



# Policy Handbook for Employees

## Review & Approval

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# Version Control

| Version No. | Summary of changes (in brief)   | Date of Release              | Approved by   |
|-------------|---|------------------------------|---|
| 1.0         | Collation of various policies and revision of existing policies being mentioned in the document | 1 <sup>st</sup> January 2020 | Rajesh Sharma<br>N. M. Ranadive<br>Harminder Mohan Bareja |

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## Preface

This HR Policies manual provides a description of various employee related benefits, policies and procedures as applicable for the organization.

The company reserves the rights to interpret, modify, revise, supplement or rescind any policies or portion of the HR policies from time to time as it deems appropriate. Such revisions / amendments will be made at the company's sole discretion.

Feedback for future revision will be taken periodically and decision to revise policies will be done accordingly.

The policies contained in the handbook supersede any existing policies on the same topic.

These policies will be applicable to employees in IEI, IEPEL, IEEML & IEPDWPL. If a particular policy does not apply to any unit, it is specifically intimated in the handbook.



## Foreword

It is indeed a pleasure to have you as part of our Ion Exchange family.

We are pleased to create this 'Policy Handbook for Employees' for your ready reference and to familiarize you with the policies and procedures at Ion Exchange.

The policies featured here are developed after ample research and comparison of policies with various other companies, focus group discussions with employee representatives at various regions, business leaders etc.

Should you have any questions on any policy please do direct it to your local HR representative.

Our objective is to ensure that the policies are simple to understand and administer thereby creating a more meaningful experience for you.

I would like to thank the Human Resources and Finance team at head office and other locations and employees for their candid feedback that helped in shaping this handbook.

Special thanks to the Corporate Communications team for their support in designing the handbook.

I wish you a rewarding career.

Harminder Mohan Bareja

Senior Vice President – Human Resources and Administration



## Grading Structure

| Cadre                    | Grade           | Description                                |
|--------------------------|-----------------|--|
| <b>Top Management</b>    | P               | President                                  |
|                          | EVP             | Executive Vice President                   |
|                          | SVP             | Sr. Vice President                         |
|                          | VP              | Vice President                             |
| <b>Senior Management</b> | AVP             | Associate Vice President                   |
|                          | M – I           | General Manager                            |
|                          | M – II          | Divisional Manager/<br>Dy. General Manager |
| <b>Middle Management</b> | M – III         | Sr. Manager                                |
|                          | M – IV          | Manager                                    |
|                          | M – V           | Manager                                    |
|                          | M – VI          | Dy. Manager                                |
| <b>Junior Management</b> | M – VII         | Sr. Executive                              |
|                          | M – VIII        | Executive                                  |
|                          | M – IX          | Sr. Officer                                |
|                          | M – X           | Officer                                    |
|                          | M – XI          | Asst. Officer                              |
|                          | XVII            | Trainee                                    |
|                          | ANK F –I/II/III | Trainee                                    |

# Abiding by Rules

- ▶ Working Hours/Weekly Offs/Working Days
- ▶ Employee Identification
- ▶ Dress Code
- ▶ Employee Separation
- ▶ Usage of Personal Mobile Phones
- ▶ Equal Employment Opportunity Policy





# Abiding by Rules

## Working Hours/Weekly Offs/Working Days

### Objective

The objective of this policy is to establish standard hours of work for all company offices pan India.

### Applicability

The policy is applicable to all employees & direct contract employees.

### Guidelines

1. All the employees shall mark their attendance prior to starting their work and should leave at the end of the day only after marking their attendance. In case an employee forgets to mark attendance for any reason, the employee should get the same regularized within 2 working days and intimate HR.
2. In case of loss of swipe card, the information should be immediately conveyed in writing to the HR department. In an event where the card needs to be replaced, an amount of Rs 250 will be recovered from the employee. Also, the same charges will be applicable if the employee does not submit the ID card during the Full & Final settlement process.
3. If an employee is absent from work for three consecutive days in a month without giving prior notice, the company will initiate disciplinary action against the concerned employee.
4. Employees should inform their supervisor, as far as possible in advance when they are unable to report for work or know they will be late or must leave early. The information should include the reason for absence and the indications of when the employee can be expected to report for work. If the superior/supervisor is unavailable, the information should be intimated to the HR department.
5. In case an employee needs to come on a weekly off or a holiday, he must obtain prior permission from his supervisor mentioning the reason for extra hours of work required.
6. Employees can regularize their attendance with HOD approval / manager approval not more than 3 times in a month. These regularizations should be due to personal exigencies.

### Timings

- Working days at offices are Monday to Saturday (1st and 3rd Saturdays). 2nd, 4th & 5th Saturdays of each month are non-working.
- Office time across India is from 9:00 am to 5:30 pm. All employees have to complete 8.5 hrs of working per day. Reporting time is flexible between 8:30 am to 10:00 am as part of flexi time initiative. Any employee who reports after 10:00 am will be marked half day. For example: If an employee comes to office at 8:30 am then he can leave the organization after completing his 8.5 hrs shift (including 30 min for lunch) i.e., 5:01 pm. Similarly if an employee comes in at 10:00 am then he can leave at 6:31 pm.
- Lunch time is for half an hour on each working day between 1:00 pm to 1:30 pm.

### Outdoor Policy

Employees on outdoor duty must mark OD in the system. Employees going to different offices on official duty need to register their attendance on machine each time they enter and exit a new office premise.



## Abiding by Rules

### Working Hours/Weekly Offs/Working Days

#### Weekly Off

Weekly off pan India is Sunday. In addition to this 2<sup>nd</sup>, 4<sup>th</sup>, & 5<sup>th</sup> Saturdays are also off days.

Factory / project site timings will be as per local communication at factory / project site. Employees working in factories will have to adhere to that schedule.

#### Leaves Deduction

If an employee does not adhere to office time rules then resultant deduction of Half Day incurred will first be done from CL then PL. Sick leave will not be adjusted against late coming. In case if employee exhausts CL & PL then those days will be counted as Leave Without Pay (LWP).



## Abiding by Rules

### Employee Identification

All employees must wear employee identification card at all times. The badge indicates the employee's name and employee number. Corporate-HR is responsible for issuing and validating all employee identification badges.

If the card is lost or damaged, the employee must report this to the Administration Department. There is a charge of Rs 250/- for replacing a lost or damaged card which will be recovered from the employee's salary.

At the time of separation, prior to receiving their final paychecks, employees must return their identity card to Human Resources.

Outside contractors may request access to the building(s) through the Administration Dept.

For any clarification, please contact the Administration Department.



# Abiding by Rules

## Dress Code

### Objective

To set out the dress and grooming requirements for purposes of safety, customer meeting.

### Applicability

This policy is applicable to all the employees of the company, whether employed directly or indirectly.

### General

While the Company does not dictate a specific dress and grooming code for its employees, all employees are expected to be well dressed and groomed appropriately for their job assignment as well as for customer interactions.

At locations where a uniform dress code is specified, employees are expected to follow the said dress code.

Departmental Head / HR & Administration representative has the right to ask the employee to change his/her dress and or grooming when he, in conjunction with another member of management, determines that the employee's dress and/or grooming might impact the safety, customer interactions

Under no circumstances will employees be allowed to violate safety related norms in a specific workplace. Employees flouting safety norms can be asked to leave that work area till they are compliant with safety gears as applicable.

### Casual Attire Day (CAD)

Last Friday & working Saturdays of every month will be Casual Attire Day. Casual Attire refers to smart business casuals that are appropriate for professional office environment. Office decorum has to be maintained.



## Abiding by Rules

### Employee Separation

Any employee desirous of separating from company rolls must submit his/her resignation in the system by uploading his/her resignation letter. Once accepted online, employee will have access to his/her exit interview form which he/she would be required to fill.

Employee will be handed over clearance form which needs to be certified by various departments as next step.

The employee has to surrender all the Company articles / property / documents / files properly listed to his immediate superior / HOD and obtain clearance in a Settlement Clearance note. The concerned employee's immediate superior / HOD has to sign the said settlement clearance note indicating submission of all the relevant documents in original or otherwise and other Company Property. Once the concerned HOD signs the said settlement clearance note he/she will be accountable for any document/s, company properties issued to the concerned employee.

Corporate HR on receipt of duly approved resignation by the concerned HOD along with the settlement clearance note will issue a Relieving Letter. If he/she fails to submit the duly filled settlement clearance note, the concerned employee will not be relieved. The employee whose resignation has been accepted and relieving letter issued needs to fill up the following forms:

1. Separation Clearance Form
2. Declaration Form
3. PF Withdrawal (in case of withdrawal)
4. Form 10C (for employees who have put in more than 6 months)
5. Gratuity (for employees who have put in more than 5 years)
6. Staff Pension or Superannuation form (if applicable)
7. Exit Interview completion with HR and in online system.

During the notice period no leaves are allowed. In case an employee takes leaves then it will be treated as Leave without Pay.

#### **Kindly note the following:**

1. Resigned employees are not eligible for Performance Linked Incentive for current year.
2. Encashment of privilege leaves, if any is only on Basic Salary.
3. Employees have to ensure that their bank account and contact details are updated at the time of exit. This will help in depositing statutory bonus (If applicable) to your account on timely basis.
4. Notice period short fall unless waived off will be recovered as per terms in appointment letter.
5. Cheque will be issued only on receipt of duly signed (acceptance) of F&F settlement statement from employee. Transfer of any payment (i.e. F&F settlement/ PF/ Gratuity) through online - NEFT/ RTGS will not be done.



## Abiding by Rules

### Usage of Personal Mobile Phones

#### Objective

To maintain a peaceful / quiet working environment.

#### Applicability

This policy is applicable to all employees of the company.

#### General

Whenever the mobile phone of any particular employee rings it disturbs / distracts the employee sitting next to him or in the vicinity, which ultimately hampers his / her output/ productivity. To avoid the same, all employees have to keep their mobile phones in the silent / vibration mode so that they do not disturb the neighboring person.

Employees are requested not to speak for long duration on their personal mobile phones.

During the office working hour's employees should not use the mobile phone for playing games or listening to music (radio FM / MP3).

Violation of this policy will be viewed strictly and necessary action as deemed fit will be initiated.



## Abiding by Rules

### Equal Employment Opportunity Policy

Equal Employment Opportunity has been and shall continue to be a fundamental principle in the organisation, where employment is based on personal capabilities and qualifications without any discrimination on the basis of race, colour, religion, gender, age, national origin, disability, or any other protected characteristic as established by law.

Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions of employment. The Human Resources Department has overall responsibility to ensure that there is no violation of the objectives of this policy. Employees' questions or concerns should be referred to the Human Resources Department.

Appropriate disciplinary action may be taken against any employee willfully violating this policy.

The organisation is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. The organisation expects that all relationships among persons in the workplace will be professional and free of bias, prejudice and/or harassment.

# Monetary Benefits

- ▶ **Compensation & Benefits**
- ▶ **Site Allowance**
- ▶ **Employee Cooperative Credit Society**
- ▶ **Mobile Phone**





# Monetary Benefits

## Compensation & Benefits

This section will touch upon vital few aspects from a compensation perspective.

### 1. Flexi Pay Components

In order to help employees optimize their tax portfolio, employees can opt for the following flexi pay components.

- NPS
- Meal Pass
- Gift Pass
- Superannuation (M2 and above)

The window for enrollment will open once a year. Option for employees to enroll will be taken from them in the month of March/April through appropriate employee surveys.

- **National Pension Scheme**

Besides the stated objective to obtain income tax benefits, NPS is also meant to ensure that future income is created in form of pension on your retirement.

Employees can choose between 5% or 10% of their basic salary as their contribution towards NPS.

Note: Once enrolled for NPS it cannot be withdrawn and needs to be carried on for a minimum period of 10 years or until retirement whichever is earlier. Employees can keep contributing as long as they are in service even after retirement.

- **Meal Pass**

Employees can choose a value of Rs 2400/- or Rs 1200/- per month. The money will be credited in a specific meal pass card which can be used for purchasing food and non-alcoholic items.

- **Gift Pass**

Employees opting for this will get an amount of Rs 5000/- credited once a year.

- **Superannuation Scheme**

15% of Basic salary is taken as contribution for employees in M2 grade and above.

### 2. Medical Insurance for self and family

Depending on claim ratio, budget/cost for the year the benefits extended under the scheme will keep on varying. Family definition is one plus five.

Up to grade M3, 50% of the medical insurance premium will be paid for by the company and 50% of the premium will be borne by employees. The employee contribution is recovered in installments through salary deduction during the year.

A dedicated help desk from TPA is available and employee awareness sessions are conducted at the start of the policy year.



## Monetary Benefits

### Compensation & Benefits

#### 3. Discounted Medical Health Check-up

Employees can avail discounted health check up for themselves as well as their family members through authorized providers at discounted rates. Please contact HR on further process or details. Employees who are eligible under health check-up scheme of the company may please refer to the policy on the same.

Employees will need to carry their ID and authorization email from the service provider to obtain the benefit at the test centre.

#### 4. Group Personal Accident (GPA)

In an event where an employee suffers an on job accident resulting in serious consequences either in terms of injury or bodily harm thereby not able to work either permanently or temporarily, the employee will get covered under GPA. For detailed understanding please contact your local HR representative

#### 5. Group Health Shield

Employees can opt for voluntary cover for cancer and cardiac if they wish to by obtaining this additional cover at applicable discounted rates as provided from time to time.

#### 6. Marriage Gift

Employees getting married while in service and having completed their first year of service will be entitled to a marriage gift of Rs 5000/- from the organization. Employees need to apply for the same and submit the marriage card to the HR to claiming the same.

Statutory benefits under PF, ESIC, gratuity, payment of bonus etc. will be applicable as per law and eligibility.



# Monetary Benefits

## Site Allowance

### Objective

To encourage employees working at project sites & to meet additional expenses incurred by employees on sites.

### Applicability

Employees based at project sites

### Guidelines

1. The site allowance as applicable for various grades while you are present at site are as under:

| Grades         | Amount in Rs/month |
|----------------|--------------------|
| M VIII & Above | 8,000/-            |
| M IX & Below   | 7,500/-            |

2. Employees should be based at site to claim the same every month.
3. In event of transfer of employee from project site to a location other than project sites or in case of project closure, the allowance will no longer be payable.
4. Employees on approved leaves will be eligible to claim the amount for the days not present. Employees remaining absent/unauthorized leaves/leaving site without prior approval will not be able to claim the allowance.
5. Days on which the employee is on tour or training as mandated by the organization would be counted as eligible for getting the site allowance.



# Monetary Benefits

## Employee Cooperative Credit Society\*

### Objective

To assist employees in obtaining loans.

### Terms and Conditions

To avail the loan from this society, employees may please note the terms and conditions mentioned below:

#### 1. Process

- a. Confirmed Employees interested in the membership should fill the application form and submit it to the IEI Credit society office.
- b. A minimum amount of Rs 100/- per month would be deducted as contribution from the employee's salary towards membership fees.

#### 2. Criteria for Obtaining Loan

- a. Only confirmed employees are eligible for membership with the society.
- b. A member should have completed at least one year with the society and at least two years of service with the organization to obtain a medium term loan (Rs 60,000/-).
- c. The minimum instalment of long loan recovery for medium term loan is 60 instalments + 6% p.a. interest rate on reducing balance.
- d. Loan sanctioned will be on first-come-first-serve basis – Pending applications will be considered in the following month on priority.

#### 3. Short Term Loan

- a. A member can avail a short term loan of maximum Rs 5,000/- twice a year.
- b. The recovery instalment for short term loan is Rs 500/- per month at 6% interest rate.

#### 4. Loan Application for New Members

- a. Newly joined members who contribute large share for availing loan within a year and subsequently reduce their share to minimum, will have to contribute 50% of the share contribution for a period of 6 months before availing the loan.

#### 5. Dividend

- a. Dividend on the share amount held by the individual will be decided by the company on the basis of profit.

*\*Only for employees based out of Mumbai location*



# Monetary Benefits

## Mobile Phone

### Objective

To facilitate official communication through provisioning of mobile instrument and billing of calls.

### Coverage

All confirmed employees.

### Exclusion

Employees on probation and trainees.

### General

1. Employees can purchase on the basis of job requirement and claim mobile phone worth as per the following table:

| Cadre             | Value in Rs. |
|-------------------|--------------|
| Middle Management | 10,000/-     |
| Senior Management | 15,000/-     |
| Top Management    | 20,000/-     |

2. Employees will need to obtain reimbursement once purchased. Once the mobile instrument is purchased the employees cannot purchase another instrument for next three years from the date of claim of reimbursement.
3. In event of employees resigning from service the reimbursed amount will be recovered as following:

| Resignation                                      | Recovery Quantum |
|--|------------------|
| Up to 1 year from date of claim of reimbursement | 100%             |
| Between 1 – 2 years                              | 75%              |
| Between 2- 3 years                               | 50%              |
| Beyond 3 years                                   | NIL              |

4. Handset reimbursement needs to be approved by Head of Department and Administration Department only. It is advisable to get the HOD approval prior to procuring the handset.
5. In event of loss or damage to the handset no replacement reimbursement will be entertained or provided.
6. Responsibility of insuring the handset will lie with the employee.
7. The handset purchased should be used by the employee himself/herself.
8. Company will not bear any ancillary/servicing cost/repairing cost etc.
9. Mobile instruments will not be accepted by the organisation in lieu of recoveries, under any circumstances.



## Monetary Benefits

### Mobile Phone

#### Mobile bills reimbursement

The following limits will be applicable for reimbursement towards mobile phone bills:

| Grades       | Amount (Rs/Month) |
|--------------|-------------------|
| AVP & Above  | 2,500/-           |
| M5 till M1   | 1,600/-           |
| M6 and below | 600/-             |

#### Note

- As this is under reimbursement, mobile bills (on employees name) need to be submitted while claiming the same. The claims need to be approved by Head of Department.
- Applicable only on post paid connections. No pre paid connection will be entertained for reimbursement.

# Work Life Effectiveness

- ▶ Leaves
- ▶ Holiday Homes
- ▶ Guest House
- ▶ Annual Health Check-up
- ▶ Leave Travel Assistance





# Work Life Effectiveness

## Leaves

### Philosophy

Events in one's life do not occur in predictable manner. To cater to such sometimes unforeseen exigencies, planned scenarios, spending time with family or simply being present where it matters, various types of leaves are provided. It is also our endeavour to ensure that we meet statutory requirements and cater to employees' needs with changing times.

### Leave calculation

1st January – 31st December.

**Leave Types** (including Entitlements/Accrual/Inclusions/Exclusions/Encashment).

#### 1. Casual Leave

|                                     |  |
|-------------------------------------|--|
| Number of Leaves                    | Seven. Will be prorated from Date of Joining. Maximum CL that can be taken is 4 at one go.   |
| Will it accrue next year?           | No   |
| Applies to                          | Employees on probation, confirmed and trainees (post 6 months of joining).   |
| Exclusions                          | Temporary and Contract Employees.  |
| Prefix and Suffix with other leaves | Possible but the entire leave duration will be counted as continuous leaves.<br>Eg: CL+ Weekly Off +CL=3 days .  |
| Encashment                          | Unclaimed CL can be encashed for grades M-VI and below on basic salary as on 31st January of the financial year. Not applicable if employee quits service of the organization. |

#### 2. Privilege Leave

|                                     |   |
|-------------------------------------|---|
| Number of Leaves                    | Twenty One  |
| Will it accrue next year?           | Yes. Maximum accrual up to 84 days.   |
| Applies to                          | Confirmed employees.  |
| Exclusions                          | Employees on probation, temporary, trainees and on contract.  |
| Prefix and Suffix with other leaves | Yes. Can be taken with maternity leave, sick leave, company declared holiday, weekly off.   |
| Encashment                          | Yes. If 84 leave limit is breached then employee needs to take 11 days leave and 10 leaves would need to be encashed. For M-II and above employees can avail 42 days encashment yearly.   |
| Remarks                             | <ol style="list-style-type: none"> <li>Can be taken 3 times a year with a minimum of 5 days each time one applies</li> <li>Intermediate weekly off/company paid holidays will not be counted as part of PL counting.</li> </ol> |



### 3. Company Declared Holiday (Location wise)

|                                     |   |
|-------------------------------------|---|
| Number                              | Ten. Will be announced for each year.   |
| Will it accrue next year?           | No  |
| Applies to                          | All employees. Employees in project sites to be covered as per practice at client site. |
| Exclusions                          | None.   |
| Prefix and Suffix with other leaves | Yes. All leaves.  |
| Encashment                          | No  |

### 4. Maternity Leave

|                                     |   |
|-------------------------------------|---|
| Number of Leaves                    | As per Maternity Benefit Act, 1961.<br>Currently 26 weeks.<br>For adoption of a child below 3 months it will be 12 weeks.<br>If a woman already has 2 children then for the third child it will be 12 weeks only. |
| Will it accrue next year?           | No  |
| Applies to                          | Female employees who have completed more than 80 days in employment in preceding 12 months.   |
| Exclusions                          | Temporary, Contract Employees, Trainees.  |
| Prefix and Suffix with other leaves | Yes   |
| Encashment                          | No  |

### 5. Sick Leave

|                                     |   |
|-------------------------------------|---|
| Number of Leaves                    | Fifteen for those not under ESIC and seven and half days for those under ESIC.                            |
| Will it accrue next year?           | Yes. Accrues to a maximum of 90 days. For those under ESIC, it can accrue to 45 days.                     |
| Applies to                          | Confirmed employees, trainees (after completion of 6 <sup>th</sup> month from Date of Joining).           |
| Exclusions                          | Temporary, contract employees and employees on probation.   |
| Prefix and Suffix with other leaves | Yes. Can be taken with maternity leave, privilege leave, company declared holiday, casual leave etc.      |
| Encashment                          | No  |
| Remark                              | More than 2 days of sick leave will need a medical certificate for the same to be approved and submitted. |



# Work Life Effectiveness

## Leaves

### 6. Joining Leave

|                                     |   |
|-------------------------------------|---|
| Number of Leaves                    | Five  |
| Will it accrue next year?           | No. Needs to be taken within one year from date of joining and in one go.   |
| Applies to                          | New Joiners (Refer sr. no 1 in Remark).   |
| Exclusions                          | Confirmed employees, temporary, trainees, contract employees and employees on probation.  |
| Prefix and Suffix with other leaves | No  |
| Encashment                          | No  |
| Remark                              | <ol style="list-style-type: none"> <li>1. Applicable only to outstation candidate. Outstation would mean city of posting is different from candidate base location at the time of hire.</li> <li>2. Also applicable to employees being transferred from one location to another to enable relocation of family and personal effects.</li> <li>3. Will be given as advance PL and will be adjusted when PL is credited.</li> </ol> |

### 7. Paternity Leave

|                                     |  |
|-------------------------------------|--|
| Number of Leaves                    | Five   |
| Will it accrue next year?           | No. Will need to be taken within one year from birth of the child.   |
| Applies to                          | All employees (Including employees on probation).  |
| Exclusions                          | Temporary, trainees, contract employees .  |
| Prefix and Suffix with other leaves | With weekly offs allowed.  |
| Encashment                          | No   |
| Remark                              | <ol style="list-style-type: none"> <li>1. Applicable for first two children only.</li> <li>2. Also applicable if the couple goes in for adoption.</li> </ol> |

### General guidelines for availing leaves

1. Employees should inform their reporting managers in as much as possible 15 days in advance for PL.
2. Employees request for leave should be entered in system and the same will be approved by immediate manager.
3. During business exigencies approved leaves may be cancelled prior to employee's departure.
4. Encashment of leave where applicable, will be on basic salary only.
5. Leave allotment will be on prorated basis in the year of joining.
6. In event of any employee being granted advance Privilege leaves during exigencies the same will be adjusted or recovered from the employee at the time of final settlement on case of early exit of the employee. This has to be with prior approval of Head HR.



## Work Life Effectiveness

### Leaves

7. Employees taking leave without approvals or prior intimation for a period exceeding three consecutive days will be subjected to disciplinary action.
8. Only privilege leave can be adjusted against notice period shortfall if approved by the department head/ Head HR.
9. Trainees/Employees who are in urgent need of leaves due to medical reasons/marriage can apply for advance PL leave which will be adjusted once PL gets credited. In an event where an employee or a trainee resigns before the PL can be adjusted, the leaves availed can be recovered from full and final settlement.

#### Amendments/Exception

Any exception to the guidelines will need approval from one of the following: Head HR, Finance Head, or respective employees' HOD at location. Any two out of the three have to give their concurrence.



# Work Life Effectiveness

## Holiday Homes

### Objective

To provide a relaxing atmosphere and facility to employees and their family members at subsidized rates.

### Applicability

This policy is applicable to Directors, Trustees of the Welfare Trust and all confirmed employees.

### Deolali

#### Facilities provided

Employees are allowed to cook in the kitchen of the Holiday Home.

Bed, bath linen and blankets are provided. The Holiday Home is equipped with a refrigerator and television set. There is adequate provision of crockery, cutlery, utensils and furniture.

For laundry facilities, contact the caretaker and settle the charges directly with him.

The Holiday Home is provided with a telephone connection and the number is 0253491017. Employees are expected to make minimum usage of the same. For making STD calls, the service is available on the main road.

#### What are the charges

| Charges per day | Beds Available                     |
|-----------------|------------------------------------|
| 900/-           | 3 Beds (A/c Room for GM and above) |
| 600/-           | 4 Beds                             |
| 750/-           | 5 Beds                             |

#### General

No reimbursement will be made for food expenses of the employees. Employees have to pay for their own expenses towards transportation. There is no accommodation for servants/ drivers in the Holiday Home. Employees are advised to carry torches when going out for walks.

Places of interest in and around Deolali:

- Mukti Dham: 3 km from Guest House.
- Temple Hill: 1 km from Guest House.
- Bhagur Village: 1 km from Guest House.
- Shirdi: 80 km from Guest House.
- Shani Singanapur: 40 km from Guest House.
- Trimbakeshwar: 30 km from Guest House.



# Work Life Effectiveness

## Holiday Homes

### Panchgani

#### Facilities provided

Bed, bath linen and blankets are provided.

For laundry facilities, contact the caretaker and settle the charges directly with him.

#### What are the charges

The charges will be Rs 600/- (Rupees Six Hundred Only) per room per day for family members and Rs 750/- (Rupees Seven Hundred Fifty only) per day for non-family members.

#### Others

No reimbursement will be made towards food expenses of employees. Employees have to pay for their own expenses towards transportation. There is no accommodation for servants/ drivers in the Holiday Home.

During the monsoon season from June to September, Panchgani remains open and is quite pleasant but when it rains especially due to heavy winds it can become quite cold. Hence you are advised to carry warm clothes.

### Marve

#### Facilities provided

It is an isolated one-storey bungalow with 6 beds, A.C. facility and a surrounding compound with a well maintained garden.

Employees are allowed to cook in the kitchen of the Holiday Home. However, those who would like to avail outside food/snacks, tea/coffee, etc. can do so and payment to that effect, should be made directly.

Bed and bath linen are provided. The Holiday Home is equipped with a refrigerator and television set. There is adequate provision of crockery, cutlery, utensils and furniture.

#### What are the charges

The charges will be Rs 500/- (Rupees Five Hundred Only) per day.

#### General

No reimbursement will be made for food expenses of the employees. Employees have to pay for their expenses towards transportation. There is no accommodation for servants/ drivers in Holiday Home. It is a good picnic spot since it is adjacent to the sea shore.

#### How to Avail of the Facilities

One should contact the Administration Department, Head Office to book the room. The booking should be done at least 15 days in advance.

Booking of the Holiday Home will be registered on a provisional basis. A booking register will be maintained at Head Office by the Administration Department to keep a track of bookings. Booking is on first-come-first-serve basis.

Booking will be confirmed in writing by Administration Department to the concerned individual. The entire amount will be recovered from the employee's current month salary.



## Work Life Effectiveness

### Holiday Homes

Repeated bookings within a short period will be entertained by the Administration Department at their discretion so as to allow others to make use of the facility. The maximum period of stay is 7 days at a time. In case of cancellation, at least 7 days notice in advance is required to be given to the Administration Department. No cancellation will be entertained for notice of less than 7 days.

Employees booking holiday homes have to be present at the guest house when availing the same and employee identification will be needed. Hence employees are requested to carry their official ID cards with them while they travel /visit the guest house.

Recovery shall be made for any damage incurred on the property. Decorum has to be maintained and care to be taken that one's conduct does not disturb other guests.



# Work Life Effectiveness

## Guest House

### Objective

To provide stay facility to employees who are on official travel.

### Applicability

This policy is applicable to all employees.

### General

An employee who is on official travel has to avail of the guest house facility. To avail of this facility, the employee has to intimate the concerned location HR/Admin Representative through e-mail 3 days in advance. If the said facility is available, the concerned location HR/Admin Representative will confirm the availability of the same. Booking is on first-come-first-serve basis. The maximum period of stay is 7 days at a time. Only if guest house is not available, will hotel booking be taken.

Guest house will not be available for personal use.



# Work Life Effectiveness

## Annual Health Check-up

### Objective

To facilitate medical health check-ups for employees on periodic basis, thereby helping employees to proactively managing their health and fitness.

### Coverage in terms of service requirements

All confirmed employees with a minimum of one year of service.

### Exclusions

Contract staff, employees with less than one year of service.

Employees undergoing compulsory health check-up in locations.

### Guidelines

1. Employees in the following grades:

| Grade      | Age (Yrs)       | Frequency            |
|------------|-----------------|----------------------|
| M5 to M3   | 31-50           | Once every two years |
| M5 to M3   | Greater than 50 | Annual               |
| M2 & Above | 35 – 45         | Once every two years |
| M2 & Above | Greater than 45 | Annual               |

2. Besides the above mentioned grades all full time confirmed employees above the age of 40 are also allowed to undertake their health check-ups once every two years and above 50 years of age, once a year. Date of last conducted check-up will be considered to determine the frequency.
3. Employees will not need to submit any medical reports.
4. Employees will need to pay for health check-up package upfront and subsequently claim reimbursement. Employees will be reimbursed an amount of Rs 3780/- towards the same subject to submission of bills.
5. The organisation is not responsible for authenticity of medical reports. Role of the organisation is limited to facilitating tie-up with vendors so that employees can avail the benefit should they wish to.



# Work Life Effectiveness

## Leave Travel Assistance

### Objective

To assist an employee in meeting traveling expenses of self and family on vacation (family as defined in the income tax rules).

### Eligibility

This policy will be applicable to all the employees who are confirmed on the rolls of the company and have completed one year of service.

### Guidelines

1. The employee has to avail privilege leave for a minimum of 5 working days subject to leave balance and current policy in force.
2. Company assistance is related to the employee's salary and grade.
3. a. An employee promoted to a higher grade on or before April 1st of any year will be entitled to higher assistance based on the new grade for the same year.  
b. An employee may take LTA advance 15 days before proceeding on leave or claim the amount, as applicable, after resuming duty.

### General

The year for the purpose of payment of LTA is the calendar year.

- b. Income Tax rules in respect of Leave Travel Assistance (LTA) have been modified effective 1997 vide Rule 28 exemption under Section 10(5) Government of India, Ministry of Finance as under.

Exemption for LTA is available only twice in a block of 4 years on submission of original tickets. This block of 4 years are calendar years from 1.1.2018 to 31.12.2021 and so on as per the Income Tax rules.

| Different Situations  | Amount of exemption   |
|---|---|
| Where journey is performed by air.  | Amount of air economy class fare by any carrier by the shortest route or the amount spent, whichever is less.   |
| Where the places of origin Journey and destination are connected by rail and Journey is performed by any other mode of transport. | Amount of air-conditioned first class rail fare by the shortest or the amount spent, whichever is less.   |
| Where the places of origin Journey and destination (or part thereof) are not connected by rail.                                   | First class or deluxe class fare by the shortest route or the amount spent, whichever is less.<br>Air-conditioned first class rail fare by the shortest route (as if the journey had been performed by rail) or the amount actually spent, whichever is less. |



## Work Life Effectiveness

### Leave Travel Assistance

- c. The LTA exemption can be availed only in respect of two journeys performed in a block of four calendar years. For this purpose, the first four year block commenced with calendar year 1986. The current four year block is 2018-21. If the employee has not availed LTA in specified four year block, exemption can be claimed provided he avails the LTA in the calendar year immediately following that block.

If LTA is not claimed, his LTA will get accumulated over a period of time and will be taxed in the year of claim/resignation/superannuation.

- d. The employee may claim LTA, as per his grade. However, the LTA claim will be subject to Income Tax rules.
- e. The company will grant tax relief on Leave Travel Assistance on the basis of advice received by the company in regard to tax regulations.

If the tax officer does not accept the Company's interpretation, the concerned employee will pay additional tax as demanded or reimburse the Company for any additional tax paid by it on his/her behalf on demand by the tax officer.

- f. Employees who have availed LTA during the calendar year and subsequently separated, due to any reason whatsoever, the LTA amount claimed will be recovered proportionately from his/her final dues.
- g. As per the current Income Tax law, LTA exemption under income Tax will be strictly limited to the expenses incurred on air fare/rail fare and/or bus fare only. Expenses in the nature of portage expense, lodging/boarding, taxi fare will not qualify as exemption.
- h. LTA exemption is not admissible in respect of foreign travel. In case if an employee incurs expenses on overseas journey along with domestic journey then the LTA exemption will be restricted to the extent of expenses incurred within India.
- i. In the event an employee resigns from the services of the company and LTA is not availed then it will be paid proportionately and taxed accordingly.

# Talent Management

- ▶ Performance Management
- ▶ Training & Development
- ▶ Internal Job Posting (IJP)
- ▶ Job Rotation
- ▶ Hiring of Relatives
- ▶ Grievance Redressal
- ▶ Internships
- ▶ All Ideas Matter (AIM)







# Talent Management

## Performance Management

### Introduction

Performance Management System (PMS) at Ion Exchange has the following objectives:

1. Identify the goals and objectives to be achieved.
2. Evaluate the goals and objectives set at periodic frequencies jointly by the employee and the manager.
3. Identify the training needs of the employee/support needed by the employee.
4. Identify critical talent for the organization.
5. Identify promotable cases in various segments/business units.
6. Develop talent matrix.
7. Identifying potential candidates for succession planning.
8. Undertake investments basis the talent matrix identified.
9. Undertake associated Rewards and Recognition (R&R) if any.

### High Level Process



### Coverage & Exclusions

All employees who were on the rolls of Ion Exchange as on 1st October will be covered in this process. Employees on contract and third party payroll are excluded.

### Procedure

Company wide we will follow: 90:60:30 principle. i.e., 90 min to discuss and finalize the goals, 60 min for mid year review and 30 min for final performance review discussion.



### Organizational Goal Setting

1. Organisation goals are decided and finalised by the executive management at start of the year.
2. Organisation goals are cascaded to various segments/units.
3. Organisation goals get reviewed at periodic meetings with the leadership teams. Appropriate course correction is decided at appropriate levels.

### Individual Goal Setting

Individuals in consultation with their manager fill in their goals for the year using the SMARTER methodology.

SMARTER stands for:

**S-** Specific **M-** Measurable **A-** Attainable **R-** Realistic **T-** Time bound **E-** Engaging **R-** Rewarding

Once the goals are agreed upon both the employee and his reporting manager, the employee should submit the same and send for approval to his reporting manager.

Once the manager obtains the goal sheet, he/she should review and approve the same.

### Employee Self Appraisal & Manager Review

Employees will complete self appraisal of the set goals. Employees should also to indicate their training needs. Employees to rate themselves based on the competency.

Once all sections are complete the form will be sent to the manager for review and closure.

### Review of Appraisal & Closure

Manager's review will close out the appraisal and validate the findings.

If there is a disagreement between manager and appraisee, the reviewer's decision shall stand final.

### 9 Box Matrix

Post completion of entire review by reviewer, employees will be mapped as per 9 box matrix as shown below:

|                  |  |   |   |
|------------------|--|---|---|
| <b>Potential</b> | <b>Box 4</b><br><b>Uncut Diamond</b><br>High Potential & Low Performance           | <b>Box 2 (10%)</b><br><b>Rising Star</b><br>High Potential & Moderate Performance       | <b>Box 1 (5%)</b><br><b>Shining Star</b><br>High Performance & High Potential |
|                  | <b>Box 7</b><br><b>Inconsistent Player</b><br>Moderate Potential & Low Performance | <b>Box 5 (45%)</b><br><b>Solid Citizen</b><br>Moderate Performance & Moderate Potential | <b>Box 3 (10%)</b><br><b>Enigma</b><br>High Performance & Moderate Potential  |
|                  | <b>Box 9</b><br><b>Drift Wood</b><br>Low Performance & Low Potential               | <b>Box 8</b><br><b>Fence Sitter</b><br>Moderate Performance & Low Potential             | <b>Box 6</b><br><b>Stressed Achiever</b><br>High Performance & Low Potential  |
|                  | <b>Performance</b>   |   |   |



# Talent Management

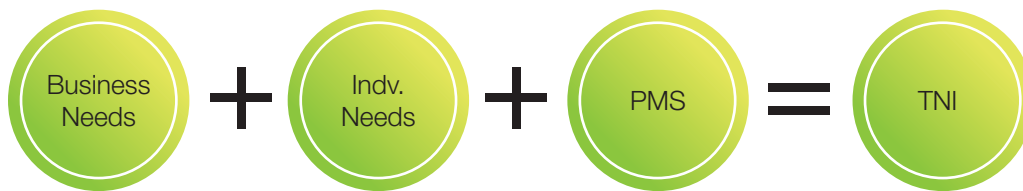
## Training & Development

### Philosophy

To ensure organization meets its corporate objectives, it would necessitate employees be supported through appropriate training & development opportunities which in turn could lead to satisfied customers, happier employees and would eventually lead to their career growth.

### Process Flow

Training Need Identification (TNI)



### Training Delivery



### Competency Management





# Talent Management

## Training & Development

### Guidelines

#### Training Need Identification (TNI)

Training needs are predominantly identified by business needs, individual performance gaps, succession planning requirements etc.

Individual training gaps can be identified through performance management system under training section after mutual discussion with employee and the manager.

Training needs will be classified as functional and behavioural in nature.

#### Training Delivery

Once the training needs are identified, a training calendar is formed and circulated within the organization to all employees.

Training delivery can happen through internal or external trainers.

Employee can nominate themselves for the training programs after taking approval for the same. Managers have to ensure that nominated employees do in fact attend the training programs, as absence from the same results in cost implications.

Post conduction of training program, training feedback form is circulated among participants and feedback is collected and analyzed.

#### Training Effectiveness

After completion of training programs, a training effectiveness form is circulated to the reporting managers after three months of training completion to check the effectiveness of the training programs.

#### Competency Management

Competencies required for various businesses are identified and published.

Competencies are evaluated by incorporating them as part of PMS.

Competencies are analyzed (desired v/s actual) for each individual with results being aggregated at competency level at business/division level.



# Talent Management

## Internal Job Posting (IJP)

### Objective

To leverage employee contacts to fulfill talent needs for the organization with suitable talented qualified external candidates.

### Exclusion

1. Rehire cases.
2. HR Department.
3. Interns, temporary staff, campus hires etc.
4. Senior management (M2 and above) as capacity & capability building of organization is one of the core expectations.

### Procedure

1. Once manpower requisition form is raised by the business head and approved by the CMD the same will be put up for IJP purpose across all locations. Information could also be provided regarding the available opportunities through emails.
2. Employees who have valid references and who fit the JD of the role can send in the resumes. In case if the candidate being referred is related to employee the same needs to be declared.
3. HR will carry out the selection process and inform the final outcome to the employee.
4. Employees will have no claim of the referral amount if he/she resigns from the services of the organization or not in service at the time of disbursement of amount.
5. In an event where referral comes from interviewing manager, then for such cases interviewing manager will not be eligible for referral amount.
6. The following is the employee referral incentive that will be paid (subject to applicable income tax rules).

| Grades            | Incentive   | Remark  |
|-------------------|-------------|---|
| Senior Management | Rs 25,000/- | 100% payout on confirmation of the candidate. |
| Middle Management | Rs 20,000/- |   |
| Junior Management | Rs 15,000/- |   |



# Talent Management

## Job Rotation

### Objective

To ensure talented employees are exposed to various function of the business and to strengthen succession planning for all critical roles.

### General

1. Employees can also apply for an existing vacancy within or outside the department by making himself/herself available for the same. Selection will be strictly as per the selection process on merit. Vacancies up to Senior Manager level will be published through Internal Job Posting (IJP) process.
2. On the basis of the key talent identified through the 9 box matrix, key employees will be preferred for job rotation in order for the employee to pick up new skills.
3. Employees need to complete a minimum tenure of three years to be eligible for job rotation.
4. Job rotation to be part of planned processes with proper hand holding and handover process.
5. Job rotation from one function to another or business will not necessitate change in salary unless the rotation happens during the salary revision period. All job rotation requests should be routed through their HOD/Corporate HR. If for some reason the business cannot release the employee then the business should take sufficient steps to ensure that criticality of employee in that role is not there within 3 months from the date of refusal. Post 3 months, business heads will not be able to stop the employee from exercising his right to choose different roles or functions, subject to getting selected by the hiring business.



## Talent Management

### Hiring of Relatives

Any employee recommending any candidate who happens to be related in any of the following ways needs to declare the same upfront:

Father, mother, father in law, mother in law, step father, step mother, brother, step brother, sister, step sister, husband, wife, daughter in law, son in law, cousin brothers and sisters, uncles and aunts, nephews etc.

There cannot be any reporting relationship between employee and his/her manager wherein they are related to each other.

Responsibility of disclosure at the time of hire, in case if the employee is forwarding the CV would lie with employee. This will be applicable for employees who are being considered for employment from group companies also.

Any business dealings with the company by the employee either directly or through his relatives must be declared to the concerned business head, his/her immediate superior to local procurement head and to local finance head. Company will ensure that these dealings are at arm's length and are the joint responsibility of concerned business head, local procurement head & local finance head. If total value of such dealings exceeds Rs 25 Lakhs per annum then prior approval of corporate procurement head & corporate Finance head should be obtained. If total value of transactions exceeds Rs 50 Lakhs per annum then prior approval of ED/CMD must be obtained.

The concerned employee involved should refrain from passing on details and company related information which is not in public domain. Doing so could attract disciplinary action. The concerned employee should not be actively involved in the business in any manner whatsoever and should not use any company resources for the same under any circumstances.

At any point of time his dealings should not be detrimental to the interest of the company.



# Talent Management

## Grievance Redressal

### Introduction

In our consistent effort to create a better and happy organization, we constantly keep, evaluating our existing employees' process and policies, to make it a great place to work.

We understand that even in a caring work environment, there could be a possibility that employees may have some discontent, may be at an individual level, needing attention for necessary redressal.

Accordingly, a Grievance Redressal mechanism has been put in place, which enables the employees to raise their individual grievances, relating to day-to-day functioning of the organizations, matters pertaining to working condition/ policies governing the work place, and work place related decisions impacting them.

### Objective

The broader objective of the Grievance Redressal mechanism is to provide an easily accessible forum to all employees to raise individual discontents and any such issues pertaining work place, policies, and day-to-day functioning, which merit resolution.

### Scope & Applicability

- a. The grievance redressal mechanism will cover all the employees in the organization, including trainees, who are on the rolls of the Company.
- b. Employees of Ion Exchange (India) Limited, currently working, at its corporate, region, branch and execution Units.

### Coverage

1. 'Grievance' for the purpose of grievance procedure would mean only the individual grievances, and the matters under the scope of the procedure, which can be invoked by the aggrieved employee, shall be those relating to grievances arising out of:
  - a. Implementation of the policies/rules, or the decisions of the organization;
  - b. Non-extension of any benefits.
  - c. Interpretation of work place rules; and similar nature.
2. However, grievance pertaining to, 'or' arising out of the following will not come under the purview of grievance procedure:
  - Annual performance appraisal, promotions, and transfer decisions.
  - Where the grievance does not relate to an individual employee.
  - Any grievance arising out of the discharge or dismissal of an employee.
  - Grievances pertaining to or arising out of disciplinary action or appeal against such action will not be covered in the scope grievance redressal mechanism.

### Procedural Sequences in Redressal of Grievance:

1. The individual grievance of the employee will be dealt as per the process and sequences given hereunder.
  - a. The aggrieved employee may take up his/her grievance either in writing/verbally, with his immediate reporting manager/HOD, who will go through the details, and give a personal hearing while trying to resolve the same at his level within a period of 3 days.



- b. The concerned manager can consult the Head of Department and HR/or such other departments before communicating back to the aggrieved employee.
  - c. If the employee, is not satisfied with the resolution, he/she can submit his/her grievance in writing to the Head of Department or location/branch HR within 15 days from the date of receipt of reply from his immediate superior.
  - d. The HOD 'or' the HR Department at Location/ Branch/Corporate, as the case may be, will record their comments on the grievance within 7 days after making necessary enquiries.
  - e. The comments, as recorded by the Head of Department/HR Department will be communicated to the aggrieved employee once again before being referred to the Grievance Settlement Committee.
2. In case the HOD cannot arrive at any satisfactory resolution/decisions, he may refer the grievance to the Grievance Settlement Committee.

### The Grievance Settlement Committee shall comprise of the following

- i. At Location/Regions/Branches/Execution Units:
  - Head of the Locations.
  - Head of Finance Department.
  - HR Department (to function as coordinator/facilitator).
- ii. At Corporate Office:
  - Business Head.
  - Head of Finance Department.
  - Head HR.

The above committee will examine the details of the grievance and may also discuss the same with the aggrieved employee. The Committee shall give its reply to the aggrieved employee within 15 days from the date of reference.

**In case the employee is not satisfied with the decision/resolution suggested/given by the committee, he/she can appeal to CMD.**

**The CMD will take a decision and communicate the same within 10 days, from the date of receipt of the appeal and his decision will be final and binding.**



# Talent Management

## Internships

### Objective

To provide students pursuing various professional courses an opportunity to work on real time projects and bolster their learning.

### Scope

Graduate Engineering Trainee (GET).

Summer Internship Program (SIP) for MBA students.

CA/CS.

### Procedure

1. Desirous departments to indicate the required numbers of Interns/Trainees for the year.
2. Direct application received from students will also be considered.
3. Summer Project trainees are expected to follow the rules and regulations which are laid down by the Company from discipline point of view. They are expected to discuss the project given by the management with the concerned Departmental Head periodically. At the end of the training period, they are required to hand over a copy of their project to the concerned Department Head.
4. A stipend of Rs 5,000/- (Rupees Five Thousand Only)/as decided from time to time will be paid to the summer project trainee. In case they are required to visit clients or for outdoor duty, First Class railway pass or rickshaw/taxi fare from the nearest railway station will be reimbursed. No accommodation will be provided to outstation students. For Tier 1 colleges stipend will be decided by Head HR. CA & CS internships amount as per the institute guidelines.
5. Students will need to submit a copy of the final project report to the company guide.
6. Decision related to Pre Placement Offer (PPO) will be jointly discussed between Head HR & Business Head.



# Talent Management

## All Ideas Matter (AIM)

### Purpose

We recognize the need to create and maintain a supportive climate to stimulate ingenuity and innovativeness among the employees. Our aim is to provide a system for acceptance, evaluation and rewarding creative ideas coming from employees. This suggestion scheme aims at harnessing the latent creativity in every individual thereby fostering a sense of achievement and a feeling of involvement in the growth of the organization amongst the employees.

AIM philosophy will get translated into following specific objectives:

1. To provide an opportunity to the employees to communicate their valuable ideas, creative thoughts, and develop their talents.
2. To share benefits resulting from adoption of such suggestions.
3. To motivate employees, boost their morale and give personal recognition.
4. To imbibe a spirit of co-operation and teamwork amongst employees at all levels.
5. To cultivate a culture of continuous learning & improvement across the company.
6. To recognize and reward the talents in the company.

### Scope and Coverage

This policy is for all employees and covers all types of suggestions/ideas, which will lead to:

1. Increased production and productivity.
2. Reduction of costs by adopting better methods, procedure, system and planning.
3. Elimination of waste, reduction of repeat and defective work plus prevention of breakdowns.
4. Quality improvement and employee performance.
5. Greater safety and prevention of accidents.
6. Motivation of employees.
7. Savings for the company in terms of money, human effort, time, energy and materials.
8. Improvement in maintenance and upkeep of resources.
9. Effectively deploying unused and under used manpower, materials, spares, equipment, tools, etc.
10. Additional benefits in welfare facilities, public relations and recreational programs.

### Procedure

1. The HR department will facilitate creation of a committee/group/cell/or team responsible for gathering and evaluating employee suggestions. This would be known as "Employee Suggestions Committee" (ESC) and the HR department should communicate the same to all employees. A dedicated email ID should be created for this purpose.
2. Employee should neatly draft and submit suggestions to the Employee Suggestions Committee.
3. Received suggestion will be processed/screened by the ESC.



# Talent Management

## All Ideas Matter (AIM)

4. Representatives from business functions, operations, finance and the HR department should be part of the ESC.
5. The ESC will consider the suggestion and decide whether it is acceptable. The ESC has to submit justification for acceptance/rejection of suggestions received.
6. Cost – benefit or any other analysis if required should be carried out by either the ESC or by a person/team nominated by the ESC.
7. After analyzing the technical, operational and financial dimensions of the suggestion, ESC will approve the same if found worthy. A business plan should be developed and the approved suggestion implemented.
8. The ESC may also invite the person concerned for making a presentation before it if deemed fit.
9. A report of all suggestions received, whether approved/rejected should be submitted to the HR head on a quarterly or monthly basis.

### Criteria for Assessing Suggestions

The ESC will assess the value of the suggestion keeping in view the following:

#### 1. Nature of the suggestion

If the suggestion is of a technical nature, ESC will analyze whether the suggestion is an invention, adaptation, an introduction of a known idea not leveraged in the company or extension of an idea or method the organization is aware of.

#### 2. Technical value of the Suggestion

ESC will analyze whether the suggestion is technically sound, exhaustive, complete, viable cost-wise and possible to adopt and implement.

#### 3. Utility

Evaluation will be undertaken of whether a suggestion is useful as a permanent or temporary measure and whether it will improve efficiency and effectiveness.

#### 4. Safety

Evaluation will be undertaken of whether the suggestion results in elimination of accident/hazards to persons and equipment around; whether it is safe for employees, tools and machine and does not obstruct free movement of machines, personnel, etc.

#### 5. Impact

Analysis of whether the suggested improvement is a major or minor improvement of working conditions and whether it is likely to result in cost reduction and increased productivity (qualitatively/quantitatively) will be done.



### 6. Economy

It has to be considered whether the suggestion is economical in terms of materials, effort and time (both man & machine hours) and special considerations may be given to suggestions for substitution that result in savings for the company.

### 7. Overall benefit to the Company

Analysis of whether the suggestion is adaptable and what effect it has on the functioning of other related departments, if implemented will be done. The suggestion will be considered vis-a-vis the aims, objectives and policies of the management.

### Recognition

To nurture a happy and inspired workforce it is important to recognize outstanding performances and reward those who contribute beyond the call of duty. It is up to the business entities to decide on the quantum of the reward.

Reward may be:

- An appreciation letter/certificate.
- Social appreciation.
- Monetary reward.
- Company apparel or gifts.
- Opportunity to lead interventions, business ideas.

All rewards are subject to income tax deductions applicable under the Income Tax Act.

### Exceptions

Any exception or deviation from the policy needs approval from the Head of HR.

# Mobility

- ▶ **Transfer Policy**
- ▶ **Local Conveyance Policy**
- ▶ **Domestic Travel Policy**





## Mobility

### Transfer Policy

#### Objective

To meet business needs in terms of manpower, technical expertise and other business exigencies.

#### Initiation by

Employee (minimum duration – 3 years in existing role) as well as Head of Departments.

#### Guidelines

##### Employee initiated transfer

1. Employees can raise a request with their reporting managers regarding transfer to another location where IEI operates and has an open position (IJP). The request needs to be routed through Head of Department and Corporate HR.
2. Final decision would depend on concurrence of both department/location heads from where transfer is being initiated and department & location to which employee is being transferred and Head HR.
3. If an employee is seeking transfer to new location/department, then the concerned department can get the employee interviewed to find the suitability for the role and subsequently decide if it wants to accept the employee.

##### Company Initiated Transfer

1. Business Head can initiate transfer of employees from one location to another to meet business exigencies.
2. Mode and class of travel by employees and their family members will be as per Domestic Travel Policy as applicable from time to time.
3. A maximum of one truckload of furniture (16 ton) for household goods is allowed. Reasonable actual expenses for packing, carting and unpacking will be paid by the Company. Estimates of these will need to be approved in advance by Department Head or Branch Manager & Head of Administration. Transit and storage insurance should be covered with the Insurance Company through Accounts Department and premium shall be paid by the Company. Employees shall provide a detailed itemized list of personal effects and furniture along with reasonable value for insurance purposes prior to movement.
4. Employee has to obtain at least 3 quotes giving details of cost for packing, carting and unpacking, separate quote for transport of car or bike by rail for approval from HR/Administration department at least 15 days prior to date of movement.
5. Maximum number of vehicles that can be covered are one four wheeler and one two wheeler. A lump sum maximum amount of Rs 15,000/- will be given for the same. Necessary supporting documents will need to be produced for claiming this amount. For distances up to 400 km, employees can claim necessary bills like petrol and toll charges only.
6. Car registration, taxes etc. at new place of posting would need to be borne by employees.
7. If an employee chooses to drive the vehicle between locations and if that day is working day his leave of absence will be considered from joining leave itself.



#### Transfer Assistance

1. The assistance includes one-time actual expenses incurred in moving the family from one place to another. This will cover children's school, entrance fees, new text books, school uniform.
2. Expenses must be supported by actual vouchers or bills and shall not exceed the limits laid down in Annexure-A.
3. Brokerage for flat hire not exceeding one month's rent will be directly paid by the company to the broker.
4. Mode of travel will be as per employees' grade entitlements.
5. In case of facilitating admission to educational institutions, the employees family member (children seeking admission) will be allowed to travel to and fro journey on one time basis. Travel entitlements as per employee's grade.
6. To enable the reimbursement there has to be actual change of residence to new place along with change of schools, family moving to new location if married etc.

#### Settling Expenses

- a. Transferee should move on a single status basis to the new location and arrange to have the apartment ready for occupancy within a maximum period of two weeks. Expenses will be reimbursed at the rates given in Annexure A.
- b. Settling expenses are expenses towards boarding and laundry until the residence at the new location is established as in Annexure A.

#### General

- Handover/takeover process responsibilities will lie with businesses.
- Managers from relieving business/department should evaluate the performance of the employee and close the appraisal for the employee as per the appraisal procedure. Ratings given by manager with whom the employee has spent more time in an evaluation year will be considered as final.

#### Annexure – A

##### Transfer Assistance

- Transfer Assistance shall be reimbursed subject to clauses of the policy supported by actual vouchers and shall not exceed the following limits:

|  |             |
|--|-------------|
| Grade II & above                                   | Rs 50,000/- |
| Grade III & IV (Sr. Manager & Manager)             | Rs 40,000/- |
| Grade V (Manager)                                  | Rs 30,000/- |
| Grade MVI to M-X (Dy. Manager, Executive, Officer) | Rs 20,000/- |



## Mobility

### Transfer Policy

#### Settling Expenses

- Settling expenses shall be reimbursed subject to clauses of the policy at the following rates:

|  |             |
|--|-------------|
| Grade II & above                                   | Rs 15,000/- |
| Grade III & IV (Sr. Manager & Manager)             | Rs 10,000/- |
| Grade V (Manager)                                  | Rs 7,500/-  |
| Grade MVI to M-X (Dy. Manager, Executive, Officer) | Rs 5,000/-  |



## Mobility

### Local Conveyance Policy

#### Objective

To establish guidelines for employees to get reimbursement for local travel (other than from home to office and return) using public transportation (including share taxi) or own vehicle. Radius of 75 km one way from office is the range to be treated for local conveyance.

#### In case employee is using own vehicle

Type of Vehicle covered:

- Two Wheeler
- Four Wheeler

Vehicle has to be owned by employee with valid documents as laid down under law.

#### Exclusion

1. Home to Office (place of posting) and return to home is not covered under the policy.
2. Company provided vehicle with fuel.
3. HWS, Service Division etc. who have separate rules/policies.

#### Guidelines

1. An Employee who is using his four wheeler or two wheeler for official use can claim Rs 10/- per km and Rs 4/- per km respectively. From a safety perspective, for long distance travel (beyond 75 km), it is advisable to choose public transportation. The fare incurred for the same will be reimbursed by the organization as per above mentioned criteria. For inter city travel prior approval from travel desk is required in order to settle the claim.
2. Any travel being initiated from place of posting can be claimed as per own vehicle rule or taxi/auto charges. Employees are advised to be prudent while choosing the mode of transportation from cost perspective.
3. Employees in M- VI and above are eligible for 4 wheeler while rest of the grades will be eligible for 2 wheeler for reimbursement purposes.
4. In case of non availability of bill, the reimbursement will be as per the per km rate applicable for 4 wheelers. In such cases decision of km travelled will be based on Google maps by shortest possible route. This is applicable for employees in grades M- VI and above. Employees below M- VI need to avail public transportation as per existing rules and the same can be claimed on actuals.
5. Employees who are deputed for any training or seminars will be eligible for claiming local conveyance from home to the location of training or seminar and back for each day.
6. Employees provided with fuel (directly paid by company) will not be able to claim fuel reimbursement.
7. Point to point drop services will not be booked by company. Employees from Middle Management onwards (M- VI and above) have to take own vehicle or use Ola/Uber or any other aggregator car service and the bills can be claimed. While booking such services all employees need to be conscious of the costs involved and book only in Mini/UberGo category.

Note: In case of employees booking cars on their own due to non availability of Uber/Ola, larger cars such as Innova, Ertiga etc. should be considered only if people (4 & above) are travelling in a group.



## Mobility

### Local Conveyance Policy

8. In an event where an employee needs car booking for the whole day or 8 hours, he/she may use the rentals mode available with Ola and Uber or hire car from agencies. Employees are requested to be judicious while deciding the same. Car mode should be the cheapest of available options. Employee can claim reimbursement once back in office. Bills need to be submitted against the same.
9. Employees working late beyond 2 hours of the stipulated office timing (inclusive of flexi time taken by employee) on rare occasions, can get auto/taxi fare reimbursed from office to nearest railway station/bus stop and from their residence railway or bus stop to residence if they get late due to exigency related to work. Claims needs to be approved by HOD.
10. Employees called to work on non working Saturdays/Sundays for addressing audits and other time sensitive work, can claim food reimbursement and local conveyances as applicable to their grades. Employees would need to pay first and then claim reimbursement for the same. The claim will have to be approved by HOD.

| Grade             | Lunch with Bill |
|-------------------|-----------------|
| President/EVP/SVP | At Actuals      |
| VP/AVP            | 400             |
| MI                | 300             |
| MII               | 300             |
| MIII              | 300             |
| MIV               | 300             |
| MV                | 300             |
| MVI               | 250             |
| MVII              | 250             |
| MVIII             | 250             |
| MIX               | 250             |
| MX                | 250             |
| MXI               | 250             |

11. Employees going by auto rickshaw/taxi/other shared taxi will need to produce bills else they will be reimbursed at Rs 10/- per km flat. Distance will be as per Google map. If an employee while travelling needs to use metro, train etc., the same can also be done and claimed on actuals.



## Mobility

### Domestic Travel Policy

#### Objective

To facilitate reimbursement of expenses incurred by employees on official travel.

#### Eligibility

This policy will be applicable to confirmed employees/employees on probation/trainees and will be applicable to all consultants/advisors/etc. who are required to/deputed to travel for official work.

#### General

This policy is divided into 2 parts:

Part A covers travel (above 75 km) and not involving overnight stay.

Part B covers any travel which includes night stay.

#### Part A

This part of the policy will cover travel entitlements for all the employees who are covered under this policy as per Annexure A. This policy is not applicable to HWS, Service Division etc. who have separate policy.

#### Annexure A

##### Same Day Return Allowances

| Grade         | Lunch with bill | Same Day Return (Applicable only above 75km travel & no Night Stay else not eligible) |
|---------------|-----------------|---|
| President/EVP | At Actuals      | 175   |
| SVP/VP/AVP    | 400             | 175   |
| MI (GM)       | 300             | 150   |
| MII (DGM)     | 300             | 150   |
| MIII          | 300             | 125   |
| MIV           | 300             | 125   |
| MV            | 300             | 125   |
| MVI           | 250             | 100   |
| MVII          | 250             | 100   |
| MVIII         | 250             | 100   |
| MIX           | 250             | 100   |
| MX            | 250             | 100   |
| MXI           | 250             | 100   |



## Mobility

### Domestic Travel Policy

#### General

1. Employees should not draw advance from any location other than the base location.
2. All bills should be settled by the employees directly.
3. Expense sheets along with the visit report should be submitted to the Department Head within five working days after the employee returns from tour.
4. For any tour advance requirement approval has to be taken from HOD along with the tour requisition form and to be submitted to the accounts before starting of tour.
5. Employees are eligible for claiming food expenses with bill and same day return allowances together as per grade
6. In cases of same day return, if travel duration is greater than 12 hours, boarding limits as applicable to city class will be applicable as shown in Part B of the policy.
7. If lunch is provided by company, it cannot be claimed.

#### Part B

This part of the policy will cover travel entitlements for employees who are covered under this policy as per Annexure B.

This policy is not applicable to HWS, Service Division etc. who have separate policy.

#### Mode of travel

| Grade        | Mode of travel   |
|--------------|--|
| M2 & Above   | Air (Economy Class)/First AC/AC 2  |
| M3 – M6      | Rail (AC 2 in train journey). (If one way travel time is more than 12 hours, then Air in economy class.) |
| M7 and Below | AC 3   |

If total travel time (one way) is greater than 16 hours and needs to be travelled during working days then employees in grade M7 and below can avail Air travel subject to HOD approval. Employees need to plan travel judiciously and give an advance notice of 15 days.

Employees should fix a schedule and avoid rebooking. No double bookings for travel will be entertained.

Employees should not book tickets on their own unless during emergencies.

#### Room Eligibility

| Grades      | Occupancy |
|-------------|-----------|
| VP & Above  | Single    |
| AVP & Below | Double    |



# Mobility

## Domestic Travel Policy

### Annexure B - Travel Policy Local Travel

| Grades                | Lodging (Taxes Extra) |      |      | Boarding (Including Lunch & Dinner) |           |           | Out of Pocket Expenses (Tips/ News Papers etc.) | Own Arrangement |
|-----------------------|-----------------------|------|------|-------------------------------------|-----------|-----------|---|-----------------|
|                       | A                     | B    | C    | A                                   | B         | C         |   |                 |
|                       |                       |      |      | With Bill                           | With Bill | With Bill |   |                 |
| <b>President /EVP</b> | 8500                  | 7500 | 5000 | 2000                                | 1500      | 1000      | 175   | 1000            |
| <b>SVP/VP</b>         | 5500                  | 3800 | 3500 | 1500                                | 1100      | 900       | 175   | 1000            |
| <b>MI/AVP</b>         | 4500                  | 3800 | 3500 | 1200                                | 1100      | 800       | 150   | 800             |
| <b>MII</b>            | 4500                  | 3800 | 3500 | 1200                                | 1100      | 800       | 150   | 800             |
| <b>MIII</b>           | 4500                  | 3500 | 2500 | 1000                                | 900       | 700       | 125   | 700             |
| <b>MIV</b>            | 4000                  | 3500 | 2500 | 850                                 | 800       | 650       | 125   | 700             |
| <b>MV</b>             | 4000                  | 3500 | 2500 | 850                                 | 800       | 650       | 125   | 700             |
| <b>MVI</b>            | 4000                  | 3500 | 2500 | 850                                 | 800       | 650       | 100   | 600             |
| <b>MVII</b>           | 2800                  | 2700 | 2500 | 800                                 | 700       | 550       | 100   | 600             |
| <b>MVIII</b>          | 2800                  | 2700 | 2500 | 800                                 | 700       | 550       | 100   | 600             |
| <b>MIX</b>            | 2800                  | 2700 | 2500 | 800                                 | 600       | 500       | 100   | 450             |
| <b>MX</b>             | 2800                  | 2700 | 2500 | 800                                 | 600       | 500       | 100   | 450             |
| <b>MXI</b>            | 2800                  | 2700 | 2500 | 800                                 | 600       | 300       | 100   | 400             |

### Procedure & Authorization

1. All employees eligible for air travel should get their travel requisitions approved by the Vice-President/ Business Head, prior to travel.
2. Travel request should be raised in attached format only and should be approved by Business Head/ Approving Authority in the same format.
3. No tickets will be booked if duly approved requisitions are not received by the Administration department. In event of exigencies travel booking will be done subject to email approval. However duly filled and approved requisition form for travel booking should be submitted within 2 working days. If an employee does not submit previous approved travel requisition, then future travel booking will not be entertained till previous one is closed.
4. A consolidated monthly statement of such cases stating Date of Travel/Travel Sector/Reason for Exigency/ exceeding limits, should be given by local Administration Department to Corporate HR, who will get it ratified by the CMD.



## Mobility

### Domestic Travel Policy

5. Employees in VP & above grades/Business Heads can self approve their travel.
6. All Travel bookings with duly approved travel booking forms should be routed through booking desk only.
7. For cancellation, the cancellation form along with the ticket for cancellation should be sent to the booking desk, at least 4 hours in advance in case of air travel and a day in advance in case of rail booking.
8. Final decision of choice of airlines will lie with Admin department only. Tickets costing greater than Rs 10,000/- one way route will need special approval from HOD.

#### Hotel/Guest House Accommodation

1. While on outstation duty, employees are expected to avail of company guest house accommodation wherever it is available. Guest house bookings must be done through respective location Administration Department.
2. If an employee stays in a hotel other than a company-owned guest house due to non availability of guest house, the employee will adhere to the limits applicable to his grade.
3. Liquor, cigarette and any other personal expenditure like use of health club, etc, will not be reimbursed.
4. If an employee shares a hotel room with a colleague, the employee in higher grade should claim the expenses and mention the name of the person who he has shared the room with.
5. Laundry expenses cannot be claimed. Employees are advised to prepare for their trips accordingly.
6. Employees having their lunch/dinner at guest house will not have to pay at guest house. It will be settled by company directly. Employees will need to sign all necessary bills at the time of exit.
7. In event of green field projects lodging limits for remote regions can be considered as that of B class city due to shortage of availability in the C class cities. This however needs to have a Head of Department approval prior to booking such hotels.
8. In event of rail/road travel in the evening, employees reaching their destination early morning for official work and initiating return journey on same day will be allowed to book hotel for initial few hours in morning to freshen up. These will typically be booking ranging from few hours till maximum of half day.

#### General

1. Employees should not draw any advance from any location other than base location.
2. Employees are expected to hold high level of integrity while claiming expenses and not to fudge/alter any bills/supporting which the employee has not claimed.
3. Hotel should be booked on company name with GST details. All hotel bills should be settled by the employees directly in the name of the company. Hotel bills should clearly show GST amount separately. Details of GST in Annexure C.
4. Expense sheets along with the visit report should be submitted to the Department Head within two working days after the employee returns from tour.
5. If the journey starts in the second half of the day then 50% of the applicable boarding limits, along with Out of Pocket Expense (OPE) shall be admissible for that day. Day start time will be from 00:01 am and end at 00:00 pm for all calculation purposes.



## Mobility

### Domestic Travel Policy

6. Only for remote locations boarding expense will be accepted without bills (50% of stated values). Employees travelling to cities, towns etc. will need to produce bills.
7. Employees making their own arrangement for lodging can claim OPE, Own arrangement allowances and 50% of the boarding limits (with bills) towards lunch.
8. Total expenses towards boarding shall be considered as in Annexure B.
9. In event of taxi hiring for places where (Uber/Ola) does not exist, only admin team can book a cab for travelling to remote places. Make of car used for travel will be decided by local admin team member.

#### Enroute Expenses

En route expenses will be applicable only for travel by rail and bus modes of transport i.e., public transportation only. Not applicable when travelling by own car.

| Travel Time                       | Amount   |
|-----------------------------------|----------|
| 1- 4 hours                        | Rs 100/- |
| Greater than 4 hours upto 8 hours | Rs 250/- |
| Greater than 8 hours              | Rs 400/- |

#### Annexure B-1

1. A CLASS: Mumbai, Delhi (NCR), Kolkata, Chennai, Bangalore, Hyderabad.
2. B CLASS: All state capitals other than 'A' class cities and Pune, Ahmedabad, Surat, Baroda, Kanpur, Jodhpur, Nagpur, Jabalpur, Madurai, Cochin Vizag, Mangalore, Indore, Goa, Coimbatore, Raipur, Calicut, Trichy, Jamshedpur, Udaipur, Amritsar, Ludhiana, Varanasi, Agra.
3. C CLASS: All other cities not mentioned in Class A & Class B cities.
4. Lodging: Limits include actual expenses of room rent, service charges and tips, excluding taxes. This limit also pertains to stay in Residential clubs.
5. Boarding: Limits include expenses towards meals, etc. (in case the office/client/hotel provides meals/ breakfast, the same should not be claimed).
6. Own Living Arrangement: Fixed allowance which includes meals, tips, etc. but excludes actual conveyance expenses. Own living arrangement should be preferably near the place of work so as to minimize conveyance expenses.
7. In the event where an employee pays for the expenses of his colleagues and exceeds the prescribed limit, the same should be mentioned in his expense sheet while settling his expenses. In such scenarios the employee whose name is mentioned should not put up similar claims.
8. Out of Pocket Expenses will be payable in case employees are provided with Lodging & Boarding facilities by client/company, as the same covers expenses like personal telephone, tips, porterage, mineral water, tea/coffee, etc. Applicable from start of journey from home or office till close of journey till home/office.
9. Train travel: When there is no Air Conditioned Coach, the employee may travel by 1st Class.
10. Employees should settle their IOUs along with supporting documents within 7 days of resuming duty.



## Mobility

### Domestic Travel Policy

#### Annexure C – GST details

| S.N. | Name of the dealer        | State/UT        | GSTIN/Provisional Id No. |
|------|---------------------------|-----------------|--------------------------|
| 1    | Ion Exchange (India) Ltd. | Jammu & Kashmir | 01AAACI1726L1ZY          |
| 2    | Ion Exchange (India) Ltd. | Punjab          | 03AAACI1726L1ZU          |
| 3    | Ion Exchange (India) Ltd. | Chandigarh      | 04AAACI1726L1ZS          |
| 4    | Ion Exchange (India) Ltd. | Uttarakhand     | 05AAACI1726L1ZQ          |
| 5    | Ion Exchange (India) Ltd. | Haryana         | 06AAACI1726L1ZO          |
| 6    | Ion Exchange (India) Ltd. | Delhi           | 07AAACI1726L1ZM          |
| 7    | Ion Exchange (India) Ltd. | Rajasthan       | 08AAACI1726L1ZK          |
| 8    | Ion Exchange (India) Ltd. | Uttar Pradesh   | 09AAACI1726L1ZI          |
| 9    | Ion Exchange (India) Ltd. | Bihar           | 10AAACI1726L1ZZ          |
| 10   | Ion Exchange (India) Ltd. | Assam           | 18AAACI1726L1ZJ          |
| 11   | Ion Exchange (India) Ltd. | West Bengal     | 19AAACI1726L1ZH          |
| 12   | Ion Exchange (India) Ltd. | Jharkhand       | 20AAACI1726L1ZY          |
| 13   | Ion Exchange (India) Ltd. | Odisha          | 21AAACI1726L1ZW          |
| 14   | Ion Exchange (India) Ltd. | Chhattisgarh    | 22AAACI1726L1ZU          |
| 15   | Ion Exchange (India) Ltd. | Madhya Pradesh  | 23AAACI1726L1ZS          |
| 16   | Ion Exchange (India) Ltd. | Gujarat         | 24AAACI1726L1ZQ          |
| 17   | Ion Exchange (India) Ltd. | Maharashtra     | 27AAACI1726L1ZK          |
| 18   | Ion Exchange (India) Ltd. | Maharashtra-ISD | 27AAACI1726L2ZJ          |
| 19   | Ion Exchange (India) Ltd. | Karnataka       | 29AAACI1726L1ZG          |
| 20   | Ion Exchange (India) Ltd. | Goa             | 30AAACI1726L1ZX          |
| 21   | Ion Exchange (India) Ltd. | Kerala          | 32AAACI1726L1ZT          |
| 22   | Ion Exchange (India) Ltd. | Tamil Nadu      | 33AAACI1726L1ZR          |
| 23   | Ion Exchange (India) Ltd. | Telangana       | 36AAACI1726L1ZL          |
| 24   | Ion Exchange (India) Ltd. | Andhra Pradesh  | 37AAACI1726L3ZH          |

Please get in touch with your local finance team to know more on GST codes that should be specified at Hotel Bills.



## Mobility

### Domestic Travel Policy

For employees based in IEPEL, following are the details of GST codes:

| Sr. No. | Name of the Company                    | State/UT    | GSTIN No.       |
|---------|--|-------------|-----------------|
| 1       | Ion Exchange Project & Engineering Ltd | Haryana     | 06AACCI5793B1ZO |
| 2       | Ion Exchange Project & Engineering Ltd | Delhi       | 07AACCI5793B1ZM |
| 3       | Ion Exchange Project & Engineering Ltd | West Bengal | 19AACCI5793B2ZG |
| 4       | Ion Exchange Project & Engineering Ltd | Maharashtra | 27AACCI5793B1ZK |
| 5       | Ion Exchange Project & Engineering Ltd | Jharkhand   | 20AACCI5793B1ZY |

For employees based in IEEML, following GST code need to be used:

27AABCI4403P1ZF

For employees based in IEPDWPL, following GST code need to be used:

09AADCI4439D1ZO

# Work Ethics

- ▶ **Code of Conduct**
- ▶ **Whistle Blower Policy**
- ▶ **Company Property & Prohibited Material**
- ▶ **Prevention of Sexual Harassment (POSH)**
- ▶ **Violence at Workplace**
- ▶ **Human Rights Policy**
- ▶ **Employee Relations (ER) Policy**
- ▶ **Corporate Social Responsibility (CSR)**





## Work Ethics

### Code of Conduct

Our Company firmly believes that its vision of being a market leader in its businesses can be achieved only if it has the trust and association of its employees, customers and investors, whom the company values very highly. The code of conduct has been drafted to ensure that the employees act in accordance with these principles. In respect of matters for which there is no specific rule, employees will have to take an honest, pragmatic approach without compromising the values and principles of the company.

#### Applicability

The Code is applicable to officers, employees and workers at all levels of the Company, whether working in India or abroad

#### Secrecy

The Company values honest dealing with all its customers, dealers and vendors. At all times, whether during employment with the Company or after leaving the Company, employees will have to observe secrecy regarding the affairs of the Company and shall keep confidential all information or knowledge obtained about the Company's affairs, its manufacturing processes and inventions. Any improvement in processes or products or any new inventions that is made by an employee shall be the exclusive property of the Company and the employee shall do all things necessary to vest the ownership rights thereof in the Company.

#### Protection of Company's Property

Employees must use the Company's property with care and should not use it for personal purposes. They should be returned to the Company at the time of resigning, the items used in the course of their employment with the Company. Conflict of Interest Employees should not allow personal interests and prejudices come in the way of decisions, for e.g., profiting from confidential information, influencing a business transaction with an entity with which the company is dealing with. They should always ensure that decisions taken by them are not detrimental to the interests of the company. The Company's interest should be uppermost in their mind and dealings contrary to this should be disclosed to their immediate superior or to the management or in-house legal counsel for appropriate action.

#### Fair Treatment of Employees

Employees shall treat each other with respect and there should be no discrimination with respect to religion, race, creed, gender, disability etc.

#### Harassment in Workplace

The Company cannot function and meet its objectives without the support, co-operation and trust of its employees. The Company has always worked towards the well-being and growth of its employees and believes in transparent and cordial relations. Employees should not tolerate harassment of any nature and must report to their immediate superior or management, if any such problems are faced by them. The management will maintain confidentiality and shall extend complete co-operation to the employee.

#### Safety & Environment Protection

The Company is committed to providing and maintaining a safe and healthy work environment, by establishing safe operating procedures and practices that protect employees from ill health and injury. The Company's businesses are undertaken in an environmentally responsible manner and it is committed to conservation of resources and continual improvement of processes and activities in order to minimise impact on environment, prevent pollution and protect the environment.



## Work Ethics

### Code of Conduct

#### Customers

Customer satisfaction is a core value and the Company is committed to providing customers the best value for money through quality solutions and services that meet needs of consumers. The Company is focused on understanding customer needs and obtaining customer feedback for improving products and services and finding innovative solutions that will improve the quality of people's lives and the environment.

#### Shareholders

Our Company believes in and has consistently practiced good corporate governance. It provides timely and accurate information to the shareholders regarding the company's activities and financials and continuously works towards enhancing shareholder value.

#### Insider Trading

Inside information means any information known to an employee which is not yet made public and which, if made public, will result in manipulation of stock prices. For e.g., financial results, any major expansion plans or execution of new projects, plans of merger, amalgamation or takeover etc. is inside information. Employees possessing such information should not misuse and gain from such information.

#### Compliance with Competition Laws

The employees must comply with competition laws and should not indulge in activities that are in violation of such laws. The employees shall consult the in-house legal counsel in case of any doubt or clarification in understanding the laws.



### Preamble

Being a part of IEI Group, we are committed towards implementing the values of IEI and the obligations prescribed under it.

Any entity which may come under the IEI Umbrella will hereinafter be referred to as IEI Entities.

Each employee of IEI shall commit to the Code of Conduct on joining and at periodic intervals by signing a copy, which shall be maintained in his/her personal file.

All employees of IEI must practice honesty and integrity in their respective functions and comply with all applicable policies, procedures, law and regulations in letter and spirit.

### Objective

The policy seeks the support of all IEI employees, channel partners and vendors to report significant deviations from key management policies and report any non-compliance and wrong practices e.g. unethical behavior, violation of law, etc.

### Purpose

The purpose of the whistle blower policy is as follows:

1. To encourage the employee and other parties to report unethical behaviours, malpractices, wrongful conduct, fraud, violations of company's policies and values and violation of law by any employee of IEI without fear of retaliation.
2. To build and strengthen a culture of transparency and trust within the organization.

### Applicability

This policy applies to all employees of IEI (including outsourced, temporary and on contract personnel), ex-employees, stakeholders of the company, including associates, vendors (hereinafter referred to as 'whistle Blower').

This policy supersedes any other local & company level whistle blower policy that exists. This policy shall be applicable to all the offices of IEI, all sub units and places where business is conducted/transacted/discussed, which includes but is not limited to hotels, guest houses and conference halls.

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 whistle-blower 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 wilful omission.
2. Rebating of commission/benefit or conflict of interest.
3. Procurement frauds.
4. Mismanagement, gross wastage or misappropriation of company's funds/assets.
5. Manipulation of company's data/records.
6. Misappropriating cash/company's assets, leaking confidential information 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 harassment.

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

### Role of the Whistle Blower/Complainant

The whistle blower/complainant's role is that of a 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.

### Procedure

1. Every Business/unit shall formulate a Grievances Redressal Committee (GRC) comprising of management representatives for the following:
  - a. To conduct the enquiry in a fair and unbiased manner.
  - b. To ensure complete fact finding.
  - c. To appoint investigating officer(s)/agencies (internal/external) if required.
  - d. To maintain strict confidentiality.
  - e. To decide on outcome of the investigation.
  - f. To recommend an appropriate course of action and appeal if any.
  - g. Such other area & matter that the committee may decide upon for the furtherance of its objective.
2. Every IEI entity/business shall include the Whistle Blower/Grievance Redressal Committee Members in the below format.

| Name          | Designation | Contact Details |
|---------------|-------------|-----------------|
| Location Head |             |                 |
| Business Head |             |                 |
| Location HR   |             |                 |

3. Head HR shall develop procedures to facilitate the implementation of this policy and shall be the owner of the process. Head HR shall also ensure that the following committees are in place:
  - a. Business Whistle Blower/Grievance Redressal Committee: A committee comprising management representative at Business Level.
  - b. Unit/Location/Branch Whistle Blower/Grievance Redressal Committee: A committee comprising management representative at Unit Level.
4. Human Resource function shall implement adequate reporting mechanism for ease and timely reporting.
5. The jurisdiction of the committee is restricted to violation of code of conduct and/or business ethics alleged to have been committed, on receipt of complaint by the committee.



6. It shall be the responsibility of Unit/Location/Branch HR Head to create the necessary awareness among the employee's in all cadres and make those concerned/affected known on the company's policies in place.
7. A two-tiered Committee structure i.e. at Group, Business/Unit Level shall investigate and recommend action on unethical behaviours, malpractices, wrongful conduct, fraud, violation of company's policies & Values, Violation of law by any employee of IEI Entities. Any whistle blower/complainant, through written communication, complete with related evidence, can send his/her observation of actual fact(s) to one or more members of the Whistle Blower/Grievance Redressal Committee. The whistle blower/complainant may send the complaint in writing, by an email to the Whistle Blower/Grievance Redressal Committee of the level he/she belongs to using the standard template (Refer Annexure I).
8. The Complainant may alternatively report the incident to his/her functional head or manager who will then report it (in writing) to the relevant GRC. If the breach of code of conduct is at:
  - a. Any level below the functional head level the same should be reported to the respective Unit Level Whistle Blower/Grievance Redressal Committee (UGRC).
  - b. At Functional Head level, the employee should write to Business Level Whistle Blower/Grievance Redressal Committee (BGRC).
  - c. At a Unit Head Level and above, the same should be reported to Group Level Whistle Blower/Grievance Redressal Committee (GGRC).
  - d. In case where the complaint is against any member of the Business committee the same should be reported to the Group Level Whistle Blower/Grievance Redressal Committee (GGRC).
  - e. In Case where the complaint is against any member of the unit committee the same should be reported to the Business Level Whistle Blower/Grievance Redressal Committee (BGRC).
9. In case of urgent matters, the whistle blower/complainant may communicate verbally (through phone or in person) but he/she must put the case in writing at the first available opportunity.
10. The reporting should be factual and not speculative and should, to the extent possible content the following in order to allow proper assessment of the nature and the extent of the matter:
  - a. The alleged event, matter or issue that is subject of the complaint.
  - b. The name(s) of the person(s) involved.
  - c. If the complaint involves a specific event or events, approximate time and location of each event and.
  - d. Any additional information, documentation or other evidence available to support the complaint. The prescribed format as per annexure 1 shall be used for reporting.
11. For the purpose of providing protection to the whistle blower/complainant, he/she should disclose his/her identity.
12. Anonymous reporting shall not be entertained as it is usually impractical to investigate a complaint which has been made anonymously. However the whistle blower/complainant may seek the advice of the committee and based on the advice sought, formally record the complaint as per Annexure 1 of the policy.
13. If a protected disclosure is received by any executive of the company other than the CEO or any other management Representative, the same should be forwarded to the respective Whistle Blower/Grievance Redressal Committee.



14. The following types of complaints would ordinarily not be entertained:
  - a. Illegible, if hand written.
  - b. Vague, anonymous or pseudonymous.
  - c. Trivial or frivolous in nature.
  - d. The matters which are pending before court of law, state or National Human Rights commission or any other commission, tribunal or any other judiciary or sub-judiciary body.
  - e. Any matter, after expiry of one year from the date on which the act constituting violation of human rights is alleged to have been committed.
  - f. Allegation, which is not against interests of IEL entities and employees as stated above.
  - g. Issue raised relates to civil disputes, such as property rights, contractual obligations, etc.
  - h. Issue raised relates to service matters.
15. Upon receipt of the complaint the Whistle Blower/Grievance Redressal Committee members, after proper scrutiny, shall investigate as per the “Whistle Blower/Grievance Redressal Committee charter”.
16. The members shall ascertain the authenticity and correctness of the complaint and shall recommend necessary corrective measures/disposal as follows:
  - a. Closing the complaint, if the wrongful conduct remains largely unsubstantiated; and if the case is false and malicious in intent, the Whistle Blower/complainant would be held guilty of misconduct and appropriate action will be taken. However, the committee shall distinguish between mistaken reporting and malicious intent of the employee.
  - b. If charges are substantiated, or the complaint is found correct on investigation suitable action will be suggested; and if the employee is not satisfied with the investigation he may appeal to the next level Whistle Blower/Grievance Redressal Committee.
  - c. Lessons identified/learnt shall be used for strengthening the policies and procedures.
17. The Whistle Blower/Grievance Redressal Committee based on the decisions/ recommendations shall take appropriate action immediately within stipulated time frame of three weeks.
18. Head Human Resources shall escalate unresolved matters to the next level depending upon the nature of complaint beyond its associated resolution time frame.
19. The committee shall submit periodic report in prescribed format to the audit committee of board of directors on the issues reported to it from time to time for its review and perusal.

| Sr | E.Code | Name | Designation | Department | Div. | Loc. | E-mail | Complaint against whom | Nature of Complaint | Description of Complaint |
|----|--------|------|-------------|------------|------|------|--------|------------------------|---------------------|--------------------------|
|    |        |      |             |            |      |      |        |                        |                     |                          |
|    |        |      |             |            |      |      |        |                        |                     |                          |
|    |        |      |             |            |      |      |        |                        |                     |                          |



## Work Ethics

# Company Property & Prohibited Material

### Objective

The Company has a responsibility to provide a safe work environment for all employees. This policy defines the guidelines for use and availability of Company property as well as prohibited material.

### Applicability

This policy is applicable to employees at all levels of the company, whether working directly or indirectly.

### General

In order to ensure access to Company property at all times and because employees may not always be available to produce documents, records, files and/or other items of Company property that are in the employee's possession when they are needed, the Company reserves the right to conduct routine inspections or searches of Company property at any time and in the presence or absence of the employee.

The employee has no right of privacy as to any information or file related to company business or connected to the company business, R&D new inventions, product developments, or any other information or files maintained in or on Company premises or on company property or transmitted or stored through Company's computer systems, voice mail, e-mail, pen-drives, personal computer or other technical resources.

### Inspections

The Company reserves the right to conduct inspections, searches for property and prohibited material anywhere on Company premises where employees may place Company property. These facilities are the sole property of the Company and are provided for the use and convenience of employees. Additionally, personal property can be subject to inspection in the presence of the employee.

If, after further investigation, it is determined that the collected material was not prohibited under this section, the collected material will be returned to the employee and the employee will provide a receipt to the Company.

### Computer Systems, Voice Mail, and E-Mail

The Company's computer systems and other technical resources, including voice mail or e-mail systems, are provided for use in the pursuit of the Company's business and are to be reviewed, monitored, and used only in that pursuit, except as provided in this policy. If during the course of employment, employees perform or transmit work on the Company property that are properly in the employee's possession when they are needed, the Company reserves the right to conduct routine inspections or searches for Company property at any time and in the presence or absence of the employee. Disciplinary action will be taken if an employee is found misusing the computer/making use of it for entertainment.

### Illegal Drugs

If the collected material is illegal drugs or controlled substances, the Company will arrange for the disposition in accordance with the advice from the appropriate law enforcement authorities and necessary action will be initiated as per the current law in force from time to time related to the material collected.

### Corrective Action

The Company reserves the right to take corrective action for any offense of this policy, upto and including termination.

An employee is responsible for the Company property being used by him. The Company reserves the right to recover damages if such property warrants repair - either during his employment/on leaving the Company.



### Objective

While all forms of harassment are prohibited, it is the Company's policy to emphasize that sexual harassment is specifically prohibited.

### Eligibility

This policy is applicable to all employees of the company, whether working directly or indirectly.

### Definition

Sexual harassment is defined as any unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature which

1. Has been made either explicitly or implicitly or is a term or condition of an individual's employment.
2. Is used as a basis for employment decisions such as promotions and benefits affecting such individual.
3. Substantially interferes with an individual's work performance or creates an intimidating, hostile, or offensive working environment. Sexual harassment includes unwelcome and offensive actions and conduct based on a person's gender and also includes any acts as mentioned in the Prevention of Sexual Harassment Act 2013.

### Forms of harassment may include, but are not limited to, the following

#### Verbal harassment

Suggestive, insulting, derogatory, or obscene comments, epithets, innuendoes, sounds, jokes, teasing, messages or slurs based on any of the above categories, as well as sexual propositions and threats.

#### Written harassment

Suggestive, insulting, derogatory, or obscene letters, notes, invitations, or other writings based on any of the above categories.

#### Physical harassment

Assault, impeding or blocking movement, any unwanted physical contact, interference with normal work or movement, including touching, pinching, brushing the body, sexual contact, etc.

#### Visual harassment

Derogatory, suggestive, obscene, or sexually oriented gestures or displaying derogatory, suggestive, obscene, or sexually oriented objects, pictures, cartoons, e-mails, photographs, calendars, posters, chats on social media (eg: Whatsapp, Facebook, Instagram etc.).

#### Coercive or unwanted sexual advances

Subtle pressure or overt requests for sexual activity, threats, insinuations, or implications that submission to or rejection of sexual conduct may or will be used as a basis for employment decisions affecting an employees status or is a term or condition of employment.

### Employee intentions

An employee need not intend the behaviour to be offensive in order for it to constitute prohibited sexual harassment. Nor does the employee's behaviour have to focus on a specific individual or individuals to constitute prohibited sexual harassment. For example, telling dirty jokes or making crude remarks not directed at any specific individual nevertheless can create a sexually hostile work environment that constitutes prohibited



sexual harassment. Employees are reminded that it is not their intentions, good or bad, but the effect of their behaviour on others that counts.

### Misconduct

Sexual harassment is a form of employee misconduct that undermines the integrity of the employment relationship. It interferes with the productivity and wrongfully deprives employees of the opportunity to work in an environment free from unsolicited and unwelcome sexual overtures or conduct, either verbal or physical. It is the policy of the Company that all employees be able to enjoy a work environment free from all forms of sexual harassment.

### Company, Managerial, and Employee Responsibility and Liability

It is the responsibility of all Company supervisors, managers, and employees to ensure that harassment is not practiced in any form in the organization. Supervisors and managers are responsible for recognizing the signs of harassment and for taking appropriate corrective action, including notifying Human Resources in writing, when they know that an employee in their line of supervision is being subjected to prohibited and unwelcome harassment. Co-workers are also required to notify their supervisor in writing if they see any evidence of harassment. The Company can be held legally responsible for harassment by a supervisor against an employee, or for harassment by one employee against another, irrespective of whether or not there is a supervisory relationship. Further, individual supervisors, managers, and employees can be subject to personal criminal liability for the acts of harassment that they commit.

### Timely Reporting of Complaints

Any employee who believes that he/she has been harassed by, or has witnessed another employee being harassed by a co-worker, supervisor, manager or an agent/vendor of the Company, he/she should immediately report the facts of the incident(s) and the names of the individual(s) involved to any of the following: His/her supervisor or manager (if not the alleged harasser), his/her department manager, or Head Human Resources in writing. Managers must report all claims of sexual harassment to Head Human Resources.

### Investigation Process

Once complaints are registered with ICC (Internal Complaints Committee) a due investigation process will be carried out. ICC committee will have external member representation.

### Corrective Action

Any violation of this policy will be treated as serious misconduct and will result in appropriate disciplinary action, including possible termination of employment. Appropriate action will be taken as per the guidelines as mentioned in the Prevention of Sexual Harassment Act 2013 to remedy problems caused by this misconduct. Failure to cooperate fully with any Investigation or corrective action initiated pursuant to this policy may be grounds for disciplinary action, as may willfully and in bad faith presenting false information regarding any alleged sexual harassment or other conduct prohibited by this policy.

### Non-Retaliation

No employee will be subject to retaliation for filing a harassment complaint, providing testimony on behalf of someone complaining of harassment, or assistance or participation in an investigation on behalf of someone complaining of harassment.

### ICC Member List

For details on current ICC members and in order to lodge an issue confidentially please contact any of the ICC members directly. List of ICC members is available with local HR.



## Work Ethics

### Violence at Workplace

#### Objective

Episodes of violence in the workplace have become a frequent presence in the media, presenting a harsh reminder of the need to be proactive in fostering a respectful, safe work environment, and protection of our employees if that environment is threatened.

#### Applicability

This policy is applicable to all the officers, employees and workers at all levels of the company whether working directly or indirectly when in company premises.

#### Policy

The Company has a zero tolerance policy for workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion that involve or affect the Company, its employees or property, or which occur on Company property, will not be tolerated and any reported act will invite necessary disciplinary action as deem fit.

#### Supervision Note

Acts or threats of violence include conduct that is sufficiently severe, offensive or intimidating as to create a hostile, abusive or intimidating work environment for one or several employees. This includes behaviour that suggests a propensity toward violence, which can include belligerent speech, excessive arguing or cursing, threats of sabotage, or a demonstrated pattern of refusal to follow Company policies and procedures.

Employees are encouraged to report any threatening behaviour or concerns about workplace violence to their Department Head and Human Resources representative. All threats and concerns will be promptly investigated.

Violation of this policy by any individual on Company property, by any individual acting as a representative of the Company while off Company property or by any individual acting off Company property when his/her action affects the Company's business interests will lead to disciplinary action up to and including termination. Such violations may also lead to legal action.



# Work Ethics

## Human Rights Policy

### Free chosen employment

Ensure that employees work of their own free will and are free to leave the Company upon reasonable notice under the terms of their contract. There shall be no unreasonable restrictions on freedom of movement in the facility. All employment contracts are voluntary agreements. Forced, bonded (including debt bondage) or indentured labour, involuntary prison labour, slavery or trafficking of persons shall not be used. Workers will not be charged any fees for placement or recruitment. Employees working in overseas locations will have free and complete access to their own identity documents, passport and residency papers and enjoy freedom of movement as per law of the land.

### No child labour policy

Comply with all appropriate local and international regulations on the restriction on the employment of child labour and the protection of young workers. There shall be no employment of anyone under the age of 18 for any position or under the minimum age for employment in the country, whichever is greatest. Workers under the age of 18 should not perform hazardous work and should not work night shifts or overtime as applicable in local laws and amended from time to time. This will be applicable to contractors/sub contractors also.

### Working hours

Working hours comply with local law.

### Wages and benefits

Ensure compliance to the applicable local wage laws including those relating to minimum wages, overtime hours and legally mandated benefits.

### Humane Treatment

There is to be no harsh or inhumane treatment, including any physical, sexual, psychological or verbal harassment or abuse against employees, suppliers or vendors.

### Housing

Whenever workers are provided with housing, assure that all dormitories, hostels or other accommodations are comfortable, safe and hygienic.

### Equal opportunity and Non discrimination

Company shall not engage in discrimination based on race, colour, age, gender, sexual orientation, ethnicity or national origin, disability, religion in hiring and employment practices such as wages, promotions, rewards and access to training.

### Freedom of Association

Company respect the freedom of all employees to lawfully organise themselves into interest group, as provided under and in compliance with local laws in geographies where we operate. Workers and/or their representatives shall be able to openly communicate and share ideas and concerns with management regarding working conditions and management practices without fear of discrimination or reprisal.

### Health and Safety

All operations shall provide a healthful and safe working place for all.



**The objectives of the ER Policy will be as under**

1. Developing and nurturing harmonious relationships.
2. Proactive initiatives by management for resolution of issues.
3. To be cognizant of individual rights while dealing with any issue and promoting trust and fairness.
4. Compliances with all applicable statutes in area of operations.

Senior management responsible for local management will spear head the ER initiatives and take any necessary support required to ensure smooth and conducive environment for employees to work and thrive.

**The local HR and unit heads at respective locations should ensure**

1. To assess workforce sentiments and changing needs.
2. Stay updated on latest amendments and communications released by the government.
3. Any communication/notice received by authorities is brought to notice of responsible person and Corporate HR.
4. Creating a sense of accountability and ownership among people.
5. Creating a competitive, inclusive and fair organization.



### Philosophy

The socially and environmentally responsible approach of Ion Foundation is enshrined in the vision statement of its parent Company Ion Exchange (I) Ltd: 'To be the leader in our business which is so vital to people's lives and the environment.'

While Ion Exchange has implemented various CSR Initiatives in the past – be it providing 'Zero B' drinking water purifiers free/at subsidized cost to institutions that cater to the lower economic strata or development of technology for rural India for removal of iron, nitrates, fluoride and arsenic contaminants from water or sending our mobile disaster management unit to flood affected sites, these initiatives will now be taken up by Ion Foundation, specifically set up for CSR activities.

### Vision

To empower the economically disadvantaged towards social equality and to refresh our environment.

### Objective

To ensure economic development of communities, enabling the disadvantaged to realize their potential and move towards a better tomorrow.

### Focus areas

Education, Health & Hygiene, Environment.

### Education

#### **Our goal is to facilitate learning and knowledge among the young through**

- Balwadis/schools
- Remedial education
- Special needs education
- Vocational training

### Health & Hygiene

#### **Our goal is to support health care by providing**

- Pure drinking water
- Sanitation facilities
- Health awareness programs
- Medical assistance



### Environment

#### Our goal is to refresh the environment through

- Plantation of trees
- Rain Water harvesting
- Environment Awareness programs campaigns

### Process

#### 1. Project Identification

All projects are identified in a participatory manner, in consultation with respective location employee-volunteers/NGOs/communities. In all cases, the participatory rural mapping process is followed.

NGOs/Project Partner Identification: Should have proven track record and credibility; ensure that projects are selected on 'need-basis', time-bound and have long-term impact allowing for employee involvement.

#### 2. Project Implementation

All CSR initiatives under the Ion Exchange umbrella will be implemented by Ion Foundation.

Our focus will be on projects near our manufacturing operations/Envirofarm sites, besides other locations. A study will be made by the location employee in charge of CSR to identify felt-needs relating to our focus areas.

A meeting will then be scheduled with the competent authority of the School/Institute/NGO/Zilla Parishad/Municipal Corporation, to assist in identifying the right beneficiaries and project.

From the proposals received, only projects that meet our criteria will be presented to the Ion Foundation Board for their approval.

#### 3. Project Monitoring

NGOs/Institutions are required to submit progress/annual reports on a regular basis.

Employees are required to make periodic visits and monitor the effectiveness and impact of the project. The Board will be updated on the progress of the project on a regular basis and will provide the necessary guidelines.

### Budget & Expenditure

2% Net Profit Before Tax of Ion Exchange (India) Ltd., and group companies.

The annual budget will include project based budgets of both new and ongoing projects.

Allocation of funds for specific projects will be need-based and expenditure for post secondary education not to exceed 20% of the total budget. Recommendations are to be supported with academic progress of the student and proof of admission.



#### Payment

Payment for projects approved by the board, to be made by cheque along with supporting documents and utilization for the purpose for which it is identified, as certified by the CSR committee.

Quarterly/half yearly payment would depend on the activity/project undertaken.

#### Documentation

All information pertaining to a CSR activity will be tabled during the CSR review meetings. The information to be captured in a Software package.

The CSR employee at location will be responsible for documenting & tracking activities at respective location.

Copy of all reports to be maintained at Corporate Office.

#### Information Dissemination

A brief note on the CSR Policy approved by the Board will be shared with the stakeholders.

#### Management Commitment

Our Management is fully committed to implementing this policy in its true spirit.

We will maintain principles of transparency and openness, with integrity and fairness.



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