



ENSO GROUP

HR  
MANUAL



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# Introduction

Enso Group  
HR Policy Manual

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

The specific policies that follow promote the philosophy of Enso Group with regard to standards of excellence; terms of employment; employee development; and employee services.

It may be necessary to change these policies from time to time to reflect changes in the workforce, employment trends, economic conditions and Global legislation. However, any changes in policy will be consistent with the Company's approach to:

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

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

## EMPLOYING STAFF

Employing staff fairly, and ensuring they are aware of the required standards of business conduct including use of email and the internet.



# Recruitment

## Introduction

Effective recruitment and selection is central and crucial to the successful functioning of Enso Group. It depends on finding people with the necessary skills, expertise and qualifications to deliver the Company's strategic objectives and the ability to make a positive contribution to the values and aims of the organisation.

## Advertisement

- ⚡ Vacancies will generally be advertised in an appropriate newspaper or journal, and will not be confined to those media which, because of their particular source of applicants, provide only or mainly applicants of a particular group.
- ⚡ Advertisements will also be notified to the local job centre.
- ⚡ Enso Group may, on occasions, decide to restrict advertisement to internal candidates only.
- ⚡ In applying for posts, all candidates will be provided with a job description, details of the appropriate conditions of service and details about the Company. A brief statement about the appointment procedure will also be provided and, if possible, an indication of the date (or week) when interviews will be held. The job description will include a list of the main duties and responsibilities of the post, together with an outline of the qualifications and experience which candidates are expected to possess.
- ⚡ In drawing up the job description and conditions of service the Company will ensure that no job Candidate receives less favourable treatment than another on the grounds of disability, gender, race, religion or belief, age, sexual orientation, marital status, parental status, caring responsibilities or hours of work, and that no applicant is placed at a disadvantage unjustifiably by requirements or conditions which have a disproportionately adverse effect on a particular group.
- ⚡ Candidates will be asked to specify whether they have any disabilities, and whether there are any reasonable adjustments needed for them to attend an interview. All candidates with a disability who meet the essential criteria for a job will be interviewed, and considered on their merit.
- ⚡ All candidates will be asked to declare on the application form whether they have ever been convicted of any criminal offence which cannot be regarded as 'spent'.
- ⚡ Applicants will also be required to declare if they are related to any member of staff within the Company. Canvassing of members of the Company is not permitted. No manager should be put into a position where he or she is asked to interview a person to whom they are related.
- ⚡ A short-list of candidates will be drawn up for interview, based entirely on merit and suitability for the post but taking account of the Company's responsibilities in relation to the Disability Discrimination and Equalities Acts. Other than in exceptional circumstances, reasonable notice will be given to ensure that candidates have sufficient time in order to prepare for and make the necessary arrangements to attend the interview.

# Induction Policy

## General Policy Statement

Enso Group believes that all new employees MUST be given timely induction training. This training is regarded as a vital part of staff recruitment and integration into the working environment. This policy, associated procedures and guidelines define the Company's commitment to ensure that all staff is supported during the period of induction, to the benefit of the employee and Company alike.

## Aim

It is the aim of the Company to ensure that staff induction is dealt with in an organised and consistent manner, to enable staff to be introduced into a new post and working environment quickly, so that they can contribute effectively as soon as possible. This induction policy, associated procedures and guidelines aim to set out general steps for managers and staff to follow during the induction process. It is expected that all managers and staff will adhere to this policy.

The Company expects that the implementation of good induction practice by managers/supervisors will:

- ◀ Enable new employees to settle into the Company quickly and become productive and efficient members of staff within a short period of time.
- ◀ Ensure that new entrants are highly motivated and that this motivation is reinforced.
- ◀ Assist in reducing staff turnover, lateness, absenteeism and poor performance generally.
- ◀ Assist in developing a management style where the emphasis is on leadership.
- ◀ Ensure that employees operate in a safe working environment.
- ◀ Will reduce costs associated with repeated recruitment, training and lost production.

## The Company's Commitment

The Company Human Resources Department / Head Office will:

- ◀ Issue guidelines to familiarise managers and staff with the induction process.
- ◀ Maintain and update the Induction Policy.
- ◀ Provide a checklist for managers and staff to follow during the induction period.
- ◀ Deal with any problems promptly providing an efficient service for both managers and staff.
- ◀ Provide relevant formal training courses necessary to assist the induction process.

## GUIDELINES FOR MANAGERS/SUPERVISORS

### General

Starting a new job is a demanding and often stressful experience. Quite apart from the obvious challenge of tackling new tasks, there is also the need to become accustomed to a new organisation, a new environment and new colleagues. The purpose of induction is to support new employees during this difficult period and to help them become fully integrated into the Company as quickly and as easily as possible.

Induction has benefits for all involved in the process. Employees who settle quickly into the Company will become productive and efficient at an early stage and in turn will experience feelings of worth and satisfaction. It is generally recognised that new employees are highly motivated and an effective induction process will ensure that this motivation is reinforced.

#### Benefits of Induction

The advantages of an effective and systematic induction process are as follows:

- ▶ To enable new employees to settle into the Company quickly and become productive and efficient members of staff within a short period of time.
- ▶ To ensure that new entrants are highly motivated and that this motivation is reinforced.
- ▶ To assist in reducing staff turnover, lateness, absenteeism and poor performance generally.
- ▶ To assist in developing a management style where the emphasis is on leadership.
- ▶ To ensure that new employees operate in a safe working environment.
- ▶ To reduce costs associated with repeated recruitment, training and lost production.



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## First Day of Employment

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Preparations should be made for the arrival of the new entrant well in advance, for example, arrangements should be made to provide desk, equipment and lockers etc..

Most new employees tend to be concerned primarily with two matters:

- a) whether they can do the job and
- b) how they will get on with their new colleagues.

It is therefore important to introduce them to their new workplace and colleagues at the earliest opportunity. An introductory talk will be appropriate at this time and can be combined with the provision of general information and exchanging any necessary documentation. This talk should be as brief as possible, because the employee is unlikely to be receptive to detailed information at this stage, and should be conducted by someone who is well prepared and has sufficient time available. Managers/supervisors should refer to the Induction Checklist and use it as a basis for discussion thus ensuring all documentation is complete.

A tour of the workplace should be arranged for the new entrant allowing the Company / Division to be viewed as a whole and the recruit to see where he/she fits into the organisation.

The new entrant will want to get to know his/her colleagues and quickly become part of the team and time should be made for this process. Colleagues should be briefed on the new entrant's arrival. If possible one of the new entrants colleagues should be nominated to ensure that he/she has every assistance in settling in quickly.

## Employee's Employment

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### Introduction

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Employees Employment in Enso Group is essentially governed by Contract of Employment, Enso Group policies. The following section provides general information regarding Pay, conditions and company's expectations form an employee.

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### Payroll

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Employees pay cycle will be monthly. Pay will be automatically deposited electronically into the bank account details provided to Enso Group. Taxation payments will be automatically deducted from the salary.

The company shall review the employee's salary on the first anniversary of the employment and at six monthly intervals thereafter for the remaining term of the employment, but shall be under no obligation to increase the salary.

The company shall be entitled to deduct from the employee's salary or other payments due to an employee any payment which he/she owe the company at any time.

Employee will be eligible to participate in the company's discretionary bonus scheme. The award of any bonus and its amount will be at the company's discretion and will be paid ones each year in such month as the company shall announce and will be paid to those in employment and not under notice on the payment date. The company shall be entitled to terminate any bonus scheme put in place at any time upon one month's written notice.

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### Changing Pay Details

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Employee will have to advice the Human Resource Department via email should he/she wish to change any details like changing or closing the bank account. Employees must notify Human Resource Department prior to the date he/she wish for the change to be effective by.

## Lateness for Work

Any absence or late arrival due to illness, injury or any other reason, and the unexpected duration of leave must be personally reported to the supervisor as soon as practicable (and prior to the normal starting time wherever possible). If an employee is unable to do it personally, he/she should ask someone to telephone on the employee's behalf.

Subsequent to this employee must keep his/her manager informed of the progress. Wherever possible an employee should make dental, medical, business or other appointments outside the normal working hours.

It is essential that an employee is ready to commence work at normal commencement time as other employees and the business depends upon an employee and their contribution.

## Reimbursement of expenses

Enso Group will reimburse employees for pre-approved expenses properly incurred in the proper performance of their duties. Reimbursement will be subject to employee's providing the practice with receipts or other evidence of payment and of the purpose of each expense, in a form reasonably required by Group Company.

## Travel

Reasonable Travelling Expenses, where incurred in the performance of an employee's duties, will be reimbursed, provided that all claims made are appropriate. The payment of the expenses is at all times subject to prior authorisation of, and at the discretion of, the practice.

Generally air travel will be by economy class, with carrier chosen by Enso Group.

# Standards of Business Conduct

## Introduction

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

The duties of an employee are as follows:

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



### **Gifts and Hospitality**

The Company requires its employees to ensure that gifts and hospitality offered by suppliers and potential suppliers of goods and services to the Company are declined. This applies whether the gifts or hospitality are offered within, or outside normal working hours. The only exceptions to this are trivial gifts with a nominal value of such as a calendar, diary, chocolates or mugs can be accepted. All other gifts must be politely refused or, if received through the post, returned to the donor with a suitably worded letter signed by the Department Manager.

### **Transaction of Private Business**

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

### **Visits to Conferences, Demonstrations etc..**

The Company intends that when it is necessary for employees to visit conferences, demonstrations and similar occasions, it should bear the travelling and subsistence expenses itself. Exceptions to this general rule will only be permitted with the approval of Management.

### **Attendance at Luncheons, Receptions etc..**

Where it is evident that the work of the Company will be facilitated, invitations to attend receptions, luncheons may be accepted under the following rules:

- ▶ No employee may accept an invitation without first obtaining the approval of the Department Manager;
- ▶ In exceptional circumstances, where it is not possible to seek prior approval, the facts should be reported immediately afterwards;
- ▶ If addressed personally, such an invitation may not be transferred to another employee, except with the consent and approval of a senior manager as above and with the concurrence of the party issuing the invitation;
- ▶ Invitations involving attendance outside normal working hours may be accepted only on the authority of the Departmental Manager;
- ▶ As a general rule, any officer who has any doubts about the wisdom of accepting any hospitality should decline the offer.

### **Identification**

Employees should wear or carry their identity badges if any whilst carrying out their duties.

### **Confidentiality**

At all times confidentiality must be maintained. No information can be released to unauthorised persons or organisations. The Senior Managers of the Company will inform employees of those authorised to receive information.

If doubt exists as to the validity of an organisation or individuals to receive information, this must be checked with a Senior Manager.

### **Personal Relationships**

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



## Outside Interests and Employment

Outside interests include directorships, ownership, part ownership or material shareholdings in companies, business or consultancies likely to seek to do business with the Enso Group. These should be declared to the individual's line manager as should the interests of a spouse / partner or close relative.

Political and civic activities

It is not the intention of Enso Group or this policy, to dissuade employees from participating actively in public duties. It is important, however, that by doing so there is no suggestion to a third party that the employee is acting on behalf of, or with the support of, Enso Group. To avoid any misunderstanding, no Company employee should permit his or her company affiliation to be noted in any outside organisation's materials or activities without the express written approval of a member of senior management.

## Bribery and Corruption

The Company has a strict anti-bribery and corruption policy. A bribe is defined as: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.

If you bribe (or attempt to bribe) another person, intending either to obtain or retain business for the company, or to obtain or retain an advantage in the conduct of the company's business this will be considered gross misconduct. Similarly accepting or allowing another person to accept a bribe will be considered gross misconduct. In these circumstances you will be subject to formal investigation under the Company's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

## General Conduct

Employees should at all times conduct themselves in such a way as to enhance the reputation of the Company.

Enso Group will support employees who become aware of and are willing to report breaches of this policy or who genuinely believe that a breach is occurring, has occurred or is likely to occur within the business. Employees should raise the issue internally with their manager or supervisor or in accordance with the Company's Policy on Disclosing Information ('Whistleblowing').

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



# Internet and Email Usage Policy and Guidelines

## Introduction

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

## Authorisation

No person is allowed to use Company IT facilities who has not previously been authorised to do so by the Company IT Department / Line Manager. Unauthorised access to IT facilities is prohibited and may result in either disciplinary action or criminal prosecution.

## Legislation

All users shall comply with the relevant legislation. This includes the following:

### Data Protection

Any information which the Company holds is potentially disclosable to a requester under one of these pieces of legislation. This includes emails too.

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

- ◀ Passing on personal information about an individual or third party without their consent.
- ◀ Keeping personal information longer than necessary.

Email should where possible be avoided when transmitting personal data about a third party. This includes comment and opinion, as well as factual information. Therefore this should be borne in mind when writing emails, and when keeping them.

### Computer Misuse

This makes it an offence to try and access any computer system for which authorisation has not been given.

### Copyright Design and Patents

It is an offence to copy software without the permission of the owner of the copyright.

### Defamation

It is an offence to publish untrue statements which adversely affect the reputation of a person or group of persons.

### Terrorism

It a criminal offence to encourage terrorism and/or disseminate terrorist publications.

## Responsibilities

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

## Use of the Internet

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

- ◀ Users must not participate in any online activities that are likely to bring the Company into disrepute, create or transmit material that might be defamatory or incur liability on the part of the Company, or adversely impact on the image of the Company.
- ◀ Users must not visit, view or download any material from an internet site which contains illegal or inappropriate material. This includes, but is not limited to, pornography (including child pornography), obscene matter, race hate material, violence condoning messages, criminal skills, terrorism, cults, gambling and illegal drugs.
- ◀ Users must not knowingly introduce any form of computer virus into the Company's computer network.
- ◀ Personal use of the internet must not cause an increase for significant resource demand, e.g. storage, capacity, speed or degrade system performance.
- ◀ Users must not "hack into" unauthorised areas.
- ◀ Users must not download commercial software or any copyrighted materials belonging to third parties, unless such downloads are covered or permitted under a commercial agreement or other such licence.
- ◀ Users must not use the internet for personal financial gain.
- ◀ Users must not use the Internet for illegal or criminal activities, such as, but not limited to, software and music piracy, terrorism, fraud, or the sale of illegal drugs.
- ◀ Users must not use the internet to send offensive or harassing material to other users.
- ◀ Use of the internet for personal reasons (e.g. online banking, shopping, information surfing) must be limited, reasonable and done only during non-work time such as lunch-time.
- ◀ Use of gambling sites, online auction sites and social networking sites such as, but not limited to, Facebook, LinkedIn, Youtube, Twitter, Bebo, Flickr, MySpace etc.. is not permissible.
- ◀ Staff may face disciplinary action or other sanctions (see below) if they breach this policy and/or bring embarrassment on the Company or bring it into disrepute.

## Use of Email

When using Company email, users must:

- ◀ Ensure they do not disrupt the Company's wider IT systems or cause an increase for significant resource demand in storage, capacity, speed or system performance e.g. by sending large attachment to a large number of internal recipients.
- ◀ Ensure they do not harm the Company's reputation, bring it into disrepute, incur liability on the part of the Company, or adversely impact on its image.
- ◀ Not seek to gain access to restricted areas of the network or other "hacking activities" is strictly forbidden
- ◀ Must not use email for the creation, retention or distribution of disruptive or offensive messages, images, materials or software that include offensive or abusive comments about ethnicity or nationality, gender, disabilities, age, sexual orientation, appearance, religious beliefs and practices, political beliefs or social background. Employees who receive emails with this content from other employees of the Company should report the matter to their line manager or supervisor.
- ◀ Not send email messages that might reasonably be considered by recipients to be bullying, harassing, abusive, malicious, discriminatory, defamatory, and libellous or contain illegal or offensive material, or foul language.
- ◀ Not upload, download, use, retain, distribute, or disseminate any images, text, materials, or software

- ◀ Which might reasonably be considered indecent, obscene, pornographic, or illegal.
- ◀ Not engage in any activity that is likely to
  - ◀ Corrupt or destroy other users' data or disrupt the work of other users
  - ◀ Waste staff effort or Company resources, or engage in activities that serve to deny service to other users
  - ◀ Be outside of the scope of normal work-related duties – for example, unauthorised selling/ advertising of goods and services
  - ◀ Affect or have the potential to affect the performance of damage or overload the Company system, network, and/or external communications in any way
  - ◀ Be a breach of copyright or license provision with respect to both programs and data, including intellectual property rights
- ◀ Not send chain letters or joke emails from a Company account.

Staff who receive improper email from individuals inside or outside the Company, should discuss the matter in the first instance with their line manager or supervisor.

Personal use of the Company email is not permitted.

### Good Practice

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

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

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

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

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

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

## Legitimate Access to Prohibited Material

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

## Remote Users

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

## Monitoring

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

## Penalties for Improper Use

### **Withdrawal of facilities**

Users in breach of these regulations may have access to Company IT facilities restricted or withdrawn.

### **Disciplinary Action**

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

### **Breaches of the law**

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



# SECTION - II

## MANAGING EMPLOYEE PERFORMANCE SETTING OBJECTIVES, ASSESSING AND MANAGING EMPLOYEE PERFORMANCE INCLUDING ABSENCE , MISCONDUCT AND CAPABILITIES



# Performance Appraisal Policy

## Appraisal Policy

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

The performance appraisal policy supports the performance appraisal scheme. The scheme is a formal process centred 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 organisational goals and objectives.

## Core Principles of the Appraisal Policy

- ◀ The appraisal process aims to improve the effectiveness of the organisation by contributing to achieving a well motivated and competent workforce.
- ◀ Appraisal is an ongoing process with an annual formal meeting to review progress.
- ◀ The appraisal discussion is a two way communication exercise to ensure that both the needs of the individual and of the organisation are being met, and will be met in the next year.
- ◀ The appraisal discussion will review the previous year's achievement, and will set an agreed Personal Development Plan for the coming year for each member of staff.
- ◀ The appraisal process will be used to identify the individual's development needs and support the objectives of the Training and Development Policy.
- ◀ The appraisal process will provide management with valuable data to assist succession planning.
- ◀ The appraisal process will be a fair and equitable process in line with our Equality Policy.

## 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 and organisational goals.

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

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

## Training and Monitoring

- ◀ Senior Management are responsible for the appraisal process, and he/she shall ensure that appraisers and appraisees are adequately equipped and trained to undertake the performance appraisal.

## Controlling Absence Policy

### Policy

It is recognised by the Company that from time to time staff may require to be absent from their place of work due to illness. The length of time lost by employees through illness must however be monitored to ensure that each member of staff is able to do their job, effectively and without putting themselves or others at risk. A doctor's certificate must be obtained for any period of incapacity due to sickness or injury of more than seven days (including weekends) and further certificate in respect of any further period of incapacity of seven days. In all cases self-certification form must be completed on return of the employee to work. The qualifying days for statutory pay purposes are Monday to Friday. It is not the intention of the Company to penalise the genuinely sick, however it must be recognised that an employee who is medically unfit to carry out his/her contractual duties may not be able continue in that employment.

If the employee is absent from work due to sickness or injury and comply with the requirements regarding notification he/she will be paid for up to a maximum period of 12 months. For the first six months of absence, employee shall be entitled to full basic pay and for the subsequent six months of absence an employee shall be entitled to half of basic salary.

If an employee is unable to perform its duties by reason of sickness or injury for a period of 24 weeks or more in 12 months period, the company shall be entitled to terminate the employment upon written notice of not less than six months.

Managers will consider cases of sickness absence on an individual basis. However, it is recognised that in some cases, patterns/levels of absence will be unacceptable and formal management action will be required.

Employees who become aware that they have an illness problem are encouraged to inform their manager at the earliest opportunity. All such requests will be dealt with as speedily and compassionately as possible.

Sick leave may be either paid or unpaid and will be granted solely at the discretion of the company.

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

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## Leave

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All planned leave has to be mutually agreed, and take into account and the employee's needs. Leave must be approved in advance, except when employee can't anticipate the absence.

Each employee is entitled to the usual public holidays, together 30 working days in each complete year of the employee's employment. Leave entitlement are calculated from the date employee started work and annual leave counts towards continues service of the employee. To take leave employee must request advance approval. Request will be reviewed based on a number of factors, including business needs and staffing requirements.

Paid leave will be paid at the employee's base pay rate. It does not include overtime or any special form of compensation.

## Disciplinary Procedure

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### Scope

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The Company Disciplinary Procedure will be used only when necessary and as a last resort. Where possible, informal and/or formal counselling or other good management practice will be used to resolve matters prior to any disciplinary action being taken. The procedure is intended to be positive rather than punitive but takes cognisance of the fact that sanctions may have to be applied in some circumstances.

An employee can discuss any part of this policy with their Line Manager. They can help clarify an employee's rights as well as give guidance and support where it may be needed. Every individual has the right to representation at any point during the disciplinary process.

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### Suspension

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Suspension is not disciplinary action. The purpose of suspension is manifold and can be used when it is necessary to remove a member of staff from the workplace pending an investigation for example, to allow time for a 'cooling down period' for both parties, for their own or others protection, to prevent them influencing or being influenced by others or to prevent possible interference with evidence. Only the Manager in charge of that individual, at that time or their superior, has the authority to suspend an individual.

An employee suspended from duty will receive written confirmation within three days of:

- ▶ The reason for the suspension
- ▶ The date and time from which the suspension will operate.
- ▶ The timescale of the ongoing investigation.
- ▶ The right of appeal to the immediate manager of the suspending manager should the suspension last more than 7 days

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### Counselling

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Counselling is an attempt to correct a situation and prevent it from getting worse without having to use the disciplinary procedure. Where improvement is required, the employee must be given clear guidelines as to:

- ▶ What is expected in terms of improving shortcomings in conduct or performance
- ▶ The time scales for improvement
- ▶ When this will be reviewed
- ▶ The employee must also be told, where appropriate, that failure to improve may result in formal disciplinary action.

If during counselling it becomes clear that the matter is more serious, then the discussion should be adjourned, and pursued under the formal disciplinary procedure.

### Examples of Minor Misconduct

Below are listed examples of misconduct which may warrant either a Verbal Warning or a First Written Warning. It is stressed however that this list is not exhaustive and that on all occasions a full and proper investigation must take place prior to the issue of a warning.

- ▶ Persistent lateness and poor time-keeping.
- ▶ Absence from work, including going absent during work, without valid reason, notification or authorisation.
- ▶ Smoking within unauthorised areas.
- ▶ Failure to work in accordance with prescribed procedures.
- ▶ Incompetence.
- ▶ Unreasonable standards of dress or personal hygiene.
- ▶ Failure to observe Company regulations and procedures.

### Verbal Warning

A Verbal Warning is appropriate when it is necessary for the manager in charge to take action against an employee for any minor failing or minor misconduct.

### First Written Warning

A First Written Warning is appropriate when:

- ▶ A verbal warning has not been heeded and the misconduct is either repeated or performance has not improved as previously agreed.
- ▶ An offence is of a more serious nature for which a written warning is more appropriate.
- ▶ The recurrence or accumulation of an offence/offences, if left, will lead to more severe disciplinary action.

### Examples of Gross – Misconduct

Listed below are examples of misconduct which may be considered to be Gross Misconduct and may warrant a Final Warning, Demotion or Dismissal. It is stressed however that this list is not exhaustive and that on all occasions a full and proper investigation must take place prior to the issuing of a Final Warning, Demotion or Dismissal.

- ▶ Theft, including unauthorised possession of Company property.
- ▶ Breaches of confidentiality, prejudicial to the interest of the Company,
- ▶ Being unfit for duty because of the misuse/consumption of drugs or alcohol.
- ▶ Refusal to carry out a management instruction which is within the individuals capabilities and which would be seen to be in the interests of the Company.
- ▶ Breach of confidentiality / security procedures.
- ▶ Physical assault, breach of the peace or verbal abuse.
- ▶ False declaration of qualifications or professional registration.
- ▶ Failure to observe Company rules, regulations or procedures.
- ▶ Wilful damage of property at work.
- ▶ Incompetence or failure to apply sound professional judgement.

## Final Written Warning

A Final Written Warning is appropriate when:

- ▶ An employee's offence is of a serious nature falling just short of one justifying dismissal.
- ▶ An employee persists in the misconduct which previously warranted a lesser warning.

## Downgrading or Transfer to another Post

This action is appropriate when:

- ▶ Previous attempts, via the disciplinary procedure, to rectify a problem have failed and this is a final attempt to solve a problem without having to dismiss an employee.
- ▶ An employee is considered by the Manager of the department to be incompetent or otherwise unfit to fulfil the duties for which he is employed but where dismissal is not thought to be appropriate.

## Dismissal

Dismissal is appropriate when

- ▶ An employee's behaviour is considered to be Gross Misconduct.
- ▶ An employees misconduct has persisted, exhausting all other lines of disciplinary procedure.

# Capability Procedure

## Introduction

Enso Group places great importance on maintaining levels of performance at an acceptable standard and the capability procedure provides a fair and objective process to enable managers to ensure that those standards are met in every aspect of the company's operations.

The procedures set out in this document aim to ensure that there is:

1. A means of monitoring performance and establishing performance criteria.
2. A degree of consistency in how staff with widely differing responsibilities and duties is given opportunities to attain satisfactory levels of performance.
3. Assistance in identifying the most appropriate form(s) of support and providing that support.
4. If a member of staff fails to overcome their difficulties, any consequent action will be based on:
  - ◀ Adequate evidence that the member of staff is incapable of performing their duties satisfactorily.
  - ◀ A fair procedure.
  - ◀ The fact that the member of staff was given all reasonable assistance to overcome such failings.

BEST EMPLOYEE OF THE YEAR  
2013



DEALING WITH EMPLOYEE  
CONCERNS  
HEARING GRIEVANCES, DEALING  
WITH BULLYING & HARASSMENT,  
AND MAKING PROVISIONS FOR  
“WHISTLEBLOWING”



# Grievance Procedure

The grievance procedure is intended as the tool by which a member of staff may formally have a grievance, regarding any condition of their employment, heard by the management of the Company.

In the event of a member of staff wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve the Company's employees.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with:

1. Dismissal or disciplinary matters which are dealt with in a separate procedure.
2. Disputes, which are of a collective nature and which are dealt with in a separate procedure.

## Stage 1

An employee who has a grievance, should raise the matter with his line manager / supervisor immediately either verbally or in writing. If the matter itself concerns the employee's immediate manager, then the grievance should be taken to their superior.

## Stage 2

In most instances the Company would expect the managers' decision to be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the manager concerned.

## Stage 3

If the employee remains aggrieved there will be a final level of appeal to the Director responsible for the employees function.

Where a grievance is raised against a Director then the grievance will be heard by the Chief Executive.

## Using mediation

An independent third party or mediator can sometimes help resolve grievance issues before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.

Enso Group will seek to identify employees who have been trained and accredited by an external mediation service who can act as internal mediators in addition to their day jobs. When this is not appropriate the Company will source an external mediation provider. Mediators will work individually or in pairs as co-mediators.

There are no hard-and-fast rules for when mediation is appropriate but it can be used:

- ◀ For conflict involving colleagues of a similar job or grade, or between a line manager and their staff
- ◀ At any stage in the conflict as long as any ongoing formal procedures are put in abeyance
- ◀ To rebuild relationships after a formal dispute has been resolved
- ◀ To address a range of issues, including relationship breakdown, personality clashes, communication problems and bullying and harassment.



# Prevention of Bullying and Harassment at Work

## Statement of Policy

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

2. The Company's policy applies to all staff working within the organisation and to all employees working off the premises. It extends to include non-permanent workers such as secondees, contractors, agency, temporary staff, consultants and any other workers. The policy, in addition, covers the behaviour of staff outside working hours which may impact upon work or working relationships.

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

## Key Principles

The Company will provide and sustain a safe working environment in which everyone is treated fairly and with respect. Those working or dealing with the Company must not encounter harassment, intimidation or victimisation on the basis of gender, race, colour, ethnic or national origin, sexual orientation, marital status, religion or belief, age, trade union membership, disability, offending background or any other personal characteristic.

Everyone carries a personal responsibility for their own behaviour and for ensuring that their conduct is in accordance with the principles set out in this policy. In addition, each person has a responsibility to report any instance of bullying or harassment which they witness or which comes to their attention. Employees have a responsibility to act as role models, pro-actively addressing instances of bullying and harassment. Managers should also make themselves aware of their responsibility.

### **Harassment is any conduct which is:-**

- ◀ Unwanted by the recipient
- ◀ Is considered objectionable
- ◀ Causes humiliation, offence, distress or other detrimental effect.

Harassment may be an isolated occurrence or repetitive: it may occur against one or more individuals. Harassment may be, but is not limited to:

Physical contact – ranging from touching to serious assault, gestures, intimidation, aggressive behaviour.

Verbal – unwelcome remarks, suggestions and propositions, malicious gossip, jokes and banter, offensive language.

Non-verbal – offensive literature or pictures, graffiti and computer imagery, isolation or non-co-operation and exclusion or isolation from social activities.



Bullying is unlikely to be a single or isolated instance. It is usually, but not exclusively repeated and persistent behaviour which is offensive, abusive, intimidating, malicious or insulting. Bullying includes but is not limited to:

- ▶ Conduct which is intimidating, physically abusive or threatening
- ▶ Conduct that denigrates, ridicules or humiliates an individual, especially in front of colleagues
- ▶ Humiliating an individual in front of colleagues
- ▶ Picking on one person when there is a common problem
- ▶ Shouting at an individual to get things done
- ▶ Consistently undermining someone and their ability to do the job
- ▶ Setting unrealistic targets or excessive workloads
- ▶ “Cyber bullying” i.e. bullying via e-mail. (This should be borne in mind where employees are working remotely and are managed by e-mail. Care and sensitivity should be practised with regard to the choice of context and language).
- ▶ Setting an individual up to fail e.g. by giving inadequate instructions or unreasonable deadlines.

Any employee who wishes to make a complaint of harassment or bullying is encouraged to first discuss matters informally with their line manager or with Human Resources, provided that they feel able to do so. Should the issues not be resolved at this stage, or the employee feels unable to raise the issue informally, then a formal resolution should be sought.

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

If it is considered that one of the parties concerned in harassment or bullying case should be moved from their current workplace, then as a matter of principle the Company will normally remove the alleged perpetrator rather than the complainant. However, the final decision on who should be moved should reflect the particular circumstances of the case and advice from Human Resources to the relevant manager. It should be noted and explained to those concerned that the moving of either party is not an implication of guilt or culpability and no detriment to either party will be construed as a consequence.

All matters relating to the investigation of complaints of harassment or bullying will be treated in strict confidence. Any breach of confidentiality in this regard may render those responsible liable to disciplinary actions.

No employee will be victimised or suffer detriment for making a complaint of harassment or bullying and no manager shall threaten either explicitly or implicitly that an employee's complaint will be used as the basis for decisions affecting that employee. Such conduct will be treated as a very serious disciplinary offence. Similarly, managers are required to act on any complaint of harassment or bullying. Failure to do so will be regarded as misconduct which if proven, will result in disciplinary action.

All complaints of harassment or bullying whether raised formally or informally must be notified by the recipient of the complaint to Human Resources Department.

This policy and procedure will be reviewed periodically giving due consideration to legislative changes.

## Introduction

Enso Group is committed to the highest standards of openness, probity and accountability.

An important aspect of accountability and transparency is a mechanism to enable staff and other members of the Company to voice concerns in a responsible and effective manner. It is a fundamental term of every contract of employment that an employee will faithfully serve his or her employer and not disclose confidential information about the employer's affairs. Nevertheless, where an individual discovers information which they believe shows serious malpractice or wrongdoing within the organisation then this information should be disclosed internally without fear of reprisal, and there should be arrangements to enable this to be done independently of line management (although in relatively minor instances the line manager would be the appropriate person to be told).

Globally most of countries have laws which gives legal protection to employees against being dismissed or penalised by their employers as a result of publicly disclosing certain serious concerns. The Company has endorsed the provisions set out below so as to ensure that no members of staff should feel at a disadvantage in raising legitimate concerns.

It should be emphasised that this policy is intended to assist individuals who believe they have discovered malpractice or impropriety. It is not designed to question financial or business decisions taken by the Company nor should it be used to reconsider any matters which have already been addressed under harassment, complaint, disciplinary or other procedures. Once the "whistleblowing" procedures are in place, it is reasonable to expect staff to use them rather than air their complaints outside the Company.

## Scope of Policy

This policy is designed to enable employees of the Company to raise concerns internally and at a high level and to disclose information which the individual believes shows malpractice or impropriety. This policy is intended to cover concerns which are in the public interest and may at least initially be investigated separately but might then lead to the invocation of other procedures e.g. disciplinary. These concerns could include

- ◀ Financial malpractice or impropriety or fraud
- ◀ Failure to comply with a legal obligation or Statutes
- ◀ Dangers to Health & Safety or the environment
- ◀ Criminal activity
- ◀ Improper conduct or unethical behaviour
- ◀ Attempts to conceal any of these

## Safeguards

### Protection

This policy is designed to offer protection to those employees of the Company who disclose such concerns provided the disclosure is made:

- ◀ In good faith
- ◀ In the reasonable belief of the individual making the disclosure that it tends to show malpractice or impropriety and if they make the disclosure to an appropriate person (see below). It is important to note that no protection from internal disciplinary procedures is offered to those who choose not to use the procedure. In an extreme case malicious or wild allegations could give rise to legal action on the part of the persons complained about.

## Confidentiality

The Company will treat all such disclosures in a confidential and sensitive manner. The identity of the individual making the allegation may be kept confidential so long as it does not hinder or frustrate any investigation. However, the investigation process may reveal the source of the information and the individual making the disclosure may need to provide a statement as part of the evidence required.

## Anonymous Allegations

This policy encourages individuals to put their name to any disclosures they make. Concerns expressed anonymously are much less credible, but they may be considered at the discretion of the Company.

In exercising this discretion, the factors to be taken into account will include:

- ◀ The seriousness of the issues raised
- ◀ The credibility of the concern
- ◀ The likelihood of confirming the allegation from attributable sources

## Untrue Allegations

If an individual makes an allegation in good faith, which is not confirmed by subsequent investigation, no action will be taken against that individual. In making a disclosure the individual should exercise due care to ensure the accuracy of the information. If, however, an individual makes malicious or vexatious allegations, and particularly if he or she persists with making them, disciplinary action may be taken against that individual.



# SECTION - IV

SUPPORTING OUR STAFF IN  
THE WORKPLACE  
BY ENSURING EQUALITY AND  
FAIRNESS IN ALL ASPECTS OF  
EMPLOYMENT; DEALING WITH  
ALCOHOL AND DRUG ISSUES, AND  
ENSURING THEIR HEALTH &  
SAFETY IS PROPERLY GUARDED



# Equality Policy

## Policy Statement

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

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

We oppose all forms of unlawful and unfair discrimination or victimisation. To that end the purpose of this policy is to provide equality and fairness for all in our employment.

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

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

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

## Our Commitment

- ◀ To create an environment in which individual differences and the contributions of all our staff are recognised and valued.
- ◀ Every employee is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- ◀ Training, development and progression opportunities are available to all staff.
- ◀ To promote equality in the workplace which we believe is good management practice and makes sound business sense.
- ◀ We will review all our employment practices and procedures to ensure fairness.
- ◀ Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings.
- ◀ The policy will be monitored and reviewed annually

## Related Policies and Arrangements

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



## Rights of Disabled People

The Company attaches particular importance to the needs of disabled people. Under the terms of this policy, managers are required to:

- ◀ Make reasonable adjustment to maintain the services of an employee who becomes disabled, for example, training, provision of special equipment, reduced working hours. (NB: managers are expected to seek advice on the availability of advice and guidance from external agencies to maintain disabled people in employment);
- ◀ Include disabled people in training/development programmes;
- ◀ Give full and proper consideration to disabled people who apply for jobs, having regard to making reasonable adjustments for their particular aptitudes and abilities to allow them to be able to do the

## Grievances/Discipline

Employees have a right to pursue a complaint concerning discrimination or victimisation via the Company Grievance or Harassment Procedures.

Discrimination and victimisation will be treated as disciplinary offences and they will be dealt with under the Company Disciplinary Procedure.

## Training and Development

Enso Group will give employees adequate trainings to do their jobs safely and competently. Our business believes training is a two way process. We encourage employees to participate and to highlight any gap in their own skills and knowledge they believe they have.

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

## Notice of Termination

Either party may terminate your employment by one calendar month's prior written notice. The company reserves the right to make a payment to you upon termination of your employment of the basic salary in lieu. This payment will be subject to appropriate statutory deductions at source.

The company may terminate his/her employment by notice in writing, but with immediate effect, if an employee commit a serious breach or (after warning in writing) any repeated or any continued material breach of employee's obligation to the company or shall be guilty of any act of dishonesty or any serious misconduct.

## Review

The effectiveness of this policy and associated arrangements will be reviewed annually under the direct supervision of the Company Chief Executive.

# Drug and Alcohol Abuse Policy

## Policy Statement

Enso Group recognises that alcohol and drug abuse related problems are an area of health and social concern. It also recognises that a member of staff with such problems needs help and support from his / her employer.

The Company also recognises that alcohol and drug abuse problems can have a detrimental effect on work performance and behaviour. The Company has a responsibility to its employees and customers to ensure that this risk is minimised.

Enso Group 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. Enso Group will do its utmost to create and maintain a safe, healthy and productive workplace for all employees.

Enso Group has zero tolerance policy in regards to use of illicit drug 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 dismissal.

Enso Group does not tolerate attending work under the influence of alcohol. This may result in performance improvement action or dismissal.

# Health and Safety Policy

## Statement of General Policy

The Company fully accepts the obligations placed upon it by the various Acts of Parliament covering health and safety.

## Management Organisation and Arrangements

This policy has been prepared and published under the requirements of Health & Safety at Work legislation. The purpose of the policy is to establish general standards for health and safety at work.

## Health and Safety Management Process

The Company believes that consideration of the health, safety and welfare of staff is an integral part of the management process.

## Health and Safety Management Process

The Company believes that consideration of the health, safety and welfare of staff is an integral part of the management process.

### **First Aid**

It is the policy of the Company to make provision for First Aid.

### **Condemnation and Disposal of Equipment**

Managers introducing new equipment should have new equipment checked by the Safety Officer.



## **Lifting and Handling**

Managers are responsible for informing staff of safe lifting techniques.

## **Non-Smoking on Company Premises**

The Company has agreed that there will be no smoking in its buildings. The overall aim is to reduce smoking and so save life, reduce risk of fire, prevent unnecessary illness and chronic disability.

## **Control of Substances Hazardous to Health**

Health Regulations in most of the countries requires the Company to identify those substances which are in use and which are hazardous to health (as legally defined) and to assess the risk of those substances. The Company must also provide and use controls to prevent exposure to substances hazardous to health; maintain controls by monitoring exposure, or by health surveillance of employees.

## **Computer Installations and Visual Display Units**

All new computer installations must adhere to the Standard Specifications and comply with the Health and Safety (Display Screen Equipment) Regulations. All new employees operating VDUs are issued with a copy of the Health and Safety Executive Booklet entitled 'Working with VDUs'. New employees who regularly use VDUs will be required to undergo sight screening.

## **Control of Working Time**

The Company is committed to the principles of the Working Time Regulations. Office/business hours are generally between 9.30 am to 5.30 pm Monday to Friday with one hour break for lunch. No member of staff is expected to work more than 48 hours per week (including overtime) unless there are exceptional circumstances. Similarly all other requirements of the regulations e.g. in relation to breaks, etc.. will be complied with.

## **Health and Safety and the Individual Employee**

The Health and Safety at Work Act requires each employee 'to take reasonable care for the Health and Safety of himself and of other persons who may be affected by their acts and omissions' and co-operate with management to enable management to carry out their responsibilities under the Act. Employees have equal responsibility with the Company for Health and Safety at Work.

The refusal of any employee to meet their obligations will be regarded as a matter to be dealt with under the Disciplinary Procedure. In normal circumstances counselling of the employee should be sufficient. With a continuing problem, or where an employee leaves themselves or other employees open to risk or injury, it may be necessary to implement the formal stages of the Disciplinary Procedure.

## **People Working On Company Premises Not Employed By the Company**

Persons working in the Company premises who are employed by other organisations are expected to follow Company Health and Safety Policies with regard to the safety of Company employees, their own personal safety (and that of other parties such as the general public if appropriate) and their method of work. Similarly seconded Company employees working in other host premises will be expected to follow the host employers Health and Safety Policy.

## **Visitors and Members of the Public**

The Company wishes to ensure that as far as is reasonably practicable, the Health, Safety and Welfare of visitors to Company establishments will be of the highest standard.

Any member of staff who notices persons acting in a way which would endanger other staff, should normally inform their Head of Department. If the danger is immediate, common sense must be used to give warning, call for assistance or give aid as necessary. It is equally important not to over-react to a situation.

## Contractors

The Company wishes to ensure that as far as is reasonably practicable, the Health, Safety and Welfare of Contractors working in the Company's establishments will be of the highest standards. In addition, Contractors and their employees have an obligation so far as is reasonably practicable to ensure all equipment, materials and premises under their control are safe and without risks to health.

Contractors must also observe the Company's Fire Safety Procedures. In addition a Company Any member of staff, who judges there is a risk where contractors are working, should inform their Manager immediately.



# Company Rules & Regulations

## Staff Handbook and Other Company property

### Staff Handbook :

A Staff handbook is a compilation of the policies, procedures, working conditions, and behavioural expectations that guide employee actions in a particular workplace. Staff handbook generally includes information about the company, employee compensation and benefits, and additional terms and conditions of employment.

- The purpose of the Staff Handbook is to provide information and guidance to staff employees about working at the Enso Group. We encourage staff employees to read and become familiar with the policies of the Enso Group and their department.
- This handbook supersedes all prior versions, and the contents

are subject to change at any time at the sole discretion of the Company.

- This handbook is presented for informational purposes only and is not intended to create a contract or agreement. Also, departments may have additional procedures or guidelines, which are specific to their needs and supplement these policies.
- Outsourced or contract employees should refer to the contract employment agreement, which also governs the terms and conditions of employment. To the extent these policies conflict with any applicable contract employment agreement, the contract employment agreement will govern.
- All other staff employees at the Enso Group are at-will employees, and their employment may be

terminated at any time for any or no reason.

- Staff employees are expected to be familiar and comply with the policies in this Handbook, the Enso Group Personnel Policies as well as other Enso Group policies, which may change at any time, and staff employees are expected to comply with the most current versions.
- To the extent this Handbook conflicts with any applicable Enso Group policy, the policy will govern.
- Supervisors are key resources concerning policies and procedures of the University, department, or unit. If you have questions concerning this Handbook or a policy, consult your supervisor for clarification.

### Company property :

- As employees and other entrusted personnel, each of us is responsible for protecting the Company's assets and ensuring that they are used for Company business purposes and in accordance with Company policies.
- Resources such as computers, telephones, personal digital assistants (pdas), internet access, electronic mail (e-mail), instant messaging, reproduction equipment, facsimile (fax) machines,



and similar technologies are provided to enable you to perform your work in support of Company business.

- All employees are required to use company assets or property with responsibility.
- All Enso Group employees are responsible for protecting and preventing the misuse of company resources, property.
- An employee should not use company resources and property for personnel benefit.

## Outside Employment

Employees are strictly not permitted to engage in outside work or to hold other jobs.

## IT Security, Personal Mail & Calls Policy

The following guidelines have been established for using the Internet, company provided cell phones and e-mail in an appropriate, ethical and professional manner:

- Internet, company-provided equipment (e.g. cell phone, laptops, computers) and services may not be used for transmitting, retrieving or storing any communications of a defamatory, discriminatory, harassing or pornographic nature.
- The following actions are forbidden: using disparaging, abusive, profane or offensive language; creating, viewing or displaying ma-

terials that might adversely or negatively reflect upon Enso Group or be contrary to Enso Group's best interests; and engaging in any illegal activities, including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access of any computers and company-provided equipment such as cell phones and laptops.

- Employees may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy to reference only.
- Employees must not use the system in a way that disrupts its use by others. Employees must not send or receive large files that

could be saved/transferred via thumb drives. Employees are prohibited from sending or receiving files that are not related to work.

- Employees should not open suspicious e-mails, pop-ups or downloads. Contact IT with any questions or concerns to reduce the release of viruses or to contain viruses immediately.
- Internal and external e-mails are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mail within and outside the company.

### Right to Monitor:

- » All company-supplied technology and company-related work records belong to the company and not to the employee. Enso Group routinely monitors use of company-supplied technology.
- » Inappropriate or illegal use or communications may be subject to disciplinary action up to and including termination of employment.

## Smoking in the Office :

It is company's policy to prohibit smoking in company premises in order to provide and maintain a safe and healthy work environment for all employees.

The law defines smoking as the "act of lighting, smoking or carrying a lighted or smoking cigar, Cigarette or pipe of any kind."

The smoke-free workplace policy applies to:

- All areas of company buildings.
- All company-sponsored

off-site conferences and meetings.

- All vehicles owned or leased by the company.
- All visitors (customers and vendors) to the company premises.
- All contractors and consultants and/or their employees working on the company premises.
- All employees, temporary employees and student interns.

Smoking is permitted in parking lots subject to Security in-charge permission.

Employees who violate the smoking policy will be subject to disciplinary action up

To and including immediate discharge.



## **NON-DISCLOSURE OF CONFIDENTIAL INFORMATION :**

- Any information that an employee learns about Enso Group, or its members or donors, as a result of working for Enso Group that is not otherwise publicly available constitutes confidential information.
- Employees may not disclose confidential information to anyone who is not employed by Enso Group or to other persons employed by Enso Group who do not need to know such information to assist in rendering services.
- The protection of privi-

## **Office Security & Emergency Evacuation :**

- It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards, and with any special safety concerns for use in a particular area or with a client.
- Although most safety regulations are consistent throughout each department and program, each employee has the responsibility to identify and familiarize her/himself with the emergency plan for his/her working area. Each facility shall have posted an emergency plan detailing procedures in handling emergencies such as fire, weather-related events and medical crises.
- It is the responsibility of the employee to complete an Accident and Incident Report for each safety

leged and confidential information, including trade secrets, is vital to the interests and the success of Enso Group. The disclosure, distribution, electronic transmission or copying of Enso Group's confidential information is prohibited.

- Such information includes, but is not limited to the following examples:

Compensation data.

Program and financial information, including information related to donors, and pending projects and proposals.

- Employees are required to sign a non-disclosure agreement as a condition of employment.

- Any employee who dis-

and health infraction that occurs by an employee or that the employee witnesses. Failure to report such an infraction may result in employee disciplinary action, including termination.

- Furthermore, management requires that every person in the organization assumes the responsibility of individual and organizational safety. Failure to follow company safety and health guidelines or engaging in conduct that places the employee, client or company property at risk can lead to employee disciplinary action and/or termination.

- The Health and Safety Committee and the safety director shall have the responsibility to develop and the authority to implement the safety and health program in the interest of a safer work environment.

closes Enso Group's confidential information will be subject to disciplinary action (including possible separation), even if he or she does not actually benefit from the disclosure of such information.

- Discussions involving sensitive information should always be held in confidential settings to safeguard the confidentiality of the information.

- Conversations regarding confidential information generally should not be conducted on cellular phones, or in elevators, restrooms, restaurants, or other places where conversations might be overheard.



## Conflict Of Interest : Purpose

- The purpose of this policy is to establish guidelines for conflicts of interest or commitment that might arise in the course of staff employees' duties and external activities.
- This policy does not seek to unreasonably limit external activities, but instead seeks to emphasize the need to disclose conflicts and potential conflicts of interest and commitment, to manage such conflicts and to ensure that the company's interests are not compromised.
- As a basic condition of employment, all employees have

a duty to act in company's best interest in connection with matters arising from or related to their employment and other company activities. In essence, this duty means that employees must not engage in external activities that interfere with their obligations to company, damage company's reputation, compete with company's interests, or compromise the independence of company's research and business activities, or can reasonably be seen as doing so.

- Employees likewise must not profit or otherwise gain advantage from any external activity at company's expense or engage in external activities under circumstances that appear to be at company's expense.

### Policy:

Employees must avoid any relationship or activity that might impair, or even appear to impair, their ability to make objective and fair decisions when performing their jobs. At times, an employee may be faced with situations in which business actions taken on behalf of Enso Group may conflict with the employee's own personal interests. Company property, information or business opportunities may not be used for personal gain.

### Conflicts of interest could arise in the following circumstances

- Being employed by, or acting as a consultant to, a competitor or potential competitor, supplier or contractor, regardless of the nature of the employment, while employed with Enso Group.
- Hiring or supervising family members or closely related persons.
- Serving as a board member for an outside commercial company or organization.
- Owning or having a substantial interest in a competitor, supplier or contractor.
- Accepting gifts, discounts, favours or services from a customer/potential customer, competitor or supplier, unless equally available to all company employees.

Employees with a conflict-of-interest question should seek advice from management. Before engaging in any activity, transaction or relationship that might give rise to a conflict of interest, employees must seek review from their manager or the Human Resource department.

### Acceptance of Advantage

- Enso Group believes that honesty, integrity and fair-play are important principles in conducting its affairs.
- Therefore, all employees should ensure that Enso Group reputation is not tarnished by dishonesty, disloyalty or corruption.
- In official dealings, Employees may be offered advantages and this Policy outlines how they

should respond. The Policy reflects advice given to Enso Group by the Independent Commission against Corruption (Corruption Prevention Department) and complies with the Prevention of Bribery Ordinance.

- This Policy applies to all employees of Enso Group.
- If the acceptance of an advantage could affect an employee's objectivity or induce them to act against Enso Group's interests, an employee must decline to accept an advantage.

- Entertainment is not an advantage under the Prevention of Bribery Ordinance. However, employees are asked to avoid excessively lavish or frequent entertainment from persons with whom Enso Group has official dealings (e.g. suppliers or contractors) which could bring disrepute to the organisation or lead to embarrassment or a sense of obligation in the discharge of their duties and responsibilities.

- Food and drink offered as part of entertainment, other than that consumed, must not be ac

cepted and taken away from the function.

- Employee, who wishes to take on paid work outside official hours, including those on a part-time basis, must seek permission to do so.
- Any breach of Enso Group's Policy will result in internal disciplinary action.

management but it is important that everyone knows:

- how to prevent/deter theft, fraud or corruption
- how to look for the signs of theft, fraud or corruption
- what to do if they suspect theft, fraud or corruption is taking place

## Theft Attempted

Theft is "dishonestly appropriating property belonging to another, with the intention of permanently depriving them".

This strategy applies to all members of the organisation, employees, volunteers, contractors working for the organisation, service users, and agency staff.

It provides information to people who may come across behaviour which they think may be theft, fraudulent or corrupt.

The primary responsibility for maintaining sound arrangements to prevent and detect theft, fraud and corruption rests with

General guideline for all employees to be followed:

- The asset should, at all times, be kept under the supervision or under lock and key when not in use.
- While in transit, at all times, the asset will be in physical possession of the executive. Any negligence on the executive's part in handling the asset resulting in theft and/or damage to the asset will be the personal responsibility of the executive.
- In such event he will be required to replace the Laptop or compensate the company with the actual cost of the same.



# ANNEXURE - I



# [A] On Boarding Process

## Meaning/Purpose

On boarding refers to the collective processes and activities of integrating new employees.

The On boarding period begins when the new employee accepts an offer and joins the organisation. It includes preparing for, enabling, engaging, and supporting the new employee. The process is designed to help employees adjust to the culture, embrace the values, and establish work goals and priorities.

## Scope & Eligibility

- ◀ On boarding policy applies to all newly joined employees who are on the roll of Enso Group.
- ◀ On boarding process quickly give new hires the skills, confidence, and tools needed to do their job effectively and become fully adapted to their new organization.
- ◀ On boarding process simplify the various current processes, information and resources that can sometimes be confusing for new employees and hiring managers to navigate; and to create a shared foundational experience for all new employees.

## Policy Features

### On boarding process includes

1. Joining Formalities
2. Induction
3. Buddy up program

#### ◀ **Joining Formalities:**

Human Resource team needs to complete the joining formalities like --

- ◀ Collect the required documents like educational documents, experience & relieving letter of previous employer, id proof, and address proof, etc..
- ◀ Creation of login id for attendance/Personnel Computer/Email, etc..
- ◀ Introduce and set the KRA for new joiners, design reporting system & assign mentor as per the respective department wise.
- ◀ Filling all required forms like Employees Joining form, PF form, Bank a/c opening form,
- ◀ Nomination form, etc..

- ◀ Giving brief of Employee handbook to new joiners which includes all HR policies, required
- ◀ Departments contact numbers and email id's.
- ◀ Sending Welcome mail of new employee to all departments including new joinee name, designation, qualification, department, his skill, etc..

#### ◀ **Induction program:**

Induction program conducted by Human Resource team will include :

#### **Organisation Introduction :**

- History (Introduction)
- Vision / Mission (Introduction)
- People
- Org Chart (high level)

#### **Your Role :**

- ▶ Expectations
- ▶ Deliverables
- ▶ Targets & Accountability

- ◀ Organisation work culture
- ◀ Organization Culture
- ◀ How do we want our team to work – performance related expectations to be set
- ◀ Employee Development Processes

#### **Growth Opportunities :**

- Career Map - Growth Plan
- Work Schedules
- Attendance System
- Leave policy
- Payroll Processing

#### ◀ **Buddy up program: (Buddy up is optional)**

A new employee's on boarding is greatly enhanced by setting up a buddy for the employee.

A buddy is not a the supervisor, but is someone who can answer the new employee's questions about the work environment and the workplace culture in a positive and encouraging way.

The use of a buddy can supplement the team of managers, supervisors, and colleagues who work towards a common goal: ensuring that new employees feel welcome and have the resources to find any answers they need.



## Remarks

**The common objectives of on boarding program are:**

- ⚡ • To build employee identification with employer
- ⚡ • To build positive attitude in new employees
- ⚡ • To communicate company culture, values, and priorities
- ⚡ • To encourage socialization and team building
- ⚡ • To help avoid misunderstandings
- ⚡ • To make new employees feel valued
- ⚡ • To model good customer service behaviour to employees
- ⚡ • To prevent problems before they happen
- ⚡ • To relieve new employees anxiety and set expectations
- ⚡ • To shorten the learning curve of new employees



# [B] Probation Policy

## Meaning/Purpose

The probationary period is a time for you to learn about your job and become familiar with the Working culture of Enso Group.

During this time, your supervisor will explain you your department's policies and procedure, your job duties, and your performance expectations. Your performance will be closely evaluated by your supervisor to ensure that you understand and are able to meet the performance expectations.

## Scope & Eligibility

- ◀ All employees up to Sr. Manager would be placed in Probation for a period of 3 months from the date of their joining.
- ◀ All employees above Sr. Manager will be treated as confirmed employees from the date of joining.
- ◀ At the end of the probation period the employee will be considered for confirmation based on the Review Report of the Superior and the respective Departmental Head.

## Policy Features

Two weeks before the end of the probation period a Probation Review Report (PRR) will be sent to the department head, seeking a recommendation on the confirmation of the appointment.

### There are three possible recommendations :

1. Appointment should be confirmed as per the due date in accordance with the Appointment Letter.
2. The appointment should be extended further for a specified number of months, advising the employee to improve upon his shortcomings / weak areas.
3. The appointment should be terminated. This exercise has to be necessarily done before the expiry of the probation period.

The recommendations must be shown to, discussed with and

duly signed by the Functional Head by the Immediate Superior prior to being forwarded to HR for action. In providing Feedback the Superior should:

- ▶ Express his concerns clearly without undue delay and in appropriate circumstances.
- ▶ Focus on critical areas.
- ▶ Acknowledge good work performance.

Providing Performance Feedback to the Probationer and taking his signature on the PRR by the Superior and is very important and essential.

### Extension of Probation :

- ▶ The probation period may be extended in weak cases at the sole discretion of the Management.
- ▶ The probation period can be

extended only at the original probation period.

- ▶ Only one extension can be recommended and this cannot exceed the duration of the original probationary period

### Termination of Employment :

In reviewing such recommendations, the HR department should determine:

- ▶ Whether the employee was given all the resources to perform.
- ▶ Whether the probationer had received adequate supervision and instruction to reach the expected standard of performance

During this review the HR department may consult with the Departmental Head, the immediate Supervisor or any other person considered appropriate.



## Remarks

- ◀ During the Probationary Period, the following factors will be closely monitored.
  - His/her Knowledge, Skills and Deliverables.
  - His/her Attitude towards work and the organization.
  - His/her Behaviour with Superiors and Peers.
  - His/her Ability to adjust to the requirements of the job.
  - His/her Adherence to the organization culture values and discipline.



# [C] Training and Development

## Meaning/Purpose

Enso Group believes that effective training and development benefits the individual and the Organization as a whole, and contributes to the achievement of ENSO GROUP's objectives.

### **These benefits include:**

- ◀ High standards of work performance.
- ◀ Greater understanding and appreciation of factors affecting work performance.
- ◀ Sharing ideas and dissemination of good practice.
- ◀ Effective management and implementation of change.
- ◀ Building strong and effective teams.
- ◀ Increased motivation and job satisfaction for individuals.
- ◀ Professional development.
- ◀ Greater understanding of Enso Group business.

## Scope & Eligibility

- ◀ This policy applies to all staff members of Enso Group.

## Policy Features

- ◀ There are many different types of activity that contribute to an individual's personal Development and colleagues are encouraged to consider the range of opportunities available to them.
- ◀ Human Resource department will provide training on general Grooming norms, behavioural dos & don't, attitudinal aspects as and when required and also at the time of induction.
- ◀ Technical training will be given to employees by technical team to meet desired competencies and skills to perform the given job role.

## Remarks

- ▶ The success of any development process is highly dependent on the individual.
- ▶ Individuals must be personally committed to their own growth by putting effort in learning, practicing and mastering the skills and knowledge 'during' and 'after' the training and development activities.

# [D] Relocation Policy

## Meaning/Purpose

- ◀ To establish a policy for the reimbursement of defined expenses incurred when a salaried employee is permanently transferred from one location to another at the Company's request.
- ◀ To provide financial and administrative relocation assistance to a salaried exempt employee in order to maximize their performance and minimize their inconvenience during the relocation.

## Scope & Eligibility

- ◀ All employees on the payroll of EnsoGroup excluding Top Management.
- ◀ This policy applies to employees who are required to relocate because they are being permanently transferred (for no less than 12 months) at the Company's request to a location within the Company that is at least fifty (50) miles farther from their residence than their former job location.
- ◀ Reimbursement for relocation will be limited to expenses enumerated below incurred by the employee and legally-recognized, immediate family members who currently live with the employee.
- ◀ Eligibility must be approved by the supervising manager and/or Human Resources Department. Prior written approval is required for exceptions to this policy, either in determining eligibility or extent of coverage. This prior written approval must be obtained from the Human Resources Department.

## Policy Features

- ▶ An employee will be eligible to have his/her relocation expenses reimbursed after relocating to a new job location that is at least fifty (50) miles farther than his/her former residence was to his former job location.
- ▶ Relocated employees shall submit, in reasonable detail, vouchers for all expenses incurred to the Human Resources Department as per the employee eligibility for approval and reimbursement.
- ▶ All relocation related expenses should be filed separately from other types of reimbursable business expenses and should be clearly marked "Relocation Expenses."
- ▶ Employees to be relocated should be made fully aware of the contents of this policy. Any questionable expenses should be resolved with the Director of Human Resources before the expense is incurred.
- ▶ All requests of employee relocation must be approved by the supervising manager, Functional Head, and the Human Resource Department prior to actual relocation or commitment to the employee.
- ▶ In addition, any exceptions to this policy require the prior written approval of the Human Resources Department. The Relocation Expense Estimate form must be approved prior to relocation expenses incurred.

# [E] Off- Boarding Process

## Meaning/Purpose

Just as we create a smooth transition into our organization with the on-boarding process, we want to insure a smooth transition when an employee exits our organization.

This policy provides us the necessary activities we need to make sure the employee's exit is smooth and provides us the feedback to enhance our organization policy and work culture.

## Scope & Eligibility

◀ This practice is applicable to outgoing employees at all levels.

## Policy Features

Off Boarding process is conducted when the services of an employee is terminated Either Voluntary or non-voluntary. Under each circumstance the Off Boarding process varies.

### Off Boarding process under different circumstances are:

▶ RESIGNATION / TERMINATION / Absconding on duty (AOD):

#### Resignation

##### Purpose

To outline the provisions relating to a staff member's voluntary termination of services other than by retirement or abandonment of employment.

##### Policy

- » An employee wishing to resign should forward a notice of resignation in writing through the relevant Department Head to the HR Department.
- » The company is not obliged to accept the resignation from the date proposed by the employee
- » Failure to serve the required 30days notice period may render the employee liable to forfeit the pay equivalent to the period of notice, as mentioned in the appointment letter.

- » The HR department will consider the proposed cessation date and formally accept the date proposed or advise the employee of other action.

- » There has to be sufficient documentary proof relating to aforesaid reason/s on the basis of which Termination Letter will be issued by the HR .

#### Absconding on Duty (AOD)

##### Purpose

To outline the provisions this will be implemented as a result of a staff member's (AOD).

##### Policy

- » Where employee has been absent from duty without permission authority for a Period of three consecutive days or more , he will be deemed to have abandoned employment , and will cease to be an employee at that time
- » The respective department head must notify HR Department as soon as possible after becoming aware of an em-

#### Termination

##### Purpose

To outline the provisions relating to a staff member's involuntary termination of services.

##### Policy

- » The services of an employee may be terminated for any reason where issue of compliance is concerned and mutuality of interest has ceased to exist.
- » The services of any employee may be terminated without giving notice , by paying the salary of the notice period, if any as specified in the ap-



employee being absent from work without having first notified the immediate superior

- » HR will endeavour to locate the employee in order to provide an opportunity to show why employment should not be terminated
- » If contact cannot be made within a period of three working days, or if the employee does not respond within three working days of a written or telephone request, Human Resource will terminate that individual's employment
- » Any appeal against an order of abandonment of employment will be heard and disposed off by the Directors.
- » On employees last day of service, the HR department will conduct his Exit interview followed with Full & Final settlement.



## Full & Final Settlement

### Purpose

To settle the dues of the separating employees amicably on time with due adherence to the procedure

### Policy

- ▶ The Full & Final Settlement of an employee will be made only after recovering the Company's property and dues.
- ▶ In case there is neither dues nor any recovery of company's property, final settlement will be within ONE WEEK from the date of Termination.
- ▶ The HR department will prepare the Full and Final Settlement in duplicate. One copy will be given to the resigned employee and the other copy will go to his personal file.
- ▶ Payment will be made from Head Office and only by A/C Payee Cheque and not by Cash.
- ▶ In case, the employee is not available to collect his Full & Final Settlement, the Cheque may be sent to his permanent address by the courier /registered A/D with a copy in the records or handed over to the person authorized by him to collect on his behalf in writing.
- ▶ Any Payments to the leaving employee will be stopped once he submits the resignations. His all payments will be settled along with the full and final settlement.
- ▶ The basic pay of the employee will be considered for the purpose calculating the notice pay from either side.



# ANNEXURE - II

Employee of the year to be declared on 31st December of every year

Recognition trophy to be provided along with one months bonus salary



# [A] Equal Opportunities

## Meaning/Purpose

The purpose of this policy is to give everyone a fair chance to obtain employment and gain Promotion according to their abilities and qualifications.

The merit principle underlies our human resource activities.

At Enso Group we engender trust and integrity, and are collaborative and authentic. We harness the diversity within and between teams, involve and treat others with respect and knowledge our role as implementing Government policy.

Enso Group is an equal opportunity employer that values the contribution of our employees. We believe that the effective utilization of our people and their full capabilities will be the key to our success .

## Scope & Eligibility

This policy applies to all employees and potential employees of Enso Group.

## Policy Features

Equal employment opportunity (EEO) refers to employment practices that are designed so that existing and potential employees are able to compete for, or be awarded, employment, promotions, transfers, training and other employment related benefits on their merits without reference to irrelevant characteristics. In Australia it is unlawful to discriminate against a person on the basis of a particular personal characteristic. Unlawful grounds include, but are not limited to: *sex, race, colour, or national extraction, age, marital status, physical, mental or intellectual disability, sexual preference or transgender status, pregnancy or potential pregnancy, family responsibilities and/or parental/ career status, trade union membership or union/industrial activity, religious or political beliefs*

### Employees are responsible for:

- ▶ Complying with the terms of the EEO policy
- ▶ Treating all colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions
- ▶ Promptly informing their manager if there has been a (potential) breach of the EEO policy

### Managers are responsible for:

- ▶ Ensuring that the EEO principles and underpinning legislation are applied in the workplace;
- ▶ Ensuring all decisions relating to appointment, promotion and career development are made without regard to any matters other than the individ-

ual's inherent ability to carry out the job;

- ▶ Providing an environment which encourages equal employment opportunities and setting an example by their own behaviour;
- ▶ Considering and providing reasonable accommodations where necessary; and
- ▶ Ensuring their team is aware of Enso Group EEO policy.



## Remarks

Failure to comply with obligations under this policy may lead to disciplinary action being taken by Enso Group in accordance with the Managing Performance and behaviour Policy.

- ◀ Discrimination occurs when one person or group is treated less favourably than another due to an attribute or characteristic that is protected under legislation.
- ◀ Discrimination may be direct or indirect.
- ◀ Indirect discrimination occurs when there is a particular requirement, condition or practice which appears to apply to everybody equally but which had the effect of disadvantaging more people with a particular characteristic, and which is not reasonable in the circumstances.



# [B] Data card/Visiting Cards/Emails Policy

## Scope & Eligibility

- ◀ Employees in Management level AVP & above will be eligible for the benefit.
- ◀ Only those employees who need to travel extensively for the execution of official work within India will be eligible for data card/visiting cards/emails.
- ◀ Such special approval can be given by Business Head and HR Business Partner.
- ◀ Enso Group provides Company paid Data card/visiting cards/emails connection to certain key roles based on the inherent nature of the role which they perform, wherein a high level of mobility and easy internet connectivity is required.

## Policy Features

- ▶ Employees eligible for the Data card/ visiting cards/emails usage will use only the specific Service Provider's Data card/visiting cards/emails associated with Enso Group.
- ▶ In case an employee exceeds the data usage limit, special approvals from the Reporting Manager and Function Head need to be sought.
- ▶ Employees are not permitted to use data card/visiting cards/emails of any other employee.
- ▶ The data card/visiting cards/emails provided to employee is Company property and must be returned at the time of transfer to another Group Company or leaving the organization.
- ▶ In case of change of role / responsibility, employee may request for a data card/visiting cards/emails after obtaining the necessary approvals from Reporting Manager, Functional Head and HR Head.
- ▶ The employee is responsible for prestigious handling of Data card/visiting cards/emails at all times.
- ▶ In case of loss or theft of data card/visiting cards/emails, employee must immediately inform Administration department.

**Important :** Data card/visiting cards/emails are strictly for official usage. Employees are advised to refrain from using the Company provided data card/visiting cards/emails for personal use, downloading objectionable material etc. Such cases if found, shall be dealt with severely.

Salary - 1st of every month

Holiday List - 1st Jan of every  
year



# [A] Dress Code

## Meaning/Purpose

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image our company presents to customers and visitors.

During business hours or when representing our company, you are expected to present a clean, neat and tasteful appearance. You should dress and groom yourself according to the requirements of your Position and accepted social standards. At no point must employees resort to casual wear. We must emanate a strong and exemplary working culture and pride

## Scope & Eligibility

- ◀ All employees will be required to dress appropriately, which is in keeping with the standards of Enso Group.
- ◀ All employees are required to follow dress code policy.

## Policy Features

- ◀ **Men**
  - ▶ Strictly need to wear uniform if provided and black shoes.
  - ▶ Full Sleeve/ half Sleeve shirt, Trousers & black/brown shoes for others. Ties and suits show high work commitment.
- ◀ **Women**
  - ▶ Sarees/ Salwar Kameez/ Slacks/ Shirts, trousers/Formals. Business formals show high work commitment
- ▶ Strictly need to wear uniform if provided.
- ◀ **General** : Examples of what is not considered as appropriate
  - ▶ Tight fitting dresses, trousers or pants
  - ▶ Sports wear
  - ▶ Mini or Extremely short skirts
  - ▶ Round neck T Shirt
- ▶ Slippers or Chappals, Sports shoes (for men)
- ▶ Denims
- ◀ **Casual**
  - ▶ Employees working during weekends and on holidays may wear Smart Business casual
  - ▶ Denims and V-neck t-shirts allowed on weekend and bank holidays only.

## Remarks

- ◀ Incharges/Managers reserve the right to request a staff member to dress to an appropriate standard as a condition of employment.
- ◀ Men need to keep their hair and beard short and clean or cut in a nice style.
- ◀ Cloths must be ironed properly
- ◀ Male employees should not wear sleeveless t-shirts or shirts.
- ◀ All cloth showing back, waist, pants and belly are not allowed,
- ◀ Women need to keep their hair neat or in a decent and nice-looking style.
- ◀ Management reserves the right to pull out inappropriate dressing.
- ◀ Colleagues can point out fallacies in dress conduct and after repeated warnings may bring it to the notice of seniors who can take actions.
- ◀ Personal hygiene and cleanliness must reflect in the appearance of each individual in the work place
- ◀ Fitness and smartness must reflect in the demeanour of employees as healthy mind is in a healthy body
- ◀ Clothes do not make a person this is ongoing debate but conformity is simply a sign of respect for the organization and sets us apart
- ◀ Consciousness discipline and a short outlook is what drives us forward
- ◀ Early to bed ,early to rise is an ancient proverb – holds true always. There is a proverb in china which is as old and says a person who wakes before sunrise shall never starve his/her family. Your smartness will reflect in a natural flair and you will reach a point where you don't need rules ,you will set rules, this is a natural and de-facto promotion

# [B] Work timing Policy

## Meaning/Purpose

The focus is on the ultimate output. Hence the work time policy provides convenience to the employees & encourages them to give their best.

It is important that employees are aware of the work timings. It is also intended to promote a sense of discipline & help employees understand that their presence in the organization as per the specified time will help them achieve their and company goals.

## Scope & Eligibility

- ◀ This policy applies to all employees on the roll of Enso Group.
- ◀ Applies to all Contractual staff working within the Enso Group premises.
- ◀ Employees are encouraged to reach office 10mins prior to their scheduled start time.

## Policy Features

Company Office	Office Time	Weeks Off	Lunch time
Corporate Office	9.30am to 5.30pm	Saturday & Sunday	1pm - 1.45pm

## Remarks

- ▶ Staffs sitting in corporate office only have option of flexi timing to report office 1 hour early or late from their normal duty hours; however they have to maintain the same timings with completing 8 hours of shift.
- ▶ Employee can opt for Flexi timing option only with his/her reporting manager approval.
- ▶ These work hours may be altered at the discretion of the organisation.
- ▶ It is essential for employees to report to work regularly on reporting time.
- ▶ In case any employee is aligned to any other business partner and is working out of their premises, he/she should follow the timings of the respective organisation, subject to the prior approval from the functional Head.
- ▶ Off day work- calls may be need basis and compensation will reflect in salary bonuses at year end made discretionary by management.



# [C] Punctuality and Attendance

## Meaning/Purpose

Punctuality and regular attendance is an expectation of performance for all Enso Group employees. Punctuality and regular attendance are essential to insure optimal productivity and customer service. In order for the organisation to achieve these goals employees are required to maintain a satisfactory record of attendance. To ensure adequate staffing, positive employee morale, and to meet expected productivity standards throughout the organization, employees will be held accountable for adhering to their workplace schedule.

## Scope & Eligibility

- ◀ This policy applies to all employees on the roll of Enso Group.
- ◀ Applies to all Contractual staff working within the Enso Group premises.
- ◀ Employees are expected to be at their work area at their scheduled start time.

## Policy Features

- ▶ **Absence** : Employees are considered absent from work when not available for the assigned work schedule regardless of the reason.
  - ◀ Scheduled Absences: Employees are to notify their supervisors as early as possible about scheduling time off from work (e.g. doctor's appointment, personal days etc.)
  - ◀ Whether paid or unpaid. Scheduled absences are arranged at the mutual convenience of the Manager and employee based on the operational needs of the Manager. Absence can be considered scheduled if a 24-hour advance notice is given, and the absence is approved by the reporting manager.
  - ◀ Unscheduled Absences: If an employee misses work due to an unscheduled absence (e.g. Calling-in due to sickness), he/she must call the supervisor or his/her assignee within an hour (1 hour) after the scheduled start time. Failure to do so may result into Loss of Pay or any other disciplinary action
  - ◀ All Enso employees and workplace members have a 30 day leave grant inclusive of all eventualities.
  - ◀ For any leave request or approval HR should be in loop.
- ▶ **Punctuality**
  - ◀ Employees should try to report work station prior to 10 minutes from actual office hours.
  - ◀ The employees should handle personal issues and small talk with colleagues before the office hours to avoid wasting work time.
  - ◀ If any employee comes late to office he/she should inform his reporting manager & HR the reason of late coming and expected time to resume the work.
  - ◀ Working hours are 9.30am to 5.30pm



## Remarks

- ◀ All employees irrespective of department and grade are required to adhere to Attendance & Punctuality policies.
- ◀ Any alterations or changes in the policies will be informed to employees.
- ◀ Where applicable, employees must use a time reporting system or attendance register to document work time and breaks from work.
- ◀ Absences, late arrivals, early departures, and extended breaks in the workday are accounted for on employee's time record.
- ◀ Failure in adhering to time reporting procedures may lead to disciplinary procedures.
- ◀ 30 days off in a year includes sick and emergency leaves and excludes designated holidays and weekends
- ◀ Holiday list to be declared on the 1st Jan of every calendar year.
- ◀ Any leave exceeding 30 days shall incur pending reflecting in salary cuts.



## [D] Compensation Policy

Salary components like Basic, Home rent allowance(HRA),Leave traveling allowance( LTA), Medical Reimbursement, Conveyance, Project Development Allowance, Food coupons, Employer Contribution to PF, ESIC and Performance Bonus shall form a part of the CTC.

Employees shall be paid salary on a monthly basis based on their attendance by 31st of every month. In case last day of the month falls on a Saturday / Sunday or Non Working day salary shall be disbursed on the preceding working day.



## [E] Staff Advances

- ◀ Salary advances are provided for the purpose of exigencies that the employee faces.
- ◀ These advances are provided for permanent employees who have worked for 1 years or more with the approval of respective HOD. This will be provided only in case of emergency.
- ◀ The salary, in part or in full, for the month will only be given as advance. The employees will have to apply in the Loans and Advances Forms 15 days in advance.
- ◀ These advances are interest free.
- ◀ Repayment of such loans will be in 6 equal instalments and will be deducted from the wages/Salary. This can be extended by special request.
- ◀ An employee can avail this only once in a year. And employees, who have already taken loans, will not be eligible.
- ◀ Approval on Advance varies from circumstances to circumstances.
- ◀ Discretionary donations towards employee personal wages rest with senior management only.



# [F] Employment Of Relatives Policy

## Meaning/Purpose

Enso Group welcomes the applications of employee relatives and will consider them based on qualifications for openings not under the direct or indirect supervision of a relative.

For the purposes of this provision, a “relative” is defined as a spouse, parent, child, sibling, grandparent, grandchild, uncle, aunt, cousin, niece or nephew of the employee or of the employee’s spouse. Relatives also include “step” relationships such as stepchild and step-parent.

## Scope & Eligibility

- ⚡ This policy applies to both Permanent and Temporary employees.
- ⚡ This policy also applies to prospective employees as well as to current employees.

## Policy Features

- ▶ Under this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.
- ▶ Relatives of persons currently employed by XYZ may be hired only if they will not be working directly for or supervising a relative. XYZ employees cannot be transferred into such a reporting relationship.
- ▶ If the relative relationship is established after employment, the individuals concerned will decide who is to be transferred. If that decision is not made within 30 calendar days, management will decide.
- ▶ In other cases where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment.

## Remarks

The intent of this policy is to protect the rights of Enso Group and individual employees:

- ▶ Each employee has a responsibility to keep his/her supervisor informed of changes relevant to this policy, such as becoming a relative of another employee through marriage;
- ▶ Each supervisor has a responsibility to observe and carry out this policy in a fair and consistent manner.

## Ideology

- ▶ Having a kin or next of kin work around create polarization which is unfair to both the team and the kins.
- ▶ We respect as an organization needs of family life and relationship bondage and do not want those to be stained in our working environment
- ▶ Departmentalization is mechanism that can help overcome these sensitive matters to do with work and relationships

# [G] Leave Policy

## Meaning/Purpose

This policy encourages its employees to take a break from work as this provides healthy, stress free and more productive staff.

The leave policy sets out the various types of leaves that an employee is eligible for and outlines the procedure for taking leave.

## Scope & Eligibility

- ◀ Leave year is as per the calendar year (1st January – 31st December).
- ◀ The different types of leaves covered under this policy are :
  - Privilege Leave (PL) – 12 days
  - Casual Leave (CL) – 6 days
  - Sick Leave (SL) – 6 days
  - Stress Leave (STL) – 6 days
  - Maternity Leave (leeway)
- ◀ The policy is applicable for all permanent employees of ENSO GROUP and not for Contract employees. For Contract employees, the leave will be in accordance to the individual contract signed with the company.
- ◀ During the probation no leave will be credited to employees.
- ◀ All leaves should be approved by the manager on mail.

## Policy Features

Leave Type	Eligibility	Entitlement	Encashment	Procedure
Privilege Leave (PL)	-> All permanent employees are eligible to avail PL. -> PL is calculated for a period of one calendar year (1st Jan-31st Dec)	-> 12 days PL is allowed to each employee. -> Unavailed PL cannot be carry-forward to next calendar year.	-> An employee can accumulate and avail his PL at a stretch within a calendar year. -> Accumulated leave balance can be en-cashed only as a part of full & final settlement at the basic pay.	-> All employees are required to apply for PL on mail to their manager at least a week in advance for approval. -> Leave taken without manager's approval will be considered as Unapproved leave leads to salary deduction.



Leave Type	Eligibility	Entitlement	Encashment	Procedure
Casual Leave (CL)	-> All permanent employees are eligible to avail CL. -> CL is calculated for a period of one calendar year (1st Jan-31st Dec)	-> 6 days CL is allowed to each employee. -> Unavailed CL cannot be carry-forward to next calendar year.	CL cannot be accumulated, encashed or carried forward to the next calendar year.	-> All employees are required to apply for CL on mail to their manager at least a week in advance for approval. -> Leave taken without manager's approval will be considered as Unapproved leave leads to salary deduction.
Sick Leave (SL)	-> All permanent employees are to avail SL. -> SL is calculated for a period of one calendar year (1st Jan-31st Dec)	-> 6 days SL is allowed to each employee. -> SL may be used when the employees: *Receives medical, dental or optical treatment. *Are incapacitated by physical illness, injury etc..	SL cannot be accumulated, encashed or carried forward to the next calendar year.	->If an employee falls sick he/she should inform his reporting manager about no. of SL required via Telephone E-mail or SMS.
Stress Leave (STL)	-> All permanent employees are eligible to avail SL. -> SL is calculated for a period of one calendar year (1st Jan-31st Dec)	-> 6 days SL is allowed to each employee. -> SL may be used when the employees: *Receives medical, dental or optical treatment. *Are incapacitated by physical illness, injury etc.. *Employee may apply for Stress leave one day in advance.	SL cannot be accumulated, encashed or carried forward to the next calendar year.	->If an employee falls sick he/she should inform his reporting manager about no. of SL required via Telephone E-mail or SMS.



Leave Type	Eligibility	Entitlement	Encashment	Procedure
Maternity Leave (Leeway)	-> ML shall be available to all confirmed female staff in accordance with the law applicable from time to time.	->Female staff, who have worked for at least 80days in preceding 12months, are entitled to ML. ->In case of miscarriage or medical termination of pregnancy, four weeks leave with pay from the date of miscarriage is permitted by producing satisfactory evidence.	-> The company will provide a total of 12 weeks(-90days) as ML with pay, of which not more than 6 weeks(-45days) should precede the expected date of delivery. -> Extension of leave beyond regular ML will be adjusted against accumulated leave balance, or treated as leave without pay. This is also subject to the approval of the concerned reporting authority.	-> The employee must apply for ML at least one month before taking leave. -> Employee must submit the Certificate of fitness from the Doctor and necessary documents at the time of returning to service.

## Remarks

- Leave should be planned in such a way that it does not affect productivity or while on a project does not affect the project work/delivery deadlines.
- An employee shall be entitled to leave subject to the application being approved by the reporting officer. The reporting officer shall be the competent authority for approving leaves under this policy. However, for Maternity Leave the HOD shall be the competent authority to approve the leave.
- The employee should check the leave balance before applying for the same.
- Employees and associates are allowed a maximum of 30 days off work premises
- Leave can be adjusted with prior approval of HOD/Company management
- Salary will be deducted upon exceeding 30 days.

# [H] Reward & Recognition

## Meaning/Purpose

- To reduce Attrition Rate and improve Employee Loyalty & Motivation
- To provide guidelines to recognize specific, unique, value added and critical performance incidents within or beyond expected & predefined performance objectives
- To align employee performance and achievements in line with Company's Value Charters & Mission Objectives
- To reward these performance incidents in monetary or non-monetary terms indicating organizational recognition and appreciation towards the employees
- To encourage improvements in productivity, quality of work and customer service

## Scope & Eligibility

- Whole of employees / department / functions or regions (define as it suits and organization needs it) it can be department wise / Individual.

## Policy Features

Assessment of employee's performance for Reward & Recognition has following parameters:

- ▶ **EOY- Employee of year** : To be decided by company senior management and peer recommendation.
- ▶ **Reward & Award:**
  - ▶ Cash Rewards (One month salary bonus)
  - ▶ Trophy memorabilia

## Remarks

- ▶ All Heads (along with inputs from Immediate Superiors /Reporting Authorities wherever applicable) will nominate employees/teams who have shown reward-worthy performance, behaviour, skills or competence.
- ▶ Assessments and recommendations will be done on Monthly/Quarterly / Half yearly / Yearly basis and one employee can be nominated multiple times.
- ▶ Idea is to keep quantifiability Based on parameters at the contest and analyze quantifiability.
- ▶ There could be EOM (employee of the month) and EOQ (employee of the quarter) awards as well at the description Of specific companies and company heads.

# [I] Whistle Blower Policy & Anti Sexual Harassment Policy

## Anti Sexual Harassment Policy

A broad definition of sexual harassment consists of any physical or verbal behaviour and any form of communication that has unnecessary, improper or unwelcome sexual connotations. Sexual harassment may vary in form depending on circumstances.

While it is not possible to list all of the circumstances which would constitute sexual harassment, the following are some examples:

1. Unwelcome sexual advances -- whether they involve physical touching or not;
2. Requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment; or
3. Coerced sexual acts.

Depending on the circumstances, the following conduct may also constitute sexual harassment:

1. Use of sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life;
2. Sexually oriented comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess;
3. Displaying sexually suggestive objects, pictures, cartoons;
4. Unwelcome leering, whistling, deliberate brushing against the body in a suggestive manner;
5. Sexual gestures or sexually suggestive comments;
6. Inquiries into one's sexual experiences; or
7. Discussion of one's sexual activities.

The Company policy totally prohibit any form of sexual harassment in the way employees behave with each other.

This applies equally to relations between superior and subordinates as well as between peers.

Any incident of sexual harassment will be viewed extremely seriously. A complaint or report of sexual harassment will be immediately investigated and appropriate action will be taken against the offending employee(s).

Such action will depend on the nature and seriousness of the offence and will include strict disciplinary action including termination of service.

Employees are advised to send a written complaint duly signed to the HRD mentioning in detail about any such occurrence.

Such cases shall then be reported to the committee designated by the Board to handle such cases.

These cases shall be treated with utmost confidentiality. Strict disciplinary action as may be put down by the committee shall be followed without any prejudice.

The Committee shall comprise of the Director, CFO, the Company secretary & Legal Counsel and Head HR.



# Whistle Blower Policy

## Meaning/Purpose

Whistle Blower is an individual employee, channel partner, business associate or a customer of the organization, who make Protected Disclosure, keeping the organization's interests in mind.

This policy seeks the support of ENSO GROUP employees, channel partners and vendors to report significant deviations from key management policies and report any non-compliance and wrong practices, E.g, unethical behaviour, fraud, violation of law, inappropriate behaviour /conduct etc..

- ◀ The purpose of the whistle blower policy is as follows:
- ◀ To encourage the employees and other parties to report unethical behaviors, malpractices, wrongful conduct, fraud, violation of the company's policies & Values, violation of law by any employee of ENSO GROUP without any fear of retaliation.
- ◀ To build and strengthen a culture of transparency and trust within the organization.

## Applicability

This policy applies to all the employees of ENSO GROUP (including outsourced, temporary and on Contract personnel), ex-employees, stakeholders of the Company, including Vendors hereinafter referred to as 'Whistle Blower').

This policy encourages all the Whistle Blowers to report any kind of misuse of company's properties, mismanagement or wrongful conduct prevailing/executed in the company, which the Whistleblower in good faith, believes, evidences any of the following:

1. Violation of any law or regulations, policies including but not limited to corruption, bribery, Theft, fraud, coercion and willful omission.
2. Rebating of Commission/benefit or conflict of interest.
3. Procurement frauds.
4. Mismanagement, Gross wastage or misappropriation of company funds/assets.
5. Manipulation of Company data/records.
6. Misappropriating cash/company assets; leaking confidential or proprietary information.
7. Unofficial use of Company's property/human assets.
8. Activities violating Company policies. (Including Code of Conduct )
9. A substantial and specific danger to public health and safety.
10. An abuse of authority or fraud.
11. An act of discrimination or sexual harassment.

The above list is illustrative and should not be considered as exhaustive.

## ROLE OF A WHISTLE BLOWER / COMPLAINANT

- ▶ The Whistle Blower/Complainant's role is that of reporting party with reliable information.
- ▶ They are not required to act as investigators nor would determine the appropriate or remedial action.
- ▶ They should also not act nor participate in any investigation activities unless warranted otherwise.



# ANNEXURE - IV

## Traveling Policies



# [A] Long Distance Travel Policy

## Meaning/Purpose

Travel for the purpose of this policy shall mean and include all travel undertaken by any employee of ENSO GROUP outside of his/her permanent business location, for the purpose of the Company's business including training and rewards & recognition (R&R) trips.

Travel shall cover both Domestic travel. The travel policy aims at providing a clear understanding of the policy guidelines/entitlements and improving the cost effectiveness of travel expenditure.

## Scope & Eligibility

- ◀ Applicable to all permanent employees on the rolls of ENSO GROUP
- ◀ Not applicable to contractual staff

## Guidelines

- ▶ Travel should be undertaken only after exploring all other avenues of communication media e.g. Teleconferencing/videoconferencing facilities.
- ▶ This policy will cover the administrative and accounting procedures for business travelers related to travel, accommodation and commuting.
- ▶ Travel Advance will be given to employees who are to undertake travel for the company's business. It is expected that no portion of the travel advance will be used for meeting personal expenses.
- ▶ Travel requisition number is mandatory for all individual travel undertaken by employees.
  - ▶ **SPECIAL GUIDELINES FOR TRAVEL:**
    - ▶ All possible options to combine / merge travel with other business/ training etc. should be explored to the extent possible
    - ▶ A maximum of 2 international trainings will be allowed per employee, within a calendar year
    - ▶ Strict disciplinary action will be taken against any employee violating the provisions of the policy.

## Sanction Authority

- ◀ Every International travel has to be justified and supported by a business justification of the travel in the approved International travel requisition form and sent for approval as below.
- ◀ All International travel has to be authorized as follows:

Nature Of Travel	Authorized By
Business Meeting/ Training	By the Respective Approving Authority
For Directors	Its Board

- ◀ The employees shall also raise a "Travel Requisition form" stating the purpose of travel, and same shall be approved by reporting manager and other authorities as per the above approval matrix.
- ◀ In case the reporting manager is not in office or travelling or on leave the employees can select alternate approver as per upward hierarchy and get the travel requisition approved for booking to be done by Travel Agent.

## Travel Arrangements

Travel agent will arrange/ booked the travel once they get approved international travel requisition form and will update the same to traveler accordingly.

## Forex (International Travel)

Employees need to apply for FOREX to Finance after getting it duly authorized by respective EXCOM member. Travel desk on its own shall not pay forex directly to any employee.

## Ticketing

- ◀ Travel desk is appointed as our travel desk to minimize the quality of service, group discount, benefits and cost savings.
- ◀ International air ticket booking needs to be done 15 days before actual travel, any exception requires Authorized Signatory approval.
- ◀ Travel Desk on receiving request, shall book flight/ arrange accommodation and conveyance as required and confirm the same to the traveler at the earliest, at least 2 days before the date of travel.
- ◀ Travel coordinator shall, after due consideration of the purpose and urgency of the requirement, make bookings in the most suitable carrier keeping in mind the cost and service levels and any specific offers or facilities that the company may enjoy from the respective airlines.
- ◀ If any employee finds self-booking of air ticket is cheaper by 5% than the quote given by travel desk, he can book the ticket on his own and claim the reimbursement in travel settlement. Email of travel desk stating cost of tickets is mandatory for claiming the reimbursement in travel settlement.
- ◀ Employee shall received email of E-ticket from coordinator and travel coordinator will forward the invoice to Finance immediately Finance will then book the invoices and the advance taken, so that at any point of time all details of travel of the particular employee are captured in the system.
- ◀ Travel Desk shall arrange for the tickets and VISA(in case of international travel) and make necessary hotel booking on request from the traveler. Travel Desk may be contacted for visa guidelines.
- ◀ ENSO GROUP traveler may retain frequent flyer programme benefits and mileages offered by various airlines. However, participation in these programmes must not influence flight selection, resulting incremental costs to the company beyond the lowest airfare, as defined in this policy.

## Air Travel Booking Class

The following are the booking class stipulations (Business meeting/ conference/ training):

Traveler	Duration	Class Of Travel
All	All Travel	Economy
Directors / Sr. Management	>4 hours	Business / Economy
	<4 Hours	Economy/ Business

## International Roaming Telephone Expenses

The Company has tie ups with service providers that are meant for international calling and / or specific to a country. These cards

are also enabled with voice and data plans as required. The travel desk can arrange for the same up to one day in advance. The travel-

er could also buy local SIM cards (as permitted) at the arrival airport against stamped visa. All Blackberry phones have the

ability to download mails and run blackberry messenger through WIFI access. WIFI is freely available in most of the hotels as well as it is highly recommended to use

these for checking mails. If the stay is longer than a week, then, a special blackberry data plans on international roaming SIM Cards may be arranged for.

It is mandatory to use these services while on travel and only these bills shall be reimbursed by the company.

**Accordingly, employees are advised that international call and data costs would be paid only against the above – approved modes.**

Any deviation/exception can be approved by the approving authority on case to case basis.

## Policy Features

A.	PER DIEM REIMBURSEMENT
B.	ACCOMODATION
C.	PERSONAL PHONE CALLS
D.	BUSINESS ENTERTAINMENT EXPENSES
E.	PERSONAL / LEISURE TRAVEL
F.	CLAIM PROCESS

### (A.) PER DIEM REIMBURSEMENT

- ◀ ENSO GROUP traveler is entitled to a Per Diem Reimbursement ( based on actual expenses) to cover various travel expenses during international business travelling and includes:
  1. Meal expenses.
  2. Laundry expenses
  3. Transportation expenses
- ◀ Per Diem is the maximum amount allowed to be claimed to cover the expenses mentioned above.
- ◀ Traveler are required to submit all necessary supporting documents including for local travel (where available) in support of the Per Diem claim.
- ◀ The number of days for which per diem is claimed should be in line with the meeting / training dates.

#### Per Diem Reimbursement Limits

Up to Sr. Management	US \$75 PER DAY
Above Sr. Management level	US \$100 PER DAY

**In case the company is incurring all the arrangement of boarding than US\$40 per day will be given as allowance to meet the other exp.**

#### APPLICATION AND ENTITLED

- Per Diem Reimbursement is applicable to all employees who are travelling overseas.

## (B.) ACCOMODATION

- ENSO GROUP has tied up with various hotels in different locations. Travel desk will do the bookings only in these hotels as per the below entitlement.

Traveler	Travel Location	Pay Day Limit
Upto Sr. Management	Within Asia (Except Japan)/Australia	US \$ 250
	US /Europe/Japan	US \$ 300
Above Sr. Management	Within Asia (Except Japan)/Australia	US\$300
	US /Europe/Japan	US\$350

- The number of days for which accommodation is taken and claimed should be strictly in line with the meeting / training dates subject to suitable travel arrangements being possible. Any additional days stayed should be paid for by the employee
- In the event, a traveler makes alternate arrangements to stay with friends / family, he will be entitled to the following amounts (without the need to submit any bills/ supporting).

Traveler	Travel location	Allowance
Upto Sr, mgmt	Within Asia (except Japan) Australia	US\$75
	US/Europe/Japan	US\$ 100
Above Sr. mgmt	Within Asia(except Japan)/ Australia	US\$100
	US/Europe/Japan	US\$ 125

- Bookings should be made well in advance to avoid any last minute unavailability situation.
- Detailed list of hotels and their contact details is available with travel desk.
- Hotel accommodation expenses must be made at hotel by the traveler and can be paid by corporate card.
- First preference will be given to company short listed hotels available, then the employees can use other hotels after seeking the approval of his/her Manager.

## (C.) PERSONAL PHONE CALLS

- Employee will be reimbursed for a maximum length of twenty(20) minutes personal call per week (Week = 5 days) while traveling on business trip.
- Employee will not be reimbursed for personal telephone calls made from:
  - Air phones
  - Rail phones
  - Cellular Car phones
- To avoid substantial charges added by hotels to telephone bills. ENSO GROUP traveler should:
  - Use a calling card if any, or public phone whenever possible
  - Place an initial call to the office base for them to call back and absorb charges
  - Use his/her mobile phone if the fee is lower
  - Phone from local company offices whenever possible.



## Official Phone Calls Expenses:

- ▶ Employee will be reimbursed for official telephone calls made from international calling card purchased from home country, mobile phone in absence of calling card
- ▶ To avoid substantial charges added by hotels to telephone bills, ENSO GROUP traveler should:
  - ▶ use a calling card if any, or public phone whenever possible
  - ▶ place an initial call to the office base for them to call back and absorb charges
  - ▶ phone from local company offices whenever possible

## Following Expenses will Not Be Reimbursed by the Company:

- ▶ Use of amenities such as health club, gift shop, sauna, steam bath, gym etc.
- ▶ Items from mini bar
- ▶ Toiletries and other personal items.
- ▶ Membership fees to register for any reward programme

## D. BUSINESS ENTERTAINMENT EXPENSES

- ◀ Would cover expenses incurred in entertaining business associates provided spending is on bona fide business discussion or building business partnership/relationships.
- ◀ Employees need to mention the name of the guest entertained and the reason for entertaining.
- ◀ This would be reimbursed only if approved by the respective Functional Head
- ◀ Group Meals: Meals involving more than one employee require the highest ranking employee present to play for the meal charges. The practice of a junior employee paying for a meal and having a more senior employee present at the meal, approve the expenses report is not allowed.

## E. PERSONAL/LEISURE TRAVEL

### Combining Leisure with Business Travel

- ◀ Personal/leisure travel cannot be combined with business travel under any circumstances unless:
  - ◀ There is no additional personal cost to company
  - ◀ It is approved in prior by his/her manager
  - ◀ The traveler fully understands the costs incurred in business travel and personal travel.
- ◀ Travel with Spouse/Family/Friends:

Nature Of Travel	Authorisation By
Business meetings / Training	Not Permitted unless explicitly invited by the company
R&R and Events	

### Use of corporately negotiated Airlines, Hotel and Car Rates for Personal Travel

- Corporately negotiated airfares, hotel and car hire rates may be used for personal/leisure travel with prior approval from appropriate manager-in-charge.
- Travel insurance coverage will also be providing when employee is making the reservation through travel desk for personal/leisure travel.

### Miscellaneous Leisure Travel Expenses

- Company will not reimburse any leisure or personal travel expenses such as sightseeing, bus tours, souvenirs and other expenses, such as cinema, health club fees and meals incurred in the travels.

### Personal/ Leisure Travel Billing Procedures

- Personal/leisure travel billings should not be combined with business travel billings under any circumstances.

### Airfares/Hotel price difference of Personal/Leisure Travel

- When personal/leisure travel is undertaken by employees, the lowest airfare may not completely apply because the additional routes might be varied from the lowest airfares. Employees should consult travel desk to get aggregate travel cost amount on personal expense/leisure travel and the business travel. The difference (if



any) should be paid for by the employee.

- Similarly, if spouse/family/friends are travelling along with employee, any additional cost of hotel stay or food expenses should be paid for by the employee.

## (F.) CLAIM PROCESS

- ⋄ Employee has to raise Travel Requisition in TRAVEL REQUISITION from Reporting Authority.
- ⋄ Travel agents book ticket on basis of approval received.
- ⋄ After returning to original destination, it is mandatory to settle the claims with Finance Dept using the same Travel Requisition Form against which travel has been undertaken.
- ⋄ Travel along with proof of travel and other expenses claimed irrespective of whether claim within 7 working days of return, to the finance department. Any unsettled claims shall be recovered through payroll. In case, travel claims are not settled within 30 days of travel, it will be assumed that there are no further claims to be made by the traveler and the same will be auto settled by finance team. No further claims will be allowed for such travel.
- ⋄ In the event of cancellation after the ticket is booked but before the travel date employee, has to cancel the booking in the system which will intimate travel agent to cancel the ticket and in turn issue credit note along with the respective bill.
- ⋄ Boarding pass is mandatory document for travel settlement. Claims without boarding pass will not be settled. Along with accommodation bill user shall attach either a copy of his/her credit statement or certify on mail an INR equivalent amount debited to his / her credit statement to enable Finance team to process the claim.
- ⋄ Finance shall verify the expenses against the policy and reimburse the employee as per the Finance reimbursement cycle.
- ⋄ Boarding pass is mandatory document for travel settlement. Claim reimbursement shall only happen via fund transfer in respective reimbursement/salary account of the employee. No cheques shall be issued towards employee reimbursement. It is mandatory for all employees to update reimbursement account to Finance Dept. Claim reimbursement shall only happen to reimbursement/salary account number update with Finance Dept.
- ⋄ In case of separation from the company, employees are required to settle their expense statements and get a sign off from Finance department before their last working date. Failure to do so would lead to recoveries being made from the full and final settlement dues.
- ⋄ Bills to be checked by travel department/desk and/or accounts at all times.
- ⋄ Rates to be revised every 3 years.

### **CLAUSE OF REIMBURSEMENT DURING EXIT:**

- ⋄ In case of employee resignation, his/her reimbursement requests shall be processed along with full and final settlement only.

# [B] Short Distance Travel Policy

## Meaning/Purpose

Travel for the purpose of this policy shall mean and include all travel undertaken by any employee of ENSO GROUP outside of his/her permanent business location, for the purpose of the Company's business including training and rewards & recognition (R&R) trips.

The travel policy aims at providing a clear understanding of the policy guidelines / entitlements and improving the cost effectiveness of travel expenditure.

## Scope & Eligibility

- ◀ Applicable to all permanent employees on the rolls of ENSO GROUP
- ◀ Not applicable to contractual staff.

## Guidelines

### Travel Arrangements : Sanctioning Authority

A.	PER DEIM REIMURSEMENT
B.	TRAVEL ENTITLEMENTS
C.	ACCOMMODATION
D.	STAY WITH FRIENDS AND FAMILY
E.	PERSONAL / LEISURE TRAVEL
F.	CLAIM PROCESS

- ▶ Travel should be undertaken only after exploring all other avenues of alternate communication media, e.g. Teleconferencing/videoconferencing facilities.
- ▶ This policy will cover the administrative and accounting procedures for business travelers related to travel, accommodation and commuting.
- ▶ Travel Advance will be given to employees who are to undertake travel for the Company's business. It is expected that no portion of the travel advance will be used for meeting personal expenses.
- ▶ Travel requisition to be raised in Appropriate Form is mandatory for all individual travel undertaken by employees.
- ▶ Employee making the claim and the approving manager are equally responsible for incorrect/fraudulent claim submission/approval. Managers must satisfy themselves that the travel claim is in line with the travel policy and is for genuine business purpose, prior to approval.
- ▶ Strict disciplinary action will be taken against any employee violating the provisions of the policy.

# Travel Arrangements

## Sanctioning Authority

- ▶ The employees shall raise duly filled Travel Requisition Form stating the purpose of travel, and same shall be approved by reporting manager and counter approved Skip Level Manager.
- ▶ In case the reporting manager is not in office or travelling or on leave the employee can either take email approval or can select alternate approver as per upward hierarchy and get the travel requisition approved for booking to be done by Travel Agent or concerned person.

## Travel Booking

Travel agent will arrange/book the travel once they get an approval from employee approver and will update the employee accordingly.

## Ticketing

- ▶ Travel desk is appointed as our travel desk to maximize the quality of service, group discount, benefits and cost savings.
- ▶ However, if any employee finds self-booking of air ticket/Train ticket/Bus ticket is cheaper by 5% or more than the quote given by travel desk, he can book the ticket on his own and claim the reimbursement in travel settlement.
- ▶ Email of travel desk stating cost of ticket is mandatory for claiming the reimbursement in travel settlement.
- ▶ Domestic ticket booking needs to be done reasonably in advance before actual travel, any exception requires respective Functional Head approval.
- ▶ Travel Desk on receiving request, shall book flight/train tickets, arrange accommodation and conveyance as required and confirm the same to the employee at the earliest, at least 2 days before the date of travel.
- ▶ Travel coordinator and Travel Desk will shortlist 3 preferred carriers for most common destinations.
- ▶ The traveller is obliged to take the best available apex fare, via the shortest possible point to point route subject to suitable flight timings.
- ▶ Employee shall receive email of E-ticket from travel desk.



## Policy Features

### A. PER DIEM ALLOWANCE (Domestic Travel)

- ▶ The company shall bear cost towards travel and accommodation, laundry, food, conveyance etc..
- ▶ All expenses on boarding, laundry, etc.. (with the exception of alcoholic beverages and tobacco) shall be borne by the company subject to the overall limits highlighted below; across all cities in India.
- ▶ Employees while staying in hotels during tour must exercise caution to avoid STD/ISD calls from rooms unless they are unavoidable and may be claimed in tour expense statement.
- ▶ Employees must plan their travel such as to avoid overnight stay in the hotel unless absolutely essential.

### B. TRAVEL ENTITLEMENTS (Domestic Travel)

- ▶ Employee who travels in the cab must ensure that the kilometer reading (starting & closing) & the time is being specified in the duty slip of the travel agency along with their signatures.

Leadership Level : Chairman, MD, Directors	1st class rail travel/ Private AC Cab	Air Economy Class or Air Business Class (at discretion)
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- ▶ Economy class ticket will be booked at the lowest available fare for all levels
- ▶ Exceptions could be made in case an employee is travelling with Regional leaders/critical partners with prior approval of the Approving authority.
- ▶ Employee to specify travel time and shall be allotted a flight +/- 1.5 hr range. The cheapest flight within the time range shall be booked as a standard practice.
- ▶ Any deviation to the above needs to be approved by Approving authority.
- ▶ Any travel which does not follow the above mentioned entitlement needs to be specifically approved by Function Head / Approving authority as the case may be.
- ▶ Private taxi will be allowed for travel from branch to another location only in cases of interstate Travel and where metered taxi service or luxury coach services are not available. This is subject to approval by function head as per below entitlement.
- ▶ Limits for travel by own vehicle will be at bare minimum.
- ▶ In case 4 employees travelling together from different department, senior employee or department who has maximum travelers to raise the request to travel desk with the details of other department travelling and travel desk to provide the department wise break up to finance
- ▶ In case of in-city travel covering multi locations, employee may hire private cab subject to prior approval by the Function Head. Original invoice from car hiring agency is must for claiming the reimbursement. Alternatively taxi bills must be provided.

### C. ACCOMMODATION

- ▶ Company has transit accommodation in all major locations and has tied up various hotels in different locations. Travel bookings can be done in these hotels as per the entitlement. Bookings should be made well in advance to avoid any last minute unavailability situation. Credit card details needs to be shared with travel desk in case of booking through travel desk.
- ▶ Detailed list of hotels and their contact details available with travel desk which shall be updated from time to time



- ▶ Hotel accommodation expenses must be made a hotel by the traveller.
- ▶ First preference will be given to Company transit accommodation then to short listed hotels available. Only if tie-up is not available/company tie up hotel rooms unavailable, then the employee can go for other hotels (self booked) after seeking the approval of function head/region head along with a mail confirmation from travel desk on non availability of bookings on the specified dates. In all such cases employee will have to pay on his own and claim reimbursement later.
- ▶ If any employee finds self booking of hotel is cheaper by 5% or more than the quote given by travel desk, he can book the hotel on his own and claim the reimbursement in travel settlement.
- ▶ Email of travel desk stating cost of hotel is mandatory for claiming the reimbursement in travel Settlement.
- ▶ Employees must ensure following :
  - » Use of laundry only over three days of continuous travel.
  - » Use of hotel telephone should be avoided.
  - » Consumption of cigarette/Liquor is not permitted at Company's cost.
  - » Entertainment of personal guest not permitted at Company's cost.
  - » Meal expenses to be within per diem limit.
- ▶ Payment: Requests booked through Travel desk will be paid directly by the employee as per entitlement at the time of check out.
- ▶ Following Expenses will not be reimbursed by the company :
  - » Use of amenities such as health club, gift shop, sauna, steam bath, gym etc..
  - » Items from mini bar.
  - » Toiletries and other personal items.
  - » Membership fees to register for any reward programme.

## D. Stay with Friends and Family (Own Arrangement)

- ▶ If staff member chooses not to avail of hotel facilities while on Company tour and make his/her own arrangements, staff to do so is welcome.
- ▶ other reimbursement of any nature including boarding, lodging, laundry and incidental expenses will be allowed
- ▶ BUSINESS ENTERTAINMENT EXPENSES
  - » Would cover expenses incurred in entertaining business associates provided spending is on bonafide business discussions or building business partnership/relationships.
  - » Employees need to mention the name of the guest entertained and the reason for entertaining.
  - » This would be reimbursed only if pre approved by the Function head.
  - » **Group Meals:** Meals involving more than one employee require the highest ranking employee present to pay for the meal charges. The practice of a junior employee paying for a meal and having a more senior employee present at the meal approve the expense report, is not allowed.

## E. Personal / Leisure Travel

### Combining Leisure with Business Travel

Personal/ leisure travel cannot be combined with business travel under any circumstances unless:

- » There is no additional personal cost to company
- » It is approved in prior by manager-in-charge
- » The traveler fully understands the costs incurred in business travel and personal travel.
- » The traveler fully bears the cost of personal travel.

### Travel with Spouse / Family / Friends:

Nature of travel	Authorisation by
Business meetings/ Training	By the Director
For Directors	Its Board

### Use of corporately negotiated Airlines, Hotel and Car Hire Rates for Personal Travel

Corporately negotiated airfares, hotel and car hire rates may be used for personal/ leisure travel with prior approval from his / her manager.

### Miscellaneous Leisure Travel Expenses :

Company will not reimburse any leisure or personal travel expenses such as sightseeing, bus tours, souvenirs and other expenses, such as cinema, health club fees and meals incurred in the travel.

### Personal/Leisure Travel Billing Procedures :

Personal/ leisure Travel billings should not be combined with business travel billings under any circumstances.

### Airfares price difference of Personal/leisure Travel :

When personal/leisure travel is undertaken by employees, the lowest airfare may not completely apply because the additional routes might be varied from lowest airfares. Employees should consult travel desk to get the total aggregate travel cost amount on personal expense/leisure travel and the business travel.

Similarly if spouse/ family/ friends are traveling along with employee, any additional cost of hotel stay or food expenses should be paid by the employee.

## E. Claim Process

Employee has to raise Travel Requisition Form & get approval from Reporting Manager & Skip Level Manager. Travel agents book tickets on basis of approval received.

After returning to original destination its mandatory to settle the claims using the Travel Settlement Form against which travel has been undergone and getting it approved by the respective Reporting Manager /Skip Level Manager.

Once the reporting manager approves the settlement it is mandatory for every employee to forward details of

travel along with the proof of travel, e.g.: copy of E- ticket and boarding pass in case of air travel, train ticket in case of train travel and other expenses claimed irrespective whether additional amounts are claimed/ not claimed by the employee along with approved Travel Settlement Form within 7 working days of return of finance department.

Any unsettled claims shall be recovered through payroll. Bills are to be provided for every claim. Any claim without bills shall be approved as follows:

Upto Sr. MANAGEMNT LEVEL	Director
For Directors	Board

In the event of cancellation after the ticket is booked but before the travel date, employee has to intimate to travel agent to cancel the ticket and in turn issue credit note along with the respective bill.

Boarding pass is mandatory document for travel settlement . Claims without boarding pass will not be settled.

Finance shall verify the expenses/entitlement as mentioned in staff handbook and shall be paid as per the finance reimbursement cycle.

Claim reimbursement shall only happen via fund transfer in respective

Reimbursement/salary account of the employee. No cheque shall be issued towards employee reimbursement.

It is mandatory for all employees to update reimbursement account to Finance department. Claim reimbursement shall only happen to reimbursement/salary account number update to Finance Department.

#### **Clause of Reimbursement During Exit:**

In case of employee resignation, his/her reimbursement requests shall be processed along with full and final settlement only.

# Enlightened Life

