

CODE OF CONDUCT HANDBOOK

CHRPL: HAND BOOK ON EMPLOYEE CODE OF CONDUCT

1.00 Purpose

1.01 The Employee Code of Conduct outlines standards of personal and professional conduct that all employees must strive to uphold and behave in an ethical and professional manner at all times. The Code provides a basis for all employees to maintain a working environment that is productive, positive, enjoyable, safe and free from harassment and discrimination. It will also assist managers to induct employees into the CHRPL and address any circumstances that may arise, which is in conflict with the stated Standards and Values.

1.02. Professionalism is the core bench mark which the Company advocates and any breach what so ever, within this frame work accrues, breach of conduct.

2.00 General

2.01. Employees are expected to maintain the highest standards of conduct and integrity in the performance of their duties and responsibilities. An employee who fails to conform to a reasonable standard of professional and personal behavior in carrying out assigned duties or who has a disregard for laws, rules or regulations will face disciplinary action.

2.02. Code of Conduct will generally cover what is considered right in the Company. Following are some Pillars on which the Company Code of Conduct is based on:

- (a) Vision - Ethics, Development, Innovation, Customer
- (b) Values – Quality, Commitment, Integrity, trust
- (c) Clients – Clients are our stakeholders in our Business
- (d) Employees – Satisfied And Devoted

2.03. Employees will not indulge in behavior that can result in disciplinary action which includes, but is not limited to the following:

Breaching the Law Of Land, verbal mistreatment of colleagues, an ongoing failure to follow supervisory instructions; tardiness or poor attendance; major violations of rules (possession of or the using of alcoholic beverages or controlled substances during working hours); inappropriate use of **CHRPL** property, equipment or facilities, fighting or violating safety rules including failure to report an accident involving **CHRPL** vehicles or equipment, insubordination, stealing, falsifying a time sheet or any official document.

3.00 Where there is a doubt as to the application of the Code, or the appropriate course of action to be adopted, employees affected should discuss the matter with their seniors and the Management.

4.00 CHRPL incurs huge expenditure on marketing & advertisement providing leads and contacts and goodwill of seniors and company to facilitate all its employees to achieve their targets with respect to sales/bookings.

All employees are expected to faithfully do all sales/bookings in the name of CHRPL only and in no case should indulge to do the sales/booking bypassing the company. In case such activities are noticed with respect to any employee, CHRPL Management is free to take disciplinary action including criminal prosecution also against such employee.

5.00 MANAGERS' RESPONSIBILITIES

Managers' at all levels are responsible and accountable for:

5.01. Undertaking their duties and behaving in a manner that is consistent with the provisions of the Employee Code of Conduct.

5.02. Informing employees in their teams about the Employee Code of Conduct, relevant policies, procedures and minutes.

5.03. Providing appropriate training and/or performance counselling to ensure the required standard is met.

5.04. Target Setting for self & Team Members.

6.0 EMPLOYEES RESPONSIBILITIES

All employees have a responsibility to:

6.01 Be personally responsible and accountable for their own performance, behaviour and attendance in the workplace.

6.02 Undertake their duties and behave in a manner that is consistent with the provisions of the Employee Code of Conduct.

6.03 Promote a positive, safe and healthy environment in the conduct of their work.

7.0 Personal Conduct

7.01. Attendance and Punctuality:

(a) Employees are expected to be punctual and regular in their attendance.

(b) Employees shall take permission before taking leave.

- (c) When an employee is unavoidably absent from work due to sickness or any other reason, the employee should telephone their manager promptly (preferably before their normal starting time) and indicate their likely return to work.
- (d) Managers may exercise their responsibility to contact employees who have not contacted them directly within a reasonable timeframe to ascertain the reasons for that individual's absence.
- (e) Employees wishing to extend their leave must arrange this before commencing the leave. If the employee is on leave they must speak to their immediate manager at least 2 working days before their leave ends.
- (f) Half day Salary Deduction policy: 3 late = 1 day / 1 late = ½ day. Office timing is 9.30 am to 7.00 pm. The margin for late comer should be of 30 min only.

7.02. Dress and Appearance: CHRPL is well-recognised and respected and projects a particular image to our clients. Employees must therefore ensure that their appearance is neat, clean and appropriate for their particular area of work. A high standard of personal hygiene is expected at all times. Where a uniform is provided, it must be worn in accordance with the CHRPL requirements. When wearing a uniform to and from work, employees are expected to conduct themselves in a responsible and professional manner.

7.03. Personal Behaviour: Employees are required to undertake their duties in a professional, responsible, conscientious and ethical manner and to act in the best interests of CHRPL. They are expected to act honestly in all of their duties when dealing with clients and fellow employees.

7.04. Professional Behaviour: Employees should perform the duties associated with their position to the best of their ability, diligently, impartially and conscientiously. In the performance of their duties, employees should:

- (a) Ensure Occupational Safety & Health obligations.
- (b) Maintain adequate documents to support decisions made.
- (c) Treat all persons with courtesy and sensitivity to their rights and provide all necessary and appropriate assistance.
- (d) Act responsibly when becoming aware of any unethical behaviour or wrong doing by any employee. Such information should be forwarded to the Head - HRD.
- (e) Continuously improve work performance. All employees should actively pursue quality improvements.

- (f) Not make hurting/insulting remarks about other employees.

8.0 USE OF FACILITIES AND EQUIPMENTS

Employees should take all possible care when using CHRPL property, goods, intellectual property and services and ensure they are used efficiently, carefully and honestly. Unless permission has been granted by the employee's Manager, CHRPL resources are not to be used for private purposes.

9.0 CONFIDENTIALITY AND USE OF PERSONAL AND OFFICIAL INFORMATION

- (a) Employees have an obligation to ensure that professional information is secured against loss, misuse or unauthorised access, modification or disclosure. Employees have a duty to maintain the confidentiality, integrity and security of official information for which they are responsible.
- (b) Respect the nature of privileged or confidential information regarding **CHRPL**, its officers, board or staff;
- (c) Not use information obtained in the conduct of **CHRPL** business for personal or business advantage;

10.0 RECORDS MANAGEMENT

- (a) Employees need to be aware of their record keeping responsibilities.
- (b) All employees must therefore ensure that CHRPL documents are not placed in unofficial or private filing systems but place such documents in official files.

11.0 BULLYING

Bullying is unreasonable behaviour that is directed against an individual or group by another individual or group and is derived from the misuse of power over the target of the behaviour. This may include:

- 11.01 Verbal abuse, shouting.
- 11.02 Excluding or isolating behaviour.
- 11.03 Deliberately withholding information vital for effective work performance.
- 11.04 Giving employees impossible assignments.
- 11.05 Physical abuse.

Bullying is unacceptable conduct within the CHRPL and all reported incidents will be investigated. Whilst it is the responsibility of all employees within the CHRPL to ensure that premises and facilities are free from harassment, managers have a particular and clear responsibility to meet this requirement. Managers who become aware of serious breaches of policy must immediately notify their immediate manager or the Head HR.

12.0 PROFESSIONAL DEVELOPMENT

Employees must continually strive to improve their professional competence, maintain their knowledge and encourage the development of their skills and competence of associates.

13.0 EXTERNAL EMPLOYMENT

CHRPL does not subscribe employees from working outside business hours or running their own enterprise/business. No employee, while in the service of the company, is allowed to accept other employment, or undertake any work or service, direct or indirect, honorary or otherwise, without previous written permission from the Management. No employee shall carry on any business on his own account while he is in the service of the Company.

14.0 GRIEVANCE HANDLING

14.01. It is expected that as a first step, employees will attempt to resolve the issues between themselves. Where this is not appropriate or does not result in a satisfactory resolution a more formal procedure will be undertaken. Decision by the Management thereafter will be final and will be abided.

14.02. The dispute resolution process will operate within the following principles: Confidentiality, Impartiality, Promptness, Sensitivity, Courtesy and Respect.

14.03. Disputes may be resolved in a formal or informal manner. Where possible, as a first step and with the agreement of both parties, the dispute may be resolved informally. If the dispute is not resolved at the informal level then the formal process provides graduated steps for further discussion and resolution at high levels of authority. A formal resolution requires a thorough investigation to be undertaken, and the process documented.

14.04 Appropriate managers as nominated by the management will investigate a complaint or allegation of behaviour that is contrary to these standards. Investigations will be carried out with sensitivity and fairness and maintain confidentiality.

15.0 BREACHES OF THE CODE

CHRPL is committed to the standards set out in the Employee Code of Conduct. Where a breach of the Code has been identified by the CHRPL a response to the breach may result in:

- (a) Counselling.

- (b) Disciplinary action.
- (c) Suspension; or
- (d) Termination of employment.

16.0 PROBATION PERIOD

All new joined employees appointed will serve a six month probation period, to ensure both **IDI** and the employee is happy with a permanent commitment to the role. Upon completion of successful probationary period the employee will be taken on regular employment.

17.0 SEPARATION CLAUSE:

PROBATIONARY EMPLOYEESS		REGULAR EMPLOYEES
Resignation	Notice Period - one month notice period (subject to approval of Management)	Notice Period - Two months notice period (subject to approval from Management)
Termination (due to non-performance, indiscipline, misconduct, Illegal Acts, misbehaviour, in-subordination)	Notice Period –immediate or one day	Notice Period –One Month
Immediate Release	Have to Surrender 15 days salary (subject to approval of Management after acceptance of resignation)	Have to Surrender 30 days salary
Without Serving Notice Period NO PAYMENT of salary		

18.0 EMPLOYEE BENEFITS

18.01. SALARY ADVANCE PAY POLICY

An advance pay policy is followed by our company which defines that you can get up to 1/2/50% salaries as advance but after giving genuine reason / discussion.

Sl.No.	Eligibility	Amount of Advance
a)	Employees with less than 6 months service in the Company	Not eligible for advance
b)	Employees with 6 months to 1 year service in the Company	15 days net pay (Recoverable in next 3 months Salary)
c)	Employees with more than one year service in the Company	Up to one month net pay (Recoverable in next six months)

Salary advance will be admissible once a year only.

18.02. INCREMENT POLICY

Increment will be given on the basis of yearly performance. And a confidential performance appraisal system is followed.

18.03. INCENTIVE SYSTEM

There is a well defined incentive system in the company.

19.00 CORPORATE ETIQUETTE

19.01. Office Attire

Employees should wear their properly pressed formals during office hours because it is the most visible representation that you work for the company. Even then, employees are still expected to present a respectable and professional image. However, do keep in mind that not all casual attire fits in the office setting. Round neck t-shirts are not allowed.

19.02. First Impressions Last

If you are new in the company, or if someone new is introduced to you, always maintain proper manners. Do not assume that you can kid around with other people in the workplace - especially if you are not acquainted with them. Always introduce yourself politely and gracefully to new people you meet, whether they are visitors, clients or also work for your company.

19.03. Always Say Excuse Me, Please, Thank You and I'm Sorry

These are just simple phrases, first taught to us by our parents to be good girls and good boys, which we should have mastered by this time.

Always say "excuse me" when you cough, when you sneeze, and when you call someone's attention in between their work or conversation.

Always say "please" when asking someone a favor. Without this, you will sound like you are demanding or giving command.

When people do things for you, whether it is a superior or a subordinate, you should always say, "Thank you." This will show your co-workers that you appreciate them and what they do for you and for the company.

Saying "I'm sorry" is such a powerful way of letting others know that you didn't mean what just happened, thus making the situation less disturbing or less disappointing. Saying "I'm sorry" is just an initial step because it should be followed with what you should do to make it up.

19.04 Be Clean

One way to show professionalism toward your co-workers is to come to work smelling and looking nice. Though there is a saying, "beauty comes from the inside and not from the outside," physical image still counts in the workplace. Even customers inquiring about your company's products won't be interested with your approach if you look like you just jumped out of your bed and wore your worn clothing yesterday.

Cleanliness applies not only to the employee's personal grooming, but also on how clean and organized things in their work area.

19.04. Try Not to Interrupt

During meetings or even in casual conversation, try not to interrupt other people who are speaking to show them respect. Listen and wait for them to finish before you raise your point. Even in situations where the conversation is casual, it is still in the workplace so proper conversation manners should still be observed.

19.06 Privacy

If you are entering a cabin or a cubicle, it will be nice if you knock first before initiating a conversation. This shows that you respect their work space and privacy. Also, always remember that borrowing should always come with permission from the owner -for everything from small things like a stapler or markers, to big things like viewing or copying files.

19.07 Don't Be Loud

The workplace is a shared space, so any kind of noise can be a distraction for a lot of people. Do not raise your voice to get someone's attention. Being loud is one of the most annoying

characteristics of people in the workplace, and you would definitely not want to be that guy who everybody secretly hates in the office.

19.08 Workplace Conversation

Being approachable in the workplace is a good way to build camaraderie, but don't spend this time chatting about inappropriate topics such as your vacation last week or your embarrassing moments. Also, limit chatting time with your co-workers because they may have something more important to do. You can always save these topics until break time.

19.08 Don't Be Late

For a lot of reasons, being late for work should be avoided. Being frequently late for work is a mark of an unprofessional attitude and it should not be encouraged or tolerated in a professional environment. Instead, being on time for work or a business meetings is one way of showing your boss that you are interested and serious about your job.

19.09 Mind your Gestures

As mentioned earlier, employees are expected to behave as professionals. In any kind of job, supervisors and employees often experience back pain, tiredness and even sleepiness which lead them to stretch, shake their hands or lay their head down on their desk. Though these acts are not prohibited, employees should be conscious that they should not overdo these stress-relieving gestures.

You can shake your hands or stretch a little without disturbing others. It is best if you go to the comfort room and do it there. When you yawn, make sure to cover your mouth and as much as possible don't make the yawning sound. When so sleepy, you can go wash your face or you can rest your head down for 3 minutes to rest your eyes, but don't do this in front of a client.

Break time is a perfect time to relax, but never place your feet on top of your desk because that is incredibly bad manners.

19.10 Addressing Female Employees & Clients

While receiving any female Client/Employee never extend your hand for handshake first, however if she extends her hand for handshake, shake hand with her politely, softly and briefly. Never ever stare at any female Client/Employee, as it gives a bad impression for the individual and organization.

19.11 Do's and Don'ts at workplace:

- (a) Never adopt a casual attitude at work. Your office pays you for your hard work and not for loitering around.
- (b) Don't peep into other's cubicles and workstations. Knock before entering anyone's cabin. Respect each other's privacy.

- (c) Put your hand phone in the silent or vibrating mode at the workplace. Loud ring tones are totally unprofessional and also disturb other people.
- (d) Don't open anyone else's notepads registers or files without his permission.
- (e) It is bad manners to sneeze or cough in public without covering your mouth. Use a handkerchief or tissue for the same.
- (f) Popping chewing gums in front of co workers is simply not expected out of a professional.
- (g) Stay away from nasty politics at the workplace. Avoid playing blame games.
- (h) Keep your workstation clean and tidy. Throw unwanted paper in dustbin and keep files in their respective drawers. Put a label on top of each file to avoid unnecessary searching.
- (i) Never criticize or make fun of any of your colleagues. Remember fighting leads to no solution. There are several other ways to express displeasure. Sit with your colleagues, discuss issues face to face and decide on something which is mutually acceptable.
- (j) Take care of your pitch and tone at the workplace. Never shout on anyone or use foul words. It is unprofessional to lash out at others under pressure. Stay calm and think rationally.

- (k) Never attend meetings or seminars without a notepad and pen. It is little tough to remember each and everything discussed in the meeting. Jot down the important points for future reference. Wait for your turn to speak.
- (l) Pass on information to all related recipients in the desired form. Communicate through written modes of communication preferably through emails. Keep your reporting boss in the loop. Make sure your email signatures are correct.
- (m) Reach office on time. One must adhere to the guidelines and policies of the organization. Discipline must be maintained at the workplace.
- (n) No organization likes to have a shabbily dressed employee. Shave daily.
- (o) Never wear revealing clothes to work. Body piercing and tattoo are a strict no at the workplace.
- (p) Don't pass lewd comments to any of your fellow workers.
- (q) While having lunch together, do not start till the others have received their food. Make sure your spoon and fork do not make a clattering sound. Eat slowly to avoid burping in public.
- (r) Respect your fellow workers and help them whenever required.
- (s) It is unethical to share confidential data with external parties and any other individual who is not related to the organization. Data in any form must not be passed to anyone outside the organization.
- (t) Office Stationery is meant to be used only at work. Taking any office property back home is equivalent to stealing.
- (u) Make sure you turn off the monitor while you go out for lunch or tea breaks. Switch off the fans, lights, printer, fax machine, scanner before you leave for the day.
- (v) Don't bring your personal work to office. Avoid taking kids to office unless and until there is an emergency.
- (w) Park your Two Wheeler/Four Wheeler at the space allocated to you. Don't park your vehicle at the entrance as it might obstruct someone's way.
- (x) Never ever drink while you are at work. Smoke only at the smoking zones.
- (y) Do not leave the restroom with taps on.

Female Employees should stick to minimal make up, avoid wearing heavy jewellery to work, do not use strong perfumes.

CHRPL PROMOTES THE POLICY OF NO SMOKING / CHEWING TOBACCO / PAN MASALA, AS THEY ARE BAD FOR HEALTH AND GIVES THE POOR IMPRESSION WITH COLLEGUES & CLIENTS.

Date :
Employee Name :
Designation :

Approved By :