

**DIPL**

**HR POLICIES**

**HR Policy Manual****INDEX**

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**Note: In Addition to the above HR Policies, we shall follow all the requirements as**

**HR Policy Manual****ATTENDANCE**

Purpose	It is the policy of the Company to require associates to report for work punctually and work all scheduled hours. Excessive tardiness and poor attendance disrupt work flow and will not be encouraged by the Company.
Scope	Associates on regular rolls/ Contract, temporary and personnel provided by outsourcing agencies.
Process	<ul style="list-style-type: none"> <li>○ Managers should notify associates of their starting, ending, and break times.</li> <li>○ Associates are expected to be engaged in carrying out their duties during all scheduled work time and should be ready to begin work at their scheduled starting time.</li> <li>○ Associates should notify to their Manager as far in advance as possible whenever they are unable to report for work, know they will be late, or must leave early. The notice should include a reason for the absence and an indication of when the associate can be expected to report for work. If the HOD is unavailable, notification should be made to the HR Rep.</li> <li>○ Associates generally are expected to report for work during inclement weather conditions if the Company does not declare an emergency closing.</li> <li>○ The Custody of attendance registers will be with the Corporate Services Rep.</li> <li>○ Associates must sign in the Attendance Register placed at Security on daily basis. 10 minutes grace period from start time is allowed. Thereafter register will be kept with the Corporate Services Rep and Associates reporting late must sign and enter reasons for delay.</li> <li>○ Associates traveling on duty need to send intimation through mail a day before to the HOD &amp; HR Rep to update the Attendance records.</li> <li>○ Every time an associate leaving the office, he need to sign in the login register indicating login and logout time maintained at the Security.</li> </ul>

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**Disciplinary  
Procedure**

- Associates must obtain permission from their Manager in order to leave the Company premises during working hours.
- In addition, associates who are frequently away from the premises for business reasons should inform their managers of their whereabouts during working hours.
- An absence is considered to be unauthorized if the associate has not followed proper notification procedures or the absence has not been properly approved.
- Signing Post dated attendance is not acceptable.
- Unauthorized or excessive absences or tardiness will result in disciplinary action, up to and including termination.
- Absence for a continuous period of 3 days, without prior approval including an over stay of leave, will be treated as abandonment of services. This will lead to Termination of services with immediate effect.

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**BUSINESS CARDS**

Level	No. of cards eligible per annum
1 – 3	Are eligible subject to approval from HOD
4 – 11	100
Above 12	200

Purpose	To prescribe guidelines for issue of business cards to Associates at DIPL
Scope	<ul style="list-style-type: none"> <li>○ All associates on permanent roles from level 4 and above are eligible for 100 nos of business cards per annum.</li> <li>○ Depending on the role and business requirement additional cards can be permitted by the immediate Reporting Manager and HR Rep</li> </ul>
Eligibility	<p><b>Note :</b> For additional cards, HOD approval is mandatory.</p>
Role	Responsibilities
HR Helpdesk  Associate  HR Helpdesk  Corporate Services Rep	<ul style="list-style-type: none"> <li>○ On basis of role level and role shall forward the request to Corporate Services Rep within one working day from for all new joiners on the date of joining.</li> <li>○ To submit additional card requirement request with the HOD Approval to HR Helpdesk.</li> <li>○ To forward the received request for additional card requirements to Admin Rep.</li> <li>○ To Issue the cards within 3 days on obtaining the document of approval from HR Help Desk.</li> <li>○ Printing of mobile phone numbers is optional to the associate. However, only company provided mobile numbers will be printed. Only the name of the group can be printed.</li> </ul>

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- The business card contains the following details :-

- Name of the Associate
- Designation – shall be decided by HR

	<ul style="list-style-type: none"> <li>▪ Department</li> <li>▪ Phone number (Office)</li> <li>▪ e- mail address (Office)</li> <li>▪ Company's name with address, phone number, fax number and website. No requests for inclusion of residence numbers shall be accepted.</li> </ul> <ul style="list-style-type: none"> <li>○ If the actual nature of the work handled by an Associate in a specific assignment happens to be different from his regular job, the Associate may be allowed to use a suitable designation on his visiting card after an approval from the HOD and HR Rep. Associates are encouraged to use these cards for the period of that specific assignment. This deviation shall be considered as a special business need of the Company</li> <li>○ Corporate Services Rep to collect the cards from associate on separation.</li> </ul>
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<b>DIPL</b>  <b>VISITING CARDS REQUISITION FORM – For New Joinees</b> (Details to be printed on Visiting Cards)	
<b>SNo</b>	<b>Items</b>
1	Name :
2	Designation :
3	Dept :
4	Address :
5	Phone :                      Extn.                      Fax :
6	Email :
7	Cell Phone No:    Fax : (Company Provided No. only)
8	Quantity : (As per norms)
Signatures  <div style="display: flex; justify-content: space-between;"> <span>(HOD)</span> <span>(HR Helpdesk)</span> </div>	

<b>DIPL</b>  <b>VISITING CARDS REQUISITION FORM – For Additional Visiting Cards</b> (Details to be printed on Visiting Cards)	
<b>SNo</b>	<b>Items</b>
1	Name :
2	Designation :
3	Dept :
4	Quantity :
5	Reason :
Signatures  <div style="display: flex; justify-content: space-between;"> <span>(HOD)</span> <span>(HR Helpdesk)</span> </div>	

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**BUSINESS ENTERTAINMENT EXPENSES**

Purpose	To assist the Associates who by virtue of their role need to interact and entertain Business Clients.
Scope	This is applicable only for those roles recommended by HOD and approved by CEO.
Responsibilities	Details of Responsibilities
Associate	<ul style="list-style-type: none"> <li>○ Submit complete documentation required to clear the bills</li> <li>○ Obtain the approvals of the HOD and submit to Finance Rep directly</li> </ul>
Finance Rep	<ul style="list-style-type: none"> <li>○ Validate bills</li> <li>○ Check the budget availability</li> <li>○ Process the bills within 2 days.</li> </ul>
Availment Constraints	<ul style="list-style-type: none"> <li>○ The reimbursement is a business expense which needs to be budgeted by the respective HOD.</li> <li>○ Reimbursement incurred must be towards entertaining the clients only</li> <li>○ Reimbursement will be on actuals based on bills submitted and should be approved by the respective HOD and will be paid in the currency the bill has been raised against.</li> </ul>
Procedure	<ul style="list-style-type: none"> <li>○ Eligible associate shall take prior approval from the HOD clearly indicating the purpose, the client and the number of guests being entertained.</li> <li>○ Bills have to be submitted along with a covering note.</li> <li>○ The maximum limit is based on the budget availability</li> <li>○ Finance rep shall validate the same, check the budget availability and clear the bills based on the HOD and CFOs approval within 3 working days from the date of submission of the bills to Finance Rep.</li> <li>○ Incase of fraudulent bills the same shall not be reimbursed.</li> </ul>

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**CABIN  
ALLOTMENT**

Purpose	To define the process and guidelines for allotting cabin at work place.
Scope	Level 10 and above for DIPL. In the event of shortage, top down basis will be adopted. However, once cabin is provided, no displacement.
Role	Responsibilities
HR Help Desk	Informs Corporate Services Rep the eligibility for cabin based on the level of new joinee likely to join during that week on weekly basis.
Corporate Services Rep	To arrange the cabin for the associate based on details received from HR Helpdesk.
Procedure	<ul style="list-style-type: none"> <li>○ HR Help Desk to raise a request as per eligibility criteria and submit to Corporate Services Rep for arrangement of the cabin for all new joinees in level 10 and above on date of joining</li> <li>○ Corporate Services Rep to arrange cabin for the associate within 2 working days.</li> <li>○ In case of shortage of cabins, concerned associates will be provided alternate arrangements on a temporary basis by Corporate Services Rep</li> </ul>
Deviation	For reasons of confidentiality or public contact or health considerations, associates below level 10 may also be provided cabins on recommendation by HOD & GM(HR) and approval of CEO.

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## CAR HIRE FOR OFFICIAL PURPOSE

Purpose	To state the guidelines for hiring of cars (for official purposes) and accounting of such expenditure.
Scope	Applicable for all associates in Level 8 and above for hiring of vehicles within India only .
Type of Car /  Car Model	<p>All normal requirements –</p> <ul style="list-style-type: none"> <li>○ Level 8 to 11: AC Indica or equivalent based on tariff.</li> <li>○ Level 12 &amp; above: AC Indica or equivalent based on tariff.</li> <li>○ Official visits of Customer/Corporate Visitors – Type of car to be decided and approved by the CEO . Air-conditioned lancer or equivalent</li> <li>○ Special Guests, Important Corporate Visitors and CEOs or senior officials of Customers are given special Cars as approved by CEO.</li> <li>○ Those below level 8 required to travel by car in exigencies may do so with prior approval of their HOD.</li> </ul>
Responsibilities	Details of responsibilities
Eligible Associate	<ul style="list-style-type: none"> <li>○ To Fill in the car requisition form and obtain approval from HOD.</li> </ul>
HOD	<ul style="list-style-type: none"> <li>○ To Approve for the expenditure.</li> </ul>
Corporate Services Rep	<ul style="list-style-type: none"> <li>○ Lists approved agencies.</li> <li>○ Fixing of rate and entering into contract.</li> <li>○ Hiring of car.</li> <li>○ Transmission of Bills to Finance Rep along with necessary documents.</li> </ul>
Finance Rep	<ul style="list-style-type: none"> <li>○ Accounting expenditure.</li> <li>○ To release the payment against bills submitted through payment approval form.</li> </ul>
Purpose	<p>Cars may be hired for the following reasons:</p> <ul style="list-style-type: none"> <li>○ Visit by a Customer.</li> <li>○ Visit of a Corporate Guest.</li> <li>○ Visit of Government / Bank Officials.</li> <li>○ Business Associates Visit.</li> <li>○ Associates in Level 8 and above who are traveling to other cities on official work are eligible to hire a car (TATA Indica A/C) as per eligibilities under local conveyance policy.</li> </ul> <p>Hiring of Car for any other use other than the above and for accomplishment of regular routine functions shall require specific prior approval of concerned HOD and CEO</p>

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Procedure	<ul style="list-style-type: none"> <li>○ Car shall be hired, (as per eligibility, with approval from HOD, routed through Corporate Services Rep only against car hire requisition form. (Annexure).</li> <li>○ The car hire requisition form shall have all the following particulars duly filled - Date on which car is required and duration, Associate ID No, Dept reference, Project reference, purpose of hire, type of car, place and time of reporting, signatures of associate and the approving authority.</li> <li>○ Where the car hire needs to be extended beyond the period of original requisition, additional approved requisition needs to be forwarded to Corporate Services Rep for providing further instructions to the Travel Agency.</li> <li>○ Car hire shall be approved by the HOD. Car hire expenses in excess of Rs 5000/- per requisition shall require the approval of the concerned HOD and CEO.</li> <li>○ Car hire requisition form duly filled in and approved shall be forwarded to the Corporate Services Rep.</li> <li>○ Only Corporate Services Rep can hire cars.</li> <li>○ They shall do so only on receipt of an approved car hire requisition.</li> <li>○ The car shall be hired from an empanelled list of car hire agencies only.</li> </ul>
Submission of Bills:	<ul style="list-style-type: none"> <li>○ The Corporate Services Rep shall forward the bills received for car hire duly approved by the concerned HOD hiring the car along with car requisition slip. The vehicle log sheet shall accompany the bill. The requisition shall cover the duration charged in the bill.</li> <li>○ The Corporate Services Rep shall forward the bill received within one day from date of receipt to the Finance Rep and at least seven days prior to the due date for payment. Bills submitted subsequent to this date shall be eligible for payment only on the subsequent pay date.</li> <li>○ Where a car has been hired without a proper requisition, the individual hiring the car shall be personally responsible for settlement of such bills.</li> </ul>
Payment Process	<ul style="list-style-type: none"> <li>○ Finance Rep shall process the bill after verification with the hire agreement - in case of vehicles hired from approved list of vendors for availability of budget, approvals and accuracy of the bill.</li> <li>○ Finance Rep shall be responsible for ensuring payment of the bills within the due dates. This however applies only when the bills have been submitted within the specified time and the approvals / supporting documents are in order.</li> </ul>

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CAR HIRE REQUISITION FORM**

Date:

Name of Associate / Name of Visitor	
ID Number of Associate hiring car	
Designation	
Dept / Project Details	
Date of Hire	
Duration of Hire	
Time	From To
Purpose of Car Hire	
Type of Car	
Report to	
Place & Time of Reporting	
Remarks	

Special Approval Signature of Approving Authority

Reasons for Car hired in deviation with Eligibility	
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(Associate )

(HOD)

Date :

1st Copy: Corporate Services Rep

2nd Copy: For Dept hiring the car / Associate copy.



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## CODE OF CONDUCT

Purpose	<p>The company prides itself on the high standards of excellence embodied by our operating principles. We expect our associates to personify these ideals in their dealing with persons both inside and outside the company. The following code of conduct is intended to provide guidelines for the professional, ethical, legal, and socially responsible behavior we expect of our associates.</p> <p>It is impossible for this code to cover every situation that may arise. When you have a question, ask your supervisor or the Head HR. In circumstances where you are unable to consult with an appropriate person in the company, use your common sense and good judgment.</p>
Coverage	Details
Professional Integrity	
Relationships with Customers	<p>The Company's business success depends upon its ability to foster lasting customer relationships. The Company is committed to dealing with customers fairly, honestly and with integrity. Specifically, the following guidelines should be kept in mind when dealing with customers:</p> <ul style="list-style-type: none"> <li>○ Information supplied to customers should be accurate and complete to the best of knowledge. Associates should not deliberately misrepresent information to customers</li> <li>○ Associates should not refuse to sell, service or maintain products the Company has produced simply because a customer is buying products from another supplier.</li> <li>○ Customer entertainment should not exceed reasonable and customary business practice. Associate should not provide entertainment or other benefits that could be viewed as an inducement to or a reward for, customer purchase decisions. Please see "Gifts" clause for additional guidelines in this area</li> </ul>
Relationships with Suppliers	<p>The Company deals fairly and honestly with its suppliers. This means that our relationships with Suppliers are based on price, quality, service and reputation. Associates dealing with suppliers should carefully guard their objectivity. Specifically, no director or associate should accept or solicit any personal benefit from a supplier or potential supplier that might compromise, or appear to compromise, their objective assessment of the supplier's products and prices. Associates can give or accept promotional items of nominal value or moderately scaled entertainment within the limits of responsible and customary business practice. Please see "Gifts" clause for additional guidelines in this area.</p>
Relationships with Competitors	<p>The Company is committed to free and open competition in the marketplace. Associates should avoid actions that could reasonably be construed as being anticompetitive, monopolistic or otherwise contrary to laws governing competitive practices in the market place, including antitrust laws. Such actions include misappropriation and/or misuse of a competitor's confidential information or making false statements about the competitor's business and business practices.</p>



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Accurate Complete Accounting	and	<ul style="list-style-type: none"> <li>○ Associates should use a manufacturer's funds and other property solely for the benefit of that manufacturer. All disbursements must be lawful and consistent with instructions provided by the manufacturer. Transactions concerning the account, including the purchase and distribution of premiums, should be clearly authorized and properly and promptly recorded.</li> <li>○ No unrecorded fund, reserve, asset, or special account shall be set up or maintained for any purpose. No false or fictitious entries shall be made in books, records, accounts, or in company communications for any reason. No payment or transfer of funds or assets (such as tangible and intangible premiums) shall be made for any purpose other than that described by the supporting documents, and specifically as authorized by the principal or clearly within the discretion granted to the company by the principal.</li> <li>○ Associates are responsible for accurate and timely recordkeeping for all company assets, liabilities, revenues, and expenses. Compliance with accepted accounting rules and controls is required. All books, records, and documents must accurately and completely describe the transactions they represent.</li> </ul>
Bribes Kickbacks	and	<ul style="list-style-type: none"> <li>○ The company does not permit or condone bribes, kickbacks, or any other illegal, secret, or improper payments, transfers, or receipts. This prohibition applies both to the giving and the receiving of payments or gifts.</li> <li>○ All payments and transfers of premium and other items of value to Associates of other business entities or to such entities themselves shall be made openly and must be disclosed and authorized in advance by the principal, the customer, and the company.</li> <li>○ No associate shall offer, give, or transfer any money or anything else of value for the personal benefit of any associate or agent of another business entity for the purpose of: <ul style="list-style-type: none"> <li>• Obtaining or retaining any business that the business entity itself would not otherwise provide.</li> <li>• Receiving any kind of favored treatment that the business entity itself would not otherwise provide</li> <li>• Inducing or assisting such associate or agent to violate any duty to his employer or to violate any law.</li> </ul> </li> <li>○ No associate shall assist in the misuse of company funds, including, without limitation, the misappropriation of such funds for the personal benefit of associates of the company, or customers.</li> <li>○ No outside agent of any kind shall be used to circumvent the prohibition against bribes, kickbacks, and other illegal, secret, or improper payments. Fees, commissions, and expenses paid to outside agents must be based upon proper billings, accurate recordkeeping, and reasonable standards for services rendered.</li> </ul>

Gifts and Entertainment	<ul style="list-style-type: none"> <li>○ Except in connection with and specifically pursuant to programs officially authorized by our principals, associates may not accept, directly or indirectly, any money, objects of value, or premiums from any person or company that has or is doing or seeking business with the company. All associates must disclose authorized transactions of this nature to the ethics officer. Providing excessive gifts or entertainment to others who may represent potential business is prohibited.</li> <li>○ Gifts on account of celebrations, memorial in nature, business meals and gifts</li> </ul>
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	<p>received because of personal relationship and not because of official position, mementos received because of attending widely held gatherings as panelist / speaker and other customary gifts which are not improper and do not in any way, influence the business decisions, are allowed under this policy</p> <ul style="list-style-type: none"> <li>○ Associates may accept only business-related meals, entertainment, gifts, or favors when authorized by management and when the value involved is not significant and clearly will not create an obligation to the donor.</li> <li>○ Any payments or transactions must be accurately recorded in the company's books and records and must be consistent with applicable law and accepted practice in the community.</li> </ul>
Conflicts of Interest	<ul style="list-style-type: none"> <li>○ No associate should use his or her position with the company or information acquired during employment in a manner that may create a conflict, or the appearance of a conflict, between the associate's personal interests and those of the company.</li> <li>○ All activities conducted as an associate of the company should always place the lawful and legitimate interests of the company over personal gain.</li> <li>○ Absent written authorization by the company, no associate shall be affiliated with any buyer, purchasing agent, or provider of goods or services to the company. Such affiliation generally is inconsistent with the associate's capacity to deal equitably with all buyers, to fairly and honestly service principals, and to discharge his or her responsibility to the company.</li> <li>○ If an associate has any reason to believe there may be a conflict of interest, he or she should immediately disclose the matter to an immediate supervisor or the ethics officer.</li> </ul>
Diverting	<ul style="list-style-type: none"> <li>○ Diverting is defined by the National Food Brokers' Legal Manual as "a process in which a product is sold by a manufacturer to a specific customer in a designated market, who subsequently transfers product ownership, distribution and retail control to a different customer and/or marketing area." It is a process that many principals prohibit either by policy or in their contracts with the company.</li> <li>○ Associates shall not knowingly assist or otherwise be involved with the diverting of any products.</li> </ul>
Confidentiality	<ul style="list-style-type: none"> <li>○ Except as properly authorized by the company, it is the responsibility of all associates to maintain the confidentiality of: <ul style="list-style-type: none"> <li>○ Proprietary information of the company</li> <li>○ Information entrusted to the company by principals or customers that is otherwise not readily available to the public.</li> </ul> </li> <li>○ Associates should refrain from discussing confidential company business with outsiders and with anyone else who does not have a legitimate need to know the information. Associates should refer outside inquiries regarding the company to the persons in the company authorized to respond to the particular inquiry.</li> </ul>

Workplace Communication	English is the official language for written and verbal communication at the workplace. Communication needs to be open, courteous and must demonstrate sensitivity and respect for those involved in the exchange.
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Political and Charitable Contributions	Although associates are encouraged to be socially responsible and politically active, associates may not contribute the company's or any principal's funds or assets to any political candidates, party, charity, or similar organizations, unless such contribution is expressly permitted by law and has been pre-approved by the appropriate, authorized Rep of both the company and the principal.
Administration of Code	<p>All associates who suspect violations of the letter or spirit of this code have an obligation to report their concerns to the company's designated ethics officer. Matters of concern include pressure exerted by manufacturers, customers, company personnel, or others to utilize accounts in an unauthorized manner or to take or enable other actions inconsistent with authorized company procedures and policies or this code. Associates may also relate their suspicions or specific incidents to any member of the board of directors.</p> <ul style="list-style-type: none"> <li>○ All allegations of improper or illegal behavior will be investigated promptly and thoroughly. The investigation shall remain as confidential as practicable and those conducting the investigation shall respect the privacy of all persons involved.</li> <li>○ No adverse action shall be taken or permitted against anyone for communicating legitimate concerns to the appropriate persons. While an investigation will be facilitated if the associate identifies himself or herself, the company will accept and investigate matters submitted anonymously.</li> <li>○ This code is subject to amendment and may be reviewed and updated periodically. All associates must certify annually their intent to comply with the guidelines herein. Receipt and Acknowledgment of Code of Conduct</li> </ul>
Safety	The Company Regards Safety of People, Products and Processes to be mandatory requirement in every activity it carries out. All associates are required to follow the safety norms in their respective activities and processes. Violation of safety rules will be viewed seriously; Disciplinary action will be initiated against those who violate safety rules which may include termination from the services of the Company.
Associate Responsibility	All associates will sign the code of conduct document as an acceptance that he / she has read, understood and agree to abide by the same.

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## DOMESTIC TRAVEL

Purpose	To state the Guidelines for Domestic Travel including documentation of such travel.
Scope	Covers all Associates on regular rolls of DIPL.
Role	Responsibilities
Associate Traveling	<ul style="list-style-type: none"> <li>○ Submit Tour Program (TP) to HOD for approval before proceeding on tour</li> <li>○ Forward approved TP to Corporate Services Rep for booking Travel &amp; Accommodation</li> <li>○ Submit Tour Expense Report (TER) within one week of return.</li> <li>○ If claim is beyond eligibility, draw attention of the HOD to the same.</li> <li>○ Refund if any of Travel advance along with the TER as laid down in policies and procedure of Chapter.</li> </ul>
HOD	<ul style="list-style-type: none"> <li>○ Approving TP subject to availability of budget</li> <li>○ If budget is not available, seek re-appropriation from finance</li> <li>○ Approve TER if claims are as per eligibility</li> <li>○ Forward TER to CEO if the same is not as per eligibility.</li> </ul>
Finance Rep	<ul style="list-style-type: none"> <li>○ Confirming re-appropriation for Budget.</li> <li>○ Providing Travel Advances.</li> <li>○ Verification, processing and accounting of Travel Advance and Expenditure.</li> <li>○ Highlighting deviations if any in the TP and TER.</li> <li>○ Forwarding of TP for booking Air Tickets and Hotel accommodation.</li> <li>○ Maintenance of Registers, Filing of Statutory Returns and administering escalation procedures.</li> </ul>
Corporate Services Rep	<ul style="list-style-type: none"> <li>○ Booking Air / Train tickets &amp; Accommodation wherever requested.</li> <li>○ Pass the bills of travel agents and car rental companies.</li> </ul>

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TP Travel Request and Advance	<ul style="list-style-type: none"> <li>○ Associate prepares tour program (TP) and gets the same approved by HOD. Submit the same to Corporate Services Rep within 4 working days prior to travel.</li> <li>○ Corporate Services Rep shall book all the tickets 48 hours prior to travel based on the approved tour</li> <li>○ Associate shall forward the advance requisition form to Finance Rep.</li> <li>○ Finance Rep to release advance as per eligibility within one day prior to travel of the associate.</li> </ul>
TP Travel Expense Report	<ul style="list-style-type: none"> <li>○ After completion of travel, associate must submit the travel expense report in the prescribed format within 2 working days to HOD for verification.</li> <li>○ After Approval from HOD associate submits the TER to Finance Rep for verification.</li> <li>○ Finance Rep will settle the TER and intimate the associate for collecting any balance amount within 3 working days from the submission of TER. If any deviation from eligibility is noticed, Finance will forward the same to the HOD advising him to seek approval of CEO.</li> <li>○ The associate must attach all the original bills for the expenditure incurred whenever the claims are made on actual bills.</li> <li>○ While settling the TERs, the Finance Rep shall calculate the eligibility (for lodging and boarding) of the associates on an overall basis for each trip and validate vis-à-vis the bills submitted.</li> <li>○ In case the TER is not submitted within 15 days from the date of completion of travel as per the TP, the FD may deduct the total advance from the salary of the associate concerned after intimating to the associate</li> </ul>
Entitlements – Short Trip  Journey	<ul style="list-style-type: none"> <li>○ All the associates, irrespective of their entitlements, are advised to travel by train wherever they can reach the destination by overnight journeys.</li> <li>○ Where the place of visit is not connected by the eligible mode of travel, the Associate shall use the mode applicable to a lower category.</li> <li>○ Associates can travel by air in Business Class in case they have to accompany customer who is traveling by Business class with the prior approval of their HOD/CEO. Under no circumstances, other than the above, associates can travel by Business Class</li> <li>○ All the air ticket bookings shall be done only through the Corporate Services Rep to get the benefit of credit as well as discounts</li> <li>○ Expenses eligibility as per annexure</li> </ul>

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## CLASS 1

**DOMESTIC TRAVEL POLICY (ELIGIBILITY MATRIX PER DAY)****(Calcutta , Chennai, Delhi, Mumbai , Bangalore & Hyderabad)**

Band	Level	Mode of Travel	Lodging with Bills (In Rs.) (Incl of taxes)	Lodging without Bills (in Rs) *Involves overnight stay (Taxable)	Boarding with Bills (in Rs.)	Local Conveyance	Misc.
JM	1 - 3	3rd AC / AC Bus	1500	500	250	Auto	5 % of amount claimed for Lodging & Boarding
M	4 - 7	2 AC / Air economy	3000	1000	500	Auto	
GM	8 - 11	1 AC / Air Economy	5000	1500	Actuals	Taxi	
EM1	12 - 13	Air Economy *	Actuals	2500	Actuals	Taxi	
EM2	14 -15	Air Economy *	Actuals				

Band	Level	Mode of Travel	Lodging with Bills (In Rs.) (Incl of taxes)	Lodging without Bills (in Rs) *Involves overnight stay (Taxable)	Boarding with Bills (In Rs.)	Local Conveyance	Misc.
JM	1 - 3	3rd AC / AC Bus	1000	300	200	Auto	5 % of amount claimed for Lodging & Boarding
M	4 - 7	2 AC / Air economy	2000	800	400	Auto	
GM	8 - 11	1 AC / Air Economy	3500	1000	Actuals	Taxi	
EM1	12 – 13	Air Economy *	Actuals	2000	Actuals	Taxi	
EM2	14 - 15	Air Economy *	Actuals				

Location	SHORT TERM (<=30 days) : Per Day in US\$ with Bills		
	EM2 (Level 14-15)	GM - EM1 (Level 10 - 13)	JM - GM (Level 1 to 9)

## OTHER CITIES

### Key Points:

1. All bookings must be routed through travel desk post approvals.
2. Wherever possible, travel desk will accommodate associates in Company Guest houses prior to Hotel booking as per eligibilities.
3. In case of non availability of Tickets, Hotel Reservations as per matrix above, CS can deviate and book as per eligibility at one level higher.
4. Associates are encouraged to use credit cards. All expenses incurred will be reimbursed within 2 working days after statement filing by Finance.
5. Travel advance may be taken as per above matrix post approval from Reporting Manager.

\* Only wherever essential such as accompanying a guest traveling in Business, these levels are eligible to travel by Business Class.

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For Restricted Circulation

## HR Policy Manual

HR/PLY/01

## OVERSEAS TRAVEL ELIGIBILITY POLICY - SHORT TERM

Hong Kong, Frankfurt & Munich (Germany),Oslo (Norway) USA (Zone A+; A & B) Belgium; France; Germany; Ireland; Italy; Netherlands; Norway Switzerland; Spain, Sydney (Australia) Seoul; Perth (Australia); Qatar  Japan, South Korea, Finland, Austria, Sweden USA (Zone C; D; E &F) Canada; Mexico & South America Czech Republic; Denmark; Hungary; Poland; Portugal & rest of Europe Dubai; Jordan; Kuwait & Saudi Arabia,Mauritius, South Africa, Australia & New Zealand, Kenya, Algeria, Nigeria, Rest Of UK, Romania, Rest of Russia China & Taiwan, Bahrain & rest of Gulf / ME Mauritius & South Africa	<b>Total</b>		Stay*	Transport \$	<b>Total</b>
		At actual	150	20	<b>175</b>
		At actual	130	20	<b>150</b>
		At actual	110	20	<b>135</b>
	At actuals	90		10	<b>105</b>
	At actuals	180		20	<b>200</b>
			Living		
			35		
			30		



rest of Africa, Malaysia, Thailand, Indonesia;Philippines;		
Kazakhstan; North Korea & Singapore		
Bangladesh; Nepal; Sri Lanka; and rest of APAC/Asia		
Brussels & Antwerp (Belgium); Geenva & Zurich (Switzerland); London (UK);		
Paris (France); Milan & Rome (Italy); Amsterdam (Netherlands);		
Tokyo (Japan); Moscow (Russia); Hamburg (Germany); Copenhagen(Denmark)		

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Contd.....

**OVER SEAS TRAVEL POLICY GUIDELINES Contd.....**

- Level 12 - 15 may travel by Business Class. Lodging and Boarding at actual on submission of bills.
- Associates on Overseas business travel need to use the local pre paid cards for phones as well as net browsing, which can be reimbursed at actuals on return.
- An incidental (without bills) per day in addition to the above allowances stands as below:-  
USA + other Asian countries - \$50 , 2. Europe - E50 and UK -£30

**NOTE :**

1. Stay: In case any Associate makes his/her own arrangement for staying, he/she will not be reimbursed any expenses under this category
2. Transport: Includes 'Conveyance' from 'Hotel/Home - Office - Hotel/Home ; any additional justifiable business transportation beyond this limit, with clear details of places traveled and specific business name, will be paid. These additional costs need approval of business heads.
3. 'Living Expenses', apart from food will also include expenses such as Laundry, Food related, Groceries etc within reasonable limits. Associates should produce bills for such expenses wherever possible. However, any claim without bills would be subject to TDS as per statutory regulations.
4. Conveyance Expenses' can be claimed against bills only. However, on exceptional occasions, where an Associate is unable to produce bills, due to non- availability of the bills, he/she on those occasions alone claim the reasonable actual cost incurred against a 'self-declaration'. The associate must however state the details of the travel incurred when claiming conveyance through 'self declaration'
5. 'Incidentals' can be claimed without bills subject to TDS as per statutory regulations
6. All expenses, except 'Stay' will be settled based on the 'cumulative' entitlements for the total duration of the travel and not on a 'per day entitlement' basis
7. In all countries where 'Local Trains' are available, Associates are expected to travel by train
8. Associates should stay in Company approved hotels, wherever available
9. The travel fare from Airport to Hotel - Airport can be claimed at actual by taxi across levels.

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Stay	<ul style="list-style-type: none"> <li>○ Wherever there is a tie up with the hotels for discounts the list of such hotels shall be given by the Corporate Services Rep and the same shall be attached to the travel policy with a communication to the Finance Rep. In such cases the lodging entitlements of the associates (as given in the entitlements table) shall be post discount rates offered by the hotels.</li> <li>○ All the hotel bookings shall be done through the Corporate Services Rep to get the benefit of credit as well as discounts.</li> <li>○ Lodging entitlements / allowance would be permissible only if the Associate spends the night at place of visit.</li> <li>○ Wherever the Associate stays at the Company Guest house, he shall not be eligible for lodging allowance.</li> <li>○ Where an Associate reaches a place after a night journey by rail / road and spends the day at the place of visit and commences his return journey on the same day, he can claim 50% of his lodging allowance applicable on own arrangement basis. In case he opts, he can check into a hotel and claim lodging expenses as per his entitlements with the support of bills.</li> </ul>
Conveyance	<ul style="list-style-type: none"> <li>○ All official conveyance shall be as per the eligible mode of transport and shall be claimed on actuals.</li> <li>○ Associates from level 8 and above can hire air-conditioned taxi in case of necessity.</li> <li>○ Ordinarily point to point hiring of taxi should be resorted to except where exigency of work require half day or full day.</li> <li>○ Wherever required, associates of Level 8-14 can undertake the journey between cities by taxi. Such taxi expenses can be claimed only with the support of bills subject to a maximum of economy class airfare.</li> </ul>
Food	<ul style="list-style-type: none"> <li>○ Boarding expenses / boarding allowance can be claimed for the total duration of the travel i.e. from the time of departure from the head quarters to the time of arrival back as detailed below:</li> <li>○ Duration of less than 8 hours 50% of the eligibility.</li> <li>○ Duration of 8 hours and up to 24 hours 100% of the eligibility.</li> </ul>
Telephone	All official telephone calls (with bills indicating the persons, places and numbers called) shall be reimbursed to the Associate. Associates are advised to use the public telephone booths for STD calls instead using the hotel telephone where the tariff is high.
Entertainment	All official entertainment expenses shall require the approval of HOD concerned. Details of the persons entertained needs to be mentioned on the bill and attached to the TER. Associates are not encouraged to entertain guests over drinks.

**HR Policy Manual**

Miscellaneous Expenditure	Allowances for Miscellaneous Expenses cover, shoeshine, toiletries, personal telephone, personal tips, hotel tips, porter charges, newspapers, magazines etc. No amounts can be claimed for any of these items separately.
Laundry Expenses	Can be claimed as part of lodging limits at actuals with bills.
Expenses of family	If an associate takes any of his family members or friends along with him on the tour, all related incremental expenses shall be to the account of the associate.
Procedure	Associate will prepare a TP. TP has to be approved by concerned HOD and submitted to Fin Rep. The FD shall satisfy that the TP has been properly approved and is as per policy guidelines.
Tour Program	In order to undertake an official travel, a Tour Program (TP) shall be prepared by the associate in the prescribed format in triplicate and get the same duly approved by competent authority as given below: <ul style="list-style-type: none"> <li>○ For all traveling associates below the level of HOD the approving Authority for TP and TER is the HOD</li> <li>○ For all HOD's the approving authority for TP and TER is the self approval</li> </ul>
Ticket Booking /Cancellation:	<ul style="list-style-type: none"> <li>○ All flight tickets shall be booked by the Corporate Services Rep only on the basis of a properly approved Tour Program.</li> <li>○ The hotel accommodation shall be booked by the Corporate Services Rep only on the basis of a duly approved tour program.</li> <li>○ Train tickets can be booked either by the Associate himself or through Corporate Services Rep or through some other agent. Ticket booking charges can be claimed @ Rs 25/- per ticket on production of bills.</li> <li>○ Where after an air ticket has been booked but the proposed travel is cancelled or a segment of travel is cancelled, the Associate traveling shall hand over the unused flight tickets to the Corporate Services Rep and the Corporate Services Rep shall make an acknowledgement in quadruplicate and distribute as follows: <ul style="list-style-type: none"> <li>Original – Associate (to attach to the TER) <ul style="list-style-type: none"> <li>▪ 1<sup>st</sup> copy – Associate (to be retained with himself)</li> <li>▪ 2<sup>nd</sup> copy – FD</li> <li>▪ 3<sup>rd</sup> Copy – Book copy of HR Rep</li> </ul> </li> </ul> </li> <li>○ Admin Rep shall obtain refund for unutilized tickets, In case an associate does not return the unused tickets within time and that results in a loss the same shall be borne by the associate.</li> </ul>

**HR Policy Manual****Travel Advance:**

- An associate could take travel advance as per his entitlements for the duration of stay only on the basis of a properly approved TP.
- No fresh travel advance would be extended where there is an unsettled advance (in respect of a completed tour) pending settlement against the name of the associate requesting the travel advance.
- All travel advance requirements not exceeding Rs. 5,000/- per request shall be paid on the same day (within office hours). Requests in excess of the above will be met pertaining to the approval from CFO.

**Note:** Associates are requested to settle their bills with the hotel on Checkout and not forward to company for payment. Settlement may be done through personal credit card or by taking a cash advance from Finance. On completion of tour, associate will include this amount in the TER and obtain re-imbursements if any. The only exception to this is when the company needs to bear the expenses of its guests. Such instructions need to be given to the Corporate Services Rep while making the reservation.

**Tour Expense Report****Submission of TER:**

- After completing the travel, the associate needs to submit a Tour Expense Report (TER) in the prescribed form.
- The Associate would forward the TER duly approved (as mentioned in the table under the heading 'tour program') to the FD for settlement within three working days from the date of his return to his work place.
- The TER shall be supported by the used air tickets / Train Tickets. The used tickets shall be attached to the TER wherever available.
- Wherever unused air tickets were returned to Corporate Services Rep, the acknowledgement of the same shall be attached to the TER.
- Where the claim is less than the travel advance taken, the Associate would refund the balance along with the TER and give the cash receipt number on the TER.

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Settlement of TER:	All Domestic Travel Expense Reports shall be settled by the FD within three working days of submission. The FD shall prepare a voucher for the amount due to the Associate and get the same duly approved and hand over to the cashier. The cashier shall intimate to the Associate and disburse the amount. In case the TER is not submitted within 15 days from the date of completion of journey as per TP, the FD may deduct the total advance from the salary of the associate concerned after giving him a reminder.
Payments through Credit Cards:	Wherever company credit cards are used for meeting expenses on travel the same shall be indicated in the TER clearly giving the details of amounts so paid and the details of expenditure and the bills also be attached to the TER.
Chargeability:	Where the chargeability of a travel is billable to a client, all expenses both domestic and international would be to the client account. The eligibility prescribed by the client would determine the mode of travel, hospitality expenses, conveyance etc. Where nothing is prescribed, the eligibility rules of DIPL would apply. The FD shall inform the Billing Department to raise an Invoice on the client.
Guidelines:	<p>The Associate shall attach all the original bills for the expenditure wherever the claims are made on actual basis. If the bills are not submitted the Associate shall be paid allowances on own arrangement basis. While settling the TERs, the FD shall calculate the entitlements (for stay and food) of the Associates on an overall basis for each trip and compare the actuals with the same.</p> <p>The FD shall be provided with the guidelines by the Finance HOD for passing the travel bills.</p>

**DRESS CODE****HR Policy Manual**

Purpose	To establish broad guidelines and prescribe the dress code, while at work, for all Associates across DIPL
Philosophy	All Associates are properly attired to reflect the high standards of professionalism and customer orientation that the company is committed to pursue. In other words, the sartorial tastes of the Associates should reflect the image and values upheld by the company. Dress for the personnel in the organization is maintained appropriately to reflect the corporate image of the company
Scope	All associates of DIPL on regular rolls / contract, temporary and personnel provided by outsourcing agencies.
Eligibility	<p>➤ On Rolls :</p> <p>All the associates will be given two shirts and two extra shirts for the associates working in the marketing and customer support for every two years.</p> <p>➤ Office boys &amp; attendant supervisors at HO / RO will be provided the following once :- Two shirts with company logo, Two trousers, Pair of shoes, Two pairs of socks, One Belt.</p>
<u>Dress Type</u>	
Male Associates	<p>Formal:</p> <p>Collared light colour shirts with dark colour trousers (Full / half-sleeves), collared dark colour shirts with light colour trousers (Full / Half sleeves), neck tie (optional), and leather shoes (black/brown).</p> <p>Informal/Business Casual</p> <p>Collared light / dark colour shirts/Collared T- shirts tucked in, Jeans, light / dark colour trousers and suede/leather/sport shoes.</p>
Female associates	<p>Formal</p> <p>Sarees /salwar kameez (suits), sandals.</p> <p>Formal (Western) attire</p> <p>Trousers, full skirts, formal shirts and sandals.</p> <p>Informal wear : Full skirts, tops, Jeans, trousers, Collared T shirts ,sandals and sport shoes.</p>
Explicit exclusions	Shirts with Bold / Bright prints, T-shirts without collar (Round and V-necked) Men's kurta – pyjama and slippers.
Formal Dress Code	A Formal dress code is mandatory for the following occasions:

## HR Policy Manual

	<ul style="list-style-type: none"> <li>○ Working days and during client visits.</li> <li>○ Seminars in which Associate is presenting a paper on behalf of DIPL.</li> <li>○ Client meetings and presentations.</li> <li>○ For In-house Training Programs, informal / business-casual dress code will apply.</li> <li>○ Clean &amp; neat appearance is essential in the work environment.</li> </ul> <p>It is recommended that male Associates wear a full suit or a blazer when there are in external client presentations, unless otherwise specified.</p> <p><b>Note:</b> As ambassadors of the company, it is imperative that we consciously adhere to the specified norms at all times.</p>
Schedule	
Corporate Office	Monday & Friday : DIPL outfit provided by company.
Project Site	Monday to Sunday : DIPL outfit provided by company ( Shirt, Trouser & Blazer)
Role	Responsibilities
Corporate Office	To procure dress from the market as per specifications approved by the CEO. To select good quality material.
HR Help Desk	To raise the indent as per the associates eligibility and forward it to Corporate Services Rep. The duty of implementing the dress code is with the HR Rep at HO and Project Head at Projects. The CEO shall take the initiation in the case of VP and other senior personnel in the organization for the purpose
Corporate Services Rep	To check the availability of DIPL dress stock and issue the dress to the associate as per the requisition.  To ensure the following:- <ul style="list-style-type: none"> <li>○ Logo of the company has to be placed at an appropriate place so as to be seen properly.</li> <li>○ The shirts given are in a wearable condition.</li> <li>○ The given shirts are new and no give back shirts should be reissued.</li> <li>○ To intimate the associates the days and occasions to wear the uniform</li> </ul>
Reporting Manager	To counsel associates reporting to him/her incase they are not appropriately dressed
Associate	To follow the dress code and ensure the following:-  To ensure the following:-



**HR Policy Manual**

- The associates receiving the shirts should maintain them in good condition.
- They should wear their uniform in a good and clean condition – well ironed and in fresh condition.
- Should not wear them for private works or on the days and time he is not on work/ on any works that is not in the interest of the company.
- All associates at HO and project must wear the uniform on all Mondays & Fridays. Project personnel must also wear the uniform during special client inspection and important meetings. Also when an associate is representing the company in an important meeting, seminars, presentations, hosting of events etc. All office boys and supervisors at HO shall wear the uniform on all working days. Shoes are must for all.
- Every associate should report to the company if the dress is not in wearable condition and get it replaced according to the conditions that apply.
- If in case the dress is lost, associate will be made accountable if the reasons given are not satisfactory.
- Need to pay Rs. 600 for getting a new shirt in case of lost / Damage
- When the associate is wearing the dress, one has to in the shirt and should have the shoes.
- It should not be given to others to wear it when it is not needed in the office.
- Should apply for new shirt every two years after handing over the old shirts.
- At the time of leaving the organization one has to submit their dress back or else they will be charged for it.

Corporate  
Services Rep/  
Project Incharge

Shall ensure the receipt of the uniform while the associate is leaving the company and also ensure that the returned uniform is destroyed by shredding

**HR Policy Manual****DIPL****DRESS REQUISITION FORM – For new Joinees**

Date:

NAME	
EMP NO	
SDOJ	
DEPT	
DESIGNATION	
SIZE OF THE SHIRT	
<b>SIGNATURES</b>  (Associate Rep)                      (HR Helpdesk)                      (Corporate Services Rep)	

Date:

**RM (In case of loss / Damage)**

NAME	
EMP NO	
DOJ	
DEPT	
DESIGNATION	
SIZE OF THE SHIRT	
<b>SIGNATURES</b>  (HOD)                      (HR Helpdesk)                      (Corporate Services Rep)	

## HR Policy Manual

### DIVERSITY

#### Scope

DIPL is committed to develop the diverse skills and experiences of all and respects its associates, clients, candidates and investors throughout the world without regard to their differences or similarities. Actions and behaviours must demonstrate and confirm respect for each other and each other's contributions. DIPL is committed to the goals of equal opportunity and affirmative action in employment.

Provides a work environment for associates that fosters fairness, equity, and respect for social and cultural diversity, and that is free from unlawful discrimination, harassment and vilification as determined by current and future legislation. Our differences and similarities include but are not limited to:

- Age (Below 18 years of age, will not be hired)
- Culture
- Economic status
- Education and training
- Experience
- Gender
- Lifestyle, including marital status and family status
- Physical and mental abilities
- Race, nationality and ethnicity
- Religion
- Sexual orientation

DIPL is committed to recruiting and retaining employees whose skills, experience, and attitude are appropriate to the requirements of the various positions regardless of age.

#### Procedure

DIPL recognizes that harassment violates fundamental rights of gender equality, right to life and liberty and right to work with human dignity guaranteed by the Constitution of India. To meet this objective, DIPL is unequivocally committed to institute measures to avoid, eliminate and if necessary impose punishment for any act of harassment, which includes unwelcome behavior

DIPL is also committed creating a workplace where all members of the organization, no matter what the size of that organization, can feel at ease with all other members of the organization and can work effectively and professionally.

Every person as an individual has unique levels of sensitivity and reaction to other people and what they say and do. This is an important issue to be made clear at the outset to every new employee of DIPL. Sexual harassment is a serious criminal offence, which can destroy human dignity and freedom, and as an organization, DIPL is committed to ensuring that it does not occur in our work place.

#### Applicability:

The Diversity policy applies to men and women; to relationships between supervisors and subordinates; and to peer relationships. Our associates, customers, vendors, consultants, and anyone else doing business on our premises must comply with this policy and any deviations / grievances will be addressed as per Grievance policy.

## HR Policy Manual

Purpose	To ensure that separation of an associate from the services of the company is complete in all respects and the successor is suitably oriented to take over the assignment so as not to jeopardize the working system.
Scope	Associates who wish to / asked to separate.
Responsibilities	Details of Responsibilities
HOD	Intimates HR Rep regarding stop salary as per stipulated time lines
HR Rep	Validate the clearance form and forward to Finance Rep
Finance Rep	Hand over the final settlement cheque within 1 working day from the date of receipt of the validated form from HR Rep
Legal Rep	Address any legal cases arising out of breach of terms of employment.
Reasons for separation	<p>Separation can happen through following manner :</p> <ul style="list-style-type: none"> <li>○ Resignation - an associate leaves the services of the company on his/her own reason, before the retirement age.</li> <li>○ Retirement at the age of 60 years.</li> <li>○ Termination - when the company at its own discretion terminates the services for any major misconduct/continued poor performance.</li> <li>○ Absconding</li> </ul>
Resignation	<p>An associate opting for separation, would submit resignation letter to their respective reporting manager.</p> <p>The reporting manager shall inform HR Rep immediately.</p> <p>If the Reporting Manager and HR Rep do not succeed in influencing such associate to reconsider his/her decision, Reporting manager should accept the resignation formally, indicate a relieving date, make a request for waiver of the notice period (either complete or partial) if any and forward the resignation letter to HR Rep within 2 working days of the completion of the discussion.</p>

## HR Policy Manual

	<p>Request for the waiver of the notice period (either partial or complete) should be approved by the respective HOD. In case the request for waiver is accepted then the approvals shall be attached with the resignation copy prior to sending it to HR Rep.</p> <p>If an associate intends to get relieved even before serving the notice period, then salary would be recovered for the shortfall in the notice period.</p> <p>The respective reporting manager is responsible for ensuring smooth transition between the associate separating from the organization and the successor taking charge of separating associate's job responsibilities. Keeping the need of the company and the client, the respective functional head should ensure :</p> <ul style="list-style-type: none"> <li>○ The new successor is sufficiently oriented (technically/functionally) to perform competently</li> <li>○ The company should not suffer in any way during / after such transition.</li> </ul> <p>The concerned associate should complete handing over all responsibilities, knowledge, documents, etc., on the last working day to the next team member identified by his/her Manager. The functional head would not release any project based documents to such associate.</p>
Termination of Employment	<p>As a learning organization, the company gives the maximum opportunity for an associate to prove his/her ability during the employment period in the organization. The termination of employment would be the last resort from the employer on following grounds :</p> <ul style="list-style-type: none"> <li>○ If an associate cannot prove his/her role relevant technical/functional ability during the service period,</li> <li>○ If there is a deteriorating performance during any period of employment even after advice by the respective manager</li> <li>○ If any behavior/attitude of an associate leads to breach of trust/confidence with the employer/ contractor,</li> <li>○ If the attitude of the associate is absolutely contrary to company's basic culture,</li> <li>○ For tampering of any official records,</li> <li>○ For non-following of any policies, rules &amp; regulations of the organization</li> </ul> <p>Termination of employment is considered as an extreme step, if the instances of above points are repetitive in nature. Where such cases are proved, associate would be terminated without any notice period. In such cases, management reserves the right to either compensate in lieu of termination or not to compensate in any manner. If company decides to compensate, the compensation amount shall not exceed his/her one month salary and paid a lumpsum equivalent to his/her current one month salary, after deducting all dues receivable from such associate.</p>

## HR Policy Manual

	<p>Management may even decide to downsize the Organization reducing the number of people for loss of projects, obsolescence of skills or technology wherein such persons cannot get re-deployed or retrained for the new skill requirements or for improving organizations productivity for economic viability of the organization.</p>
Procedure	<ul style="list-style-type: none"> <li>○ In case of resignation, HR Rep shall forward the resignation letter with the approvals wherever applicable to HR Rep. HR Rep shall conduct the Exit Interview and fill the Exit Interview form and forward along with the Resignation letter.</li> <li>○ In case of termination, the formal termination letter is issued to the associate and a copy is handed over to HR Rep for processing with stop salary advice.</li> <li>○ In case of associates absconding, the communication thread proving no show case is forwarded to HR Rep with stop salary advice. If the associate is on a service agreement the associate's service agreement shall be sent to the legal department.</li> </ul> <p>HR Rep shall advise for Stop salary to the <u>HR helpdesk</u>.</p> <p>All stop salary advices (Format annexed) shall be done on a day to day basis as the consolidation for payroll shall happen on the 25<sup>th</sup> of every month.</p> <p>In case of resignations after payroll cut off date shall be informed immediately.</p> <p>HR Rep shall in the last week of the respective associate's service with DIPL</p> <ul style="list-style-type: none"> <li>○ issue the clearance form to the associate who has separated</li> <li>○ Issue a resignation acceptance copy within one working day from the date of receipt of the resignation letter.</li> </ul> <p>The clearance certificate shall be signed by various departments.</p> <ul style="list-style-type: none"> <li>○ The System Corporate Services will delete the Email account of such associate,</li> <li>○ Corporate Services Rep would collect back table draw keys or If the drawer keys are miss placed an amount of Rs 200 shall be recovered from the associate's final settlement.</li> <li>○ Corporate Services Rep shall collect the ID/access card, etc.</li> <li>○ The Finance Rep would mention/collect the dues, if any.</li> </ul>

## HR Policy Manual

Final Settlement	<p>Associates shall obtain clearances and hand over the clearance form to HR Rep on the last working day for further processing.</p> <p>HR Rep shall validate the same and forward to Finance Rep within 2 working days from the date of receipt of the completed form.</p> <p>Subject to obtaining no-due clearance from all functions, the Full and Final Settlement will be made within 1 working day following the last working day. Finance Rep hand over the cheque to HR Rep who will hand over to the associate.</p>										
Notice Period Clause	<table border="1" data-bbox="532 709 1317 898"> <thead> <tr> <th>Levels</th><th>Notice Period (in days)</th></tr> </thead> <tbody> <tr> <td>Level 1 to Level 3</td><td>30</td></tr> <tr> <td>Level 4 to Level 7</td><td>60</td></tr> <tr> <td>Level 8 to level 11</td><td>90</td></tr> <tr> <td>Level 12 and above</td><td>120</td></tr> </tbody> </table>	Levels	Notice Period (in days)	Level 1 to Level 3	30	Level 4 to Level 7	60	Level 8 to level 11	90	Level 12 and above	120
Levels	Notice Period (in days)										
Level 1 to Level 3	30										
Level 4 to Level 7	60										
Level 8 to level 11	90										
Level 12 and above	120										
Recovery of the Notice Period	<p>For recovery of shortfall in the Notice Period, firstly the leave at credit &amp; the salary payable for the days worked in the relevant month would be deducted from the due notice period and then for the short fall period, a proportionate recovery will be made comprising of gross salary components. For the purpose of calculation of rate per day, thirty days per month will be taken as standard.</p> <p>Tax will be deducted as per the provisions of the Income-Tax law.</p> <p>Commencement of Notice Period: - The notice period will commence from the day of resignation is officially tendered before 12 noon on a working day. Resignation tendered after 12 noon will be taken as tendered on the following day for all accounting purposes.</p> <p>In the event of any dues from the associate the finance department will forward a copy of the Full &amp; Final settlement to HR for filing the same in the service file and process the claims if any.</p>										
Relieving and service certificate Issual	<p>HR Rep shall in turn issue the final settlement cheque, Relieving and Service Certificate to the associate and forward a copy of the final settlement statement.</p> <p>The second copy is filed into the personal file of the associate and database updated.</p> <p>Associate's email id and any common share folders on his name shall be deleted on his date of relieving. Incase the same has to be kept active for business needs the reporting manager shall send a request to HR Rep.</p>										

**HR Policy Manual****DIPL****STOP SALARY ADVISE FORM**

Associate Name	
Associate Number	
Designation	
Department	
Type (Resignation/Termination/Absconding/)	
Date of Joining	
Date of Resignation	
Date of Stop Salary	
Date of Relieving	
Notice Period (to be served / waived partially or completely)	
Approval of HOD for waiver of notice period	

Signature of the HOD Name  
Date



**GRIEVANCE REDRESSAL**

<b>Purpose</b>	To provide productive and harmonious work environment by ensuring that grievances are responded to resolved in a fairly and quickly thereby preventing minor problems or grievances from escalating.
<b>Scope</b>	This guideline is applicable to all associates of DIPL.
<b>Role</b>	<b>Responsibilities</b>
<b>Associate</b>	<ul style="list-style-type: none"> <li>Associate can state their grievance in the form available on Intranet, submit and discuss it with the Reporting Manager. In case grievance is related to their Reporting Manager, then the associate can reach their Functional Lead or HR Rep.</li> </ul>
<b>Reporting Manager</b>	<ul style="list-style-type: none"> <li>Identifies the ground for the grievance, records the details of the grievance in Grievance Record Form after taking necessary clarifications from Associate, discusses with the Process Owner (under whose purview Grievance falls) besides arriving at decisions/actions to resolve the grievance, communicates the same to Associate within 3 working days of receiving the Grievance Filing Form.</li> <li>Refers the grievance to Level 1 committee immediately after the Associate has communicated dissatisfaction over the actions/decisions to resolve the grievance.</li> <li>Performs the role of member of Level 1 Committee</li> </ul>
<b>Function Lead (Skip Manager)</b>	<ul style="list-style-type: none"> <li>Identifies the ground for the grievance, records the details of the grievance in Grievance Record Form after taking necessary clarifications from Associate, discusses with the Reporting Manager and Process Owner (under whose purview Grievance falls) besides arriving at decisions/actions to resolve the grievance, communicates the same to Associate within 3 working days of escalation.</li> <li>Refers the grievance to Level 1 committee immediately after the Associate has communicated dissatisfaction over the actions/decisions arrived at to resolve the grievance.</li> </ul>
<b>HOD</b>	<ul style="list-style-type: none"> <li>Discusses with the Reporting Manager and/or Skip Manager about the grievance besides arriving at the resolution of the same.</li> <li>Performs the role of member of Level 1 Committee</li> </ul>
<b>HR Rep / Managers</b>	<ul style="list-style-type: none"> <li>Co ordinates the meetings, if requested by Reporting Manager/Function Lead (Skip Manager) Communicates to the HR Lead about the decisions/actions arrived at meeting arranged by Reporting Manager/Function Lead (Skip Manager).</li> <li>Performs the role of member of Level 1 Committee</li> <li>Designates an associate from the team to perform the role</li> </ul> <p>The committee includes any HR Rep or designated associate, Reporting Manager and HOD. The committee is responsible for</p>
<b>FLCL / Reporting Manager / HR Rep (Level-1 Committee)</b>	<ul style="list-style-type: none"> <li>Resolving the Grievance referred to the Committee with in the stipulated time period, documentation of all the relevant details and communication of the same to all the parties concerned. Reporting to Level 2 Committee about all the resolutions wherever needed.</li> <li>Seeking advice from Level 2 Committee on issues where Level 1 Committee cannot reach to a consensus.</li> <li>Reviewing the grounds for grievance and Grievance Redressal procedure and submit recommendations to the Level 2 Committee.</li> </ul>



## HR Policy Manual

<p><b>Procedure</b></p> <p><b>Grounds on which grievance can be raised by the</b></p>	<p><b>Grievances can be raised by associates on the following grounds:</b></p> <ul style="list-style-type: none"> <li>• Non Compliance &amp; adherence to Code of Conduct &amp; Diversity Policy</li> <li>• Use of abusive language</li> <li>• Superior drunk on duty</li> <li>• Violation of terms &amp; conditions of employment</li> <li>• Failure to grant work related privileges formally documented and communicated to the associate.</li> <li>• Unjustifiable delay in actions on claims of all official expenses (for example Business Entertainment expenses).</li> <li>• Unfair disciplinary action.</li> </ul>
<p><b>Grievance handling</b></p>	<p>Grievances raised on the grounds of Code of Conduct &amp; Diversity are handled with reference to the Policy on Diversity.</p> <p>Grievance raised on any ground (other than sexual discrimination/harassment) are dealt in the following manner:</p> <p><b>Step1:</b> Associate shall communicate to the reporting manager about the grievance.</p> <p><b>Step2:</b> The Reporting Manager identifies the ground for the grievance, records the details of the grievance in Grievance Form after necessary clarifications from associate. Reporting Manager meets and discuss with Manager/HOD under whose purview the Grievance falls. Both the Reporting Manager &amp; Manager/HOD arrive at decisions/actions to resolve the grievance. Reporting Manager records the details in Grievance Record Form and communicates the same to associate and respective HR Rep with in 3 working days of receiving the Grievance filing form. HR Rep communicates the same to HR Manager/Head HR.</p> <p><b>Step3:</b> In case of undue delay of the reporting manager in resolving the Grievance, associate escalates the Grievance to the Function Lead (skip manager) who identifies the ground for the grievance, records the details of the grievance in Grievance Record form after taking necessary clarifications from associate. Function Lead meets and discusses with the reporting manager and also the Manager/HOD under whose purview the Grievance falls. All of them arrive at decisions/actions to resolve the grievance. Skip Manager records the details in Grievance Record Form and communicates the same to Associate and respective HR rep. within 3 working days of associate raising the grievance with Function Lead. HR Rep communicates the same to Manager/Head HR.</p> <p><b>Step4:</b> Associate, if dissatisfied by the decisions/actions communicates the same to the reporting manager/ Function Lead (whoever has send communication to the associate about the decision/actions).</p> <p><b>Step5:</b> Reporting Manager/Function Lead refers to the Grievance Immediately following associate's communication to Level 1 Committee which investigates the grievance, arrives at the decisions/actions, obtain approval from Level 2 Committee, wherever needed and communicates the decisions/actions to all the parties involved in the grievance within 15 working days of such reference. The decisions/actions post approval by Level 2 Committee becomes binding on all the parties involved in the grievance.</p> <p><b>Step6:</b> Associate, if dissatisfied by the decisions/actions communicates the same to the reporting manager/ Function Lead (whoever has send communication to the associate about the decision/actions).</p>

## HR Policy Manual

**Step6:** HOD refers to the Grievance Immediately following associate's communication to Level 2 Committee which investigates the grievance, arrives at the decisions/actions, obtain approval from Level 3 Committee, wherever needed and communicates the decisions/actions to all the parties involved in the grievance within 15 working days of such reference. The decisions/actions post approval by Level 3 Committee becomes binding on all the parties involved in the grievance.

**Note1:** All the issues related to Compensation and Benefits (C&B) do not come under scope of Grievances and are dealt by HR -AR Rep in consultation with Helpdesk Rep or Head HR.

**Note2:** The grievance redressal procedure is conducted in confidence. Confidentiality will be asked of each person involved at every stage in the procedure. Measures are taken to ensure complaints are handled confidentiality and victimization is avoided.

**Note3:** The Forum of Grievance Redressal shall be used by associates judiciously and any attempt for raising malicious or unfounded allegations against other associates is treated very seriously and is subject to strict disciplinary action.

**Note4:** The responsibility to determine whether a complaint (not listed above) can be treated as grievance lies with Level 1 Committee of HR rep or designated associate, Reporting Manager and HOD. However, the same needs to be approved by Level 3 Committee consisting of Head HR (Head – Human Resources) CFO (Chief Financial Officer) and CEO (Chief Executive Officer).

<b>Measurement</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Verification</b>	Adherence to this procedure shall be verified as per the procedure on Internal Verification
<b>Records</b>	<ul style="list-style-type: none"> <li>• Grievance Filing Form</li> <li>• Grievance Record Form</li> </ul>
<b>References</b>	<ul style="list-style-type: none"> <li>• Code of conduct</li> <li>• Diversity (Gender Sensitivity)</li> <li>• Terms and Conditions of Employment.</li> </ul>

**Note :** Grievance Filling & Record forms are available on Intranet.

HR Policy Manual

HEALTH, SAFETY & ENVIRONMENT

Purpose	<p>DIPL is committed to ensuring the Health and Safety of our associates, operating communities, locations and the natural environment within the bonds of work life here at DIPL..</p> <p>Where ever we operate, we will conduct our business with respect and care for both the local and global environment and systematically manage risks to drive sustainable business growth.</p> <p>While DIPL respects the personal preference of each individual whether or not to smoke, it is the objective of the company to provide a smoke free, comfortable and healthy working environment for all its associates. To this end, smoking in DIPL premises is not allowed, except in designated smoking areas if provided for. All associates are requested to use the smoking area for the same. The associates are also urged to refrain from smoking in the vehicle during travel to and from office.</p>
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## HR Policy Manual

### ID CARDS

Purpose	To provide guidelines for issue of ID cards.
Scope	All associates on regular rolls / contract and personnel provided by outsourcing agencies.
Role	Responsibilities
Associate	To fill in the ID card Request form while filling the joining document.
HR Help Desk	To collect the ID card request form from associate and send the form along with scanned photograph and signature to Corporate Services Rep on the date of joining of the associate.
Corporate Services Rep	To Issue Permanent / temporary ID cards to all associates based on the request form received from HR Rep
	To recover an amount of Rs.200 on loss of ID card and issue a new ID Card.
Associate	To carry the ID card and produce the same on demand by security personnel.
	<ul style="list-style-type: none"> <li>○ ID card consists of <ul style="list-style-type: none"> <li>▪ Identification (Permanent) Card for access to DIPL Premises</li> </ul> </li> <li>○ ID card shall have the following details :- <ul style="list-style-type: none"> <li>▪ for associates on regular rolls Name, ID No, Office Address, Blood group details signed off by the card holder and the signatory authority.</li> <li>▪ Temporary/contract/trainee/vendor Associates' shall receive ID card with their photographs, Name, ID number, date of validity along with the Proxy card (where applicable)</li> </ul> </li> </ul>

## HR Policy Manual

	<ul style="list-style-type: none"> <li>○ <b>Types of cards and their validity</b></li> </ul> <table border="1"> <thead> <tr> <th>Category of Cards</th><th>Validity</th></tr> </thead> <tbody> <tr> <td>Permanent</td><td>Period of employment</td></tr> <tr> <td>On Contract /Vendor</td><td>Period of contract</td></tr> <tr> <td>Trainee</td><td>Period of training assignment</td></tr> </tbody> </table> <ul style="list-style-type: none"> <li>○ If Permanent ID cards are not made available due to any malfunctioning of the instrument, Issue of Temporary Official ID Cards to associates within 1 working day.</li> <li>○ Every Associate is expected to carry the same and produce it on demand.</li> <li>○ Collect the ID card from the associate at the time of separation.</li> </ul>	Category of Cards	Validity	Permanent	Period of employment	On Contract /Vendor	Period of contract	Trainee	Period of training assignment
Category of Cards	Validity								
Permanent	Period of employment								
On Contract /Vendor	Period of contract								
Trainee	Period of training assignment								
Procedure for acquiring a duplicate card	<ul style="list-style-type: none"> <li>○ Associates on permanent, temporary and Contract rolls shall fill the ID Request Form (which is part of the Joining Docket).</li> <li>○ HR Rep shall forward the filled ID request form along with the scanned photograph &amp; signature of the associate to Corporate Services Rep on the date of joining of the associate.</li> </ul>								
Loss of card:	<ul style="list-style-type: none"> <li>○ Loss of ID card is considered a case of negligence on the part of the Associate and the Associate is liable for a fine of Rs 300/- by cheque in favor of "DIPL". Associate, however be issued a new card within 3 working days on payment of the fine amount to the Corporate Services Rep.</li> </ul>								
Duplicate card Request	<ul style="list-style-type: none"> <li>○ Associate who has lost the card shall immediately inform the Corporate Services Rep.</li> <li>○ Associate needs to fill a fresh ID request Form for acquiring a duplicate card.</li> </ul>								

Surrender of card	<ul style="list-style-type: none"> <li>○ All Associates shall surrender the ID card to the HR Rep at the time of leaving the company.</li> </ul>
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## HR Policy Manual

### INFRASTRUCTURE REQUIREMENT

Purpose	To prescribe guidelines for issue and use of infrastructure, while at work, for all Associates across DIPL
Scope	All associates on permanent rolls of DIPL are eligible for the infrastructure facilities.
Infrastructure Details:	<p>All associates at DIPL are provided Infrastructure as per eligibility the following being the basic infrastructure:-</p> <ul style="list-style-type: none"> <li>○ 1 Workstation</li> <li>○ <b>1 PC</b> <ul style="list-style-type: none"> <li>▪ PC's, however do not contain the following:-</li> <li>▪ CD Drive</li> <li>▪ Floppy drive</li> <li>▪ Speakers</li> <li>▪ Headphones if required by the department</li> </ul> </li> <li>○ Requests for provision of the above excluded items shall have to be approved by HOD &amp; CEO</li> <li>○ 1 Mouse</li> <li>○ 1 Keyboard</li> <li>○ 1 Chair</li> <li>○ 1 Telephone extension</li> </ul>
Role	Responsibilities
HR Help Desk	<ul style="list-style-type: none"> <li>○ To send a weekly report to Corporate Services Rep to make arrangements for the Infrastructure to all new joinees prior date of joining.</li> <li>○ To intimate the Head HR / CEO about the seating capacity availability, when it exceeds the 80% occupancy rate.</li> <li>○ To allot infrastructure to new joinees.</li> <li>○ Maintenance of Infrastructure</li> </ul>
Corporate Services Rep	<ul style="list-style-type: none"> <li>○ All Associates are expected to handle all physical infrastructure with due care and report any malfunctioning to the Corporate Services Rep immediately.</li> <li>○ Please reach Corporate Services Dept for any help relating to the infrastructure.</li> </ul>
Associate	<ul style="list-style-type: none"> <li>○ Any occurrence of damage / Loss to the infrastructure has to be reported directly to the reporting manager and Corporate Services Rep. However, unreported damages to infrastructure shall be treated as negligence on the part of the Associate and may call for equivalent reimbursement in cash (depending on the kind of damage)</li> </ul>

**HR Policy Manual**

Infrastructure for Meeting / Conference / Training Program	Dept Facilitator	Shall be responsible for Safety upkeep of equipment indented to. To fill in the Requisition form as annexed and submit it to Corporate Services Rep.
	Corporate Services Rep	Corporate Services Rep shall coordinate and fulfill the requirements of the Coordinator as requested.
	System Administrator	System Administrator to check the Infrastructure before and after the meetings to see if everything is in place and report to the Corporate Services Rep in case of damage / loss.
	Corporate Services Rep	In case of loss due to negligence shall recover the cost of the same from the Coordinator.

**HR Policy Manual****INFRASTRUCTURE REQUISITION FORM FOR MEETINGS**

Date : \_\_\_\_\_

Board Room No. : \_\_\_\_\_

Time : From \_\_\_\_\_ To \_\_\_\_\_

Name of Facilitator : \_\_\_\_\_

Department : \_\_\_\_\_

Presided By : \_\_\_\_\_

No. of Persons Attending : \_\_\_\_\_

Purpose : \_\_\_\_\_

Infrastructure Required : Laptop / LCD / Others Please mention

Signature of Facilitator

Signature of Corporate Services Rep

## HR Policy Manual

**INSURANCE - (GMIP/GPAI)**

<u>Levels</u>	<u>Limit for GMIP-P</u>	<u>Limit for GPA-PA</u>
Level 0 to Level 5	Rs.3,00,000/-	Rs.5,00,000/-
Level 6 to Level 11	Rs.4,00,000/-	Rs.10,00,000/-
Level 12 & above	Rs.5,00,000/-	Rs.15,00,000/-

Purpose	To prescribe guidelines for coverage of Insurance for all Associates across DIPL. (includes contracts, Trainees & consultants)
Scope	<b>Self (Associate on Rolls of DIPL) + 5 members</b> (Associate, spouse, 2 dependant children, 2 Parents. are eligible for the Insurance as per level wise eligibility.
Eligibility	Note: In case any Claim is raised by the Associate pertaining to his/her parents Medical Insurance, Associate is required to make a <u>Co-Payment of 20 % of the Claim amount</u> to DIPL. The Co- Payment received by the Company will be ploughed back as Premium to keep the overall cost of covering the Parents within manageable limits.
Role	Responsibilities
HR Helpdesk	To send the New Joinees / Additions/ modifications for premium calculation in a specific format fortnightly i.e, 16 <sup>th</sup> & <b><u>30<sup>th</sup> / 31<sup>st</sup> of every month</u></b> , if the date is falling on weekend the information to be sent a day before.
Insurance Rep	After endorsing shall forward the same to Finance Rep for release of the cheque towards Insurance Company
Finance Rep	Insurance Company will take Minimum period of 2 Working days for premium computations & will forward the same to HR Rep
HR Helpdesk	Issues cheque to HR Helpdesk within 2 working days. Communicate the cheque number to the concerned Insurance Company for the coverage and dispatch the cheque on the same day along with the photo copy of the covered associate's details  Submit the cheque to Insurance Company & get the endorsement copy by fax or mail within 2 working days from receipt of the cheque.  Logins for the E Cards will be sent by FHPL and HR will communicate the same communicate the same to associate.  Sends the details of the associates who have been separated on a monthly basis to the Insurer for the cancellation in the same format. Will indicate the coverage limits to all new joinees at the time of joining.

**Insurance Contacts**

	Contact Numbers	Contact Name	Mail Address
Family Health Plan – TPA (For GMIP & GPA)	Toll Free No. – <b>1800-425-4033</b> Land Line - 040-24753279 Fax No. - 040-24756991	Mr.N.N.MURTHY	<a href="mailto:nnmurthy@fhpl.net">nnmurthy@fhpl.net</a>
HDFC Chubb For GMIP & GPA)	Mobile no. 9849398485	Mr. P Subramanyam	<a href="mailto:psubramanyam@hdfcchubb.com">psubramanyam@hdfcchubb.com</a>

E Cards	<ul style="list-style-type: none"> <li>○ We can find out the Status on claims on Family Health Plan website <a href="http://www.fhpl.net">www.fhpl.net</a></li> <li>○ Select the DIPL</li> <li>○ Key in the employee id</li> <li>○ Key in the password – Example . First letter of your name followed by last three digit of your employee id. Example Name – Raju X to be taken and then Emp Id – 49623 i.e R 623 will be password of the associate</li> <li>○ Click Enter.</li> <li>○ Click on the name of the member</li> <li>○ Click on the E-Card</li> </ul>
Weekly Visits	Rep from Family Health Plan will be visiting us frequently on weekly basis (Monday/ Friday) to collect the claims for reimbursements & the same will be reimbursed in 3 weeks from the date of submission of claims (Subject to correct documentation).
Under Scope	<i>All associates of DIPL are included in..... for Group Medclaim &amp; Group Personal Accident Policy.</i>

**HR Policy Manual****JOINING PROCESS**

<b>Purpose</b>	Define guidelines for Joining Process at DIPL
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<b>Scope</b>	Applicable for those who join DIPL on permanent rolls / on Contract and Trainee
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<b>Person</b>	<b>Details of Responsibilities</b>
HR Helpdesk	<b>Pre Joining ( before the date of joining of the candidates)</b> <ul style="list-style-type: none"> <li>➤ Generate list of tentative new joinees and forward to N&amp;S, CS and AR Representative before 1 week of candidate joining date.</li> <li>➤ Raise Resource Request form for the New Joinee and submit to N &amp; S before 1 week of candidate joining date.</li> </ul>
	<b>On the date of joining - Joining formalities</b> <ul style="list-style-type: none"> <li>➤ Meet &amp; welcome new joinees and hand over to Joining forms kit</li> <li>➤ Explains the process of joining formalities to the new joinees and help the associates in filling of joining forms</li> <li>➤ Verifies and collect documents from the associate as per the checklist</li> <li>➤ Incase of non availability of Relieving letter, HR Rep will take personal Undertaking from the associate in a predefined format. Facilitates completion of Notary formalities on the personal undertaking wherever required.</li> <li>➤ Facilitate in opening a Bank Account, PF Account.</li> <li>➤ Inform the associate about the Parichay- Induction Program.</li> <li>➤ Helps in clarification of any doubts raised by the new joinees</li> </ul> <b>On the date of joining - Post completion of joining formalities</b> <ul style="list-style-type: none"> <li>➤ Introduce the associate to CS rep to get info on the facilities and do the needful.</li> <li>➤ Introduce the associate to HR-AR rep for introduction to reporting manager &amp; team.</li> <li>➤ Open personal files for all the New Joinees by HR Rep and hand over the personal file to HR Helpdesk representative.</li> <li>➤ Upon receipt of personal file of new joinees, HR helpdesk rep update the master HRIS database of all the new joinees, and sends the welcome note mailers on every daily basis.</li> <li>➤ Issues letter of Appointment on the Date of Joining.</li> </ul>
HR - AR	<ul style="list-style-type: none"> <li>➤ Introduces the new joinee to the concerned within the Unit.</li> <li>➤ Interacts and clarifies all HR related queries.</li> <li>➤ Clarifies, reinforces role &amp; responsibilities</li> <li>➤ Formalizes reporting relationship</li> <li>➤ Ensures settling in of the Associate</li> <li>➤ Identifies buddy to help new inductee to settle down well</li> </ul>
CS Rep	<ul style="list-style-type: none"> <li>➤ Interacts with the new associate for issue of Identity Card on the date of joining.</li> </ul>

**HR Policy Manual**

<b>Joining Report</b>	<ul style="list-style-type: none"> <li>➤ Providing an ID card, providing workstation within 24 hours of the associate joining.</li> <li>➤ Corporate Services shall issue Permanent Identity Card within three working days from the date of joining of the associate.</li> <li>➤ Corporate Services to arrange for Stationery, Venue, CUG &amp; infrastructure</li> </ul> <p>The Associate is required to fill up the Joining kit provided to him. The kit contains the following forms:</p> <ul style="list-style-type: none"> <li>➤ Joining Report</li> <li>➤ Employee detail Forms</li> <li>➤ HR Records</li> <li>➤ Salary particulars</li> <li>➤ Group Mediclaim &amp; Accident Insurance nomination Form.</li> <li>➤ Form 'G' (Gratuity form)</li> <li>➤ Personal ID Card form</li> <li>➤ PF Nomination form</li> <li>➤ Tax Savings declaration form (Investment Plan) for associates with experience which shall be submitted to the Finance Representative directly.</li> <li>➤ UTI Bank Application form</li> <li>➤ Personal undertaking for Non-submission of Relieving letter.</li> <li>➤ Code of Conduct</li> <li>➤ Business Cards.</li> </ul>
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## HR Policy Manual

<b>Checklist Documentation</b>	<p>The associate shall submit the documentation as per the checklist provided in the offer letter. complete documentation includes</p> <ul style="list-style-type: none"> <li>➤ Photocopy of Birth certificate</li> <li>➤ Academic certificates (including marks sheet and convocation certificate) from X std. to highest qualification acquired</li> <li>➤ Relieving letter / Resignation Acceptance Service Certificate (photocopy) <ul style="list-style-type: none"> <li>▪ Note: For non-submission of Relieving letter and Service Certificate, the candidate has to submit a personal undertaking on the non-judicial stamp paper. Accepted resignation letter with the signature and stamp from the previous company is an alternative in absence of service certificate. In all such cases, the decision of the Head-HR shall be final for completion of the joining formalities for the candidate.</li> </ul> </li> <li>➤ Last drawn pay slip from previous employer.</li> <li>➤ Seven passport size color photographs</li> <li>➤ Original and Photocopy of service agreement from the last employer (where applicable)</li> <li>➤ 3 Passport photographs of the Dependants mentioned in the GMIP/GPAI Nomination forms.</li> <li>➤ IT Returns copy</li> <li>➤ PAN Card copy / application Number (Mandatory to credit the salaries as per the latest Tax regulations).</li> <li>➤ Copy of Voter's ID Card, if available</li> <li>➤ Photocopy of the passport. If not available, should apply.</li> <li>➤ Photocopy of the Driving License (Optional)</li> <li>➤ The joining formalities are complete for the selects only if all the above documents are submitted.</li> <li>➤ In case of incomplete documentation an undertaking is signed by the associate.</li> </ul>
<b>Important points</b>	<ul style="list-style-type: none"> <li>➤ Joining Formalities will be done on Monday &amp; Thursday of every week to the extent possible. Incase of emergency/criticality of the position the same shall be done on other days of the week.</li> <li>➤ On the date of joining, HR-Helpdesk Representative shall guide the new joiner.</li> <li>➤ HR-helpdesk Representative on clarifying any issues conducts the joining formalities starting with distributing the welcome kit. Welcome kit consists of welcome note, joining forms kit, and Bank application form. On distributing the welcome kits HR-helpdesk Representative shall introduce himself/herself and his/her team and proceed to conduct the joining formalities. HR-Helpdesk Representative validates and collects the documents of each associate during collection of documents.</li> <li>➤ In case of incomplete documentation an undertaking is signed by the associate.</li> <li>➤ After the associates complete filling the joining forms, shall be introduced to the HR-AR Representative for taking them through an Induction and formally introducing them to the teams.</li> </ul>



**HR Policy Manual****LAP TOP ALLOTMENT**

Purpose	To define the process and guidelines for usage of laptop provided by company.
Scope	Associates at Level 8 & Above at DIPL
Role	Responsibilities
HR Helpdesk	<ul style="list-style-type: none"> <li>○ Informs Corporate Services Rep the eligibility of laptop at the time of Joining of the associate based on the level.</li> </ul>
Corporate Services Rep	<ul style="list-style-type: none"> <li>○ To raise purchase request as per guidelines and forward to Finance Rep</li> <li>○ To ensure that the laptop is handed over to the associate within 2 working days.</li> <li>○ To obtain the acknowledgement from associate, HOD' and provide the Laptop to the associate.</li> <li>○ To maintain the Laptop register for movement.</li> <li>○ Obtain insurance cover for all laptops</li> </ul>
CFO	<ul style="list-style-type: none"> <li>○ To approve the purchase request as per policy.</li> </ul>
Finance Rep	<ul style="list-style-type: none"> <li>○ To facilitate the budget approval for purchase of Lap top of IBM think Pad (Cost around Rs. 50000) only or any other, as decided by the company. Company will not purchase any other model, desired by associates.</li> </ul>

**HR Policy Manual**

Procedure	<ul style="list-style-type: none"> <li>○ Associate should surrender the desktop on being provided with laptop by Corporate Services</li> <li>○ No standby will be given if the laptop is sent for servicing.</li> <li>○ Corporate Services will be allowed to maintain laptops in common pool, and the same will be used for supporting associates in level 7 and below and when needed and also as stand by for Laptops upon the discretion of HOD And the same to be issued with proper record for temporary usage.</li> <li>○ No personal laptops are allowed inside the office premises if so decided by N&amp;S.</li> <li>○ At the time of leaving the organization the laptop has to be returned to Corporate Services and obtain a No Due certificate with respect to laptop.</li> </ul>
In case of Loss / theft	<ul style="list-style-type: none"> <li>○ Loss or theft of the laptop has to be immediately reported at the police station in the concerned jurisdiction and FIR handed over to Corporate Services Rep immediately.</li> <li>○ Any loss incurred by the company, will be recovered from the associate.</li> </ul>
Data Card	<ul style="list-style-type: none"> <li>○ Dedicated data cards will not be given to associate. But on need basis it can be taken from the CS representative subject to availability.</li> </ul>
Associate	<ul style="list-style-type: none"> <li>○ To put up a request to CS Representative along with the approved tour plan slip.</li> <li>○ <i>To return the same after return from the tour.</i></li> </ul>
CS Representative	<ul style="list-style-type: none"> <li>○ <i>To issue the data cards subject to availability and maintain a record.</i></li> </ul>

**(Related Forms) UNDERTAKING****HR Policy Manual**

Associate Name:  
Employ No:  
Designation:  
Dept:  
Location:

I have received a 'LAP TOP' of \_\_\_\_\_ Serial No. \_\_\_\_\_ having \_\_\_\_\_ (make) configuration. The above Laptop is allotted to me by DIPL for official usage only.

I hereby undertake that, I shall use the Laptop for Official purposes only.

Repairs / maintenance costs (including damages) arising out of willful negligence or misuse of the laptop, if any, would be recovered from the associate using the Laptop.

I hereby undertake to return/surrender the Lap Top under my possession as and when called upon by DIPL or / in the event of my separation from the services of DIPL or / in the event of termination of my services by DIPL, along with all the information/data, to Corporate Services Rep or to any other person(s) authorized by Corporate Services Rep to receive the same.

I shall install only DIPL's authorized and licensed software and will not load / use any other software that has been legally/illegally acquired by me.

I shall be responsible for all the Information / data stored in the said Laptop for the purpose of official usage and I shall not disclose any and all information to any person(s) or companies which is confidential in nature. In the event if it is found that I have divulged any information pertaining to the company thereby contravening any part of this undertaking, company shall have every right to initiate appropriate proceedings against me for having divulged confidential information of the company and I shall be held responsible for the costs and consequences thereof.

I have signed this undertaking after reading and understanding the contents of the same and without any force or coercion, with free will and consent on this the \_\_\_\_ day of 200\_\_.

Signature of Associate  
HOD Emp No

Signature of

**HR Policy Manual****LATE HOURS WORKING @ CORPORATE**

Purpose	Keeping in view business exigencies, associates may be required to work late hours beyond stipulated work hours.														
Scope	Applicable to Level 1 – 3 associates only at DIPL.														
Procedure	<ul style="list-style-type: none"> <li>Associates can stay beyond office hours voluntarily to complete their tasks or for learning etc where in snacks and tea are provided by the company</li> <li>In case if an associate's work calls to stay beyond 8 pm on working days, he must seek HOD approval in the prescribed form with information to HR Rep. Associate may claim late stay reimbursements to cover dinner &amp; conveyance expenses from office to their residence.</li> </ul> <table border="1"> <thead> <tr> <th rowspan="2">Level 1 – 3</th><th colspan="2">Late Hours Working</th><th rowspan="2">Remarks</th></tr> <tr> <th>Hired</th><th>Own Vehicle</th></tr> </thead> <tbody> <tr> <td>On Working Day</td><td>Max of Rs. 30 towards reimbursement for one meal + One way Auto fare as per local conveyance policy guide lines</td><td rowspan="2">Rs 3 / km</td><td rowspan="2">Reimbursement is not done when Company provides meals and transportation.</td></tr> <tr> <td>On Listed Holiday / Weekly Off</td><td>Max of Rs. 30 towards reimbursement for 2 meals + Two way Auto fare as per local conveyance policy guidelines</td></tr> </tbody> </table> <ul style="list-style-type: none"> <li>Late hours working application need to be approved by respective HOD and HR Rep.</li> <li>The application after approval from HR Rep will be forwarded to the Finance Rep for reimbursement.</li> <li>Finance Rep shall reimburse the amount in cash within 2 working days. It shall not be credited through salary</li> </ul>			Level 1 – 3	Late Hours Working		Remarks	Hired	Own Vehicle	On Working Day	Max of Rs. 30 towards reimbursement for one meal + One way Auto fare as per local conveyance policy guide lines	Rs 3 / km	Reimbursement is not done when Company provides meals and transportation.	On Listed Holiday / Weekly Off	Max of Rs. 30 towards reimbursement for 2 meals + Two way Auto fare as per local conveyance policy guidelines
Level 1 – 3	Late Hours Working		Remarks												
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On Working Day	Max of Rs. 30 towards reimbursement for one meal + One way Auto fare as per local conveyance policy guide lines	Rs 3 / km	Reimbursement is not done when Company provides meals and transportation.												
On Listed Holiday / Weekly Off	Max of Rs. 30 towards reimbursement for 2 meals + Two way Auto fare as per local conveyance policy guidelines														

**HR Policy Manual****LATE HOURS WORKING @ PROJECT SITES**

Purpose	Keeping in view Project and Business exigencies, associates may be required to work late hours beyond stipulated work hours.								
Scope	Applicable to all associates (Including Regular Trainees).								
Procedure	<ul style="list-style-type: none"> <li>Associates can stay beyond office hours voluntarily to complete their tasks or for learning etc where in snacks and tea are provided by the company</li> <li>In case Associates, requested to work beyond 8 pm on working days, must seek HOD approval in the prescribed form with information to HR Rep. For such associates, meals will be provided by the Company and transport up to the designated stop. From there on reimbursements towards conveyance will be as per local conveyance policy (from company drop point to place of residence)</li> <li>In the event of company not being able to provide meals, it may be arranged at the cost of Rs.30 – 40 range ( actuals / whichever level)</li> </ul> <table border="1"> <tr> <th rowspan="2">Level 1 – 3</th><th>Late Hours Working</th><th rowspan="2">Remarks</th></tr> <tr> <th>Hired</th></tr> <tr> <td>Late stay / On Listed Holiday / Weekly Off (full day working )</td><td>Company provides meals + Conveyance as per local conveyance policy guidelines (from company drop point to residence)</td><td>Will be facilitated by Corporate Services</td></tr> </table> <ul style="list-style-type: none"> <li>Late hours working application need to be approved by respective HOD and HR Rep.</li> <li>The application for conveyance only will be reimbursed by the Finance Rep after approval from HR Rep.</li> <li>Finance Rep shall reimburse the amount in cash within 2 working days. It shall not be credited through salary</li> <li>CS rep will coordinate the provision of meals and transport where applicable and possible .</li> </ul>		Level 1 – 3	Late Hours Working	Remarks	Hired	Late stay / On Listed Holiday / Weekly Off (full day working )	Company provides meals + Conveyance as per local conveyance policy guidelines (from company drop point to residence)	Will be facilitated by Corporate Services
Level 1 – 3	Late Hours Working	Remarks							
	Hired								
Late stay / On Listed Holiday / Weekly Off (full day working )	Company provides meals + Conveyance as per local conveyance policy guidelines (from company drop point to residence)	Will be facilitated by Corporate Services							
Note	This benefit provided by the Management may be withdrawn with reasonable notice								



**DIPL****LATE HOURS WORKING APPLICATION****HR Policy Manual**

NAME :	DEPT :	DATE:
EMP NO:	DESG:	DAY:
<b>LATE WORKING HOURS</b> FROM : TO :		
<b>NO. OF WORKING HOURS ON A LISTED HOLIDAY</b>		
<b>REASONS FOR LATE WORKING:</b>		
<b>SIGNATURES</b>		
(ASSOCIATE)	(HOD)	(HRR) (ACCOUNTS)

**HR Policy Manual****LEAVE RULES**

Purpose	Enable Associates to re-energize themselves and also to attend to their personal needs.
Scope	Associates on regular rolls (Permanent, Contract, Trainees) of DIPL.

Role	Responsibilities
HOD	<ul style="list-style-type: none"> <li>○ Approve the request for leave of associate in leave application format against the associate's leave balance.</li> </ul>
Associate	<ul style="list-style-type: none"> <li>○ Submit a duly filled Leave Application Form to his/her HOD to apply for leave with 7 days advance notice.</li> </ul>
HR Help Desk	<ul style="list-style-type: none"> <li>○ Publish the leave balance on quarterly basis across DIPL</li> <li>○ Ensure Process Compliance with regard to leave policy and attendance policy.</li> <li>○ Furnish relevant information to Finance Rep with regard to Privilege leave balance at the time of separation of associate</li> </ul>
HR Rep	<ul style="list-style-type: none"> <li>○ Furnish information with regard to unauthorized absence to HR Help desk before payroll cutoff date every month.</li> <li>○ Manage and analyze the data as captured from attendance tracker.</li> <li>○ Issue memos under attendance policy. Ensure the process compliance with regard to attendance policy.</li> </ul>
Types of leave	<p>Associates are eligible for the following types of leave</p> <ul style="list-style-type: none"> <li>○ Earned leave - EL</li> <li>○ Casual Leave - CL</li> <li>○ Sick Leave - SL</li> <li>○ Maternity Leave</li> </ul>



**HR Policy Manual**

<b>Earned leave</b>	
Eligibility	<ul style="list-style-type: none"> <li>○ All associates on permanent rolls / contract , temporary and personnel provided by outsourcing agencies.</li> <li>○ EL cannot be availed during notice period.</li> </ul>
Quantum:	<ul style="list-style-type: none"> <li>○ Each associate is eligible for 30 days for 365 days proportionately credited from date of joining of associate till the year end .i.e. December.</li> </ul>
Crediting:	<ul style="list-style-type: none"> <li>○ Associate will get Earn leave credited at the rate of 2.5 days for every completed month of service. Such credit will be given on the last working day of the month served.</li> <li>○ Leave will be calculated on the basis of calendar year (1<sup>st</sup> Jan to 31<sup>st</sup> Dec).</li> <li>○ Intervening Holidays or weekly-offs during the leave period will be considered as leave.</li> </ul>
Accumulation limit:	<ul style="list-style-type: none"> <li>○ All Associates can accumulate their leave balance up to a maximum of 60 days during the calendar year. Excess of 60 days of accumulated leave balance can be encashed during Jan – Dec period.</li> <li>○ EL cannot be availed more than 3 times in a year.</li> <li>○ The Cash consideration of EL is at basic pay. The amount thus received is taxable.</li> <li>○ Advance EL can only be allowed in emergency situations with the approval of the HOD / Head HR.</li> <li>○ All Holidays during EL are treated as leave.</li> <li>○ All leaves availed towards claiming of Leave Travel Allowance shall be adjusted against Earn leave balance.</li> </ul>
<b>Casual Leave</b>	
Eligibility	<ul style="list-style-type: none"> <li>○ All associates on regular rolls / contract, temporary and personnel provided by Outsourcing agencies.</li> </ul>
Quantum:	<ul style="list-style-type: none"> <li>○ Each associate is eligible for 6 CL's per year in 365 days proportionately credited from date of joining of associate till the year end .i.e. December. But can be availed only after the completion of 3 months service.</li> </ul>
	<ul style="list-style-type: none"> <li>○ CL's for the calendar year will be credited at the beginning of the year.</li> <li>○ CL's for associates who join during the year will be credited on a pro-rata basis.</li> <li>○ To avail CL, associates must get approval from their respective HOD's at least a day in advance</li> <li>○ CL cannot be availed for more than two days at a time. Holidays falling within the CL's are considered as leave.</li> <li>○ CL cannot be en cashed. It gets lapsed at the end of calendar year</li> <li>○ CL cannot be combined with either EL or SL</li> </ul>

## HR Policy Manual

<b>Sick Leave</b>	
Eligibility	All associates on regular rolls / contract, temporary and personnel provided by outsourcing agencies.
Quantum:	<ul style="list-style-type: none"> <li>○ Each associate is eligible for 6 SL's per year.</li> <li>○ SL is credited at the beginning of every year which cannot be en cashed but can be carried forward.</li> <li>○ SL's are calculated on pro-rata basis in the year of joining.</li> <li>○ SL when continuously availed for a period of &gt; 3 days should be supported by medical certificate by a registered medical Practitioner</li> <li>○ Holidays falling within the SL's are considered as sick leave.</li> </ul>
<b>Maternity Leave</b>	
Applicability	All female associates on permanent rolls who have spent at least 6 months with DIPL are eligible for benefits under maternity only twice during their career.
	<ul style="list-style-type: none"> <li>○ As per Maternity Act 1961, pregnant female associates are eligible for maternity leave for a total 90 days during / before/ after the delivery date, subject to working for minimum of 3 months.</li> <li>○ These 90 days are inclusive of intervening weekly offs and holidays.</li> <li>○ It is recommended that they avail it as follows: 30 days before the expected date of delivery, 45 days from the date of delivery and 15 days before or after the delivery but in continuation of the above maternity leave. In case of any miscarriage or medical termination of pregnancy, the leave is allowed for 45 days from the day of miscarriage</li> <li>○ The above leave will be regularized based on the Doctor's Certificate to this effect.</li> <li>○ All other clause shall be as per Maternity Benefit Act 1961.</li> <li>○ Female associates who have completed minimum of 6 months of service shall be eligible for maternity leave and the salary will be processed for the leave period.</li> <li>○ Female associates who have not completed minimum of 6 months shall not be eligible for maternity leave and the leave period will be treated as "Loss of pay". However, associate shall be eligible for maternity expenses reimbursement benefit under Group Medclaim Insurance Policy</li> </ul>

**HR Policy Manual**

- Any leaves availed over and above 90 days shall be treated as “Loss of Pay”.
- Leave application should be made at least 3 to 4 weeks in advance.
- Female associates who have completed minimum of 6 months of service shall be eligible for maternity leave and the salary will be processed for the leave period.
- Any leaves availed over and above 90 days shall be adjusted against the accumulated leave balance. In case of Nil Leave balance, the same shall be treated as “Loss of Pay”.

**Leave Application Procedure**

Procedure for Leave Application Processing	<ul style="list-style-type: none"><li>○ Leave will be taken on day basis.</li><li>○ Intervening Holidays or weekly-offs during the leave period shall be treated as leaves for calculation of leaves availed (except in case of maternity leave in which case, calendar days will be considered).</li><li>○ Leave can be availed only with the prior approval of the HOD accorded on the Leave Application Form.</li><li>○ Post approval, HOD will submit the same to HR Rep.</li><li>○ In case of emergency where the associate is unable to obtain prior permission, information should reach the HOD within 24 hours of absence. The associate should apply for leave (through leave application form) within 2 days of resuming duty.</li></ul>
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**ong Absence due to accident and ailment**

<p>Absence on account of Accident:</p>	<ul style="list-style-type: none"><li>○ The incident of accident injury shall be intimated to HR Rep within 24hrs of sustaining the injury. This eligibility is subject to submission of concerned claim papers along with leave form duly authorized by the immediate Manager.</li><li>○ There is no specific leave on account of accident. However, keeping larger interest of Associates the following benefit is available.</li><li>○ All Associates who are covered under Group Personal Accident Insurance Scheme, will be paid weekly compensation, by the Insurance Company for the duration of his / her absence from work, depending on the sum insured and as per the rules and regulations of the Insurance Company.</li></ul>
<p>Long absence from work due to ailment</p>	<ul style="list-style-type: none"><li>○ In case of long absence due to accident or protracted ailment, the Associate should arrange for formal approval, with the sufficient documents, certifying the period of absence. After the recovery, the Associate may be required to undergo medical examination by the Company appointed medical practitioner, for the certification of fitness for the job.</li><li>○ The number of days on long absence shall be treated as LOP. Associate can claim for his Insurance reimbursement if eligible for the same.</li></ul>

## HR Policy Manual

Loss of Pay	<ul style="list-style-type: none"> <li>○ Loss of Pay is defined as days when: <ul style="list-style-type: none"> <li>▪ An associate takes leave without prior approval of HOD even when associate's current leave balance supports the number of days of leave taken. In this case total number of days of leave taken is treated as loss of pay.</li> <li>▪ An associate take leaves after prior approval of HOD but associate's current leave balance does not support the number of days of leave availed. In this case number of days of leave taken above the current leave balance of associate is treated as loss of pay.</li> </ul> </li> <li>○ Associate cannot take more than 7 days of Loss of pay.</li> <li>○ Loss of pay has negative impact on all components of gross salary including medical reimbursement and LTA.</li> <li>○ Intervening holidays and weekly offs between two LOP dates shall be considered as LOP.</li> </ul>
Formula of calculation of loss of pay	Gross pay (i.e. Basic + HRA+ Sp Allowance + Transport Allowance+ Education ) / 30 * No of unapproved leaves OR Leave applied for in Excess to leaves accrued.
Encashment of Leave:	<ul style="list-style-type: none"> <li>○ Any associate who has leave in excess of 60 days to his/her credit, can encash the excess quantum (i.e. over and above 60 days) or a part of the same.</li> <li>○ The payment shall be cleared through January Payroll and shall be taxable as per Income Tax norms.</li> <li>○ Any leave balance above 60 days shall be mandatorily encashed in the month of January every year.</li> </ul>
Formula for leave Encashment	<ul style="list-style-type: none"> <li>○ The formula for computation of leave encashment :- <ul style="list-style-type: none"> <li>▪ Encashment Amount = {Last drawn Basic Salary} / 30} X No of accumulated and unavailed leaves or no of days of leaves applied for encashment as the case may be</li> <li>▪ Associates who have resigned shall get their leave encashment along with the full &amp; final settlement</li> </ul> </li> </ul>
Disciplinary Action in case of absconding or no show cases	In case of unauthorized absence of associate for a continuous period of 3 days, without prior approval including an over stay of leave, disciplinary action shall be initiated against the associate under the attendance policy. ( Refer to attendance policy).

DIPL

HR Policy Manual

## LEAVE APPLICATION FORM

Name : ID No :

Dept : (Operations/ Support) Process :

Location :

Available Leave Balance : -----

Leave Period From : ----- to -----

No. of Days : -----

Reporting back on : -----

-

Nature of Leave : EL / CL / SL / LOP / Maternity

LTA : YES / NO

Reason for Leave : -----

Contact Address / Phone No : Address I Address 2

-----	-----
-----	-----
-----	-----

Date : Signature of the Associate

Remarks, if any : \_\_\_\_\_

Approval of the HOD : \_\_\_\_\_

Operations HR : \_\_\_\_\_

Duly filled in form shall be forwarded to HR Rep

## HR Policy Manual

### LEAVE TRAVEL ALLOWANCE

Purpose	To provide financial assistance to associates for traveling during leave
Scope	Associates on rolls of the company
<b>Procedure</b>	
Associate	<ul style="list-style-type: none"> <li>○ Submit Leave application form for 6 days of PL with LTA option ticked or through mail.</li> <li>○ Obtain approval from Reporting Manager &amp; HR Rep on the form or through e mail.</li> <li>○ Submit the bills towards LTA within 5 working days on returning back from travel.</li> </ul>
HR Help Desk	<ul style="list-style-type: none"> <li>○ Validate and approve application for LTA as per policy guidelines.</li> <li>○ Advise Finance Rep for Processing of LTA reimbursements as per the eligibility.</li> <li>○ Update the data base accordingly</li> </ul>
Finance Rep	<ul style="list-style-type: none"> <li>○ Process the LTA application.</li> <li>○ Payment to the Associate through Cheque within 5 working days from the date of receipt of validated request from HR Rep.</li> </ul>
Eligibility	<ul style="list-style-type: none"> <li>○ All Associates who are on permanent rolls of the Company will be eligible for Leave Travel Allowance as applicable to their levels indicated in the Annexure-A of their respective appointment letter / revision letter.</li> <li>○ Associate shall be eligible for claiming the LTA only after completion of minimum six months of service the Company subject to the approval of Reporting Manager and HR Rep.</li> <li>○ An Associate should avail minimum of 6 days of leave (Including Holidays) to avail the LTA benefit and also produce bills to HR Help Desk within 5 workings on returning back from LTA leave.</li> <li>○ Payment will be credited direct to associates bank account.</li> </ul>
Exemption	<p><b>The Current Block Period is 2006 – 2009 i.e., (January 1, 2006 to December 31, 2009).</b></p> <p>LTA is exempted under Income Tax Act for 2 Journeys in a block of 4 calendar years for traveling to any place in India.</p> <p style="margin-left: 40px;"> Journey        -    in service or after retirement  Destination   -   Any place in India  Family        -    Spouse &amp; Children of the individual                               Parents, Brothers, Sisters wholly &amp; mainly dependent on him. </p>
Details	Keeping in view the above said IT exemptions under income tax act, associates has 2 options to claim Leave Travel Allowance, subject to eligible conditions:
Option - 1	<p>In case Associate has not claimed LTA during the year, Associate will be permitted to carry forward LTA to 2<sup>nd</sup>/4<sup>th</sup> year of a particular Sub Block (i.e., Block of 4 years subdivided into 2 Sub blocks, based on IT Norm.</p> <p><b>Two Sub Blocks means</b> Year 1 &amp; 2 of Current Block i.e; From Jan 1 2006 to Dec 31<sup>st</sup> of 2007  <b>(Financial Year 2006 -08)</b>, hereafter referred as, '<b>BLOCK – A</b>', Year 3 &amp; 4 of Current Block i.e; Jan 2008 to Dec 31<sup>st</sup> of 2009 <b>(Financial Year 2008-10)</b>, hereafter referred as, '<b>BLOCK – B</b>'.</p> <p>If the Associate has opted for Carry Forward Option in Year 1 and Year 3 and does not submit proof of travel, the total LTA amount of Year 1 and Year 2 is paid at the end of BLOCK A Period and Year 3 and Year 4 LTA Amount at the end of BLOCK B Period as an allowance subject to Tax Deductions.</p> <p>Carrying Forward of unavailed LTA from one sub block to another and one block to another is not allowed.</p>
Option - 2	<u>In case Associate has not claimed LTA during the year, if requested by the employee, LTA will be paid and the pro-rata LTA payable to Associate will be recovered from final settlement and subject deduction of tax.</u>

**HR Policy Manual****ILLUSTRATIONS :**

Example – 1

Associate using the Carry Forward Option.

S.NO	Financial Year	LTA Availed	LTA Carry Forward	LTA Payable	Calendar Year
1	2006-07	NO	YES	NIL	2006
2	2007-08	NO	NO	YEAR 1 + YEAR 2	2007
3	2008-09	NO	YES	NIL	2008
4	2009-10	NO	NO	YEAR 3 + YEAR 4	2009

Example – 2

Associate Not availing the carry forward option In Year 1 and availing Carry Forward Option in Year 3.

S.NO	Financial Year	LTA Availed	LTA Carry Forward	LTA Payable	Calendar Year
1	2006-07	NO	NO	YEAR 1	2006
2	2007-08	NO	NO	YEAR 2	2007
3	2008-09	NO	YES	NIL	2008
4	2009-10	NO	NO	YEAR 3 + YEAR 4	2009

Example – 3

Associate Not Availing Carry Forward Option

S.NO	Financial Year	LTA Availed	LTA Carry Forward	LTA Payable	Calendar Year
1	2006-07	NO	NO	YEAR 1	2006
2	2007-08	NO	NO	YEAR 2	2007
3	2008-09	NO	NO	YEAR 3	2008
4	2009-10	NO	NO	YEAR 4	2009

Example – 4

Associate availing LTA in Year 2 and availing carry forward option in Year 3

S.NO	Financial Year	LTA Availed	LTA Carry Forward	LTA Payable	Calendar Year
1	2006-07	NO	NO	YEAR 1	2006
2	2007-08	YES	NO	YEAR 2	2007
3	2008-09	NO	YES	NIL	2008
4	2009-10	NO	NO	Year3 +Year 4	2009

**FAQ's on LTA****Who are dependents?**

Immediate family is defined as dependents - Spouse, and children.

**Mode travel?**

- o Air travel
- o Train / Bus / Taxi
- o Not connected by Rail

If availing Public transport system exists, amount shall not exceed 1st class or Deluxe class fare by shortest route only.

If recognized Public transport system does not exist, an amount equivalent to the AC first class rail fare by the shortest route can be claimed for reimbursement.

**Can I club two different travels?**

No. You may go to Bangalore to Mysore to Ooty in one trip and produce the bills. But you cannot produce bills to Bangalore, bills to Mysore and Ooty on different dates and club them to claim for LTA reimbursements. No travel must be one two and fro journey

**Can I produce the taxi bills used locally in that trip as well for reimbursements?** No, local bills will not be covered**What happens if I am not able to provide bills for the complete eligibility amount ?**

If bills are not produced it will be treated as taxable income  
The amount will be paid in two portions.

Ex: If your eligibility is Rs 20000/- and you are able to provide bills for Rs 10000/-, Rs 10000/- shall be reimbursement in total without any tax reimbursement and the rest Rs 10000/- shall be paid thru salary post tax deductions.

**How should I produce the tickets for tax exemption?**

Producing of Tickets for Tax exemption in different instances is indicated below:-

- o in case of Private Travel :-
  - You have to produce original TRIP SHEET from Private Travel Agency mentioning the Journey particulars, KM traveled rate per KM, No. of persons traveled and etc.,
  - The payment receipt must be attested on one rupee revenue stamp by Travel Agency. yes
- o in case of Train :-
  - You may produce the ticket in copies/original. The exemption will be given only for one Journey (To and Fro) for a travel in a year.



**HR Policy Manual****LOANS (PERSONAL) AND SALARY ADVANCES**

Purpose	To state the procedures and guidelines for administering, recording and accounting of personal loans extended to associates.
Scope	Covers all associates from Level 1 to 10 located and resident in India Only

Role	Responsibilities
Associate	<ul style="list-style-type: none"> <li>○ Submit the Personal Loan requisition form.</li> <li>○ Obtain approval from Reporting Manager &amp; forwards to HR Helpdesk</li> </ul>
HR Help Desk	<ul style="list-style-type: none"> <li>○ Provide personal loan requisition form</li> <li>○ Approve the requisition form based on policy guidelines</li> <li>○ Advice Finance Rep for processing for payment</li> <li>○ Deduct the EMI,s through associate salary</li> </ul>
Finance Rep	<ul style="list-style-type: none"> <li>○ Process the Personal Loan Requisition</li> <li>○ Payment to the Associate thru Cheque / Bank transfer</li> </ul>
Eligibility	<ul style="list-style-type: none"> <li>○ Only those Associates, who have completed at least 12 months of service with the company, are eligible to avail Personal Loan.</li> <li>○ No Personal Loan shall be given to an Associate, if he has any outstanding balance in any of his Loan/advance Accounts.</li> <li>○ One time salary advance recoverable in the next month may be given to meet the emergency expenses. This may be taken once in a year only after completing 3 months of service.</li> </ul>
Purpose of Loan	<p>Loan is considered to help associate meet emergency and critical needs as follows</p> <ul style="list-style-type: none"> <li>○ Hospitalization of self or dependent family members.</li> <li>○ Burglary in Residence.</li> <li>○ Marriage of self or children.</li> <li>○ Higher education –payment of fees etc for self .or immediate family</li> <li>○ Bereavement in the family .</li> </ul>
Limit	Associates can request for a loan upto a maximum of 3 month's of their CTC .

**HR Policy Manual**

Loan Recovery	<ul style="list-style-type: none"><li>○ Personal loan shall be deducted in equal installments from the salary payable to the Associate. The Associate could opt for lesser number of installments on request.</li><li>○ Recovery of loan will commence from the subsequent succeeding the month of disbursing the loan.</li><li>○ Request for extending the loan recovery period shall not be entertained.</li><li>○ Incase of separation prior to the recovery, the same shall be done from the full and final settlement of the associate.</li></ul>
Procedure	<ul style="list-style-type: none"><li>○ In order to draw Personal Loan the associate has to submit a requisition form (Annexure enclosed) duly approved by his HOD to HR Help Desk.</li><li>○ All the particulars as required shall be mentioned for processing.</li><li>○ HOD verifies and forwards the same to HR Help Desk on the day of receipt of the form.</li><li>○ HR Help Desk shall validate and advice the finance Rep for further processing within one working day from the date of receipt of .</li><li>○ Finance Rep shall verify the basic salary particulars of the associate and check the balance outstanding in any prior loan / advances before making the payment through cheque / bank transfer within 3 working days from the date of receipt of the request form.</li></ul>

**HR Policy Manual****PERSONAL LOAN / SALARY ADVANCE REQUEST FORM**

Date	:	_____
Name of Associate	:	_____
Emp Number	:	_____
Dept	:	_____
Location	:	_____
Basic Salary	:	_____
Personal Loan / Salary Advance	:	_____
Purpose of Loan	:	_____
Balance Outstanding in Loans/Advances (if any)	:	_____
Number of installments		
(in case of less than 12 months)	:	_____
Remarks	:	

Associate	HR Help Desk	HOD	CFO
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Supporting documents reqd:-

Marriage card / Education fee bills / Medical bills etc

**HR Policy Manual****LOCAL CONVEYANCE REIMBURSEMENT – ON OFFICIAL PURPOSE**

Purpose	To define guidelines for local conveyance reimbursement policy for official travel.									
Scope	All Associates of DIPL from Level 1 to 14 shall be eligible to claim the expenses as per the policy									
Eligibility	<p>Associates level wise eligibility is as per the matrix given below:-</p> <table><tr><th>LEVEL</th><th>OWN</th><th>HIRED</th></tr><tr><td>1 – 7</td><td>Rs. 3 / km – Two wheeler</td><td>Shall be reimbursed</td></tr><tr><td>8 and above</td><td>Rs 6 / km – Four wheeler</td><td></td></tr></table> <ul style="list-style-type: none"><li>○ Petrol reimbursements may be claimed for own vehicles (2 &amp; 4 wheeler) subject to associate owning the vehicle and against log book entries. These details will be subject to audit by the company.</li><li>○ The company shall not take any responsibility for the damage, wear and tear or insurance for personal vehicles used for official purposes.</li><li>○ Where public transportation / auto are used, actual expenses would be reimbursed.</li><li>○ Where company owned transport is used, no reimbursement would be made.</li><li>○ Where a car has to be hired, the same can be done as per the policy on Car Hire.</li></ul>	LEVEL	OWN	HIRED	1 – 7	Rs. 3 / km – Two wheeler	Shall be reimbursed	8 and above	Rs 6 / km – Four wheeler	
LEVEL	OWN	HIRED								
1 – 7	Rs. 3 / km – Two wheeler	Shall be reimbursed								
8 and above	Rs 6 / km – Four wheeler									

**HR Policy Manual**

Role	Responsibilities
Claim process	
Associate	<p>For claiming local conveyance, an associate shall give the following details in the local conveyance reimbursement form and hand over the same to the Finance:-</p> <ul style="list-style-type: none"> <li>▪ Date of journey</li> <li>▪ Place from and place to</li> <li>▪ Purpose</li> <li>▪ Mode of transport – In case of own vehicle log book entries.</li> <li>▪ Actual amount incurred in case of auto/ public transport</li> <li>▪ Calculations for the claimed amount in case of own transport .</li> </ul> <ul style="list-style-type: none"> <li>○ An Associate shall claim conveyance based on actual mode of transportation used subject to his eligibility. The expenses may be consolidated on a monthly basis and claims to be submitted between 25<sup>th</sup> – 27<sup>th</sup> of every month to Corporate Services Rep.</li> <li>○ The associate is advised to retain a copy prior to forwarding the same.</li> </ul>
HOD	<ul style="list-style-type: none"> <li>○ Approve the payment request form before it is forwarded to the Corporate Services Rep.</li> </ul>
Corporate Services Rep	<ul style="list-style-type: none"> <li>○ To verify and forward the bills to Finance Rep for payment within 2 working days from date of receipt.</li> </ul>
Finance Rep	<ul style="list-style-type: none"> <li>○ To reimburse all duly approved and authorized conveyance expenditures in cash within 1 working day.</li> </ul>

**LOCAL CONVEYANCE REIMBURSEMENT FORM****DIPL****HR Policy Manual**

Name :	Dept :	Date :
Emp No:	Desg:	Day:
Purpose of Travel :  Conveyance                                      From :                                      To :  Mode of Travel (Attach copy of log book entries)  KMS    From :    To:  Bill Amount    @  Net Payable    Rs.		
Signatures  <div style="display: flex; justify-content: space-between; padding: 10px;"> <span>(Associate)</span> <span>(HOD)</span> <span>(Corporate Services Rep)</span> <span>(Accounts)</span> </div>		

Note : A copy of claim form along with supporting bills must be retained by the associate

**HR Policy Manual****NETWORK SECURITY & USE OF THE INTERNET / INTRANET:**

Purpose	Use of the Internet and Intranet is for business-related communications only as is the use of any Company system or network. These communication tools are provided to further the business goals of the Company and may not be used in any manner that is deemed inappropriate.
Violations Prohibited	<ul style="list-style-type: none"> <li>○ Use of systems or networks in attempts (whether successful or not) to gain unauthorized access to remote systems.</li> <li>○ Use of Company systems or networks to connect to other systems to which you do not have authorized access.</li> <li>○ Decryption of system or user passwords.</li> <li>○ The copying of copyrighted materials, such as third-party software, without the express written permission of the owner of the proper license.</li> <li>○ Intentional attempts to crash network systems or programs.</li> <li>○ Any attempts (whether successful or not) to secure an unauthorized higher level of access on Company systems or programs.</li> <li>○ The willful introduction of computer viruses or other disruptive or destructive programs into Company systems or networks.</li> <li>○ Attempts at sending unsolicited junk mail, for-profit messages or chain letters, games, jokes, or other inappropriate messages.</li> <li>○ Attempts (whether successful or not) at sending harassing, obscene or other threatening correspondence through the use of any systems or network including the Internet or Intranet.</li> <li>○ Downloading and/or installing of software (whether successful or not) without the express prior approval from the FTT department. This includes non-Company standard software, shareware, freeware, screen savers and multimedia files including videos and audios.</li> <li>○ Checking of Personal web – based mails is strictly prohibited during office hours</li> <li>○ Chatting on the net at office is strictly prohibited and calls for action against the associate indulging in the same.</li> <li>○ Visiting Pornographic sites and other sites containing explicit material is strictly prohibited. Any Associate found guilty of the same will be liable for strict punitive action.</li> </ul>

**HR Policy Manual****WORKING DAYS**

Purpose	To define the concept of working days for all Associates, across DIPL
Scope	Associates on regular rolls / contract and temporary staff of DIPL
Holidays	Holidays include national holidays, which are communicated to the associates at the beginning of the year through the HR Rep.
Work days	6 working days a week.
Corporate Office	Working days for associates in Corporate Office are 24 /25 days a month. 2 <sup>nd</sup> & 4 <sup>th</sup> Saturdays and all Sundays will be holidays.
Project Sites	Based on client requirements and nature of our Business, the associates working at project sites will work on Saturdays and Sundays and their weekly offs will be as per the roster.

Note: Holiday List will be placed on the Intranet.



**HR Policy Manual****WORKING HOURS**

Purpose	To define the working hours for all Associates .
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Scope	Associates on regular rolls / contract and temporary and personnel provided by outsourcing agencies
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**Working Hours**

Corporate Office	The general working hours of the Company are from 9.30 A.M. to 6.00 P.M. with half an hour break for lunch.
Project Site	<p>Each shift spreads across 8 ½ hours a day (including the break time).</p> <p>Associates in the support group at project sites will adhere to the work hours applicable.</p> <p>Based on the Business exigencies associates may be required to work beyond their assigned normal working hours.</p>

**HR Policy Manual****REVIEW OF POLICIES**

Purpose	To define the process for reviewing the policies
Scope	All the policies are with effect from 1 <sup>st</sup> October 2006 and may be reviewed and amended with reasonable notice by management.
Role	Responsibilities
Associate / HOD	<ul style="list-style-type: none"> <li>○ Identify the pressure points</li> <li>○ Prepare proposal with detailed specifications showing improvements and forward the proposal to CEO &amp; Head HR for approval.</li> </ul>
CEO / Head HR	<ul style="list-style-type: none"> <li>○ To approve the proposal and review back to the Associate / HOD &amp; raising the proposal</li> </ul>
Head HR	<ul style="list-style-type: none"> <li>○ To indicate the changes to be incorporated in the policy to the HR Rep</li> </ul>
HR Helpdesk	<ul style="list-style-type: none"> <li>○ To modify the policy and update all the associates accordingly / update the Intranet accordingly.</li> </ul>