



Conmech Cutnfix Private Limited

Human Resources

Policy and Procedure Manual



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Welcome

Congratulations on your appointment and welcome to the team at Conmech Cutnfix! We are excited that you have decided to join us and look forward to a long, happy and successful partnership together. We are trading in Construction Power Tools, Measuring Tools, Metal Working Tools, Wood Measuring Tools, Cordless Tools, Fisher Fixing System, Diamond Cutting System and Construction Equipment. We are Authorized Applicator of TYROLIT, FISCHER and WURTH brands. We believe in delivery best-in-class products and customer service to our esteemed customers.

You have been hired because we believe you can help us to deliver these high levels of customer service. We want to ensure that your interactions with other Conmech Cutnfix employees and our customers will reflect the value that Conmech Cutnfix places on transparency, honesty, respect, team work and most importantly absolute customer focus.

The purpose of this Manual is to introduce you to the Conmech Cutnfix, give you some information about our history, our clients and what we do. You will also find information about your terms and conditions and employment, our expectations around your behavior and our policies and procedures. This manual should be read in conjunction with your Contract of Employment.

This Manual is by no means an exhaustive guide to your employment with us. It has been developed to act as a resource and reference for you. The policies within this Manual are easily listed and easily accessed via the contents page. This Manual will be updated as required as our business evolves and grows. You will be notified of any changes as they occur. If you have any questions about the content please do not hesitate to contact your manager.



Our Company History

The story of Conmech Cutnfix starts in 2018 when Saeedbhai was working under his family business, King Engineers. He had an idea of diversifying the business. He undertook a 2 years long study and determined that tools (Anchor Fixing, RCC Cutting, Rebar Fixing, other industrial engineering services etc.) were in great demand. So he started services business under King Engineers. The business saw good growth and success in the first few years itself.

Finally, the business had reached excellent momentum and he realized that it was time to move the tools and construction equipment business under a new name.

In October 2018, Conmech Cutnfix was created as a comprehensive construction service provider.

Since 2018, the business has seen immense growth and has expanded to 2 locations.

Conmech Cutnfix boasts of over 150 regular customers and a team of 30+ skilled and dedicated employees.

Conmech Cutnfix aims to at all times maintain the upmost levels of service for our customers and strives to place itself at the forefront of construction industry.



What We Do

We, at Conmech Cutnfix, are specialized construction engineering service provider which we deliver with technical expertise and service satisfaction.

We are authorized applicator of Fischer, Wurth & Tyrolit following brands

- FISCHER FIXING SYSTEM - Mechanical and chemical anchor fasteners
- WURTH (TYROLIT) - Diamond cutting tools & abrasive

Our wide range of industrial service include

- Chemical Anchor Fixing
- Chemical Rebar Fixing
- RCC Core cutting & Core Drilling
- Rcc cutting with wire saw cutting
- Rcc cutting with wall sawing
- Fischer passive fire protection application
- Groove cutting & filling expansion joint filling with polysulphide sealant

We provide express services through our two locations,

1. F-51 Earth Complex, Akshar chowk, Vadodara
2. F-02, Aastha Complex, Dahej Bypass Road, Bharuch

You can visit our company website for more up-to-date information on our locations.

Our Clients

At Conmech Cutnfix we service many businesses from a variety of industries, we are proud to list the following clients:



Our Vision, Mission & Values

Vision Statement:

Conmech Cutnfix' vision is to be the leading customer-centric solution providing company at pan India level that uplifts the business of its customers to international standards through quality service and products.

Mission Statement:

Our mission is to provide highest quality of products and customer service delivered with warmth, friendliness, respect, and team spirit.

Values:

- **Transparency** – Be open and transparent with our customers, suppliers and employees about ourselves
- **Honesty** - Be honest and humble about matters pertaining to the business and reward honesty shown by others
- **Absolute Customer Focus** - Be fully attentive and committed towards our customers in providing them with the best service and experience
- **Respect** - Respect our customers, suppliers and fellow employees and treat them as equals
- **Team spirit** - Work with a spirit of common goal and as a team to meet expectations and deliver best quality; Together we can and must succeed



Your Employment

Your employment with Conmech Cutnfix is essentially governed by Conmech Cutnfix HR Policies documented in this Manual. The following section provides general information regarding your pay, conditions and our expectations of you.

Payroll

Your salary cycle is monthly. Our salary cycle runs from 1st to the last calendar day of the month salary are processed on **5th** of each month.

Salaries will be automatically deposited electronically into the bank account details provided to Conmech Cutnfix.

Taxation payments are automatically deducted from your salary.

Changing Pay Details

Please advise the Head of Finance via a formal request should you wish to change any pay details like changing or closing your bank account. Please ensure you notify us two weeks prior next payroll run for the change to be effective.

Hours of Work

Office/Business hours are generally between 8am to 7pm Monday to Saturday. Your hours of work will depend on business needs and the requirements of the work you are assigned.

Lunch timing for female employees is 1.5 hours and for male employees is 1 hour.

Your Manager will work with you to establish your break times if needed.

Lateness for work

Any late arrival at work due to illness, injury or any other reason must be personally reported to your supervisor as soon as possible and prior to your normal starting time. If you are unable to do this personally, you are requested to ask someone to telephone



on your behalf. You will be allowed a relaxation of 15 minutes from the scheduled start time however your manager holds the right to discontinue that if you continue to disregard office timings.

You should conduct your personal work outside your normal working hours.

Meal and Petrol allowance

Meal allowance is applicable to any staff that has travelled more than 50 Kms from the base office for work purpose and has to be away for more than 5 hours.

Employees will be paid Rs 125 per meal as meal allowance. In case the employee has to work beyond 7 pm in the evening, he/she will also be paid meal allowance for the night.

Petrol allowance is applicable to sales team. Sales person must inform start Km at the beginning of the week and end Km at the end of the week. It will be paid at the rate of 3.5 Rs per Km which is inclusive of vehicle maintenance.

Overtime and Additional Hours

Overtime is work which is performed at the direction of the manager and which is in excess of your contracted hours of work. At Conmech Cutnfix, overtime is applicable only to worker. All Worker are expected to work longer than the usual work hours as and when needed. If a Worker cannot for some reason work reasonable additional or overtime hours, he must notify your Manager as soon as practicable with the reasons as to why.

Overtime will be calculated as per following formula:

$$\text{no of hours of overtime} \times \text{hourly salary}$$

Hourly salary will be calculated as $\text{monthly salary} / (\text{no of calendar days in a month} * 8 \text{ hours})$

The overtime hours will be as per hours informed by the employee. Conmech Cutnfix trusts its employees to report their overtime hours in accurate fashion. If it is found that employee is overstating the overtime hours, appropriate disciplinary action may be taken against him.



Reimbursement of Expenses

Conmech Cutnfix will reimburse employees for pre-approved expenses properly incurred by employees while performing their duties. Reimbursement will be subject to employees providing the company with receipts or other evidence of payment and description of the purpose of each expense, in a form required by the Conmech Cutnfix. Employees will also be required to complete the Expense Reimbursement Form which is included in the Office Forms section of this Manual. (Expense Reimbursement Form format can be found at the end of this document).

Travel

Reasonable travelling expenses, where incurred in the performance of an employee's duties, will be reimbursed, provided that all bills are submitted to finance team. The payment of expenses is at all times subject to the prior authorisation of, and at the discretion of, employee's manager.

Employees should arrange travel and accommodation through the Conmech Cutnfix preferred travel supplier prior to departure.

Generally train travel will be by III tier AC or AC Chaircar class. Air travel will be by economy class, with a carrier chosen by the Conmech Cutnfix. Any bus travel would be by AC bus.

Dress Code Policy

Conmech Cutnfix's objective in establishing a safe and comfortable environment includes setting some standards for workplace dress code. This is to enable all people to project a professional image that is in keeping with the needs of our clients and customers to trust us. Because our industry requires the appearance of trusted professionals a standard dress code is necessary for everyone. Conmech Cutnfix has a uniform that will be provided to everyone. Each employee will be provided 2 sets of uniform within 1 month of joining.

The employees will also get 1 set of uniform every six months.



If the employee wishes to get extra sets, they can purchase them as per rates prevailing at the time.

All employees must wear uniforms when in office. Any form of casual clothing like jeans, t-shirts, frocks etc are prohibited.

Exit Formality

Any employee who leaves the company will have to fill an exit survey. All the office items like ID card, etc. should be returned to authorised person before the last working day.

Conmech Cutnfix has a policy of notice period of 45 days which applies to all employees. Notice period could be mutually agreed with the employee.

Any payments due to the Leaving employee or from the employee will have to be settled by the last working day.



Business Environment

Work Areas

It is important that your workstation and/or desk remain clean and tidy and free of boxes, papers and magazines. Our expectation is that your workstation will be cleared and tidied at the end of every day. Any items that require storage should be put away, hard copy paper files should be kept to a minimum, with soft copies of files stored on the relevant shared drive electronically. Laptops/documents should not be left on desks overnight unless you have your own lockable office.

Conmech Cutnfix management believes in self-cleaning of office area. Employees are expected to contribute to cleaning of office.

Security

Entry to the Conmech Cutnfix premises during and / or outside of normal business hours will be by way of keys.

It is the responsibility of every Conmech Cutnfix employee to ensure that this key is kept in safe custody. It must be returned on demand.

If keys are lost or misplaced, you must notify your Manager immediately.

Employees must ensure that all confidential/sensitive documents are locked away at night. You should make sure that your personal belongings and valuables are locked away and secured. Personal property is not covered by Company insurance.

Kitchen and Washrooms

Please keep the pantry and washroom areas clean at all times, cleaning up after use. You should be mindful that these are areas to be used by all employees and you should be respectful to others by always cleaning up after yourself. If you use dishes then wash them immediately after use.

If there are any issues with these facilities you should notify your Manager immediately.



Printing

Save costs on printing wherever possible by printing on both sides of paper. Please pick up all printed matter off the printer and ensure that the printer is stocked with paper at all times. Pick your prints up ASAP. If the paper is jammed, fix the jam.

Employees are expected to use printers for work purposes only. Any misuse of printers may lead to disciplinary action against the employee.

Waste Bins

Most individuals will have these under their desk. These bins should be used for any waste items. Please use your discretion and be mindful of disposing food scraps in the office. Liquids should not be poured/ placed into bins.

The Noise Factor

Try to avoid shouting at each other across the office or on site at a client and respect people's busy periods or meeting times. Or if someone is engrossed in something at their computer or there are more than two people meeting with someone, it usually means they are busy. Try to talk quietly when you are on the telephone and respect others around you.

Keep the mobile phone ringtone volume to medium. Also ensure that your phone has a simple ringtone that is not too distracting for your colleagues. You must talk with a lower volume while talking on phone so as not to disturb other employees.

While personal calls cannot be avoided, Conmech Cutnfix management insists that employees keep their personal calls to minimum and short.

Code of Conduct Policy

Purpose

This policy affirms Conmech Cutnfix' belief in responsible social and ethical behaviour from all employees. This policy clarifies the standards of behaviour that Conmech Cutnfix expects of all employees.

Principles

Our employees contribute to the success of our organisation and that of our Clients. Furthermore, our employees have an obligation to the Business, our Clients and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and Client trust.

Policy

Our Code of Conduct policy applies to all employees and provides the framework of principles for conducting business, dealing with other employees, Clients and suppliers. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism
- Be responsible in the proper use of Company information, funds, equipment and facilities
- Be considerate and respectful of the environment and others
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, clients and suppliers
- Avoid apparent conflict of interests, promptly disclosing to a Conmech Cutnfix senior manager, any interest which may constitute a conflict of interest
- Promote the interests of Conmech Cutnfix
- Perform duties with skill, honesty, care and diligence



- Abide by policies, procedures and lawful directions that relate to your employment with Conmech Cutnfix and/or our Clients
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts
- Under no circumstances may employees offer or accept money
- Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

Conmech Cutnfix expects co-operation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

If an employee has doubts about any aspect of the Code of Conduct, they must seek clarification from the management team of the company.

IT, Internet, Email & Social Media Policies

Internet Use

The internet is provided by Conmech Cutnfix for business use. Limited private use may be permitted if the private use does not interfere with a person's work and that inappropriate sites are not accessed e.g. pornographic, gambling, internet surfing, etc. Management has the right to access the system to check if private use is excessive or inappropriate.

Failure to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include termination. All Staff need to be aware that some forms of internet conduct may lead to criminal prosecution.

Email Use

1. Email facilities are provided for formal business correspondence.
2. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up.
3. Private use of email is not allowed. Management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
4. All emails sent must include the approved business disclaimer.

To protect Conmech Cutnfix from the potential effects of the misuse and abuse of email, the following instructions are for all users:

1. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Conmech Cutnfix in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.



2. Email must not contain material that amounts to gossip about colleagues, salary discussion or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others or concerns personal relationships.
3. The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.
4. When using email a person must not pretend to be another person or use another person's computer without permission.
5. Mass mailing, "reply to all" etc. should be avoided.
6. Failure to comply with these instructions is an offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include termination.

This policy also applies to all employees of Conmech Cutnfix who:

- Have an active profile on a social or business networking site such as LinkedIn, Facebook, Instagram or Twitter;
- Write or maintain a personal or business' blog
- Post comments on public and/or private web-based forums or message boards or any other internet sites.

This policy does not form part of an employee's contract of employment

Professional Use of Social Media

Conmech Cutnfix expects its employees to maintain a certain standard of behaviour when using Social Media for work or personal purposes.

This policy applies to all employees of Conmech Cutnfix who contribute to or perform duties such as:



- maintaining a profile page for Conmech Cutnfix on any social or business networking site (including, but not limited to LinkedIn, Facebook, Instagram, Snapchat or Twitter);
- making comments on such networking sites for and on behalf of Conmech Cutnfix;
- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of Conmech Cutnfix; and/or
- posting comments for and on behalf of Conmech Cutnfix on any public and/or private web-based forums or message boards or other internet sites.

Procedure

No employee of Conmech Cutnfix is to engage in Social Media as a representative or on behalf of Conmech Cutnfix unless they first obtain Conmech Cutnfix' written approval.

If any employee of Conmech Cutnfix is directed to contribute to or participate in any form of Social Media related work, they are to act in a professional manner at all times and in the best interests of Conmech Cutnfix.

All employees of Conmech Cutnfix must ensure they do not communicate any:

- Confidential Information relating to Conmech Cutnfix or its clients, business partners or suppliers;
- material that violates the privacy or publicity rights of another party
- information, (regardless of whether it is confidential or public knowledge), about clients, business partners or suppliers of Conmech Cutnfix without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.

Confidential Information includes any information in any form relating to Conmech Cutnfix, clients or businesses, which is not in the public domain.



Private / Personal Use of Social Media

Conmech Cutnfix acknowledges its employees have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by Conmech Cutnfix. However, inappropriate behaviour on such sites has the potential to cause damage to Conmech Cutnfix, as well as its employees, clients, business partners and/or suppliers.

For this reason, all employees of Conmech Cutnfix must agree to not publish any material, in any form, which identifies themselves as being associated with Conmech Cutnfix or its clients, business partners or suppliers.

All employees of Conmech Cutnfix must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

- is intended to (or could possibly) cause insult, offence, intimidation or humiliation to Conmech Cutnfix or its clients or suppliers;
- is defamatory or could adversely affect the image, reputation, viability or profitability of Conmech Cutnfix, or its clients, business partners or suppliers;
- contains any form of Confidential Information relating to Conmech Cutnfix, or its clients, business partners or suppliers.

All employees, of Conmech Cutnfix must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment or the termination or non-renewal of contractual arrangements.

Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and/or permanently or temporarily denying access to all or part of Conmech Cutnfix's computer network.

For the purposes of this policy, the following definitions apply:

Social Media includes all internet-based publishing technologies. Most forms of Social Media are interactive, allowing authors, readers and publishers to connect and



interact with one another. The published material can often be accessed by anyone. Forms of Social Media include, but are not limited to, social or business networking sites (i.e. Facebook, LinkedIn), video and/or photo sharing websites (ie. YouTube, Flickr), business/corporate and personal blogs, micro-blogs (i.e Twitter), chat rooms and forums and/or Social Media.

Recruitment

Policy

Conmech Cutnfix recognises a robust and professional approach to recruitment and selection helps us to attract and appoint individuals with the necessary skills and attributes to fulfil our aims and support our business goals.

All appointments should be made on the Principle of Merit and adherence to this policy and related processes.

Our Business recruits people via the following methods:

- Internal
- External
- Employee Referred

Procedure

1. Create a simple position description for the job covering key activities, tasks, skills required, expectations, deliverables and safety considerations. When advertising, avoid discriminatory language e.g. young person. Target the requirements of the job e.g. we seek an energetic person.
2. The recruitment process may include some or all of these: an application form, interviews, practical testing, reference checks. If undertaking an interview ensure there are no possible discriminatory requests for information, for example *Do you plan to have a family in the near future?*
3. Give the successful candidate a letter of employment setting out clear terms and conditions. The letter should include a welcome note and start details.
4. Once the candidate has accepted, contact the unsuccessful candidates as a matter of courtesy.
5. Employees will have to sign a Non-Disclosure agreement (NDA). New Joiners will have to sign NDA on first day of joining.



Induction

Conmech Cutnfix will make sure all new employees feel welcome and are ready to start work safely and competently through the use of a proper formal Induction process which this manual forms part of.

Procedure

Complete an induction plan for each new starter with details of:

- introductions
- workplace tour
- Health and Safety procedures
- business overview
- who's who
- nominated buddy
- training plan
- IT system orientation
- A copy of company's HR policy

Probation

Policy

The 3 month probationary period is a time for both the employee and the business to assess suitability, fit and competency within a role. During this period the Conmech Cutnfix commits to reviewing employee performance and at the end of this time ongoing permanent employment will be confirmed.

Procedure

1. Use probationary appraisal form to track and monitor probationary periods
2. Managers to give informal and formal appraisal during the probation period
3. Give at least one formal appraisal four weeks before the end of probation
4. At the end of the probation period, complete a final probation appraisal and advise the employee of the result via a formal written letter

A format of Probationary Appraisal Form can be found at the end of this document.



Training & Development

Policy

Conmech Cutnfix will give employees adequate training to do their job safely and competently. Our business believes training is a two-way process. We encourage employees to participate and to highlight any gaps in their own skills or knowledge they believe they have.

Training includes internal on-the-job training, written instructions such as standard operating procedures, coaching, external training and courses. Safety training takes precedence.

Conmech Cutnfix also intends to provide employees with trainings on new developments in their respective fields, as a way for employees to grow themselves. The company shall also welcome any suggestions from employees regarding any training that might benefit them in their work.

Conmech Cutnfix acknowledges that its employees are highly skilled and experienced. To ensure that other employees benefit from this, the company encourages all its employees to conduct knowledge sharing sessions and trainings in their respective areas for other employees to learn from. Such employees will be recognized and rewarded appropriately.

The company believes and emphasizes on continuous learning and training.

Occupational Health & Safety

Policy

Conmech Cutnfix will, as far as practicable, provide a safe work environment for the health, safety and welfare of our employees, contractors, visitors and members of the public who may be affected by our work.

To do this, Conmech Cutnfix will:

- develop and maintain safe systems of work, and a safe working environment
- consult with employees on safety
- provide protective clothing and equipment, and enforce its use
- provide information and training for employees
- assess all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly review these risks
- remove unacceptable risks to safety
- provide employees and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)

Ultimately, everyone at the workplace is responsible for ensuring health and safety at that workplace.

All persons responsible for the work activities of other employees are accountable for:

- identifying practices and conditions that could injure employees, clients, members of the public or the environment
- Control such situations or remove the risk to safety. If unable to control such practices and conditions, report these to their manager
- making sure workers use personal protective equipment (PPE), training workers to use PPE correctly
- making sure PPE is maintained and working properly



Conmech Cutfix demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position.

Manual handling policy

It is Conmech Cutfix' policy to provide all employees with a safe and healthy workplace by identifying, assessing and controlling manual handling risks.

While management is responsible for the health, safety and welfare of all staff, all employees must report potential and actual manual handling hazards.

Never lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, do not hesitate to ask for help.

Accidental Insurance & Medical Insurance

All employees may be eligible for accidental insurance and medical insurance benefits.

Annual Health & Fitness Check-ups

Company will sponsor health and fitness check-ups for all employees on an annual basis.

Injury procedure

If there is an injury:

1. The first priority is medical attention. The injured worker or nearest colleague should contact one of Conmech Cutfix' first aiders. For a serious injury also call an ambulance.
2. Any employee who is injured on the job, experiences a safety incident or a near miss, must report the incident to their manager.
3. The manager must write a report in the **Register of Injuries and Incidents**. This standard report must include:



- employee's name and job details
 - time and date of injury
 - exact location the injury/incident occurred
 - how the injury/incident happened
 - details of the injury/illness and the part/s of the body injured
 - names of any witnesses
 - name of the person entering details in the Register
 - date the employer was notified
4. Conmech Cutnfix will let the injured employee know that we have received notification of any injury or illness reported in the Register.

The manager must report serious injuries to senior management immediately.

Smoking policy

Conmech Cutnfix has a non-smoking policy. Smoking is not permitted on Conmech Cutnfix property or in offices at any time.

Alcohol & drugs policy

Conmech Cutnfix is concerned by factors affecting an employee's ability to safely and effectively do their work to a satisfactory standard. The business recognises alcohol or other drug abuse can impair short-term or long-term work performance and is an occupational health and safety risk.

Conmech Cutnfix will do its utmost to create and maintain a safe, healthy and productive workplace for all employees. Conmech Cutnfix has a zero tolerance policy in regards to the use of illicit drugs and alcohol on their premises or the attending of other business related premises (e.g. clients) while under the influence of illicit drugs. Contravening either of these points may lead to instant termination.



Harassment, Discrimination, Bullying

Policy

This policy applies to all staff including contractors and covers all work-related functions and activities including external training courses sponsored by Conmech Cutnfix. It also applies for all recruitment, selection and promotion decisions.

Conmech Cutnfix is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include termination.

For the purposes of this policy, the following definitions apply:

Discrimination:

Conmech Cutnfix provides equal opportunity in employment to people without discrimination. These include:

- age
- gender
- marital status
- parental status
- personal association with someone already employed with the company
- physical features
- political activity/belief
- religious activity/belief
- sexual orientation

Sexual harassment includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated

or intimidated a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

Workplace bullying may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

Any employee found to have engaged in behaviour that could be categorized as discrimination, harassment and/or bullying will be subject to disciplinary action, which may include termination as outlined in the complaint procedure below.

Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their manager.

Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

Procedure: To make a complaint

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against business policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your manager). Keep a written record of the incident(s).
2. If the unwelcome behaviour continues, contact your supervisor or manager for support.
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact another relevant senior manager.

Employees should feel confident that any complaint they make is to be treated as confidential as far as possible.

Procedure: To receive a complaint

When a manager receives a complaint or becomes aware of an incident that may be against company policies, they should follow this procedure.

1. Listen to the complaint seriously and treat the complaint confidentially. Allow the complainant to bring another person to the interview if they choose to.
2. Ask the complainant for the full story, including what happened, step by step.
3. Take notes, using the complainant's own words.
4. Ask the complainant to check your notes to ensure your record of the conversation is accurate.
5. Explain and agree on the next action with the complainant.
6. If investigation is not requested (and the manager is satisfied that the conduct complained is not in breach of Conmech Cutnfix policies) then the manager should:
 - act promptly
 - maintain confidentiality
 - pass any notes on to the manager's manager

If an investigation is requested or is appropriate, follow the next procedure.

Procedure: To investigate a complaint

When a manager investigates a complaint, they should follow this procedure.

1. Do not assume guilt.
2. Advise on the potential outcomes of the investigation if the allegations are substantiated.
3. Interview all directly concerned, separately.
4. Interview witnesses, separately.
5. Keep records of interviews and the investigation.



6. Interview the alleged harasser, separately and confidentially and let the alleged harasser know exactly of what they are being accused. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions, however, the manager will still make a decision regardless.
7. Listen carefully and record details.
8. Ensure confidentiality, minimise disclosure.
9. Decide on appropriate action based on investigation and evidence collected.
10. Check to ensure the action meets the needs of the complainant and Conmech Cutnfix.
11. If resolution is not immediately possible, refer the complainant to more senior management. If the resolution needs a more senior manager's authority, refer the complainant to this manager.
12. Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their needs.

Possible outcomes

If after investigation management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

- disciplinary action to be taken against the perpetrator (counselling, warning or termination)
- staff training
- additional training for the perpetrator or all staff, as appropriate
- counselling for the complainant
- an apology (the particulars of such an apology to be agreed between all involved)

Pregnancy at Work

Advising of pregnancy

Conmech Cutnfix encourages employees to inform their manager of their pregnancy as soon as possible. However, we respect that an employee may not wish to advise us of her pregnancy earlier than the minimum notice period.

We also respect an employee's wishes regarding when it is appropriate to tell colleagues about the pregnancy.

Safety at work

Conmech Cutnfix understands pregnancy to be a healthy and normal process and recognises that women have different experiences. When an employee notifies her manager that she is pregnant, the manager will ask the employee to let them know if they experience any changes to their work capacity during the pregnancy. The employee and her manager will then discuss what is needed to keep the employee safe at work and adjustments will be made accordingly where possible.

Options to reduce hours and provision of additional breaks will be considered on a case-by-case basis.

Working until the birth

A pregnant employee may work until the expected date of birth of her child.

Return to work

Employee with more than 3 years of tenure in the company is eligible for 6 months of maternity leave with 50% of their salary.

Employee with less than 3 years of tenure in the company will have to take unpaid leave. Depending upon their job profile, the company might decide to fill their position if its critical to company's business. In such a case, the employee may not be



directly able to join back in the same job position and might have to reapply for any open positions. In that case, they will be considered for such open positions.

Leave

General leave policy

Unless specified otherwise, employees referred to in this policy mean permanent full-time or part-time employees.

All employees are entitled to leave in accordance with the relevant awards or agreements and statutory provisions. Where the entitlements or practices in this document conflict, the applicable award, workplace agreement, employment contract or employment law takes precedence.

All planned leave has to be mutually agreed, and take into account workloads and the employee's needs. Leave must be approved in advance, except when the employee can't anticipate the absence. Any documents regarding leave will be kept on the employee's personnel file.

Planned leave policy

Each employee is entitled to 1.5 days of planned leave for each complete month of service. Leave entitlements are calculated from the date the employee started work and accrue. Applications for planned leave need to be lodged a week in advance.

As a matter of policy, Conmech Cutnfix will not cash out planned leave and will advise employees to avail them prior to the end of the financial year.

For Hajj 35 days of unpaid leaves are allowed which should be applied 6 months in advance.

For Umrah 12 days unpaid leaves are allowed which should be applied 1 month in advance.

Employees may be allowed to avail leaves in advance however such cases would have to be presented and explicitly approved. This is conditional on the employee agreeing to the business deducting any advance in the event of termination, or to the employee accepting leave without pay.



Sick leave policy

An employee is entitled to sick leave only after probation period and numbers of sick leaves are decided by management team on case to case basis. Sick leave does not accrue and gets lapsed at the end of the year.

An employee should notify his/her manager as soon as possible if they are unable to attend work due to illness or injury. Management, at its discretion, may request evidence such as a medical certificate showing that the employee was entitled to take personal leave during the relevant period.

Compassionate leave policy

Compassionate leave is paid leave taken by an employee to spend time with a family member/member of the employee's household, who has a personal illness, or injury, that poses a serious threat to his/her life, or after the death of a family member/member of the employee's household.

Each employee is entitled to a period of two days paid compassionate leave for each occasion where an immediate family member has died (Spouse/Children/Parents), or the employee needs to spend time with a seriously ill family member. Additional unpaid leave maybe granted at management discretion.

Leave without pay policy

Management has the discretion to approve leave without pay that an employee is not otherwise entitled to.

Otherwise 15 unpaid leaves are allowed in a year, which should be applied 1 week before the start date.

Performance Management

Policy

The purpose of performance management is to measure and improve performance. It is an ongoing process. It should include informal and formal review. We encourage a two-way process, that is, employees can also give management feedback on performance.

All employees will undergo a formal performance review with their immediate managers at the end of every month and will be given a half-yearly rating and an end of year rating.

Procedure

1. The manager and the employee agree on the date for a performance appraisal meeting to allow time to prepare.
2. The manager and employee will meet and openly and constructively discuss performance over the period.
3. The manager and the employee will agree any objectives and outcomes for the next appraisal period.
4. Training and development will be considered as part of the process.
5. Notes should be taken of the meeting and copies kept.
6. Outside of this formal process, employees are encouraged to raise any issues they have when they arise.

Please refer to the Performance Management Process for further details.

Performance improvement

Policy

Where warranted Conmech Cutnfix will use improvement processes to improve performance. Should such improvement processes be unsuccessful in improving an employee's performance, Conmech Cutnfix may decide to end an employee's employment. Depending on the circumstances, performance improvement action may include verbal or written warnings, counselling or retraining.

Conmech Cutnfix requires a minimum standard of conduct and performance which will be made clear to employees in management appraisals. If an employee does not meet this standard, Conmech Cutnfix will take appropriate corrective action, such as training. Formal performance improvement procedures will generally only start when other corrective action fails.

If an employee deliberately breaches business policy or procedure, or engages in misconduct, Conmech Cutnfix may start improvement procedures, or, in cases of serious misconduct or breach of policy, may terminate an employee.

Each employee must understand their responsibilities, be counselled and given the opportunity to reach the standards expected of them. Conmech Cutnfix will give an employee the opportunity to defend themselves before management takes further action.

Procedure

1. Conmech Cutnfix will advise the employee of any shortfall in their performance, and give them an opportunity to respond.
2. Once they respond, the manager will consider their response and decide if performance improvement action should be taken. Conmech Cutnfix will provide support such as training where appropriate.



3. If the employee is given a verbal warning, the manager should make a note of it, date it and sign it.
4. The manager will advise the employee in clear terms what they see as the performance problem or the unacceptable conduct. To highlight the deficiency they should use specific examples, and refer to the correct policy or procedure.
5. The manager will allow the employee to respond before making a decision and consider the employee's responses. The employee may have a support person present at such meetings.
6. The manager will decide if more action is needed.
7. If a written warning is to follow, the manager is to:
 - document it and give the employee a copy
 - give the employee the opportunity (and their support person the opportunity) to sign the warning
 - keep a copy on file
8. The warning must clearly define:
 - the deficiency
 - a clear explanation of the expected standard
 - by when the employee needs to achieve it
 - how the business will help the employee achieve the improvement required
 - consequences of failing to improve
9. The manager concerned will keep a record of all meetings, training and/or coaching given and a summary of discussions, and put a copy on the employee's personnel file. This should include date, location and time of discussion.
10. They will continue to support the employee and note the support they give, for example, training or counselling.
11. If the employee's performance or conduct doesn't improve, the manager will give the employee a final written warning and follow steps 4–10 above. This document



needs to warn the employee in clear terms Conmech Cutnfix will terminate their employment if there is not enough improvement, and a sustained improvement in, their performance.

Note: some circumstances justify going straight to a second or final warning.

Gross or serious misconduct policy

Conmech Cutnfix maintains a high level of civility in its operations and expects all employees to behave in the same way. The company doesn't tolerate any kind of serious misconduct, such as,

- Indulging in bullying or harassment activities
- Indulging in anti-social or criminal activities
- Domestic abuse of any form
- Involvement in any physical disputes within or outside of office environment
- Conducting immoral or discriminatory behaviour

Summary (instant) termination for gross or very serious misconduct is possible (depending on the facts involved). Management should seek advice before taking this step.

Procedure

1. The manager is to investigate the alleged offence thoroughly, including talking to witnesses, if any.
2. The manager should ask the employee for their response to the allegation (taking notes of this discussion) and allow them to have representation. The manager should also have a witness present. The manager shall give genuine consideration to the employee's response and circumstances.
3. If still appropriate, following a thorough investigation, the manager can terminate/dismiss the employee.



4. The manager should keep a file of all evidence collected and action taken in these circumstances.
5. Conmech Cutnfix will send the employee a letter of termination noting brief details.

Grievance complaints

Policy

Conmech Cutnfix supports the right of every employee to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, Conmech Cutnfix will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

Managers will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

Procedure

1. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.



4. If the grievance still can't be resolved, refer the matter to the most senior manager for consideration and a final decision. A grievance taken to this level must be in writing from the employee.

Conflict of Interest

Policy

Conflict of interest arises whenever the personal, professional or business interests of an employee are potentially at odds with the best interests of Conmech Cutnfix.

All employees are required to act in good faith towards Conmech Cutnfix. Employees need to be aware of the potential for a conflict of interest to arise and should always act in the best interests of Conmech Cutnfix.

As individuals, employees may have private interests that from time to time conflict, or appear to conflict, with their employment with Conmech Cutnfix. Employees should aim to avoid being put in a situation where there may be a conflict between the interests of Conmech Cutnfix and their own personal or professional interests, or those of relatives or friends. Where such a conflict occurs (or is perceived to occur), the interests of Conmech Cutnfix will be balanced against the interests of the staff member and, unless exceptional circumstances exist, resolved in favour of Conmech Cutnfix.

It is impossible to define all potential areas of conflict of interest. If an employee is in doubt if a conflict exists, they should raise the matter with their manager.

Procedure

Employees must:

- declare any potential, actual or perceived conflicts of interest that exist on becoming employed by Conmech Cutnfix to management
- declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during employment by Conmech Cutnfix to management
- avoid being placed in a situation where there is potential, actual or perceived conflict of interest if at all possible



If an employee declares such an interest, Conmech Cutnfix will review the potential areas of conflict with the employee and mutually agree on practical arrangements to resolve the situation.

Employees must disclose any other employment that might cause a conflict of interest with Conmech Cutnfix to their manager. Where there are external involvements that do not represent a conflict of interest, these must not affect performance or attendance whilst working at Conmech Cutnfix. If such involvement does affect performance or attendance it will be considered a conflict of interest.

Employees must not set up or engage in private business or undertake other employment in direct or indirect competition with Conmech Cutnfix using knowledge and/or materials gained during the course of employment with Conmech Cutnfix.

Engaging in other business interests during work hours will result in strong performance improvement action.

Failure to declare a potential, actual or perceived conflict of interest or to take remedial action agreed with Conmech Cutnfix, in a timely manner, may result in performance improvement proceedings including termination.



Physical and Data Security

Employees may be given access to confidential information, data, business property, keys to premises or any other business related property/information in the performance of their duties. This must be protected and used only in the interests of Conmech Cutnfix.

Employees must not:

- disclose or use any part of any confidential information outside of the performance of their duties and in the interests of Conmech Cutnfix; or
- authorise or be involved in the improper use or disclosure of confidential information;
- During or after their employment without the Employer's written consent, other than as required by law.

'Confidential information' includes any information in any form relating to Conmech Cutnfix and related bodies, clients or businesses, which is not in the public domain.

Employees must act in good faith towards Conmech Cutnfix and must prevent (or if impractical, report) the unauthorised disclosure of any confidential information. Failure to comply with this policy may result in performance improvement proceedings including termination, and Conmech Cutnfix may also pursue monetary damages or other remedies.

Environmental Best Practice

Policy

Conmech Cutnfix will comply with all local, state and Central laws and regulations on:

- disposing of hazardous waste
- safe handling, storage and transport of hazardous waste and dangerous goods
- noise
- air pollution

Procedure

Conmech Cutnfix will we will:

- investigate ways to reduce consumption or recycle waste
- buy electrical and lighting systems rated as energy efficient



Conmech Cutnfix – Employee Declaration

I have read and understand the contents of this manual along with the above policies and I agree to the terms of conditions of these documents.

Employee Name:

Employee Signature:

Date:



Conmech Cutnfix Expense Reimbursement Form

Employee Name: _____

Purpose of the expense: _____

Be sure to list expenses below along with the reason for the expense for tracking purposes. Remember to attach all receipts to this form.

Expenses to be considered for Reimbursement:

Expense Date	Description	Amount (Rs)
Total Amount (Rs)		

I certify that all expenses listed above are accurate and respective receipts have been attached with this request.

Signature

Date





Conmech Cutnfix Probationary Appraisal Form

Employee Name: _____

Date Of Joining : _____

Manager's Name: _____

Objective	Manager's Feedback	Target Achieved (Yes/No)

Overall Recommendation : To Be Confirmed / To Be Terminated / Extend Probation



HR Policy and Procedure Manual

Manager's Signature

Date