employee to attend office
  - Pursuing exams
  - Personal family related emergencies
- ♦ A Leave request will be considered as Leave without pay under below circumstances:
  - If leave duration is very long ranging from 4 weeks to couple of months
  - If employee has very little or no leave balance to cover the entire or part of the duration of leave requested.
- ♦ An Employee shall be allowed to go on leave without pay provided they fulfill the below criteria:
  - The employee should have worked for at least 12 months of continuous service and should have had a good performance track record, shall be allowed leave without pay of max of 4 weeks.
  - The employee should have worked for at least 5 years of continuous service and should have had a good performance track record, shall be allowed leave without pay of max of 4 months.
- ♦ Failure to return to work on the date stipulated may result in loss of continuity or termination.
- ♦ Leave without pay will count towards continuous service and all other benefits extended to a regular employee shall be extended to the concerned employee.
- ♦ Management shall hold the authority to approve or disapprove the aforementioned leave based on its discretion.



## 5.8 | Compensatory Off (Comp Off)

- ♦ The management recognizes the need for a break from work every week, hence will extend a compensatory off to any employee who has worked on a weekly off day (Sunday) or company announced holiday.
- ♦ The employee can avail Comp off only if he/she had worked on a weekly off (Sundays) or Company announced holiday after seeking approval from his/her reporting manager.
- ♦ The employee availing Comp off must do so in the following week or maximum within two months from the date of work.
- ♦ Accumulation or encashment of Comp Off is not allowed.
- ♦ Comp Offs cannot be availed for business travel undertaken on a weekly off day (Sunday) or company announced holiday. However, it can be considered by the management on case to case basis.



## 5.9 | Loss of Pay (LOP)

- ♦ An Employee availing leave/s which is not approved by the reporting manager will count as loss of pay
- ♦ An employee taking leave/s more than the number of days in his/her leaves balance will count as loss of pay to the extent of excess leave/s taken.
- ♦ Per day gross salary shall be considered while computing quantum of deduction or LOP.
- ♦ The company reserves the right to terminate the employment of an employee on absenteeism for more than 5 working days, if he/she fails to inform the respective reporting manager/HR about the same in advance.

## 6. Compensation and Benefits


### 6.1 | Salary or CTC

- ♦ ‘Salary’ means the total cost incurred by the company for services rendered solely to the company by the employee, it would include all components of the salary structure except for variable amounts (eg: incentives, performance bonus, etc.) that may be paid to the employee by the company.

### 6.2 | Computation of Daily and Hourly Rates

- ♦ For the purpose of computation/deduction of daily rate, the monthly gross income per month shall be divided by days in the month.

### 6.3 | Paydays

- ♦ All Employees shall be paid monthly on a scheduled payday, usually the first day of the following month. In the event that a regular scheduled payday falls on a weekend or holidays holiday, employees shall receive pay on the next day of operation. 
- ♦ The Company pays employees by way of a direct credit into the employee's bank accounts with HDFC Bank.
- ♦ Employees shall be notified, in the event of a change in the Company's bankers. The salary is credited into respective employee's accounts at HDFC Bank after deduction of Tax, installments towards loans and advances, any excess leave deduction and other mandatory/statutory contributions.

### 6.4 | Tax Deduction at Source

- ♦ Tax will be deducted at source for all employees at the designated rates every month and a copy of the income tax returns that has been filed will be kept in each employee's personal file.

## 6.5 | Incentive Schemes

- ♦ The company has different incentive schemes for its employees which could either be fixed or a variable component, decided by management and as per the eligibility of those employees.

## 6.6 | Annual Increment

- ♦ Increment will be granted to confirmed employees of the Company each financial year subject to the performance of the company, efficiency in work of the concerned employee, consistency in performance, attendance and conduct being found satisfactory.
- ♦ Each employee's annual salary shall be reviewed during the formal performance review and planning session which shall be conducted at least once a year.
- ♦ Although the Company's salary ranges and wage schedules will be adjusted on an ongoing basis, the Company is not obliged to grant "cost of living" increases. Performance is the key to wage increments in the Company.



## 6.7 | Statutory Compliances

The company recognizes and is completely compliant to all statutory laws and regulations of the State/Country it is governed by:

### ♦ Bonus

Payment of bonus is the discretion of the Management. However, employees within the coverage of the "Payment of Bonus Act", will be paid bonus as per the statutory requirements.

## ◆ **Gratuity**

- Gratuity will be paid to employees eligible as per the 'Gratuity Act 1972' applicable to the company.
- Standard statutory calculation formula shall be used for the purpose of calculating Gratuity for an employee who has been in continuous, dedicated and satisfactory service for more than 5 years and/or who: -
  - » Dies while in service ( irrespective of the number of months/years completed)
  - » Retires from service at the age of 65
  - » Whose service is terminated owing to ill-health, on the recommendation of any authorized medical authority, and/or owing to redundancy.



## 7. Loan and Advance Policy

- ◆ The Company shall extend Loan and Advance facilities to employee who have genuine financial urgencies hence require financial support from the Company. However, disbursement of any loan or advance is at the discretion of management and no employee shall have the right to demand an advance or loan.
- ◆ Loans or advances will be provided to employees without any interest. However, the management reserves all right to decide if it wishes to levy interest on any amount extended as loan to any employee depending on case to case basis.
- ◆ It can be availed only if the employee does not owe any previous dues to the company or all previous dues and loans have been settled. Salary advance / Loans shall be considered ONLY for confirmed employees. Requests for it shall be considered only for following reasons:
  - Medical emergency of parents
  - Education related expense of children
  - Support for marriage of self or immediate family member
  - Some unforeseen essential expense related to house repairs and upkeep.
- ◆ An employee intending to take an advance or loan can do so by sending a written request to his/her reporting manager or HR. HR will be responsible to communicate and take acceptance of the requester on the recovery plan. Post which the amount shall be transferred through RTGS to the requester's account by accounts department upon intimation by HR.
- ◆ Mere availability of a loan or advance scheme does not mean sanction of the loan. Loans or advances shall be granted at the discretion of the Top



Management who shall have full right to refuse, as per the exigencies of the Company's work.

- ♦ Any tax attracted by the loan shall be the responsibility of the employee and shall be deducted along with TDS at the end of the financial year from the salary.

## **7.1 | Salary Advance**

- ♦ Advance granted will be deducted entirely from the same month salary.
- ♦ Such advance will be considered for employees not more than three times in a year, provided, previous all dues are settled.

## **7.2 | Loan**

- ♦ Recovery of any loan amount shall commence from the month sub sequent to the release of the loan.
- ♦ Full recovery of loan amount shall be included during full and final settlement in case an employee decides to leave the Company before loan settlement is complete.





## 8. Termination /Employee Separation

- ♦ Below are the most common circumstances under which employment is terminated:
  - **Resignation** – voluntary employment termination initiated by an Employee.
  - **Termination** – voluntary employment termination initiated by the Company.
  - **Layoff** – involuntary employment termination initiated by the Company for non-disciplinary reasons.
  - **Retirement** – on attaining the age of 65 years.



### 8.1 | Employee Resignation

- When a confirmed Employee intends to terminate his/her employment, he/she can do so by giving the Company a written notice (resignation) in accordance with the appointment letter. Such resignation should be sent by the employee to his reporting manager /HOD & HR.
- Employees under probation need to give a written notice of two weeks (14 days) prior to ending their services. Confirmed Employees need to give a written notice of 2 months (60 days) prior to resignation from service.
- A period of notice given by either party in terms of the above may not run concurrently with privilege leave, sick leave or maternity leave. However once a notice for resignation from services is given, the management reserves the right to prematurely terminate the notice period under certain conditions such as:
  - A suitable replacement is found in which case all accrued benefits will be paid to the employee up to the date of termination.

- If the Employee's conduct with fellow employees and the management is not cordial and respectful in which case premature termination of notice period will be observed uniformly for all employees. In such cases the management will decide on a case by case basis if the accrued benefits will be paid at all and if paid whether in full or in part.

## 8.2 | Termination of Services / Layoff



- ♦ Certain rule infractions and violations of standards are grounds for immediate termination of employment on the decision of management. These include:
  - Points covered under Gross misconduct
  - Consistently failing to perform diligently duties assigned.
  - Untruthfulness about personal work history, skills, or training
- ♦ Management can terminate the employment of employees on probation without giving prior notice on grounds of non-performance, discipline or misconduct.
- ♦ In case of confirmed employees, the management has the right to terminate employment of any employee, on grounds of non-performance, discipline or misconduct, it can however do so by giving the concerned employee two month notice or salary in lieu before actual termination of employment.

## 8.3 | Separation Procedures

- ♦ Any Employee who resigns from services or is terminated from employment by management shall return all files, records, keys, and any other materials that is the property of the Company to his/her immediate Superior or HR.



- ◆ No final settlement of an Employee's pay will be made until all items are returned in appropriate condition and/or payment in lieu, if any, is fully settled and a full clearance is issued by the Accounts and HR.
- ◆ The cost of replacing non-returned items will be deducted from the Employee's final pay cheque. If the deduction from the Employee's final cheque is insufficient, the Employee is required to settle the outstanding before leaving the Company. Any outstanding financial obligations owed to the Company will also be deducted from the Employee's final cheque.
- ◆ All accrued vested benefits that are due and payable during exit will be paid.

## 8.4 | Retirement

- ◆ Employees are required to retire from service on attaining the age of 65 years.



## 9. Employee Exit and Clearance

- ◆ Once an employee has given a resignation, the reporting manager or the HOD would be responsible for its acceptance and communication on the same. HR would assist and extend support to the reporting manager or the HOD in any retention efforts.
- ◆ HR dept. would follow the below mentioned Exit Procedures on the last working day of the employee. The employee needs to complete the clearance form & get approvals from:
  - Own Department - Employee's superior or reporting manager for handover of files, documents, knowledge etc. considered as intangible property of the Company
  - Accounts dept. - Regarding dues / loans pending, reimbursements, etc.
  - IT & admin - After submission of tangible property of the company
- ◆ An Exit interview using a structured feedback tool to probe the reason for employee separation will be done.
- ◆ The Full And Final Settlement (F&F) made by the HR shall consist of the following payouts / recoveries:
  - Salary for actual days worked with the week off + paid holidays
  - Travel expense reimbursement if any
  - Payment for balance PL till date of resignation if any
  - Any allowance or reimbursement paid on pro- rata basis if applicable
  - Any Bonus or arrears on Pro rata to be paid if applicable (Subjective to management decision)
  - Any recoveries - Loans/advance, Short Notice, unreturned/damaged company property, etc.
- ◆ HR will issue a relieving letter, officially ending the agreement of employment.

- ◆ HR will be responsible for issuing the F&F after approval from Accounts & relieving letter in the same month if exit is on or before 15th of the month. In cases where the last working day is after 15th of the month, the F&F & relieving letter shall be issued in the first week of the succeeding month.
- ◆ HR at the Head Office shall be responsible for issuing relieving letters for all cases of exit employees in all locations.
- ◆ The above mentioned exit procedures in all locations will be carried out by the respective SPOC HOD or reporting manager and will furnish the collected information to HR in Mumbai.



## 10. Employee Relations

- ♦ The company recognizes and demonstrates its commitment to employees by responding effectively to employee concerns.


### 10.1 | Code of Ethical Conduct

- ♦ In order to avoid any appearance of a conflict of interest, employees are expected to abide by the following code of ethical conduct. Employees may consult their reporting manager or an official of the Company if they have any questions.
  - Employees of the company should not solicit anything of value from any person or organization with which the Company has a current or potential business relationship.
  - Employees should not accept any item of value from any party in exchange for or in connection with a business transaction between the Company and that other party.
  - Employees may accept items of incidental value from customers, vendors, or others as long as the gift is not given in response to solicitation on employee's part and as long as it implies no exchange for business purposes. Items may include gifts, gratuities, food, drink and entertainment.
  - If an employee is faced with, and is unsure how to handle a situation that he/ she believes has the potential to violate this code of ethical conduct, employee should notify his/ her reporting manager or the Management.
- ♦ Violations of this code may lead to disciplinary action, up to and including termination.
- ♦ The Company also discourages its employees from taking additional outside employment whether in the same or related business as the company or with a



competitor Employees who wish to take on outside employment must first obtain permission from the Management. Work requirements for the company must take precedence over any outside employment.

## 10.2 | Discipline

- ◆ There are reasonable rules of conduct which must be followed in any organization to help a group of people work together effectively. The Company expects each employee to conduct themselves in a professional appearance and manner. If an employee is not considerate of others and does not observe reasonable work rules, disciplinary action will be taken.
- 
- ◆ Depending on the severity or frequency of the disciplinary problems, a verbal or written reprimand, suspension without pay, disciplinary probation, or discharge may be necessary. It is within the sole discretion of the company to select the appropriate disciplinary action to be taken. Notwithstanding the availability of the various disciplinary options, the company reserves the right to discharge an employee at its discretion, without notice or salary in lieu.
  - ◆ The following is not a complete list of offences for which an employee maybe subject to discipline, but it is illustrative of those offences that may resulting immediate discipline, up to and including dismissal:
    - Excessive absenteeism or tardiness.
    - Dishonesty, including falsification of Company related documents, or misrepresentation of any fact.
    - Fighting, disorderly conduct, horseplay, or any other behavior which is dangerous or disruptive.
    - Possession of, consumption of, or being under the influence of alcoholic beverages while in office or on company business work hours.

- Illegal manufacture, distribution, dispensation, sale, possession, or use of illegal drugs or un-prescribed controlled substances.
- Reporting for work with illegal drugs or un-prescribed controlled substances.
- Failure to promptly report a workplace injury or accident involving any of the Company's employees, clients, equipment, or property.
- Willful neglect of safety practices, rules, and policies.
- Commission of a crime, or other conduct which may damage the reputation of the Company
- Use of profane language while on business.
- Stealing, misappropriating, or intentionally damaging property belonging to the Company its customers or employees.
- Unauthorized use of the company or its clients' name, logo, funds, equipment, vehicles, or property.
- Insubordination, including failure to comply with any work assignments or instructions given by one's reporting manager.
- Violation of the company's equal employment opportunity policy or its harassment policy.
- Interference with the work performance of other employees.
- Failure to cooperate with an internal investigation, including, but not limited to, investigations of violations of these work rules.
- Failure to maintain the confidentiality of trade secrets or other confidential information belonging to its customers.
- Failure to comply with the personnel policies and rules of the company.



- ♦ The above is designed to help promote fairness and order in the treatment of individuals. It is the aim of the company that the rules and procedures should



emphasize and encourage improvement in the conduct of individuals, where they are failing to meet the required standard, and not as a means of punishment.

- ◆ Every effort will be made to ensure that any action taken under this procedure is fair, with the employee being given the opportunity to state his/ her case and appeal against any decision that they consider to be unjust.
- ◆ The following rules and procedures will help to ensure that:
  - Employees are fully aware of the standards of performance, action and behavior required of them.
  - Disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner.
  - Employees will only be disciplined after careful investigation of the facts and the opportunity to present their side of the case. On some occasions, temporary suspension may be necessary in order that an uninterrupted investigation can take place; this must not be regarded as disciplinary action or a penalty of any kind.
  - Other than for an “off the record” informal reprimand, employees have the right to be accompanied by a fellow employee, who may act as a witness or speak on behalf, at all stages of the formal disciplinary process.
  - Employees will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct.
  - If an employee is subject to the disciplinary process, he/ she will receive an explanation of the penalty imposed and will have the right to appeal against the finding and the penalty.



## 10.3 | Celebration

- ♦ The management recognizes the need to celebrate important occasions like birthday's, greetings are sent to each employee, in addition to this,
- ♦ The organization also follows a practice where a senior leader personally greets every employee on his/her birthday and presents a small memento, as well as spends quality time interacting with them.



## 10.4 | Employee Gifts

- ♦ The Company shall try to participate in employees landmark events like marriage & shall extend gifts to employees to celebrate it, employees can be gifted in cash or kind & shall be in accordance to the below mentioned guidelines:

Sr. No.	Grade No	Grade Name	Gift Value
1	E0 -E4B	Assistants- GM	INR 3000/5000
2	BE5 -E8	AVP upwards	INR 5000/11000

- ♦ Management can decide to gift an office assistant or contract employee at the time of his or her marriage either in cash or kind, the value of which shall not exceed INR 2000/-.



## 11. Performance Management System (PMS)


- ◆ The Company is committed to Staff Development and Performance Management, which contributes to the development of the individual and the organization. The effort is therefore to ensure that all employees understand the requirements of their jobs as well as the expected results.
- ◆ The actual assessment of how well they have done will be undertaken at a comprehensive appraisal of their performance in relation to the expectations from the role. Reporting Manager feedback is an important part of the process which will involve open interaction between the employee and his/her reporting manager on performance, improvement and further development of the employee.
- ◆ Only Confirmed employees are eligible for Performance review and appraisals.
- ◆ Employees serving notice during the review process shall not be entitled for appraisals
- ◆ Employees serving notice during disbursement of the increment may or may not be covered for the increment on basis of Management discretion.



## 12. Travel & Accommodation Policy



- ◆ All employees should adhere to this travel and accommodation should be limited to an absolute minimum and at a cost that is appropriate to the employee band.
- ◆ The objective of the travel and accommodation policy is that the employee can be in the required location to do business and be ready to do business. All travel arrangements are intended to be comfortable, practical and economical ensuring the employee endures no discomfort when they are required to travel or stay away from home.
- ◆ The travel and accommodation policy will be successfully applied when travel is completed within budget at no discomfort to the employee. This policy applies to all employees of the Company.
- ◆ All employees are required to get in touch with the Travel In-charge for the hotel bookings, Train or Air Travel ticket booking for all domestic and international trips. No direct hotel, Train or Air travel bookings by employees are permitted unless they have obtained the necessary approvals prior to making any such reservations.
- ◆ **Procedure for claiming reimbursements for Local Conveyance/ Domestic Travel / International Travel / Food & Other Business Related Expense**
  - Employees who travel locally for work (except office assistants) when travel is completed, should submit completed hard copy of the Local Travel Claim Form (LTRF) / Domestic Tour Expense Form (DTER) / Foreign Tour Expense Form (FTER) or the Business Expense Claim Form (BECF) within 15 business days along with supporting bills/receipts/ vouchers in original
  - The Travel Claim forms or Business Expense Claim Form is to be signed and approved by the employee's reporting manager.

- Signed and approved form to be submitted to HR for a check and then to Accounts.
- No soft copies will be entertained and Accounts is not permitted to process any such requests sent over email without the original receipts or appropriate signatures.
- The reimbursement cycle is from 19th of the month to 18th of next month. Claims for a particular month need to be submitted before the 18th of the month so that payment is made in the same month after payroll is processed. E.g. Approved expense forms for the April and the payment will be made by end of April. Claims submitted post 18th April will be processed in the May cycle of reimbursement and paid at the end of the May month. 
- Expenses incurred in a particular month should be claimed within the next two reimbursement cycles, failing which they will not be processed. E.g. expenses incurred on Jan 25th should be submitted on or before Feb 18th or latest by March 18th failing which they will not be processed. Delay in claiming business expenses would be accepted on special occasions up to max of two reimbursement cycles, failing which they would not be considered for process.
- Expense incurred upto 31st March should be submitted latest by 20th April due to finalization of accounts.
- Each traveler must submit separate expense forms. If two or more employees are travelling together, one traveler may choose to pay all expenses and request reimbursement.
- For air travel, boarding passes have to be compulsorily retained and attached to the expense claim along with a copy of the air ticket.
- No advances will be given for Local / Domestic travel. It will be provided for International Travel.

## 12.1 | Local Conveyance / Business Expense / Food

- ♦ All travel undertaken within city limits of base location is termed local travel. City limits is defined as Mumbai: Mumbai City, Navi Mumbai and Thane.
- ♦ For employees working at their base location in office or any project site:
  - The company will not reimburse any expense incurred on buying a railway pass except for office assistants.
  - Office Assistants have to use only train and bus as modes of travel for business work. Travelling by Cab/Auto is allowed only for urgent cases and with the approval of the reporting manager.
- Office assistants have to get signatures on their task travel chart on a daily basis from the person who has assigned the task and requested that the travel should be taken up.
- No additional conveyance allowance is permitted for travel from employee's home to the Company office and back over and above as that is given as part of CTC.
- Employees can claim local conveyance as reimbursement as per actual from the company if they need to travel locally on work.
- In case there is travel made directly to or from the residence to a location other than office for business purpose, then the same can also be claimed as reimbursement.
- Eligible reimbursements will be for train, bus fares /auto rickshaw fares (taxi fares where rickshaws are not available) from the nearest station to place of office at actual on approval of from reporting manager.
- Employees, who due to work demands, have to sit late and work in office will be reimbursed the following:



» **Local Conveyance** - If leaving office or work site to residence after 8pm. Reimbursement of this expense however will need an approval from the reporting manager. So employees must ensure that they submit their expense voucher with all necessary approvals.

» **Food/ Snacks Reimbursement** - Food/ snacks expenses can be claimed if employees have worked beyond 7.30 pm.

- Reimbursement of this expense is also allowed if out of office (site) for extended hours, this however will need an approval from the reporting manager. Bills in original are required for reimbursement.



♦ The office (admin) will arrange for whatever required, however, admin will not pay for it. Employees will need to pay for it and then claim the amount later as a part of reimbursement by the process listed below.

♦ **The following is the allowed expense limit for employees and it needs to be claimed by filling a Local Travel / Expense Form as per Annexure attached:**

Sr. No.	Employee Grade No.	Employee Grade Name	Late Conveyance (At or later than 8.pm)	Food Expenses (Rs.)
1	E0/E1	Office Assistants/ Trainee/Assistants	Train/Bus Ticket	30
2	AE1B/E2A/ E2B	Executives/ Sr. Executives/Asst. Mgr.	Train/Bus Ticket/ Cab	50
3	E3A/E3B	Mgr. & Sr. Mgr.	Cab	75
4	E4A/E4B	DGM/GM	Cab	At actual
5	E5A/ E6B	AVP Upwards	Cab	At actual

## 12.2 | Domestic Travel

- ◆ This includes travel to any place in India other than the employee's reporting base location.
- ◆ Any employee undertaking an official domestic tour needs to have an approval of his/her travel plan by his/her reporting manager. An email approval by the reporting manager is mandatory for making any hotel or travel bookings.
- ◆ All travel undertaken within India is termed domestic travel.
- ◆ **Mode of Travel:** Although the mode of travel is lowest economical available air fare, the organization reserves the right to book railways tickets wherever the journey is less than 12 hours and is convenient. Employees are not permitted to book any ticket on their own, unless only in case of emergency by obtaining prior approval from reporting manager.
  - **Train** - All railway bookings, if any, need to be done through the Travel In- charge.
  - **Air** - The choice of airline will be at the sole discretion of the Travel In-charge. The In- charge however will collaborate with the employee for his/her time preference and shall aim at booking efficient and cost effective travel. The bookings will be made as per the following:
    - » Use of non- refundable fares
    - » Use of cheapest airline
    - » Usage of low cost airlines wherever possible





## 12.3 | International Travel

- Air Travel
- ♦ 3 lowest logical fares will to be provided by the company's designated travel agencies to Travel In-charge who will forward these options to the employee for his/ her decision.
- ♦ Air carrier and hotel selection is based on below entitlements:



Sr. No.	Grade No.	Grade Name	Air	Stay
1	E7/E8	Directors/ CFO/CIO/CEO/COO	Economy	3 Star Hotel
2	E9/E10	Stakeholders/MD	Business Class if travel more than 5 hours	4-5 Star Hotel

- ♦ Expenses incurred for conveyance and phone calls for official purpose will be reimbursed at actual.

## 12.4 | Taxi Fares & Conveyance

- ♦ Taxi fares will be allowed for transportation to and from airports. However, it is expected that bus or shuttle service will be used when available and or conference site, taxi fares will be allowed if that is the most economical mode of transportation available. A receipt should be requested to document this expense.



## 12.5 | Car Hire

- ♦ Hiring of cars / tourist taxi for local travel is not permitted except for Directors, HOD's and other C' level Executives of the Company. Wherever needed, it needs to be arranged only by the travel in-charge. Wherever possible, pre-paid taxi / ordinary taxi may be used and only for point-to-point travel and not for the whole day.

## 12.6 | Food & Beverages during Domestic / International Travel

- ♦ Employees are eligible for reimbursement of daily expenses, hence they can claim food and conveyance at actual for overnight stays / full day trip outside their base location for business. Following are the permissible amounts for such an expense:

Sr. No.	Employee Grade No.	Employee Grade Name	Domestic Travel Mode	Max Cap – Expense Food and beverage	Other Permitted expense
1	E0/E1 A	Office Assistants/Trainee/ Assistants	Train/Bus	175	NA
2	E1B/E2A/E2B	Executives/ Sr. Executives/Asst. Mgr.	Train/Bus	375	NA
3	E3A/E3B	Mgr. & Sr. Mgr.	Train /Air	450	NA
4	E4A/E4B	DGM/GM	Train/Air	550	actual
5	E5A/ E6B Upwards	AVP Upwards	Air	At Actual	At actual

- ♦ Other Permitted Expenses over the above the entitlements are as below:

- Laundry
- Conveyance
- Portage
- Photocopying expenses related to official documents
- Internet usage for official purpose
- Air ticket/ train ticket re-routing cost subject to Travel in charge not being available and after obtaining necessary approvals



- Official phone calls - itemized phone bill to be attached to expense form
- ♦ All the above expenses should be supported by duly approved by reporting manager original bills/ receipts.


## 12.7 | Accommodation

- ♦ This policy is applicable for domestic hotel arrangements.
- ♦ Employees will use the Company guest house accommodation wherever they exist and are available.
- ♦ Employees will be required to pay for hotel expenses on check out and claim the amount through the relevant reimbursement procedure.
- ♦ Where guest house is not available, the company will provide economic 'Single Accommodation' which means bachelor/ spinster/ non-family accommodation.
- ♦ Depending on the city and the type of accommodation, same gender employees can be asked to share any twin-sharing accommodation provided to them, with other employees who are also on relocation/ travel. The accommodation provided could be a guest house, which will be suitable for an employee to stay during the course of the project.
- ♦ Should an employee prefer to do his / her own accommodation during domestic travel, the company will only reimburse him to the extent of the allowance on presentation of original bills, as stated below



<b>Sr. No.</b>	<b>Employee Grade No.</b>	<b>Employee Grade Name</b>	<b>Domestic Stay Metro</b>	<b>Domestic Stay Non-Metro</b>
1	E0/ E1 A	Office Assts. / Trainee/ Assts.	NA	NA
2	E1B/E2A/E2B	Executives/ Sr. Executives/Asst. Mgr.	Guest House / Hotel within INR 2,500 per night (*hotels)	Guest House / Hotel within INR 2,000 per night
3	E3A/E3B	Mgr. & Sr. Mgr.	Guest House / Hotel within INR 3,000 per night	Guest House / Hotel within INR 2,500 per night
4	E4A/E4B	DGM/GM	Hotel within INR 4,000 per night	Hotel within INR 3,500 per night
5	E5A/ E6B	AVP Upwards	Hotel within INR 6,000 per night	Hotel within INR 5,500 per night

## 13. Work Tools - IT Equipments & Internet

- ◆ The company shall provide and maintain desktops or laptops issued to its employees to accomplish their daily tasks depending on the nature of work.
- ◆ Employees are expected to take responsibility for company property given to them such as laptops, mouse, charger, external storage device, data card etc. 
- ◆ Employees are expected to take monthly back up of their machine /data and keep the company official data securely at all times.
- ◆ Data card shall be issued only to senior employees who in their roles are expected to stay connected and accessible beyond work hours.
- ◆ Employees will be held accountable and will have to compensate to the company the charges for repairs in case of any damage to the equipment or depreciated value / cost of new equipment / data card in case of a loss.
- ◆ Employee requests for upgrades on machine model or software would be accepted based on management decision.
- ◆ Employees should not download illegal software on their own and need to route all their needs for new software features /versions only through the IT department.
- ◆ Upon exit, the employee must return all company property issued to him as a part of the clearance formality.

## 14. Mobile Device & Bill Reimbursement

- ♦ Employees who are engaged in extensive communication and high amount of coordination or who travel local or domestic for business purpose shall be enrolled under the Company Corporate Plan with network partner that the company has long standing relationship with. Bill for such connections shall be paid directly by the company.
- ♦ All such mobile connections given by the company should be used for official purpose which also includes the usage of data services responsibly. The company shall hold the authority to make change in the network provider or plans as it may deem fit.
- ♦ Guidelines for entitlement for mobile bill expense is given below :



Sr. No.	Employee Grade No.	Employee Grade Name	Bill Reimbursement
1	E0/E1 A	Office Assts. /Trainee /Assts.	300
2	E1B/E2A/E2B	Executives/ Sr. Executives/Asst. Mgr.	On need basis
3	E3A/E3B	Mgr. & Sr. Mgr.	On need basis
4	E4A/E4B	DGM/GM	At Actual
5	E5A/ E6B	AVP Upwards	At Actual

- All mobile bill reimbursement will be considered for payment as per the above guidelines only after an initial written approval from the HOD to HR.
- Upon exit the employee is expected to return all company property including company given mobile phone (if any) in workable condition.

## 15. Sexual Harassment

- ♦ The Company is committed to creating and maintaining a secure work environment where its employees can work and pursue business together in an atmosphere free of harassment, exploitation and intimidation caused by acts of Sexual Harassment within but not limited to the office premises and other locations directly related to the Company's business.
- ♦ The objective of this policy is to provide protection against sexual harassment of women at workplace and for the prevention and redressed of complaints of sexual harassment and for matters connected therewith.
- ♦ All concerned should take cognizance of the fact that the Company strongly opposes sexual harassment, and that such behavior against women is prohibited by the law as set down in "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressed) Act, 2013" and Rules framed there under being the, "The Sexual Harassment of Women at Workplace" (hereinafter referred to as "Act") as well as the terms of employment.
- ♦ Commission of any act of sexual harassment as defined in the Act and in this Policy shall result in strict disciplinary action.
- ♦ The company has zero-tolerance for sexual harassment and values each and every employee working with us and wish to protect their dignity and self-respect. In doing so, the company is determined to promote a working environment in which persons of both genders complement each other as equals in an environment that encourages maximum productivity and to keep the personal dignity.
- ♦ The Company is committed towards giving every employee a just and fair hearing on issues encountered by them at the workplace with special attention to sexual harassment and will take very serious disciplinary action against any



victimization of the employee who is complaining or the alleged harasser that may result from a complaint.

## 15.1 | Scope

- ◆ This Policy covers every “employee” across the Company. Moreover, the company encourages every employee who believes they are sexually harassed, to use the redressed mechanism as provided in this policy.
- ◆ The Policy is with respect to Prevention, Prohibition & Redressal of Sexual Harassment which may arise in places not limited to geographical location viz. Company’s offices / branches but includes all such places or locations where acts are conducted in context of working relationships or whilst fulfilling professional duties or which may be visited by an employee during the course of employment including transportation provided by the company for undertaking such visit.
- ◆ The policy against sexual harassment includes sexual harassment by fellow employees, supervisors, managers as well as agents, contractors, customers, vendors, partners and, visitors including outsource employees.
- ◆ Any place visited by the employee arising out of or during the course of employment including transportation provided by the employer for undertaking such journey.
- ◆ Sexual harassment is judged by the impact on the complainant and not the intent of the Respondent.



## 15.2 | Definition

- ◆ **“Aggrieved Person”** means a person in relation to work place whether employed or not, who alleges to have been subject to any act of sexual harassment by the Respondent.
- ◆ **“Company”** means Crest Group of Companies.



- ◆ **“Employee”** means a person employed at a workplace for any work on regular, temporary, ad hoc or daily wages basis, either directly or through an agent, including a contractor, with or, without the knowledge of the principal employer, whether for remuneration or not, or working on voluntary basis or otherwise, whether the terms of employment are express or implied and includes a co-worker, a contract worker, probationer, trainee, apprentice or called by any other such name;
- ◆ **“Internal Complaints Committee”** means a committee constituted by Company as per this Policy.
- ◆ **“Respondent”** means a person against whom the aggrieved person has made a complaint.
- ◆ **“Sexual Harassment”** includes any one or more of the following unwelcome acts of behavior (whether directly or by implication) such as:
  - Physical contact and advances; or
  - A demand or request for sexual favors; or
  - Making Sexually colored remarks; or
  - Showing pornography or other offensive or derogatory pictures, cartoons, representations, graphics, pamphlets or sayings; or
  - Any other unwelcome physical, verbal or non - verbal conduct of sexual nature; or
- ◆ Following circumstances amongst other circumstances mentioned above may constitute sexual harassment if it occurs or is present in relation or connected with any act or behavior of sexual harassment:
  - Implied or explicit promise of preferential treatment in their employment;
  - Implied or explicit threat of detrimental treatment in their employment;
  - Implied or explicit threat about their present or future employment status;



- Interfering with their work or creating an intimidating or offensive or hostile work environment; humiliation treatment likely to affect their health or safety.
- Humiliating treatment likely to affect the health and safety of the aggrieved person.
- ♦ In addition to the instances mentioned above, any other acts or behavior, which outrages the modesty of a female employee, will be considered asexual harassment.
- ♦ “**Workplace**” includes any department, organization, undertaking, establishment, enterprise institution, and office or branch unit.

### 15.3 | Internal Complaints Committee

- Every complaint received shall be forwarded to the Internal Complaint Committee formed under the policy for redressal. The investigation shall be carried out by Internal Complaints Committee constituted for this purpose.
- Internal Complaints Committee has been constituted of the following members as nominated by the Company and will hold the office for not more than three years:
  - **Rubina Khajurwala** - shall act as Presiding officer of the committee.
  - **Parag Shah & Vishal Mehta** - to represent the as the employee's member in the committee.
  - **Sharaddha Vyaas** – shall be the representative from a Non-governmental organization.



## 15.4 | Complaint Addressal Mechanism

- ◆ Any aggrieved woman may make, in writing, a complaint of sexual harassment at workplace to the committee giving details of the sexual harassment meted out to her within a period of 3 months from the date of incident and in case of a series of incidents, within a period of 3 months from the date of last incident, which may be extended for a further period of 3 months, if circumstances warrant such extension in the opinion of the Internal Complaints Committee.
- ◆ The Presiding Officer or any Member of the Internal Complaints Committee can render reasonable assistance to the person for making complaint in writing, in case they are unable to do so.
- ◆ On receipt of complaint, the Internal Complaint Committee shall decide the place and time for hearing the complaint and shall intimate the date, time and place of hearing to the Complainant and Respondent. The Internal Complaints Committee shall follow principle of Natural Justice while handling such complaints.
- ◆ Where the aggrieved woman is unable to make a complaint on account of her physical incapacity, a complaint may be filed by:
  - Relative or friend; or
  - A co-worker; or
  - An officer of the National Commission for Women or State Women's Commission; or
  - Any person who has knowledge of the incident, with the written consent of the aggrieved person.
- ◆ Where the aggrieved person is unable to make a complaint on account of her mental incapacity, a complaint may be filed by:
  - A relative or friend; or
  - A qualified psychiatrist or psychologist; or



- The guardian or authority under whose care they are receiving treatment or care; or
- Any person who has knowledge of the incident, jointly with any of the above.
- ♦ Where the aggrieved person for any other reason is unable to make a complaint, a complaint may be filed by any person who has knowledge of the incident, with the aggrieved person's written consent.
- ♦ Where the aggrieved person is dead, a complaint may be filed by any person who has knowledge of the incident, with the written consent of their legal heir.
- ♦ Internal Complaints Committee on receipt of such written complaint, may, if required, ask the aggrieved person to furnish additional information about the alleged harassment.
- ♦ The Complainant or person authorized on their behalf as per above provision, shall make a complaint to the Internal Complaints Committee through following mode:
  - Copy of complaint along with supporting documents and names and address of witness shall be sent to Internal Complaints Committee.
  - On receipt of such complaint, Internal Complaints Committee shall provide a copy along with supporting documents of such complaints to the Respondent within 7 working days.
  - Respondent shall file a reply within 10 working days of receipt of the complaint along with list of documents, names and addresses of witnesses.
  - Internal Complaint Committee shall investigate in detail into the matter of the complaint. The Internal Complaint committee shall have the right to call the person against whom the complaint is made or any other witnesses as and when necessary.



- Internal Complaint Committee shall have the right to terminate the enquiry or give ex-parte decision on the complaint, if the Respondent or complainant remains absent for 3 consecutive hearings, without sufficient cause.
- The Internal Committee must complete its investigation within a period 90 days.
- The parties shall not be allowed to bring any legal practitioner to represent them in their case at any stage of the proceedings before the Internal Complaints Committee.
- For conducting the enquiry, the quorum of the Internal Complaints Committee shall be of 3 members including the Presiding officer.
- The Internal Committee may before initiating an inquiry, and at the aggrieved person's request, may attempt to settle the matter through conciliation. However, Internal Complaints Committee shall ensure that:
  - » Monetary settlement will not be made as a basis of conciliation.
  - » Where a settlement has been arrived, the settlement terms shall be signed by both the parties and shall be provided with a copy of it.
- ♦ Where, a settlement is arrived as mentioned above, no further enquiry shall be conducted by the Internal Complaints Committee.
- ♦ The Internal Complaints Committee may during such investigation exercise the power of a civil court, vested in it, in respect of:
  - summoning and enforcing the attendance of any person and examining him under oath;
  - requiring discovery and production of documents;
  - any other prescribed matter.



- ◆ During such enquiry, upon written request by the aggrieved person, the committee may at its discretion recommend:
  - to transfer the aggrieved person or the respondent to any other work place;
  - grant leave to the aggrieved person of up to three months which is in addition to leave to which she is otherwise entitled.
- ◆ Provided, the aggrieved person has to tender justified reason for such transfer or leave, such as threat to share the same workplace.

## 15.5 | Action

- ◆ The Committee shall on completion of the enquiry provide a report of its findings within 10 days from the date of completion of the enquiry and such report shall be made available to the concerned parties.
- ◆ If the allegation against the respondent has not been proved, the Committee may recommend that no action needs to be taken in the matter.
- ◆ If the Internal Complaints Committee arrives at the conclusion that the allegation against the respondent has been proved, it shall recommend to:
  - Take action for sexual harassment as a misconduct.
  - To tender written apology to the complainant, issue warning, withholding of promotions / increments of the Respondent, terminating the Respondent.
  - To deduct from salary / wages of the respondent or issue direction for payment; such sum as it may consider appropriate to be paid to the aggrieved person or to their legal heirs, as it may determine
- ◆ Such action will be taken within 60 days of the receipt of report.



## 15.6 | Awareness

- ♦ All the Employees, Agents, Customers, Vendors, Partners and Visitors shall have access to this Policy at any given point of time and clarification related to this Policy shall be addressed by the HR team.
- ♦ A brief shall be given to all existing employees regarding the features of this Policy immediately on formulation of the Policy and to new employees in the Company during their initial Induction.
- ♦ The Company shall comply with all other details as set out under Section 19 of the Act to ensure that all employees are provided with the safe working environment at the workplace.
- ♦ Company shall display the notice showing the name of the Internal Complaints Committee members at its every establishment at a conspicuous place.



## 15.7 | False Accusations

- ♦ The complaint of sexual harassment made by any employee shall be taken up with utmost seriousness by Company. However, there shall be zero tolerance for any false accusation.
- ♦ If the Internal Complaint Committee comes to a conclusion that the allegation was made with malicious intent or the aggrieved person or any other person making the complaint on behalf of the aggrieved person, had produced false or forged or misleading documents to prove his/her case, the Internal Complaint Committee may recommend action to be taken against the person who has made the complaint, including termination of service of the aggrieved person.
- ♦ In such a case, malicious intent has to be established after an inquiry, before any action is recommended. A mere inability to substantiate a complaint or provide adequate proof would not attract action as provided herein. A similar

recommendation for taking action would be recommended against any witness whom the Internal Complaint Committee concludes, that he/she has given false evidence or produced forged or misleading documents.

- ◆ It is to be noted that this statement is not intended to discourage employees from coming forward with any complaints. The Company recognizes and expects that some claims may be difficult to prove or support, or may not in fact be found to raise to the level of seriousness deemed necessary to constitute Sexual Harassment. These types of complaints will not be considered to be false accusations.

## 15.8 | Miscellaneous

- ◆ Company may make any alteration or amendment or rescind any of the clauses of this Policy as and when it finds it necessary to do so as long as it complies with the Act. Any such alterations or amendment or rescinding will be intimated to the employee.
- ◆ Nothing contained in these rules shall operate in derogation of any law for the time being in force or to the prejudice of any right of any employee under any other Rules or Law.
- ◆ The Internal Complaint Committee shall prepare an annual report with the following details and shall submit the same to the Company to include in its Annual report:
  - Number of complaints of sexual harassment received during the year;
  - Number of complaints disposed off during the year;
  - Number of cases pending for more than 90 days;
  - Number of workshops or awareness program against sexual harassment carried out;
  - Nature of action taken by the employer.





## 15.9 | Conclusion

- ◆ Complaints relating to Sexual Harassment shall be handled and investigations will be conducted under the principles of natural justice, basis of fundamental fairness, in an impartial and confidential manner so as to protect the identity of all viz., the person bringing the charge, potential witnesses, and the person accused of improper behavior. Also, all efforts shall be taken to ensure objectivity and thoroughness throughout the process of investigation.
- ◆ The identity and address of the aggrieved person, respondent and witnesses must not be published or disclosed to the public or media.
- ◆ The decision of Company shall be final and binding on all. However, the same is without prejudice to any recourse that Company or the individual concerned may have against the respondent and it shall not limit or restrict the rights of the Complainant and/or Company to pursue, nor shall they be precluded from pursuing, such further and other legal actions as may be available.



## 16. Employee Benefits

### 16.1 | Medical & Accidental Insurance

All employees upon joining shall be covered under the Group Medical and Accidental Insurance of the Company. Medical insurance shall also be extended to the family of employees (including their spouse and three kids). Premium for such benefit shall be borne by the company. HR shall be responsible for sharing updates on details like coverage, duration and claim procedures at the time of joining or from time to time.

In case of an emergency where medical expense needs to be covered through insurance employees should contact with HR for guidance and to formally initiate the claim process with the insurance partners.



### 16.2 | Training & Development

The company recognizes the need to train & develop its resources on the essential knowledge & skills required in the dynamic business environment. The company is focused and committed to capability building hence would actively invest in the up-skilling, certification, coaching of individuals who show potential and commitment.

The organization shall invest in capability building in the following way

- organize technical/functional & soft skill programs in-house.
- identify and sponsor participation in technical/functional & soft skill programs – external open programs or conferences.
- sponsor programs identified by employees as critical and essential for their current or future role

Decision regarding sponsorship of programs is at the sole discretion of the management. The guidelines and conditions for sponsorship shall be shared by HR from case to case.



**CREST**

CREST GROUP OF COMPANIES

111 | Maker Chambers IV | 11th Floor

Nariman Point | Mumbai 400021

Board Line: +91 22 43347000 | Tel: +91 22 43347073

Website: [www.crest.co.in](http://www.crest.co.in)