



## Employee Hand Book

Welcome to  
Four Pillars Infotech India Pvt Ltd

Dear Colleague,

With great pleasure, we would like to present this new comprehensive handbook for FPII employees, the provisions of which would be effective from 01st May 2015. We ensure you will find the exercise as per your expectation; the same will further encourage you for better performance. The handbook has been prepared to acquaint you with the company. It contains a broad-brush view of the company, its organizational set up, its history, its philosophy and general procedures/formalities. We believe that it answers most of your concerns. If you need any clarification, the HR department will be happy to assist you. We look forward to your comments and suggestions in this regard.

Best Wishes,

Director

Four Pillars Infotech India Pvt Ltd

**EMPLOYEES** Following are the categories of the employees derived from the terms and conditions agreed and accepted by and between company and employees.

**PERMANENT EMPLOYEE:** An employee whose services had been confirmed in writing by the Management after satisfactory completion of probation or training period.

**EMPLOYEE ON PROBATION:**

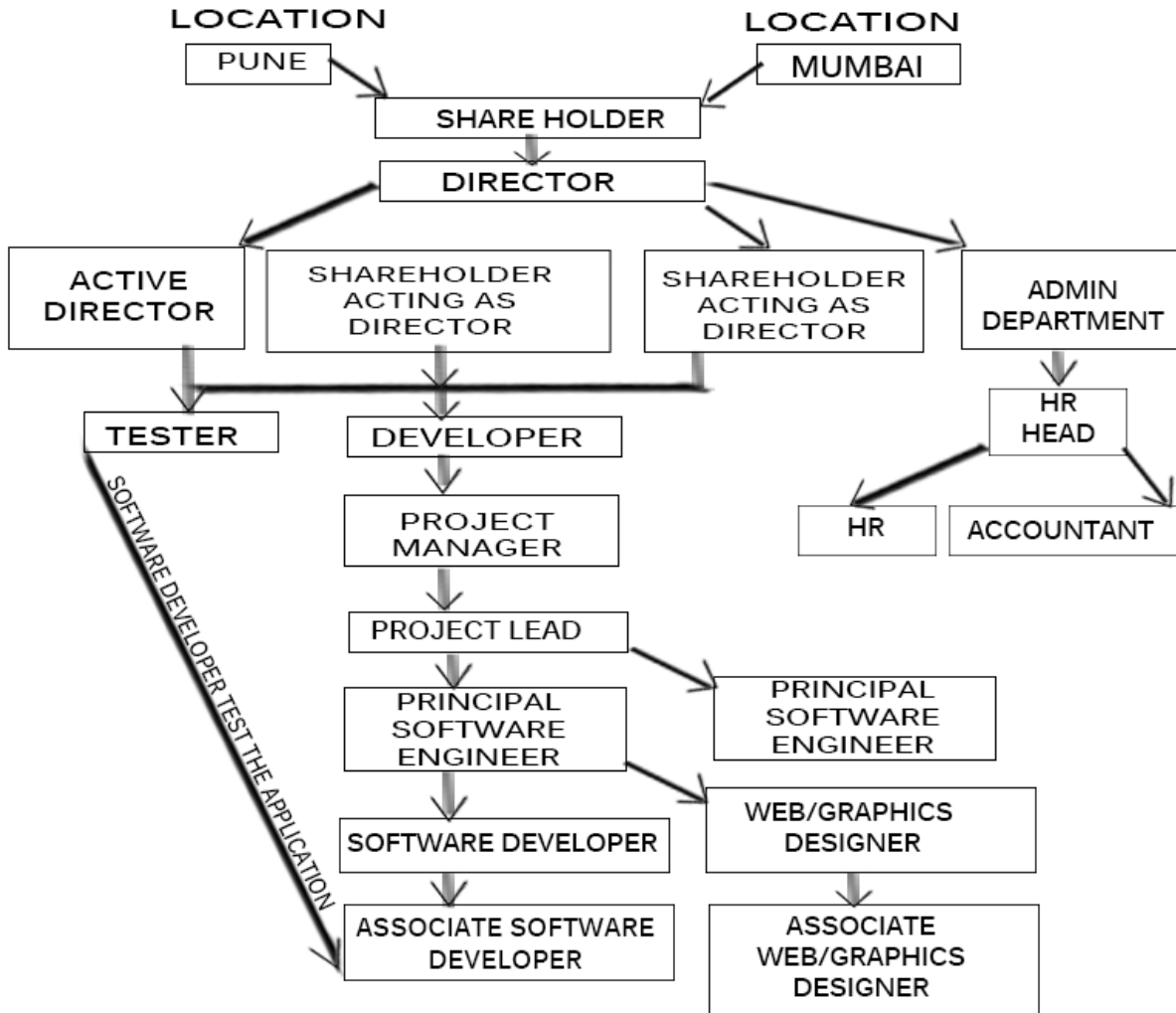
Probation period is for One Year & Six months from the date of joining the organization & The minimum stay for employees in FPII will be for 18 Months

Employee probation period can be extended for another six months, if his performance is not found to be satisfactory by the management, which will be communicated in written by the management. Unless communicated in written, employees continues to be on probation.

**CONTRACTUAL EMPLOYEE:** An employee whose services have been appointed for a specific assignment or for a specific project related for a fixed period of ONE year. At the end of the ONE year of contractual period, the employee contractual period may be extended to further ONE year or may be terminated at the end of the contractual period.

**TRAINEE:** A person who has been engaged to acquire on the job training for the specific jobs for enhancing the skills and knowledge and likely to be absorbed in the permanent employment of the company on satisfactory performance and completing of training

**CLASSIFICATION OF EMPLOYEES:** All the permanent employees and the employees on probation are classified into various designation depending upon the job responsibility in the company. This shows the hierarchy of the employees in the company. The following table shows the designations of the employees of the company



## **ON BOARDING FORMALITIES**

On the day of joining employee need to submit personal documents to Human Resource Department on joining day along with acknowledgement of sign offer letter and rule of conduct letter with relevant personal document.

e.g. Degree, Diploma certificate, Experience & Relieving certificate of earlier company, Latest salary slip, Recent passport size photograph 2 copies, PAN CARD and Permanent and Current Address Proof, Form No-16 of last employee, emergency contact no, two reference name along with contact Nos. Employment as per this offer is subject to your being medically fit.

## **EMPLOYEE VERIFICATION**

The Company may, at its discretion conduct background checks prior to or after your expected joining date to validate your identity, the address provided by you, your education details and details of your prior work experience, if any, and to conduct any criminal checks. You expressly consent to the Company conducting such background checks. In this connection, you are required to furnish the required documents. If the Company is not satisfied, in its sole discretion, with the outcome of the background checks, the Company reserves the right to withdraw this Offer without notice and Compensation or to take any appropriate action against you, including, but not limited to termination of your employment.

**SALARY ACCOUNT WITH BANK OF INDIA** Employee needs to fill up necessary forms for opening a bank account with Bank Of India. The salary of the employee is directly credited to his / her account by the company.

**IDENTITY CARD** The employee will be issued identity card within 07 working days of joining the services of the company.

## **OFFER & APPOINTMENT LETTER**

Offer & Appointment letter will be issued to the employees by the Human Resource Management Department upon his / her joining the company.

## OFFICE WORKING HOURS

The Registered Office / Regional Office working days are from Monday to Saturday and standard office time is 9.30 am to 6.30 pm with one hour lunch break from 1.00 pm to 2.00 pm. Sunday will be weekly off. The project site working days are from Monday to Saturday and standard project time is based on the project location and type of project. The working hours at the project site depends on the progress of the project if deemed fit the working hours at the project site may be extended depending upon the need of the project. The employees working at the project site may be required to work on Sunday depending upon the requirement and employee working on Sunday & Holiday day will be get benefit of generated leave of Particular working day.

**LATE REPORTING** Reporting on duty after 9.30 am and up to 10.00 am due to unforeseen circumstances / emergency will be treated as late coming and will be allowed, subject to reporting of the same to HR department along with proper justification. Employee coming after 11.00 am will be marked as half day.

## PLANNING EARLY GOING

Employee planning to go early is required to take prior permission of **Project Leader / Team Leader**

## OUT DOOR DUTY / ON OFFICIAL TOUR

The employee on official tour is required to inform to HR department for marking their attendance and for registered the travel plan at Admin Department.

## HOLIDAYS AND LEAVES

As per Company policy and govt. specified rules employees will receive entitled leaves.

**PAID HOLIDAYS** Company declares list of paid holidays for the calendar year in advance in the month of January each year.

**LEAVE RULES** Following are the various types of leaves and rules for availing the same:

32 days of leave in a year with the following philosophy. It has got some logical basis.

1. Earned / Privileged Leave [ 18 days] Reason behind 18 days is, 1 leave for every 20 days of work. With this formula it comes out 1.5 days of leave for every month and 18 days for a year.

2. Casual Leave [7 days]

3. Sick Leave [7 days]

If you don't want to specifically mention casual and Sick Leave , you case name it other leave, which includes leave for casual work or leave for recovery against sickness. This other may be mentioned with reason casual or sickness. Philosophy behind the same is that company can provide an individual 14 days of leave for any reason, which will not carry fwd for next year.

Earned / Privileged leave may be granted to employee after he / she has put in -- number of months in service, in our case will effective from 1-Nov-2008. It may be six months or more. Some condition must be there, after all it is direct financial burden on the organization. You have to rationalize the above for the management.

Break-up is necessary to restrict the misuse of privilege granted by employer and further to reduce absenteeism. You have to make every one aware of the logic behind the leave. Restriction will help employee to really manage this portfolio of theirs. Every one must be made aware of his/her entitlement. Break-up will help you to manage the entitlement part of an individual.

Conditions precedent for taking leave can never be defined. Every individual has his / her own ground for taking the leave. Main concern is that they should be made aware of their entitlement.

The above leaves are paid leaves. For encashment for the above leaves you again have to define a policy or to draw a line that under what conditions encashment is allowed and how much time is are encashable. How much balance is to be maintained for reducing the burden on Leave without pay. This I need to decide anyway this can be decide in next couple of month as it having no direct impact at present.

Any excess leave availed by individual beyond 32 days will be leave without pay. This LWP should be discouraged to a great extent. Under specific circumstances this LWP may be sanctioned but employee should be made aware of the repercussions if he/ she try to misutilise this facility. So a strict action will take on such circumstances may be lay off, deduction, plenty etc.

Leave should be at the discretion of the management and should not be treated as a matter of right by employee.

As far as other holidays are concerned these again depends upon the philosophy of the management.

Three National Holidays are compulsory ( 26 January, 15 August and 2 October)  
Festival holidays may range from 7 to 9 depending upon region to region festivals.

Note: So we have also to clear our calendars for the festival holidays, special leave because of good work etc.

Negative leave balance will lead towards negative performance and such Employees will not be considered for Performance Appraisal.

### **LEAVE WITHOUT PAY**

- Leave without pay may be granted to an employee for various reasons, including medical leave, extended educational purposes or personal reasons. At the end of the approved leave, the employee may be reinstated to his/her prior position.
- The decision to grant leave without pay should be made by the Management / Project Manager / Immediate Superior.
- Factors in deciding whether to approve a written request include the employee's needs, workload, need to fill the employee's job, chances of the employee returning to work, and the organizations need to reinstate the employee.
- During the period of leave without pay an employee will not be entitled to any kind of benefits of leave and compensation and this period will not be counted as "service" for purpose of earning leave, gratuity or for any other fringe benefits.
- Should a position not be available at the time of return to work, due to lack of funds which resulted in the former position being eliminated permanently, the leave of absence may be extended until such time as a position for which the employee is qualified becomes available
- Failure to return to work upon expiration of the leave of absence or when a position becomes available results in termination of the employee's services
- The In charge authorizing leave without pay should ensure that it is granted only if the employee has a bonafide intention to return to the Organization following the leave.

Leave without pay should not to be more than 1 month after which his services may be considered for Termination by giving show cause notice.

Negative leave balance will lead towards negative performance and such Employees will not be considered for Performance Appraisal.

### **WORKMAN'S COMPENSATION**

This policy takes care of accidents of our workman working at the site during the working hours at project site. Whenever there is an accident at site, same has to be reported to HO immediately. The intimation should have following:

- Full Name of the Employee.
- Date and time of accident.
- Details of accident.
- Site Name.



- Extent of Injury/damage.
- Causes.

HO – Admin will inform the concerned insurance company about the accident and will send the claim form along with medical report. The details in the form should be complete in all respects. The claim form should be sent only when treatment is completed and fitness certificate is received from the doctor to resume the duty. The medical report given along with the claim form is required to be filled up by the doctor. Following documents should be given along with the claim form and medical report:

- Certificate for date of birth (An affidavit can be given if certificate for date of birth is not available). Date of Birth proof is required only in case of disability or death. In other case, it is not required.
- X-Ray and its reports.
- Fitness certificate from doctor.
- Leave Certificate – this can be prepared at site by mentioning the date of accident and the date of resuming the duty.
- Salary Slip for the last three months for which wages and attendance statement is given.
- Original death certificate in case of death.
- Copy of FIR in case of death.
- Copy of Panchnama in case of death.
- Photocopy of medical bills.
- In case of disability, the civil surgeon's certificate is required.

We need to ensure that all the details required in the claim form are filled up properly and are complete in all respects. The documents required to be submitted should be either in English or Hindi. If it is received in other language, it needs to be translated in English or Hindi before submitting it to HO Admin.

### **ESIC SCHEME**

Employees drawing Monthly Gross salary Rs.15000/- or less are covered under ESI scheme. It is contributed by employee as well as employer. Employees get medical benefits as per this scheme

### **MEDICLAIM POLICY**

Mediclaim policies seem to have become the order of the day. With the rise in unexpected illnesses, a policy to cover expenses incurred for the treatment of diseases is surely beneficial. Mediclaim policies provide for reimbursement of hospitalization expenses for illnesses/diseases suffered or accidental injuries sustained during the policy period. Employee has to be insured himself with personal medical policy as per company rule company will pay the premium amount & will deduct it from monthly salary in equivalent amount .who are already Covered with personal medical policy they need to submit policy document for particular year to HR Department .

**PROVIDENT FUND**

This is a statutory retirement benefit scheme. Employees having basic salary less than Rs. 6500, their employer's and employee contribution will be calculated @ 12% of basic salary. Employees having basic salary Rs. 6500 or more their employer's and employee contribution will be @ Rs. 780/-

**GRATUITY**

The scheme will cover and provide benefits to all the permanent employees who are on the payroll of our company. Such employees while completing 5 years of continuing service in the company will be eligible for gratuity on termination of employment, on retirement or resignation. In case of death or disablement the condition of minimum service of 5 years as mentioned above, will not be applicable.

**RETIREMENT**

The retirement age of the employee is 58 years. The employee will get retired on the last day of the month in which he / she is completing the age of 58 years.

**DISCIPLINARY ACTION**

The procedures outlined below should normally be followed with an employee whose behavior is unsatisfactory unless circumstances require more immediate action.

The project In charge will meet with the employee and discuss the following:

a)  How the employee has failed to meet the expectations of the job and/or why his/her behavior is inappropriate.

The employee's response to the project in charge concerns.

b). After hearing the employee's response, the project manager / Management will decide the appropriate disciplinary action (if any).

c). Normally, disciplinary action will take one of the following forms:

### **(1) WRITTEN WARNING.**

Any written warning should include the following:

A brief summary of the unsatisfactory behavior or performance and the employee's response.

Dates and substance of any related previous oral warnings.

Specific actions the employee needs to take to establish satisfactory performance or behaviour.

A timeframe allowed for improvement.

Notice of future disciplinary action should performance or behaviour not be satisfactory.

### **(2) SUSPENSION / DEMOTION / DISMISSIAL**

If the decision is to suspend, demote, or dismiss, the site in charge should do the following:

Obtain any necessary approvals. Note: In the case of dismissal, with prior approval of the Human Resources Department,

Prepare a written summary of the action that includes a summary of all facts, a summary of the employee's response, and reasons for the decision.

Deliver the written notification to the employee

Send a copy of the written notification along with other required personnel transaction forms to the Human Resources Department.

## **PERFORMANCE APPRAISAL POLICY**

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

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

## Core Principles of the Appraisal Policy

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

## Performance Appraisal Implementation

Performance appraisal discussions will be held over a designated 4 week period on an annual basis. They will be arranged by the appraisee's line manager. Line managers are encouraged to provide the opportunity for an additional 6 month verbal appraisal review, mid-year and other informal reviews as necessary throughout the year.

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

The appraiser (usually the employee's line manager) will be expected to have successfully completed appraiser training, and to be familiar with the appraisee's work.

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

A time and venue for the discussion will be advised at least one week before the meeting takes place.

### **The Appraisal Discussion**

The appraisal discussion will allow an opportunity for both the appraisee, and the appraiser to reflect and comment on the previous year's achievements. It will praise achievement and encourage the appraisee in his/her role.

The appraiser is accountable for giving the employee constructive, timely and honest appraisals of their performance, which should take into account both the goals of the organisation and of the individual.

The discussion should be a positive dialogue, and will focus on assisting the appraisee to acquire the relevant knowledge, skills and competencies to perform his/her current role to the best of his/her abilities.

The appropriate forms will be completed and signed by both parties. The appraisee will be given the opportunity to note any comments that he/she does not agree with and complete a self assessment.

The appraisee and line manager should agree on a Personal Development plan for the appraisee for the following year. This will reflect the appraisee's aspirations and the organisation's requirements, and should align personal

## **SALARY REVISION .**

Your growth in the Company and increase in salary will solely depend on your performance and contribution to the Company.

employees as per company policy as whenever the salary revision will be applicable , if by any case if the leave goes on negative on the salary revision date the salary will not be revised for a year , but the leaves will be set to 0.

*For New Employee Salary revision is after 18 months.*

*For regular employee salary revision is every two years.*

Salary Revision will happen if the company is in profit

Max Salary Revision of an any individual is half of the company Profit. 1/2 will be keep as reserve.

So in case Max salary revision is not possible more than 15% .

Salary revision for the first 18th months shouldn't be more than 30% under any circumstances

## **RESIGNATION**

Employee will be resign from the company services, has to submit the resignation letter to Project Head / HR Department.

There should be no soft copy as email for resignation, violation for this as consider negative behavior for resignation one need to submit hard copy to team leader and after approval from team leader management approve acceptance by consult with team leader

If anyone is resigning before 18 months then company is having rights to not issue experience certificate or any other documents to Employee or any other Employer.

In case of resignation regular employee will required to give two months notice period or 1 months notice period or 1 month's salary. In the event of you having any incomplete assignment, the

Company will have the discretion to relieve you only at the end of the two month's notice period provided project completion certificate authorized from your team leader.

If any employee give resignation then company was having right either terminate with immediate effect or if work is pending can keep two months notice period. The decision lies not with individual is always act with respect to company favor.

### **TERMINATION**

Company may terminate your employment at any time by providing you with notice or with immediate effect in case volition of company rules & regulation as per company policy or any threat to business loss.

Company reserves the rights to be blacklisted employee name from company in violation of company rules & regulation like passing negative messages or caught in legal issues and conflict with team members.

Spreading rumors, soliciting employees of the company for outside employment or coercing coworkers to leave the company is strictly prohibited and frowned upon. Such actions will result in immediate termination of employment without notice and forfeiture of your holding amount.

### **FULL & FINAL SETTLEMENT**

On receipt of resignation letter and Account & HR Department clearance, further processing will be done and within 45 days from the last date of working, full & final settlement statement, experience certificate and relieving letter will be forwarded to the employee

### **TRAVEL POLICY**

This Policy lays down the provisions regarding:

- Authorization for travel
- Modes of travel
- Classification of cities
- Limits of reimbursement for boarding and lodging.
- Miscellaneous payments, which the employees have to undertake while travelling on company business.

**MODE OF TRAVEL:** Employees are advised to undertake travel by most economic and reasonably speedy mode of transportation subject to the entitlement.

**NOTES:** Air / Train / Bus ticket should be attached (where train tickets are surrendered photocopy of the same) need to be produced. Air Travel in any case of exception will require prior approval of HOD (for Head office) and RO head (for RO and branches)

#### **WHILE ON TOUR:**

- Local travel should be undertaken preferably through economical / public mode of transport.
- In exceptional cases, where independent taxi is to be hired, preferably a bill / receipt should be attached with the travel statement.
- Hire of A. C. taxi is allowed only for President / VP / GM and above.
- Travel by independent taxi will not be allowed between those places where other economical mode of transport is available. (e.g. travel by taxi from Mumbai – Pune – Mumbai)

#### **LODGING & BOARDING EXPENSES**

The lodging and boarding expense reimbursement will be subject to the following guidelines:

When Company guest house facility exists, Employee should avail of guesthouse facility of the company wherever such facilities exist. This facility would be provided to the employees while on official tour subject to availability. In case where any employee cannot use food facility available at guest house, he will be entitled to claim reimbursement of food expenses at actual. The employee will have to submit relevant food bills and hotel bill along with travelling statement. Where company guest house facility is not available: When company guest house facility does not exist or when such facility exists but the same is fully occupied, an employee shall stay at hotels as per approved entitlement. However, the food expenses will be reimbursed at actual subject to the entitlement. The employee will have to submit relevant food bills and hotel bill along with travelling statement. When employee stays with relatives during outstation travel if an employee is staying overnight at his / her relative's house, a fixed allowance per overnight stay will be given @ Rs 500/-, no supporting for claiming this amount is required. No other expenses like boarding etc... is payable except travel reimbursement

#### **OUT OF POCKET EXPENSES**

- Out of pocket allowance at the following rates will be paid per day as specified in ANNEXURE T. To enable the employees to meet their out of pocket expenses such as drinking water, reading material, personal telephone calls, coolie charges, tips etc....
- Cigarettes and Liquor expenses are not allowed except those spent on client (PI Refer Definition of Client).

#### **DAY TRAVELS MORE THAN 100 K.M:**

- For day travel, employees shall use most economical and reasonable mode of travel. Independent taxi shall not be hired except for emergencies and without prior approval of HOD / RO Head.
- Hotel stay will not be permitted for day trips. Food expenses will be reimbursed at actual for lunch and or dinner
- Out of pocket expenses will be payable for day trips.



**ADMINISTRATIVE PROCEDURES:**

- Tour should normally be planned in advance and must be approved by the HOD.
- Ticket booking will be done by Administration department. Payment to the travel agent should be settled by administration department. For RO/Sites, administration department will book the tickets.
- Tour advances will be given keeping in view the nature of trip and the likely duration.
- The tour advance will be given to the employee only if there is no outstanding tour advances of previous trip.
- The duly approved tour plan should be sent to HRD before the tour in order to regularize the attendance.
- The tour bills should be submitted to accounts department, within FIVE DAYS after completion of tour in the appropriate format duly approved by HOD / RO head. The travel statement must be accompanied by required bills, supporting a brief tour report.
- The departmental head is responsible to ensure that all expenses are claimed as per the policy. Any deviations from the above guidelines will be sent for approval of HOD/ RO head before submission of the statement to Accounts department for settlement. HOD / RO head shall approve the deviations in exceptional cases only.
- For any tour expenses paid by the employee using credit card, the employee should submit the charge slip bill along with supporting bills in time to finance department for payment after necessary approval of HOD/ RO head.
- All Tours must be taken with the prior sanction from the sanctioning authority.
- Employees on tour are expected to maintain high norms of conduct/behavior consistent with Company's tradition and image.

**Local Conveyance**

The following guidelines will be applicable to the employees who are required to use their own vehicle OR where company has provided vehicle but petrol expenses are not borne by the company, for their official duties at base location or place of deputation. This will not cover conveyance expenses from residence – office – residence. The conveyance expenses will be reimbursed as per following rates

Taxi/Auto	-As per actual
SCOOTER/ MOTOR CYCLE	Rs. 3.50 per km

**Secrecy/Confidentiality:**

You will not during the course of your employment with the company or at any time there after divulge or disclose to any person whomsoever, make any use whatsoever for your own purpose or for any other purpose other than that of the company, of any information or knowledge obtained by you during your employment as to the business or affairs of the company including development, process

reports and reporting system and you will during the course of your employment hereunder also use your best Endeavour to prevent any other person from doing so.

Restrain:

i. **Access to Information:**

Information is available on need to know basis for specific groups and the network file server of the company is segregated to allow individual sectors information access for projects and units. Access to this is authorized through access privileges approved by unit mentors or project mentors.

ii. **Restriction on Personal Use:**

Use of company resources for personal use is strictly restricted. This includes usage of computer resources, information, internet service, and working time of the company for any personal use.

#### **MOBILE/ DATA CARD POLICY MONTHLY USAGE LIMITS:**

The company has tied up with a service provider to provide SIM Cards to all eligible employees. The company has decided monthly expense limit for eligible employees which shall be revised from time to time. :-

#### **The employee shall be responsible for adhering to this limit.**

If employee will make his/her own arrangement for instrument and connection. The company shall not reimburse the cost of the instrument. He/she will be reimbursed the actual operating expenses for official calls subject to necessary approval of the authorized person and submission of required supporting.

#### **OPERATING PROCEDURES:**

1. Where Connection is provided by the Company.

Centralized Billing: Bills will be received at HO and the actual expenses will be monitored against individual limit.

In case where, actual bill amount is exceeding the limit, it will be forwarded to the employee concerned for obtaining necessary approval from authorized person. In case of any part / non-approval, the excess amount will be recovered through next month's salary of the employee.

**Note:** The employee concerned will be responsible to obtain the approval of HOD within a maximum one week. In case of non-receipt of response/approval within stipulated time, the excess amount will be recovered through next month's salary of the employee.

## **General**

The Management reserves the rights to modify , add, delete, amend, interpret or withdraw any or all rules at its own discretion. The decision of the management is binding on all the employees. Any statutory amendment made by Government if applicable to the company will be part of this policy.

## **Acceptance:**

I have read this policy and fully understood the term and condition of my employment and I except the same without any reservation.

**Employee Name:-**

**Employee Signature:-**