

Working

at **TEAM**



∞ **SERVICE MANUAL** ∞



TEAM Institute of Science & Technology Pvt. Ltd.

E-65 , Chitranjan Marg , C-Scheme

Jaipur - 302001

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
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ISSUED BY (A.O.)	REV. NO.:00	SECTION NO. -
APPROVED (DIRECTOR)	DATE :	PAGE 1 OF 53

0.1 RELEASE AUTHORISATION

This Service Manual is released under the authority of

Mrs. Kavita Mathur

Director

and is the property of

TEAM Institute of Science & Technology Pvt. Ltd.

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Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

0.2 CONTENTS

S.No.	Description	No. of Pages
0.0	Cover Page	1
0.1	Release Authorization	1
0.2	Contents	1
0.3	Abbreviations	1
0.4	Approval and Issue	1
0.5	Amendment record	1
0.6	List of Authorized holders	1
1.	Chapter -1 : Introduction	1
2.	Chapter -2 : Recruitment and Selection	3
3.	Chapter -3 : Standards of Business Conduct	5
4.	Chapter -4 : Performance Appraisal Policy	3
5.	Chapter -5 : Internet and E-mail usage policy and guidelines	6
6.	Chapter -6 : Leave Policy	2
7.	Chapter -7 : Attendance Policy	2
8.	Chapter -8 : TA/DA Policy	2
9.	Chapter -9 : Equality Policy	4
10.	Chapter -10 : Separation Policy	2
11.	Chapter -11 : Training and Capacity Building	3
12.	Formats	11
13.	Annexure	
13.1	Annexure-I – Holiday Calendar	1

ISSUED BY A.O.	REV. NO.:00	SECTION NO. -
APPROVED (DIRECTOR)	DATE :	Page 3 of 53

0.3 ABBREVIATIONS

CD	:	COMPACT DISC
CL	:	CASUAL LEAVE
DA	:	DEARNESS ALLOWANCE
DVD	:	DIGITAL VERSATILE DISC
HR	:	HUMAN RESOURCE
IT	:	INFORMATION TECHNOLOGY
LWP	:	LEAVE WITHOUT PAY
NOC	:	NO OBJECTION CERTIFICATE
RH	:	RESTRICTED HOLIDAYS
SL	:	SICK LEAVE
TA	:	TRAVELLING ALLOWANCE

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

0.4 APPROVAL & ISSUE

This Service Manual (Doc. No. SM 01) describes in detail how the vital functions of the Employment System are to be carried out in accordance with the policies.

Holders of the controlled copies of this document are required to implement these in their respective areas as mentioned in this document and for keeping this document updated by incorporating the latest amendments issued from time to time.

This Manual is property of the TEAM Institute of Science & Technology Pvt. Ltd. Jaipur and is meant for restricted circulation only. It shall not be used directly or indirectly in any way detrimental to the interest of the Organization.

This document is approved for its implementation by the Director and issue is controlled by the A.O.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO. -
APPROVED (DIRECTOR)	DATE :	Page 5 of 53

0.6 LIST OF AUTHORIZED HOLDERS

1. The Administrative officer (A.O.) shall issue this document to the following Authorized Holders:

S. No.	Name of Authorized Holders	Copy No.
1.	Director	01
2.	CEO	02
3.	Administrative Officer (Master Copy)	03
4.	Library	04

Note:

1. The Authorized Holders are required to update their documents whenever the amendments are issued by the A.O.

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

CHAPTER-1:- INTRODUCTION

This Human Resources Policy Manual is provided as a central reference for all managers, supervisors and employees and applies to staff across all locations where the Company carries out its work.

The specific policies that follow promote the philosophy of ‘TEAM Institute of Science & Technology Pvt Ltd’ with regard to standards of excellence; terms of employment; employee development; and employee services.

It may is necessary to change these policies from time to time to reflect changes in the workforce, employment trends, economic conditions and Union of India legislation.

However, any changes in policy will be consistent with the Company’s approach to:

- Employing talented individuals whose creativity and imagination will support and contribute to achieving the Company’s business objectives;
- Communicating Company standards and expectations in all aspects of employment including performance;
- Valuing diversity, and assure equal employment opportunity and a workplace where relationships are based on mutual respect;
- Treating all staff, workers, contractors and customers in a professional, non-discriminatory manner;
- providing safe, effective working conditions, and;
- providing competitive terms and conditions in our workplace market

Any Policy changes will be fully consulted on and communicated to all staff through normal communication channels. This Policy Manual will also be updated as necessary.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 1
APPROVED (DIRECTOR)	DATE :	Page 8 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

CHAPTER-2:-RECRUITMENT AND SELECTION

- 2.1 Effective recruitment and selection is central and crucial to the successful functioning of ‘TEAM Institute of Science & Technology Pvt Ltd’ It depends on finding people with the necessary skills, expertise and qualifications to deliver the Company’s strategic objectives and the ability to make a positive contribution to the values and aims of the organization.
- 2.2 Relevant Bio data received in reference to company’s website or with direct reference will be considered for recruitment. Whenever required the vacancies will be advertized.
- a. Vacancies will generally be advertised in an appropriate newspaper or journal, and will not be confined to those media which, because of their particular source of applicants, provide only or mainly applicants of a particular group.
 - b. All vacancies will also be posted on the Company Intranet, and internal notice boards. TEAM Institute of Science & Technology Pvt. Ltd. is keen to facilitate internal promotions wherever possible as development opportunities for its staff.
- 2.3 Candidates for all posts will, except on some occasions when a vacancy is restricted to internal recruitment, be asked to complete a standard application form, in order that they can be judged on the basis of comparable information.
- 2.4 All candidates will be asked to declare on the application form whether they have ever been convicted of any criminal offence which cannot be regarded as ‘spent’ in terms of the Rehabilitation of Offenders Act 1974
- 2.5 All completed applications forms are private and confidential and should only be made available to those directly involved in the recruitment and selection process.
- 2.6 All application forms will be collated by Human Resources Department / Company Administrator and supplied to the appointing manager and interview panel for short listing purposes.
- 2.7 A shortlist of candidates will be drawn up for interview, based entirely on merit and suitability for the post but taking account of the Company’s responsibilities in relation to the Disability Discrimination and Equalities Acts. Other than in

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 2
APROVED (DIRECTOR)	DATE :	Page 9 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

exceptional circumstances, reasonable notice will be given to ensure that candidates have sufficient time in order to prepare for and make the necessary arrangements to attend the interview.

2.8 Selection Methods

- a. Interviews will be held by a panel comprising of ideally three persons, but a minimum of two persons, gender balanced wherever possible. The interviewers will encourage candidates to be at ease during the interview, in order that they can give a fair and accurate impression of themselves.
- b. It should be remembered that an interview is a two way process, and candidates will be given every opportunity to view the offices where they will work and ask questions about the Company, to ensure that they have a full understanding of the post for which they are applying and the way the Company operates.
- c. In addition to interviews, a range of other selection techniques may be used. In such circumstances reasonable notice and relevant information will be given to ensure that candidates have sufficient time and information to prepare.
- d. Candidates attending an interview will be reimbursed any reasonable expenses incurred.
- e. For travelling expenses this would normally be at the appropriate second-class rail fare.
- f. A candidate who withdraws or refuses an offer of appointment for reasons considered by the Company to be inadequate will not be reimbursed his/her expenses.
- g. All appointments will be made strictly on merit and related to the requirements of the job.

2.9 All offers of employment will be made conditional upon satisfactory results from the following:

- a. Two satisfactory references.
- b. Verification of original certificates and submission of two sets of self attested copies.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 2
APPROVED (DIRECTOR)	DATE :	Page 10 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

2.10 Induction Policy and Checklist

- a. TEAM believes its employees are its greatest asset and recognizes its responsibility to ensure they are afforded appropriate development throughout their employment. This development begins at the Induction stage when a new employee joins. Induction training is regarded as a vital part of staff recruitment and integration into the working environment. This policy, associated procedures and guidelines define the Company's commitment to ensure that all staff are supported during the period of induction, to the benefit of the employee and Company alike.
- b. The Induction checklist is a very useful way of ensuring that information is imparted to new employees when they are likely to be most receptive. It avoids overloading employees with information during the first weeks whilst ensuring that all areas are covered. Managers/supervisors should ensure that these matters have been properly understood whilst the checklist is being completed. Arrangements should also be made for the employee to visit any relevant departments with which they have regular contact in the course of their duties. At the end of the process the induction checklist should be signed by the relevant parties and placed in the member of staff's personnel file.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 2
APPROVED (DIRECTOR)	DATE :	Page 11 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

CHAPTER-3:- STANDARDS OF BUSINESS CONDUCT

3.1 General

TEAM Institute of Science & Technology Pvt. Ltd. expects its staff (including temporary, agency, interim, contractor or consultant staff) to be scrupulously impartial and honest in all affairs relating to the Company and their job within it. All staff also bears a responsibility as employees to act as ambassadors for the Company in terms of their general conduct both within and outside the organization. This policy outlines the responsibilities of staff working for the Company.

3.2 The duties of an employee of TEAM Institute of Science & Technology Pvt. Ltd. are:

- a. to be ready and willing to work;
- b. to offer their services personally: for example must not subcontract the work for which they are employed;
- c. to take reasonable care in the exercise of that service, including the duty to be competent at work and to take care of the Company's property;
- d. to not willfully disrupt the Company's business;
- e. to obey reasonable orders as to the time, place, nature and method of service;
- f. to work only for the Company in the Company's time;
- g. to disclose information to the Company relevant to the Company's business: for example that they might know or discover;
- h. to hold solely for the Company the benefit of any invention relevant to the business on which the Company is engaged;
- i. to respect the Company's trade secrets;
- j. in general, to be of good faith and do nothing to destroy the trust and confidence necessary for employment;
- k. to account for all benefits – monetary or in kind - received in the course of employment;
- l. to indemnify the employer for loss caused by the employee.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 3
APPROVED (DIRECTOR)	DATE :	Page 12 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

3.3 Standard of Conduct Required by the Company

3.3.1 Dress Code

- The dress code is formals on all working days. Employees, irrespective of lady & gentleman, needs to wear a proper formal dress i.e. trousers & Shirts. The shoes should be black formals. Ladies may wear suit or saree also.
- Employees will not report to work in Jeans, jackets, sleepers, sneakers or sports shoes.

3.3.2 Reporting to Duty

- All employees shall report to their place of work punctually at the specified time in the manner directed by the management from time to time. We expect employees to reach office 10 minutes in advance to avoid any hassle & for smooth running of office work.
- An employee who is absent from duty without prior or post factor sanctioned leave shall be liable for deduction of salary for the period of his absence.

3.3.3 Identification

- Permanent employees will be issued an Identity Card or other means of identifications.
- Every employee shall take utmost care to ensure against loss or theft of the Identity Card. Loss or theft of the card shall be immediately notified in writing to the issuing authority/HR Manager.
- Every employee shall wear Identity Card in a visible position on his dress and hold the same in his custody while on duty (in office & in field).
- Employees should wear or carry their identity badges whilst carrying out their duties

3.3.4 Confidentiality

- At all times confidentiality must be maintained. No information can be released to unauthorized persons or organizations. If doubt exists as to the

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 3
APPROVED (DIRECTOR)	DATE :	Page 13 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

validity of an organization or individuals to receive information, this must be checked with a CEO.

3.3.5 Gifts and Hospitality

- The Company requires its employees to ensure that gifts and hospitality offered by suppliers and potential suppliers of goods and services to the Company are declined. This applies, whether the gifts or hospitality are offered within, or outside normal working hours.

3.3.6 Transaction of Private Business

- Employees having official dealings with contractors and other suppliers of goods or services must avoid transacting any kind of private business with them by any means other than the Company's normal commercial channels. No favor or preferences as regards price, or otherwise, which is not generally available, should be sought or accepted.

3.3.7 Attendance at Luncheons, Receptions etc

- Where it is evident that the work of the Company will be facilitated, invitations to attend receptions, luncheons may be accepted after first obtaining the approval of the CEO.

3.3.8 Personal Relationships

- If a personal relationship between two employees develops within the working environment, the onus is on the senior employee concerned to bring this to the attention of CEO, to confirm that there is no conflict of interest, nor will a conflict of interest arise. The Company reserves the right to move one of the employees concerned if it deems it necessary to do so.

3.3.9 Bribery and Corruption

- The Company has a strict anti-bribery and corruption policy . A bribe is defined as: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.
- If you bribe (or attempt to bribe) another person, intending either to obtain or retain business for the company, or to obtain or retain an advantage in the conduct of the company's business this will be considered gross misconduct.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 3
APROVED (DIRECTOR)	DATE :	Page 14 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

Similarly accepting or allowing another person to accept a bribe will be considered gross misconduct.

3.3.10 Prohibited Activities

- a. Smoking tobacco chewing and drinking any sort of alcoholic drink/narcotic drugs is strictly prohibited on duty. Use of Abusive, threatening or obscene language.
- b. Disorderly conduct of any kind on duty.
- c. Creating hazardous or unsafe working conditions.
- d. Personal conduct, which is obnoxious or abusive to other employees or to customers. This includes gossiping and spreading rumors and statements that are of a defamatory nature.
- e. Restricting or interfering with others' work or attempting to induce others to do so.
- f. Misuse of internet and other facilities provided by the organization.
- g. Gambling on duty
- h. Performing personal business during working hours
- i. Engaging in other employment without prior approval from the management
- j. Discussing salary and benefits with other employees.
- k. Theft of the Company property.
- l. Signing on behalf of other employee
- m. Possession of weapons
- n. Using of personal floppy, CDs/DVDs, pen drives etc.

3.4 General Conduct

- a. Employees should at all times conduct themselves in such a way as to enhance the reputation of the Company.
- b. TEAM will support employees who become aware of and are willing to report breaches of this policy or who genuinely believe that a breach is occurring, has occurred or is likely to occur within the business. Employees should raise the issue internally with CEO

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 3
APPROVED (DIRECTOR)	DATE :	Page 15 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

c. These standards of conduct are intended to underpin and clarify standards required by the Company of its employees and form a fundamental part of the employment contract. Staff who fails to comply with the guidance detailed in this Policy could be subject, following full investigation, to disciplinary action up to and including dismissal. If through their actions or omissions staff is found to be in contravention of either this Policy or, indeed, their legal responsibilities then the Company reserve the right to take legal action if it deems it to be necessary to do so.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 3
APPROVED (DIRECTOR)	DATE :	Page 16 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

CHAPTER-4:- PERFORMANCE APPRAISAL POLICY

4.1 Appraisal Policy

TEAM is committed to supporting every employee to reach their potential and achieve their personal goals, which in turn will assist the organization to achieve its objectives.

The performance appraisal policy supports the performance appraisal scheme. The scheme is a formal process centered on an annual meeting of each employee and their line manager to discuss his/her work. The purpose of the meeting is to review the previous year's achievements and to set objectives for the following year. These should align individual employees' goals and objectives with organizational goals and objectives.

4.2 Core Principles of the Appraisal Policy

- The appraisal process aims to improve the effectiveness of the organization by contributing to achieving a well motivated and competent workforce.
- Appraisal is an ongoing process with an annual formal meeting to review progress.
- The appraisal discussion is a two way communication exercise to ensure that both the needs of the individual, and of the organization are being met, and will be met in the next year.
- The appraisal discussion will review the previous year's achievement, and will set an agreed Personal Development Plan for the coming year for each member of staff.
- All directly employed employees who have completed their probationary period are required to participate in the appraisal process.
- The appraisal process will be used to identify the individual's development needs and support the objectives of the Training and Development Policy.
- All staff will receive appraisal training as an appraisee, and where appropriate as an appraiser.
- The appraisal process will provide management with valuable data to assist succession planning.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 4
APPROVED (DIRECTOR)	DATE :	Page 17 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

- The appraisal process will be a fair and equitable process in line with our Equality Policy.

4.3 Performance Appraisal Implementation

Performance appraisal discussions will be held on an annual basis. They will be arranged by the appraisee's line manager. Line managers are encouraged to provide the opportunity for an additional 6 month verbal appraisal review, mid-year and other informal reviews as necessary throughout the year.

The discussion will be held in private. Information shared during the appraisal will be shared only with senior management. The exception is training needs that will be provided to the HR / administration for action. Confidentiality of appraisal will be respected.

All appraisal documents should be issued to both parties prior to the discussion, in order to allow time for both parties to reflect and prepare. These will provide a framework and focus for the discussion

4.4 The Appraisal Discussion

- The appraisal discussion will allow an opportunity for both the appraisee, and the appraiser to reflect and comment on the previous year's achievements. It will praise achievement and encourage the appraisee in his/her role.
- The appraiser is accountable for giving the employee constructive, timely and honest appraisals of their performance, which should take into account both the goals of the organization and of the individual.
- The discussion should be a positive dialogue, and will focus on assisting the appraisee to acquire the relevant knowledge, skills and competencies to perform his/her current role to the best of his/her abilities.
- The appropriate forms will be completed and signed by both parties. The appraisee will be given the opportunity to note any comments that he/she does not agree with and complete a self assessment.
- The appraisee and line manager should agree on a Personal Development plan for the appraisee for the following year. This will reflect the appraisee's aspirations and the organization's requirements, and should align personal and organizational

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 4
APPROVED (DIRECTOR)	DATE :	Page 18 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

goals. The organization and the line manager will support the individual to achieve these goals during the forthcoming year.

- Any training needs, future training requirements, planned qualifications, development opportunities and career planning should be discussed in the light of the Personal Development Plan.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 4
APPROVED (DIRECTOR)	DATE :	Page 19 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

CHAPTER-5:- INTERNET AND E-MAIL USAGE POLICY AND GUIDELINES

5.1 Introduction

This policy sets out the obligations and expectations on employees of the Company including temporary staff, who use the Company's IT facilities for internet and email purposes. IT facilities are provided to assist with day to day work. It is important that they are used responsibly, are not abused, and that individuals understand the legal, professional and ethical obligations that apply to them.

5.2 Authorization

No person is allowed to use Company IT facilities that has not previously been authorized to do so by the Company. Unauthorized access to IT facilities is prohibited and may result in either disciplinary action or criminal prosecution

5.3 Legislation

All users shall comply with the relevant legislations in force.

Any information which the Company holds is potentially disclosable to requester legislation. This includes emails too.

Users need to be sure that they are not breaching any data protection when they write and send emails. This could include but is not limited to:

- Passing on personal information about an individual or third party without their consent.
- Keeping personal information longer than necessary.
- Sending personal information to a country outside India.

Email should where possible be avoided when transmitting personal data about a third party. This includes comment and opinion, as well as factual information. Therefore this should be borne in mind when writing emails, and when keeping them. One should access only the computer system for which he/she has been granted the authorization to use by the company.

Copying software without the permission of the company is prohibited.

Publishing untrue statements which can adversely affect the reputation of a person or group of persons or company is prohibited.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 5
APROVED (DIRECTOR)	DATE :	Page 20 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

Company can monitor or record communications (telephone, internet, email, and fax) for defined business related purposes.

5.4 Responsibilities

All Users are expected to act in a manner that will not cause damage to IT facilities or disrupt IT services. Any accidental damage or disruption must be reported to the concerned official as soon as possible after the incident has occurred. Users are responsible for any IT activity which is initiated under their username.

a. Use of the Internet

Use of the Internet by employees is encouraged where such use is consistent with their work and with the goals and objectives of the Company in mind. Reasonable personal use is permissible subject to the following:

- Users must not participate in any online activities that are likely to bring the Company into disrepute, create or transmit material that might be defamatory or incur liability on the part of the Company, or adversely impact on the image of the Company.
- Users must not visit, view or download any material from an internet site which contains illegal or inappropriate material. This includes, but is not limited to, pornography (including child pornography), obscene matter, race hate material, violence condoning messages, criminal skills, terrorism, cults, gambling and illegal drugs.
- Users must not knowingly introduce any form of computer virus into the Company's computer network.
- Personal use of the internet must not cause an increase for significant resource demand, e.g. storage, capacity, speed or degrade system performance.
- Users must not "hack into" unauthorized areas.
- Users must not download commercial software or any copyrighted materials belonging to third parties, unless such downloads are covered or permitted under a commercial agreement or other such license.
- Users must not use the internet for personal financial gain.
- Users must not use the Internet for illegal or criminal activities, such as, but not limited to, software and music piracy, terrorism, fraud, or the sale of illegal drugs.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 5
APROVED (DIRECTOR)	DATE :	Page 21 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

- Users must not use the internet to send offensive or harassing material to other users.
- Use of the internet for personal reasons (e.g. online banking, shopping, information surfing) must be limited, reasonable and done only during non-work time such as lunch-time.
- Use of gambling sites, online auction sites and social networking sites such as, but not limited to, Facebook, LinkedIn, Youtube, Twitter, Flickr, MySpace etc is **not** permissible.
- Staff may face disciplinary action or other sanctions (see below) if they breach this policy and/or bring embarrassment on the Company or bring it into disrepute.

b. Use of Email

Emails sent or received on the email system form part of the official records of the Company; they are not private property. The Company does not recognize any right of employees to impose restrictions on disclosure of emails within the Company. Emails may be disclosed as part of legal proceedings (e.g. tribunals), and as part of disciplinary proceedings. Users are responsible for all actions relating to their email account/pc username and should therefore make every effort to ensure no other person has access to their account.

When using Company email, users must:

- ensure they do not disrupt the Company’s wider IT systems or cause an increase for significant resource demand in storage, capacity, speed or system performance e.g. by sending large attachment to a large number of internal recipients.
- ensure they do not harm the Company’s reputation, bring it into disrepute, incur liability on the part of the Company, or adversely impact on its image.
- not seek to gain access to restricted areas of the network or other “hacking activities”.
- must not use email for the creation, retention or distribution of disruptive or offensive messages, images, materials or software that include offensive or abusive comments about ethnicity or nationality, gender, disabilities, age, sexual orientation, appearance, religious beliefs and practices, political beliefs or social

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 5
APPROVED (DIRECTOR)	DATE :	Page 22 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

background. Employees who receive emails with this content from other employees of the Company should report the matter to the concerned official.

- not send email messages that might reasonably be considered by recipients to be bullying, harassing, abusive, malicious, discriminatory, defamatory, and libelous or contain illegal or offensive material, or foul language.
- not upload, download, use, retain, distribute, or disseminate any images, text, materials, or software which might reasonably be considered indecent, obscene, pornographic, or illegal.
- not engage in any activity that is likely to
 - Corrupt or destroy other users' data or disrupt the work of other users
 - Waste staff effort or Company resources, or engage in activities that serve to deny service to other users
 - Be outside of the scope of normal work-related duties – for example, unauthorized selling/advertising of goods and services
 - Affect or have the potential to affect the performance of damage or overload the Company system, network, and/or external communications in any way
 - Be a breach of copyright or license provision with respect to both programs and data, including intellectual property rights.

Do not send chain letters or joke emails from a Company account.

Staff who receives improper email from individuals inside or outside the Company, should discuss the matter in the first instance with the concerned official.

Personal use of the Company email is not permitted.

5.5 Good Practice

The Company has good practice guidelines for dealing with email when staff is out of the office for longer than three days. When activating the "out of office" facility, messages should name an alternative member of staff for correspondents to contact if necessary. This will ensure that any important messages are picked up and dealt with within required timescales.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 5
APROVED (DIRECTOR)	DATE :	Page 23 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

During periods of absence when highly important emails are anticipated, the employee (or manager) should make arrangements for notification and access by another appropriate member of staff.

Where sensitive and confidential information needs to be sent via email for practical reasons, please be aware that email is essentially a non-confidential means of communication. Emails can easily be forwarded or archived without the original sender's knowledge. They may be read by persons other than those they are intended for.

Users must exercise due care when writing emails to avoid being rude or unnecessarily terse. Emails sent from the Company may be interpreted by others as Company statements. Users are responsible for ensuring that their content and tone is appropriate. Emails often need to be as formal and businesslike as other forms of written correspondence.

Users should delete all personal emails and attachments when they have been read and should also delete all unsolicited junk mail. In the process of archiving emails, users should ensure inappropriate material is not archived

The Company provides a current and up to date automatic virus checker on all networked computers. However, caution should be used when opening any attachments or emails from unknown senders. Users must best endeavor to ensure that any file downloaded from the internet is done so from a reliable source. It is a disciplinary offence to disable the virus checker. Any concerns about external emails, including files containing attachments, should be discussed with the concerned official.

5.6 Legitimate Access to Prohibited Material

There may be circumstances where Users feels that the nature of their work means that they are required to access or use material prohibited under this policy. If so, this should be discussed with the concerned official. The Company is legally responsible for the content and nature of all materials stored on/accessed from its network.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 5
APROVED (DIRECTOR)	DATE :	Page 24 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

5.7 Remote Users

Users may sometimes need to use Company equipment and access the Company network while working remotely, whether from home or while travelling. The standards set out in this document apply whether or not Company equipment and resources are being used.

5.8 Communication using Whatsapp

All employees other than attendants whether office or field must keep an active Whatsapp contact number which should be provided to the company for inclusion in the company's group on Whatsapp. This will ensure fast and effective communication in case of announcements and other orders/communications related to official matters.

5.9 Monitoring

All resources of the Company, including computers, email, and voicemail are provided for legitimate use. If there are occasions where it is deemed necessary to examine data beyond that of the normal business activity of the Company then, at any time and without prior notice, the Company maintains the right to examine any systems and inspect and review all data recorded in those systems. This will be undertaken by authorized staff only. Any information stored on a computer, whether the information is contained on a hard drive, USB pen drive or in any other manner may be subject to scrutiny by the Company. This examination helps ensure compliance with internal policies and the law. It supports the performance of internal investigations and assists in the management of information systems.

5.10 Disciplinary Action

Breaches of these regulations may be dealt with under the Company's disciplinary procedures. It may lead to disciplinary action.

5.11 Breaches of the law

Where appropriate, breaches of the law will be reported to the concerned authority.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 5
APROVED (DIRECTOR)	DATE :	Page 25 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

CHAPTER-6:- LEAVE POLICY

6.1 General Instructions

- For availing leaves, the employee will have to fill a leave request form available with the HR department.
- For unforeseen leaves the staff will telephonically inform GM (Admin) /HR Manager & their respective Supervisor/Manager before going on leave.
- Leaves availed without information will be treated as “In-disciplined Behavior” & LWP. It will also reflect on the appraisal of the employee.
- For unforeseen leaves availed, the staff will fill the leave form and submit to HR department on the day he/she resumes duty.
- Any sort of unveiled leave(s) will get lapsed at the end of the calendar year.
- A Fitness Certificate will be required from each employee every year (from a medical practitioner).
- For employees under probation period, only CLs will be granted.

6.2 Casual Leave (CL)

- A total of 12 CLs are allotted to each employee in a calendar year which will be provided in two parts, (First-from January to June; Second-from July to December).
- Only 2 days of CLs can be availed in a calendar month, either in a break or at a stretch. Rest will be marked as Leave without pay (LWP).
- Un-availed CLs will neither be carried forward nor en-cashed.
- Application for CL needs to be submitted 24 hours prior to the leave day.

6.3 Sick Leave (SL)

- Employee(s) can avail 5 SLs in a calendar year.
- SLs will be considered for atleast 2 day, accompanied by a Medical Certificate (as per condition).
- Employee(s), who needs to go through an operation as advised by some medical doctor, needs to fill up the Leave form to avail Sick Leaves.
- Un-availed SLs will neither be carried forward nor en-cashed.

6.4 Restricted Holidays (RH)

- Employees can avail 2 RHs in a calendar year.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 6
APROVED (DIRECTOR)	DATE :	Page 26 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

- RH can be either prefixed or suffixed to CL(s).
- No 2 RHs can be taken in a continuation.
- RH can be availed with prior intimation from the List of Restricted holidays mentioned below.
- Un-availed RHs will neither be carried forward nor en-cashed.
- Application for RH needs to be submitted 24 hours prior to the RH day.

Holiday calendar is annexed as Annexure-I.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 6
APPROVED (DIRECTOR)	DATE :	Page 27 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

CHAPTER-7:- ATTENDANCE POLICY

10.1 General

- Attendance shall be marked daily either in the bio-metric machine or attendance register or on both as prescribed by the company at the time of reporting for duty and at the time of leaving duty. Some of the senior persons will be exempted from signing their attendance.
- All employees shall report to their place of work punctually at the specified time in the manner directed by the management from time to time.
- An employee who is absent from duty without prior or post factor sanctioned leave shall be liable for deduction of salary for the period of his absence.

10.2 Attendance Rules & Deductions

- Office timings: As announced from time to time
- Coming Late
 - 30 minutes:- Grace Period (with valid reason)
 - 30-60 minutes:- ¼ day salary deduction (not adjusted in CL)
 - after 60 minutes till lunch:- ½ day salary deduction (Half day CL)
- Early Departure
 - at lunch: 2nd Half (Half day CL)
 - If an employee leaves 30 minutes early on any day, ¼ day's salary will be deducted.
- Lunch Break:
 - 30 minutes (2:00 pm to 2:30 pm)
- Leaving office early without taking prior permission will result into strict action.

10.3 Weekly Off

- As per statutory obligations, that whenever an employee works for six days at a stretch he / she is entitled for a rest day i.e. 7th day otherwise calls weekly off.

10.4 Additional Duty

- Due to exigencies of work load, the office or operations might engage employee beyond the scheduled employee hours, whenever employees are advised to work

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 7
APROVED (DIRECTOR)	DATE :	Page 28 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

additional duty due any valid reasons, they should take it as their responsibility towards the organization.

10.5 Lunch & Tea-Coffee Break

- Lunch break for employees will be for 30 minute, employees must have their lunch in the specified area. Eating food in work area, library conference room etc is strictly prohibited rather having it at their workstations.
- Tea and coffee are available in the pantry during working hours; hence no stipulated Tea-coffee breaks. Employees can have tea/coffee twice a day – one before lunch (in morning) & one after lunch (later in afternoon).
- All the Tiffin/Lunch Boxes should be kept in the pantry or at designated place only.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 7
APPROVED (DIRECTOR)	DATE :	Page 29 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

CHAPTER-8:- TA/DA POLICY

11.1 Scope

This policy covers expenses and entitlements of employees who travel on official business trip/workshops/training programs etc. within India. The expenditure covered would include the following:

- Travel Expense Bills
- Lodging, Boarding & Local Conveyance Expenses
- On tour cell phone expense

11.2 Business Travel

- Applicability:-

This policy shall apply to all employees of the Company, who are called upon by the management to proceed on outstation duties for the company business.

- Approval:-

All travel as well as advance for travel will be approved by the CEO. The travel expenses will be paid/ reimbursed by the company on presentation of bills. Any deviation to the travel policy will require the approval of CEO.

- Mobile Allowance:-

NO allowance will be paid to staff using cell phones other than provided by the company. While on tour all official calls should be done through team leaders mobile or through mobile provided by the company (if any).

- Boarding and lodging Expenses:-

The boarding and lodging expenses are intended to cover expenses related to stay & food. The amount to be paid per day will be decided from time to time and will be informed accordingly which essentially depend upon the grade or designation of the officer. Local conveyance while on business travel will be paid as per actual. The expenses will be reimbursed only on submission of bills. Any unscheduled expenses will be re-paid on submission of valid reason to Director/CEO.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 8
APROVED (DIRECTOR)	DATE :	Page 30 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

11.3 Local Conveyance:

- Only Directory and CEO can avail four wheeler facilities while on local travel. All other staff can only avail four wheeler facilities after giving valid reason to and taking prior approval from Director/CEO.
- Director will be reimbursed petrol bills on actual basis.
- CEO will be allowed to use four wheeler when on official visit and will be reimbursed @ Rs 5/- per Km.
- All other staff will be allowed to use two wheelers when on official visit and will be reimbursed @ Rs 2/- per Km.
- Own conveyance to be used only in case of unavailability of office conveyance. Prior approval of visit has to be taken from Director/CEO.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 8
APPROVED (DIRECTOR)	DATE :	Page 31 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

CHAPTER-9:- EQUALITY POLICY

9.1 Policy Statement

TEAM recognizes that discrimination and victimization is unacceptable and that it is in the interests of the Company and its employees to utilize the skills of the total workforce. It is the aim of the Company to ensure that no employee or job applicant receives less favorable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation (the protected characteristics).

Our aim is that our workforce will be truly representative of all sections of society and each employee feels respected and able to give of their best.

All employees, whether part-time, full-time or temporary, will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilized to maximize the efficiency of the organization.

Our staff will not discriminate directly or indirectly, or harass customers or clients because of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation in the provision of the Company's goods and services.

This policy and the associated arrangements shall operate in accordance with statutory requirements. In addition, full account will be taken of any guidance or Codes of Practice issued by the Equality and Human Rights Commission, any Government Departments, and any other statutory bodies.

9.2 Our Commitment

To create an environment in which individual differences and the contributions of all our staff are recognized and valued.

Every employee is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.

Training, development and progression opportunities are available to all staff.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 9
APROVED (DIRECTOR)	DATE :	Page 32 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

To promote equality in the workplace which we believe is good management practice and makes sound business sense.

Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings.

9.3 Responsibilities of Management

Responsibility for ensuring the effective implementation and operation of the arrangements will rest with the Chief Executive. Directors / Managers will ensure that they and their staff operate within this policy and arrangements, and that all reasonable and practical steps are taken to avoid discrimination. Each manager will ensure that:

- all their staff are aware of the policy and the arrangements, and the reasons for the policy;
- grievances concerning discrimination are dealt with properly, fairly and as quickly as possible;
- proper records are maintained.

9.4 Responsibilities of Staff

Responsibility for ensuring that there is no unlawful discrimination rests with all staff and the attitudes of staff are crucial to the successful operation of fair employment practices. In particular, all members of staff should

- comply with the policy and arrangements;
- not discriminate in their day to day activities or induce others to do so;
- not victimize, harass or intimidate other staff or groups who have, or are perceived to have one of the protected characteristics.
- ensure no individual is discriminated against or harassed because of their association with another individual who has a protected characteristic.
- inform their manager if they become aware of any discriminatory practice.

9.5 Related Policies and Arrangements

All employment policies and arrangements have a bearing on equality of opportunity. The Company policies will be reviewed regularly and any discriminatory elements removed.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 9
APROVED (DIRECTOR)	DATE :	Page 33 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

9.6 Prevention of Harassment at Work

TEAM is committed to encouraging and maintaining good employee relations within a working environment which fosters team working and encourages employees to give of their best. Everyone in the Company and those who have dealings with the Company has a responsibility to maintain good working relationships and not use words or deeds that may harm the wellbeing of others. In addition to the obligations placed upon both employers and employees by the Equality and Human Rights legislation, everyone has the right to be treated with consideration, fairness, dignity and respect. This contributes to a workplace environment in which individuals feel safe and can work effectively competently and confidently.

The Company's policy applies to all staff working within the organization and to all employees working off the premises. It extends to include non-permanent workers. The policy, in addition, covers the behavior of staff outside working hours which may impact upon work or working relationships.

The Company has a "zero tolerance" policy and will investigate vigorously any allegations of bullying or harassment, regardless of whether the matter has been raised formally or informally.

9.7 Key Principles

1. The Company will provide and sustain a safe working environment in which everyone is treated fairly and with respect.
2. Everyone carries a personal responsibility for their own behavior and for ensuring that their conduct is in accordance with the principles set out in this policy. In addition, each person has a responsibility to report any instance of bullying or harassment which they witness or which comes to their attention. Employees have a responsibility to act as role models, pro-actively addressing instances of bullying and harassment. Managers should also make themselves aware of their responsibility.
3. Harassment may be defined as any conduct which is :-
 - unwanted by the recipient
 - is considered objectionable
 - causes humiliation, offence, distress or other detrimental effect.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 9
APPROVED (DIRECTOR)	DATE :	Page 34 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

4. Harassment may be, but is not limited to:

- Physical contact – ranging from touching to serious assault, gestures, intimidation, aggressive behavior.
- Verbal – unwelcome remarks, suggestions and propositions, malicious gossip, jokes and banter, offensive language.
- Non-verbal – offensive literature or pictures, graffiti and computer imagery, isolation or non-co-operation and exclusion or isolation from social activities.

Whenever a complaint of Harassment or Bullying is brought to the attention of a manager at any level, whether informally or formally, prompt action must be taken to investigate the matter and to take necessary action.

All matters related to harassment will be dealt as per the **Vishaka Guidelines**. An Internal complaint committee (ICC) will be set up which will essentially consist of CEO and two other members from the staff itself. The announcement on committee member names will be done separately.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 9
APPROVED (DIRECTOR)	DATE :	Page 35 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

CHAPTER-10:- SEPARATION POLICY

The objective of this policy is to outline the procedure to be followed during separation.

10.1 Procedure

- Care is to be taken that all resignations are treated with maximum confidentiality by all concerned, till formally accepted by the Company.

10.2 For Technical Resources

- The employee should submit his resignation to the CEO.
- The Administrative officer/ Functional Head will ensure that all attempts are made informally to help the employee to rethink through his decision.
- CEO would discuss on this issue with the reporting authority and will take a decision jointly with the management on the release date of the employee

10.3 For Non-technical resources

- The employee will submit his resignation to his reporting head with a copy to the CEO.
- The CEO would take a decision jointly with the management on the release date of the employee.

10.4 Notice Period

- The purpose of notice period is to provide time to the employee to finish his/her assigned task and the Company to make alternative arrangements. Employees who wish to resign are required to give notice as specified in their letter of appointment or subsequent letters issued thereafter specifying such or similar terms relating to notice period.

10.5 Clearance

- All employees are requested to get a Clearance/NOC before their exit. The Company at its sole discretion may relieve an employee prior to the expiry of notice period.

10.6 Voluntary Abandonment/Desertion

- On desertion the services of the Company by an employee, if the reasons are found detrimental to the Company interests, the CEO will initiate necessary disciplinary action.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 10
APPROVED (DIRECTOR)	DATE :	Page 36 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

10.7 Termination

- An employee may be terminated from the services of the Company if the employee has worked against the interest of the Company.

10.8 Settlement of Dues

- All settlement will be computed after 1st of the month. Settlement will be calculated based on the number of days worked.

Note:- As per the Company's Leave Policy, encashment of leaves will not be done.

10.9 Compensation in Lieu of Notice Period

- The Company reserves the right to pay or not to pay or recover salary in lieu of notice period as follows-
 - In the event of early release on ethical grounds notice pay salary will be decided on a case to case basis.
 - For early release for misconduct etc., no salary will be payable for unexpired notice period.

Interpretation of this policy will be done by CEO in consultation with the Director(s) of the Company.

10.10 Exit Interview Policy

- Exit interviews are one of the most widely used methods of gathering employee feedback, along with employee satisfaction or exit surveys.
- The purpose of the exit interview is to receive feedback on why employees are leaving, what they liked or did not liked about their employment and what areas of the organization they feel need improvement.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 10
APPROVED (DIRECTOR)	DATE :	Page 37 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

CHAPTER-11:- TRAINING AND CAPACITY BUILDING

To ensure continuous upgradation of the competence and skills of the personnel of company a facility of training and capacity building is being introduced as a part of service manual.

11.1 Applicability

- a. Training and capacity building is applicable to all technical personnel (office and/or field) who have completed atleast 6 months of service in the company.
- b. Suitable training program may be informed by the company or it may be suggested by the personnel himself/herself.
- c. Final decision on any training or capacity building program will be at the sole discretion of the management of the company.

11.2 Training types

a. Internal Training

- i. It will be provided by the company's in-house experts as per the need.
- ii. It may or may not be chargeable depending upon the scope of training and the topics/technology covered.
- iii. It will be of short term duration only not exceeding 3 days for any single training program.
- iv. As the training or capacity building program will be of internal nature no provision of certificate exists.
- v. Infrastructure to carry out the program will be provided by the company. However attendees of the program may be asked to bring their personnel laptop, pen drive, compact disks etc. without any provision of payment towards it.

b. External Training

- i. External training will be arranged by the company in case on non-availability of in-house experts for a relevant topic/technology.
- ii. Staff may also suggest suitable training program with all its details to the management. Requested & identified training needs are forwarded to Director for further action.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 11
APPROVED (DIRECTOR)	DATE :	Page 38 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

- iii. After reviewing and finalization of training need and all available resources it will be identified that whether it is possible to conduct requisite training in-house or to send persons outside.

11.3 Provisions

a. Cost of Training

Cost of training will be borne by the company to the extent of 50*% of current one month's salary for cumulative cost of two training in a calendar year in case of any individual staff who wants to go outside the company for training. For in-house training/in-house group training the cost and expenditure will be decided by the management.

*In special cases and with due permission of the management cost can go up to 75% of one month's salary.

b. Duration and number of Training programs

- i. Not exceeding 15 days in any given month per training program.
- ii. Not exceeding one training program outside the company in any given month.
- iii. Maximum two training program outside the company in a calendar year. There is no capping on the number of internal training programs.

c. Post-Training

- i. Post-training program which are carried outside the company by any staff personnel, he/she should serve the company for a period of atleast 1 year after the completion of training failing which the provisions under the clause of breach of contract will be applicable.
- ii. Training programs attended outside are reviewed for their effectiveness based on – Certificate obtained, open discussion & question answer session after training and performance analysis.
- iii. Personnel who have completed training outside the company are called upon by management to impart the training as an in-house expert to all the other personnel as and when required.

11.4 Breach of contract

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 11
APROVED (DIRECTOR)	DATE :	Page 39 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

- a. If any personnel wish to leave the organization without completing the tenure of 1 year after training completion, then he/she may do so after settling the training cost that was borne by the company in full before being relieved from the company.
- b. If the settlement of training cost is not carried out properly before relieving than the company is authorized to settle the same from employee's monthly compensation.

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.- 11
APPROVED (DIRECTOR)	DATE :	Page 40 of 53

FORMATS

Induction Program: For New Staff

DEPARTMENT

NAME OF EMPLOYEE

JOB TITLE

DATE COMMENCED

This is a checklist of information for Induction which managers / supervisors should use with new staff as part of their induction programme within the first few days, and certainly within the first two weeks of employment. Health and Safety items should be identified immediately. The new employee should be asked to tick each subject as he/she has been informed about it, and sign the end of the form. The manager / supervisor then send the form to the Personnel Department / Head Office for inclusion in the employee's personnel file.

Not all the following subjects are applicable to all departments. Should this be the case, record N/A.

Please read the guidance notes below before completing this form.

GUIDANCE NOTES

Certain groups of staff have specific induction needs. The main groups are detailed below, with particular points to take account of, highlighted.

Items Specific to the Following Groups of Staff:

Staff with Disabilities

Disabilities include for example physical handicap, deafness, blindness, mental handicap. Consider the following for discussion:

1. Confirm the nature of the disability.
2. Clarify if the employee has any special needs relating to disability.
3. Check whether employee has any particular concerns regarding the workplace.

Graduates and College/School Leavers

These staff may have no previous work experience and will need careful integration into the department. Discuss the following:

1. Role within the department.
2. Reporting responsibilities.
3. Allocation and prioritization of work.

Managers and Professional Staff

These staff needs a broader induction to put their post in context.

1. Structure and culture of department.
2. Role in relation to Department/Company as appropriate.
3. Training course in supervisory and management skills, if required.

ITEMS TO COVER WITH EACH NEW EMPLOYEE

<i>The Department</i>	<i>Complete</i>
<i>Service Manual</i>	
1. Department function	
2. Introduction to colleagues	
3. New entrant's own job	
4. Supervision	
5. General layout of working area, laboratories, pantries etc - entrances and exits	
6. Telephone system, bleeps and intercom systems	
<i>Conditions of Employment</i>	
1. Information on hours of work, including duty roster, shift systems, "on-call" breaks	
2. Time recording, flexi-time	
3. Bonus scheme, allowances	
6. Reporting in when sick including when on leave	
7. Arrangements for requesting leave: annual leave, unpaid leave, compassionate leave	
8. Issue of uniforms, and uniform policy, protective clothing, etc	
Employee appraisal, review systems	
Health and Safety, Security, Fire	
1. Health and safety information relevant to the department	
2. Issuing of fire instructions and procedure	
3. Location of fire-fighting equipment	
4. Accident reporting	
5. First aid facilities/pre-employment health screening	
7. Security of department/building	
8. Arrangement for keys, passes, ID Badges etc.	
9. Violence and aggressive behavior	

10. Management of monies/valuables	
11. Major Incident procedures	
Conduct	
1. Personal presentation	
2. Disciplinary procedures	
3. Courtesy to the customer and the public	
4. Confidentiality	
5. Noise Control	
6. Acceptance of gifts	
7. Statements to the Press	
8. Local rules regarding smoking	
9. Private use of telephones ,IT Policy	
10. Standards of Business Conduct	

OTHER RELEVANT ISSUES SPECIFIC TO DEPARTMENT

I have been informed about and understand the above items.

Signature: _____

Date: _____

I confirm that the above Induction Programme has been completed for the above member of staff.

Signature of Head of Department/ Designated Officer: _____

Date: _____

Part-A

**Performance Appraisal Form
(Employees)**

Name		Designation	
Department		Period under review	
Time in present position		Length of service	
Appraiser		Appraisal Date	

Part A:- Appraisee to complete before the interview and return to the appraiser by	
---	--

A1 : State your understanding of your main duties and responsibilities

A2: Has the past year been good/bad/satisfactory or otherwise for you, and why?

A3: What do you like and dislike about working for this organization?

A4: What elements of your job interest you the most?

A5: What action could be taken to improve your performance in your current position by you, and your boss?

A6: What job responsibilities you would like to take in addition to your current responsibilities?

--

A7: What kind of work or job would you like to be doing in one/two/five years time?

--

A8: What sort of training/experiences would benefit you in the next year?

--

A9: Score your own capability or knowledge in the following areas in terms of your current role requirements?

Scale:- 1-3 =Poor, 4-6=Satisfactory, 7-9=Good, 10=Excellent

Technical Knowledge		Time Management		Personal appearance and image	
Communication skills		Leadership & integrity		IT/Equipment/Machinery Skills	
Creativity		Decision Making		Meeting deadlines/commitment	
Problem Solving		Ethics		Team working and developing others	
Steadiness under pressure		Adherence to company's policies		Energy, determination and work rate	

A10: What activities and tasks would you like to focus on during the next year? Think of development and experience outside of job skills – related to personal aims, fulfillment, passions, etc.

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PART-B

SELF APPRAISAL OF LEADERSHIP AND MANAGEMENT SKILLS

B-1 LEADERSHIP

Communicates a shared vision, demonstrates integrity, gains respect, inspires and motivates subordinates, self-awareness, teamwork and risk-taking.

Comments:-

B-2 IMPLEMENTATION OF APPRAISAL AND DEVELOPMENT PROCESS

Establish development plans, conducts periodic reviews, provides coaching sessions, performs objective, Provides informal and/or formal training/development opportunities.

Comments:-

B-3 COMMUNICATIONS

Express ideas and information concisely and accurately, both verbally and in writing. Listens, understands and responds in any effective and professional manner. Shares pertinent information to staff in a timely manner.

Comments:-

B-4 TEAM DEVELOPMENT

Hires, develops and promotes best talent. Builds effective cross-functional team. Use individual strengths to accomplish goals. Balances individual and business needs.

Comments:-

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

B-5	QUALITY OF WORK ENVIRONMENT
Creates a positive work environment. Ensures security, health and safety of all employees. Maintains a harassment-free environment.	
Comments:-	

B-6	PLANNING
Establishes a course of action for self/others to accomplish specific goals, Allocates people and resources to execute plans with required time frames.	
Comments:-	

B-7	ANALYSIS
Relates and compares data from different sources. Secures relevant information and identifies key issues and relationships from a base of information.	
Comments:-	

B-8	INNOVATION AND FLEXIBILITY
Generates creative solutions to work situations. Remains open to try different and new ways to deal with organizational problems and opportunities.	
Comments:-	

B-9	INDEPENDENCE
Takes actions in which the dominant influence is one's own convictions rather than the influences of other's opinions or reactions.	
Comments:-	

ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.-
APPROVED (DIRECTOR)	DATE :	Page 47 of 53

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

B-10	DECISIVENESS
<p>Makes timely decisions. Seeks feedback when feasible, renders judgment, communicated decisions and takes action.</p>	
<p>Comments:-</p>	
B-11	DELEGATION
<p>Allocates decision-making and other responsibility to appropriate direct reports. Utilizes direct report's, time, skills and potential effectively.</p>	
<p>Comments:-</p>	
B-12	INITIATIVE
<p>Makes active attempts to influence events to achieve goals. Is proactive rather than passive. Takes actions to achieve goals beyond what is required.</p>	
<p>Comments:-</p>	
B-13	QUALITY SERVICE ORIENTATION
<p>Makes efforts to listen to and understand the customer. Anticipates customer needs. Give high priority to customer satisfaction.</p>	
<p>Comments:-</p>	
B-14	OVERALL PERMORMANCE
<p>The overall rating should be a reflection of all the factors as mentioned above.</p>	
<p>Comments:-</p>	

PART-C

PART C-I: To be completed during the appraisal by the appraiser – certain items can be completed by the appraiser before the appraisal, discussed and validated or amended during discussion with the appraisee.

C-I-1: *Discuss and compare with self appraisal entry in A1*

C-I-2: Review the completed points from A2 to A8 and note the points of and action.

C-I-3: Score appraisee's capability or knowledge in the following areas in terms of his/her role requirements? *[Discuss and compare with self appraisal entry in A9.]*

Scale:- 1-3 =Poor, 4-6=Satisfactory, 7-9=Good, 10=Excellent

Technical Knowledge		Time Management		Personal appearance and image	
Communication skills		Leadership & integrity		IT/Equipment/Machinery Skills	
Creativity		Decision Making		Meeting deadlines/commitment	
Problem Solving		Ethics		Team working and developing others	
Steadiness under pressure		Adherence to company's policies		Energy, determination and work rate	

C-I-4: Discuss and agree the appraisee's career direction options and wishes, and readiness for promotion. *[Discuss and compare with self appraisal entry in A10.] (Some people do not wish for promotion, but everyone is capable of, and generally benefits from, personal development-development and growth should be available to all, not just to people seeking promotion.)*

C-I-5: Discuss and agree the skills, capabilities and experience required for competence in current role, and if appropriate, for readiness to progress to the next role of roles. *[Discuss and compare with self appraisal entry in A6.]*

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C-I-6: Discuss and agree (as far as possible, given the budgetary availability and authorization considerations) the training and development support to be given to help the appraisee meet the agreed objectives discussed above.

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PART-C-II : LEADERSHIP AND MANAGEMENT SKILLS(Only for supervisors)

B3: Score appraisee's capability in LEADERSHIP AND MANAGEMENT SKILLS?
[Discuss and compare with self appraisal entry in A9.]

Scale:- 1-3 =Poor, 4-6=Satisfactory, 7-9=Good, 10=Excellent

Leadership		Implementation Of Appraisal And Development Process		Communications	
Team Development		Quality Of Work Environment		Planning	
Analysis		Innovation And Flexibility		Independence	
Decisiveness		Delegation		Initiative	
Quality Service Orientation		Overall Performance			

PART- C-III : Observation based on appraisal at Part A & Part B

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Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

PART D

OVERALL RATING

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ANNEXURE-I

HOLIDAY CALENDER

LIST OF ANNUAL HOLIDAYS

Date	Occasion
14 th January	Makar Sankranti
26 th January	Republic Day
As per calendar	Holi (Dhulendi)
15 th August	Independence Day
As per calendar	Raksha Bandhan
2 nd October	Gandhi Jayanti
As per calendar (For 3 Days)	Deepawali

LIST OF RESTRICTED HOLIDAYS

Date	Occasion
As per calendar	Mahashivratri
	Good Friday
	Chetichand
	Ram Navmi
	Mahavir Jayanti
	Id-ul-Fitr
	Janamashtami
	Ganesh Chaturthi
	Dussehra
	Id-ul-Zuha
	Guru Nanak Jayanti
	Christmas Day

Team Institute of Science and Technology Pvt. Ltd., Jaipur	SERVICE MANUAL	Doc. No.: SM 01
		Date : 01/11/2015
		Issue No. : 01

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ISSUED BY (A.O.)	REV. NO.:00	SECTION NO.-
APPROVED (DIRECTOR)	DATE :	Page 53 of 53