

DECEMBER 1, 2022



# HUMAN RESOURCE POLICY



FERRANDO SPEECH AND HEARING CENTER

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1. **INTRODUCTION**

Ferrando Speech and Hearing Centre is a non-governmental organization established on 16<sup>th</sup> April 1996, under the registration of societies act, and reaches out to hearing-impaired children from all over India, especially from North East Region. The Centre gives special care for the prevention and reduction of the effects of preventable hearing impairment in young children through early identification, intervention, and preschool education. Besides catering to the children, it also works towards the empowerment of the families of hearing-impaired children who face the challenges of bringing up their hearing-impaired children.



1.1 **Vision & Mission**

**VISION**

*"Our vision is to educate, rehabilitate, and empower people with disabilities to live independently in a diverse society."*

## **MISSION**

*"Our mission is to identify children and adults with disabilities to improve their quality of life through Early Identification, education, life skills, vocational skills, and rehabilitation services."*

### **1.2 Purpose**

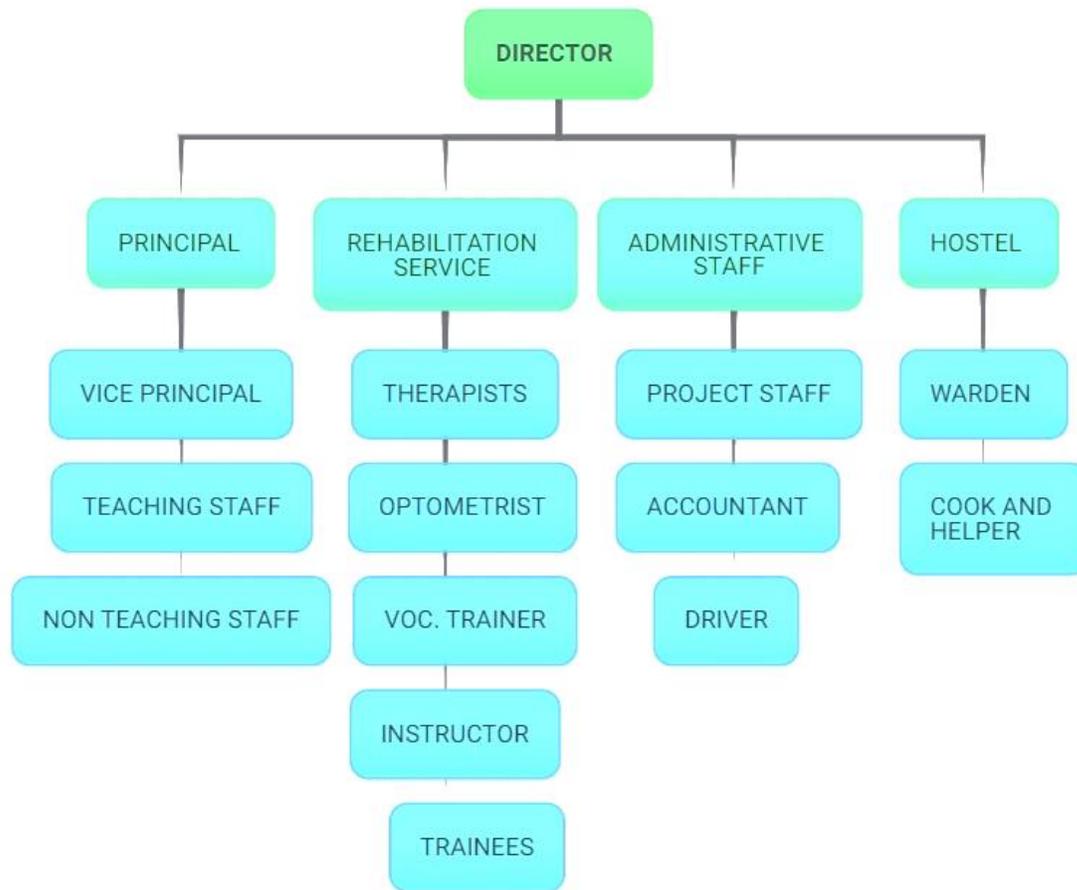
This manual is meant to provide a useful guide for all the employees of Ferrando Speech and Hearing Centre in developing a clear and comprehensive approach to Human Resource Management in the organization. It outlines the suggested processes and procedures with regard to Human Resource Management (HRM) and is meant to communicate all the employment and working conditions to staff. The Guide provides employees with a set of common and easily understood organizational policies and related procedures. It is our hope that this HRM manual becomes a user-friendly document available to all staff. Your time-to-time comments during the use of the manual will be therefore appreciated to improve the policies and guidelines. This manual was formulated to cover and shall be implemented to employees at all levels regardless of rank, level, and status of employment.

### **1.3 Process of updating**

The human Resource Policy document will be updated annually in consultation with the employees and Management for the welfare and development of the staff.

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01	06.12.2022	Initial Document	All	

## 2. ORGANIZATION ORGANOGRAM



### **3. EMPLOYMENT**

#### **3.1 Human Resource Strategy**

- FSHC shall endeavor to attract, engage and retain high-quality staff and optimally use their services.
- FSHC wishes to maintain a work environment that fosters personal and professional growth for all employees.
- Maintaining such an environment is the responsibility of every staff person. Because of their roles and responsibility to lead in a manner that fosters an environment of respect for each person.
- It is the responsibility of all the staff to cooperate and communicate with each other's, and treat each other in a fair manner, with dignity and respect.
- Promote harmony and teamwork in all relationships, strive for mutual understanding of standards for performance expectations, and communicate routinely to reinforce that understanding.

#### **3.2 Valuing Diversity and Gender Equality**

FSHC is committed to creating an ambiance in which all employees can work together in an atmosphere where diversity is valued. In accordance with the general intention of its vision, FSHC confirms its commitment to a comprehensive policy of valuing diversity in employment in which individuals are selected and treated on the basis of their relevant merits and abilities and are given equal opportunities within the workplace.

It is FSHC's policy as an employer to treat all people equally irrespective of sex, age, Caste, Minority Class, Other Backward Class, religion, color, race, ethnic origin, marital or parental status, sexual orientation, creed, mental or physical disability, political belief, national origin, HIV/AIDS status, or any other reason. The aim is to ensure that no job applicant or employee should receive less favorable treatment on any grounds not relevant to good employment practice.

#### **3.3 Dignity at Work**

All employees, including other persons who have dealings with FSHC, have the right to be treated with dignity. We expect that employees act responsibly to establish and maintain a gender-sensitive working environment free of any form of discrimination, bullying, intimidation, or victimization. In particular, discrimination is unlawful in the workplace.

#### **3.4 Recruitment / Selection Process**

- (i) All employment opportunity at FSHC is posted for a minimum 10 working day period. They are posted on the FSHC website and on the website of affiliated

organizations. Applications are encouraged from current employees but will be screened in the same manner as applications receive from outside applicants.

- (ii) Applicants are invited to submit their application, along with a current resume, demonstrating that they meet the minimum criteria for the position being sought. At the closing date, all applications are screened, and candidates selected for an interview are contacted. If the interview is positive reference will be contacted. Depending on the feedback provided, a position may be offered to the applicant.
- (iii) The details of candidates not selected for interview also have to be maintained in a file maintained by the organization. Once a candidate is selected from the interview process, on the directions given by Director regarding the Job offered, salary fixed, reporting authority, Date of Joining, and location. These details are to be mentioned and given to the candidate as an “Offer letter for employment”.
- (iv) Once a candidate accepts the offer and joins the organization, the management is to provide the candidate with a detailed explanation of the organization’s policy and give detailed information about the organization and direct the recruited person to the head of the department under whom he/she will be working, who in turn will detail the candidate on the working and activities of the department.

### **3.5 Contract of Employment & Classification**

You should refer to your contract of employment for specific details regarding your employment status and classification.

### **3.6 Job Duties**

Your job responsibilities are outlined in your job description. From time to time, you may be asked to work on special projects or to assist with other work necessary or important to the operation of the organization. Your cooperation and assistance in performing such additional work are expected. It is your responsibility to fully understand and carry out the performance expectations of your position. The organization reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities at any time during your employment.

### **3.7 Orientation / Induction**

All new employees at FSHC are given an overview of the organization, including all policies, procedures, and operations. This will also help employees understand the organization's requirements and their role in the task at hand. They will be given a copy of the Employee Handbook to which they must adhere.

## **3.8 Employee Classification**

### **3.8.1 Probationary**

A Probationary is a person who is provisionally employed to fill a permanent vacancy in the organization. He will be on a probationary period for a minimum period of six months for all categories of employees.

### **3.8.2 Full-time employee**

A full-time employee is an employee who has successfully completed the probationary period of service to the complete satisfaction of the management.

### **3.8.3 Part-time employee**

A part-time employee is an employee of the organization who works for the organization for lesser hours than the specified minimum hours during a standard work week.

## **3.9 Joining report**

At the time of joining, a new employee is expected to submit the following documents to the management. In turn, he will get a receipt stating the documents submitted.

- Highest graduation / Post graduation certificate.
- Two numbers recent passport-size photographs.
- Experience certificate from the previous employee. (For experienced candidates)
- Relieving orders from previous employees.
- Certificates of achievements, recognitions, rewards, and other specialized training undergone.
- PAN Card, Ration Card photocopies – 2 nos. Banking details.
- Other certificates related to employment.

## **3.10 Employee Personal File**

The HR department will maintain a file that will contain all details pertaining to the employee right from his date of joining till his relieving from the organization for future reference. This is to be updated as and when required. In this file, the following documents are to be kept.

- Resume of the employee
- Offer letter, Signed copy of appointment order
- Notices / Memo addressed to the employee.
- Conformation letter, Increment letter, Promotion order.
- Copy of self-attested educational certificates.
- Relieving orders from previous employees.
- Experience letter right from the first employee.

- Pan card photocopy.
- Passbook of the salary account.
- Address proof, Contact details.
  - Phone number
  - Email address

### **3.11 Work Schedule**

A normal work week constitutes six days starting from Monday till Friday. All Saturdays and Sundays will be holidays.

- All employees are expected to work for a minimum of five days per week as scheduled by the management. Scheduled work days are determined by the management and may vary from one place to another.
- 8.00 to 4.00 A work day is usually seven hours minimum excluding lunch or any other break. Scheduled work hours are determined by the management and may vary from one department/position to another.
- Employees may be required to work beyond their scheduled working hours/days including Sundays if needed.

## **4. LEAVE**

- The provisions of leave as contained in this Chapter are applicable to permanent employees working in the organization. Subject to the conditions attached to each, employees are eligible for the following types of leave and paid holidays:
- Management has the right to accept or reject leave applications. All leave is granted at the discretion of the Management. Nothing can limit the discretion of the management to refuse, revoke or curtail leave subject to the exigencies of work.
- The authority to sanction leave shall be such officers of the Organization as may be authorized by the management. Weekly Off, National holidays and Paid Holidays, Compulsory or Restricted, may be prefixed and suffixed to any leave subject to the provision governing the grant of such leave.
- Application for leave of absence for three days or less should ordinarily be made at least 24 hours prior to the beginning of the period for which leave is required. A such leave application is to be disposed of immediately.
- Application for leave of absence for more than three days shall ordinarily be made at least 7 days before the date from which the leave is required. The leave application in such cases is to be disposed of within three days.
  - i) Casual Leave
  - ii) Sick Leave
  - iii) Maternity Leave
  - iv) Leave Without Pay
  - v) Special Leave.

#### **4.1 Casual leave**

- An employee is entitled to 12 days of casual leave in a calendar year which is credited to his account from the 1st of April to March every year. For an employee joining employment during the year, casual leave is credited on a pro-rata basis. Casual leave cannot be carried forward to the following year and shall lapse if not availed of during the calendar year.
- Casual leave cannot be granted for more than 3 (three) days at a stretch in a month, Weekly Off, National Holidays or Paid Holidays, either Compulsory or Restricted, falling in between Casual Leave will not be counted as Casual Leave.
- Casual Leave is allowed to be suffixed or prefixed with any other type of leave. Casual Leave can be availed of for a minimum of half a day.

#### **4.2 Sick Leave**

- An employee of the organization can avail a total of 10 days as sick leave in a calendar leave of not more than 3 days at a stretch without a medical certificate beyond which a medical certificate is to be produced from a registered medical practitioner along with a fitness certificate on joining for duty.
- A new entrant who joins employment during the middle of a year is entitled to sick leave on a pro-rata basis. Sick leave can be availed of for a minimum period of half a day.
- Sick leave falling on a Weekly Off, National Holiday, or Paid Holiday, Compulsory or Restricted, is counted as Sick Leave. Sick Leave can be prefixed or suffixed with any other type of leave.
- An employee who is covered under the Employees' State Insurance Scheme is entitled to sick leave as per the provisions of, the Act. Sick leave can be accumulated up to a maximum of 60 days beyond which it lapses.

#### **4.3 Maternity leave**

- Subject to the provisions of the Maternity Benefit Act, of 1961, a female employee who has worked for a period of not less than 80 days in the 12 months immediately preceding the date of her expected delivery, is entitled to Maternity Leave with pay as follows: -
  - For six weeks up to and including the day of delivery and six weeks immediately following that day.
  - For six weeks immediately following the day of miscarriage.
  - For a maximum period of one month in addition to the period of leave allowed under (a) and (b) above for illness certified by a Registered Medical Practitioner, arising out of pregnancy, delivery, premature birth of child or miscarriage.

#### **4.4 Leave without pay**

An employee who has exhausted all his leave may be granted leave without pay not exceeding 10 days in a calendar year, either at a stretch or intermittently subject to the discretion of Management. The employee will be required to obtain prior approval from the approving authority before proceeding on leave.

An employee may be granted leave without pay on medical grounds, including a female employee on expiry of maternity leave, up to a maximum of three months subject to certification of the sickness by a Registered Medical Practitioner.

Weekly off and Holidays falling between Leave Without Pay will be treated as Leave Without Pay.

#### **4.5 Special Leaves**

An employee can be given special leave for the following reasons:

- (i) Blood donations
- (ii) Special meetings and conferences
- (iii) Discharging democratic duties.

### **5. TRAINING AND DEVELOPMENT**

- Every employee is entitled to training and development for improving their performance. However, the selection of employees for training will be the management's decision. This decision is made based on certain parameters like organizational needs, the performance of the employee, etc.,
- At the discretion of the Director, employees may be able to attend conferences, courses, seminars, and meetings, identified through annual work plans and performance reviews, which may be beneficial to the employee's professional development.
- When an employee is sent to another organization for training the books, and training materials. Assessment tools, information brochures, etc., given at the training program will have to be submitted in original to the organization.
- A regular employee who desires to pursue any higher education shall be required to get permission and a no-objection certificate from the management before enrolling in the course.
- If FSHC has agreed to pay for course fees, it will be paid on the evidence of successful completion. If FSHC sponsors a course and the employee departs, within a year of completion, the course fees will be repayable in full to the organization.
- The FSHC shall plan, develop and implement human resource training and development programs in accordance with set guidelines.
- If staff is sponsored by FSHC for the training program, they need to sign a bond committing to serve FSHC for a period as decided by the management.

## 6. CODE OF CONDUCT

Discipline at our organization shall be progressive, depending on the nature of the problem. Its purpose is to identify unsatisfactory performance and/or unacceptable behavior. Without prejudice to the general meaning of the term “misconduct”, it shall be deemed to mean and include those items enumerated in the Standing Orders / Service Rules of the respective Unit.

This Code of Business Conduct and Ethics applies to all employees of our organization. The organization is proud of its reputation for integrity and honesty and is committed to these core values. Personal responsibility is at the core of our organization’s principles and culture. The Organization’s reputation depends on you maintaining the highest standards. Employees have a personal responsibility to protect this reputation, to “do the right thing,” and to act with honesty and integrity in all dealings with all the stakeholders and should not take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair-dealing practice.

### 6.1 In the Workplace

The organization is committed to providing a diverse and inclusive work environment, free of all forms of unlawful discrimination, including any type of harassment.

### 6.2 Respect

The Organization’s greatest strength lies in the talent and ability of its associates. Since working in partnership is vital to the Organization’s continued success, mutual respect must be the basis for all work relationships. Engaging in behavior that ridicules, belittles, intimidates, threatens, or demeans, affects productivity, and can negatively impact the Organization’s reputation. You are expected to treat others with the same respect and dignity that any reasonable person may wish to receive, creating a work environment that is inclusive, supportive, and free of harassment and unlawful discrimination.

### 6.3 Equal Employment Opportunity

The talents and skills needed to conduct business successfully are not limited to any particular group of people. The organization has a long-standing commitment to a meaningful policy of equal employment opportunity. The Organization’s policy is to ensure equal employment and advancement opportunities for all qualified individuals without distinction or discrimination because of race, color, religion, gender, sexual orientation, age, national origin, disability, covered veteran status, marital status or any other unlawful basis. As part of this commitment, the Organization will make reasonable accommodations for applicants and qualified employees.

## **7. SEXUAL HARASSMENT AND OTHER DISCRIMINATORY HARASSMENT**

Sexual harassment and other discriminatory harassment are illegal and violate Organization policies. Actions or words of a sexual nature that harass or intimidate others are prohibited. Similarly, actions or words that harass or intimidate based on race, color, religion, gender, sexual orientation, age, national origin, disability, covered veteran status, marital status, or any other unlawful basis are also prohibited.

### **7.1 Dealing with a deviation from the expected code of conduct.**

If a deviation is reported against an employee, the immediate higher authority before taking disciplinary action against him will issue a charge sheet or will ask for a letter of explanation from him. The charge sheet or demand of explanation letter has to be done within three days of receiving the complaint.

In case of not able to serve the charge sheet/letter of explanation within three days of receiving the complaint, the maximum limit can be extended up to seven working days.

### **7.2 Refusal to accept or delay in reply to charge sheet.**

An employee may refuse to accept a charge sheet/letter of explanation or refuses/fails to reply to a charge sheet within 48 hours of receipt of the charge sheet/letter of explanation, (unless extended by competent authority) and may not be allowed to sign the daily register till he accepts or replies to the charge sheet/letter of explanation. The HR department and the payroll department must be intimated about the same.

### **7.3 Explanation satisfactory**

On receiving the explanation in written form from the employee the management is to review it and if seems satisfactory and acceptable, the employee is to be intimated in writing that he has been exonerated from the charges that were leveled against him.

### **7.4 Explanation not satisfactory**

If the explanation provided is not satisfactory, the management will have to constitute an inquiry committee comprising neutral people of equal gender balance. The employee accused of misconduct will be given enough time to explain his standings and defend his action. The employee on which the charges are leveled may inform at the beginning of the inquiry about any witness present during the incident. The witness/witnesses will have to be informed and asked to be present before the inquiry committee. It is up to the discretion of the 'witness/witnesses' to appear before the inquiry committee.

### 7.5 Suspension pending Enquiry

If the management deems the presence of an employee against which the charges are leveled will affect the smooth functioning of the organization or the conduct of an enquiry or any influence on the witness or destroy evidence, he may be suspended till the enquiry is over. The suspension order will have to be issued by the top management in writing to the concerned employee with copies to the concerned department and will have to be posted on the notice board.

On receiving the suspension notice, the employee is not allowed to be present inside the office or discharge his duty and is to leave the premises at the earliest. During the suspension period, the employee should not contact others in the organization and other employees of the organization also should not be in contact with the employee under suspension.

During the suspension period i.e., till the conclusion of the enquiry, the employee may be paid subsistence allowance @ 50% of his salary up to 90 days upon the discretion of the management. If the delay is more than 90 days due to the management's inability to conclude the investigations and enquiry, the subsistence allowance may be increased to 75%. The payment is to be done through the employee's bank account only.

### 7.6 Decision of enquiry committee

At the conclusion of the enquiry, the committee will submit a report to the person who framed the committee about the outcome and findings of the enquiry. If the employee is not guilty, he can be cleared of the charges and may be allowed to resume his regular work. If he is found guilty as charged, the committee's report will have to contain the nature of his misconduct.

### 7.7 Action to be taken on the conclusion of the enquiry

The enquiry into the charge sheet/letter of explanation will be conducted by the enquiry committee appointed for the purpose of the relevant provision of the Company's Standing Orders / Service Rules.

### 7.8 Order of punishment

The letter awarding the punishment will be given to the employee concerned by the HOD in the presence of a representative of HR. In case an employee refuses to accept such an order it will be deemed to have been served on him if a copy thereof is fixed on the notice board of the department and signed copies are sent to his local and home addresses by registered post with acknowledgment due.

#### 7.8.1 Punishment

- (i) Caution If the misconduct is a minor one, the employee may be cautioned verbally or in writing.

- (ii) Warning in writing an employee who is guilty of minor misconduct more than once may be given a written warning and the copy is to be filed in a personal file.
- (iii) Fines: An employee guilty of misconduct may be fined in accordance with the provisions of the Payment of Wages Act, 1936
- (iv) Suspension: Depending upon the gravity of the misconduct an employee may be suspended without pay as a disciplinary measure for a period not exceeding 15 days.
- (v) Withholding of increment: The grade increment of an employee may be withheld at the discretion of the Management if he is found guilty of misconduct depending upon the gravity of the offense.
- (vi) Demotion or reduction of pay: An employee who is guilty of misconduct not grave enough to warrant discharge may be demoted to a lower post or to a lower salary in the same post
- (vii) Discharge: An employee who is found guilty of serious misconduct may be discharged from the services of the company subject to the provisions governing the discharge of an employee.

## **8. GENERAL GUIDELINES.**

### **8.1 Identity Card**

Every employee shall be provided with an identity card and the employee will wear it visibly at all times inside the work spot except when it is deemed hazardous or a hindrance to doing the duty.

### **8.2 Unauthorized Possession of goods**

An employee found in unauthorized possession of any goods which are the property of the organization will be deemed to have come into possession of such items by illegal means and will result in disciplinary action by management.

### **8.3 Loss of personal property**

The organization takes all possible measures to ensure the security of all employees. However, the management will not be responsible for any loss or damage that occurs to the employee or the employee's property.

### **8.4 Use of Appliances**

Computers, internet services, telephones, and other facilities provided to the employee are to be used strictly for official purposes judiciously.

Any personal phone calls through mobile phones by employees during working hours must be limited to lunchtime unless there is an unexpected emergency.

## **9. CHILD PROTECTION POLICY**

Every employee shall follow the guidelines and rules laid down in Child Protection Policy regarding the safety and well being of the differently abled children and shall refrain from any form of harassment, discrimination, verbal or physical abuse, intimidation or

favoritism. Any employee found of deviation from the policy will be subjected to disciplinary action by the management and further actions if needed.

## **10. WHISTLE BLOWER POLICY**

In carrying out their duties and responsibilities, FERANDO expects Directors, Staff, and associates to adhere to high standards of ethics. As FERANDO employees and representatives, must fulfil the responsibilities with honesty and integrity while adhering to all applicable laws and regulations.

### **Reporting Responsibility**

The purpose of this Whistleblower Policy is to encourage and enable employees and others to raise serious concerns internally so that management can address and correct inappropriate behaviour and actions. All board members, officers, employees, and volunteers must report any concerns about violations of the FERANDO code of ethics or suspected violations of the laws or regulations that govern FERANDO operations.

### **No Retaliation**

It is against FERANDO's values for anyone to retaliate against any board member, officer, employee, or volunteer who reports an ethics violation or a suspected violation of law, such as a complaint of discrimination, suspected fraud, or suspected violation of any regulation governing FERANDO's operations, in good faith. An employee who retaliates against someone who has reported a violation in good faith may face disciplinary action, including termination.

### **Reporting Procedure**

FERANDO has an open-door policy and encourages employees to share their concerns, suggestions, and complaints with their supervisor. If you are not comfortable speaking with your supervisor or are dissatisfied with your supervisor's response, you are encouraged to speak with [Director, Name:...../ Email:..... or a board member, if the organization is very small and involving the board would be appropriate]. Supervisors and managers must report complaints or concerns about suspected ethical and legal violations to the person in charge in writing. Employees with concerns or complaints may also write to their supervisor, the Director, or the organization's Compliance Officer [or another designated person].

### **Accounting and Auditing Matters**

Any concerns or complaints about accounting practices, internal controls, or auditing must be immediately reported to the Audit Committee / Finance Committee, and the director must work with the committee until the issue is resolved.

Accountancy and Auditing Issues If the Director has any concerns or complaints about corporate accounting practices, internal controls, or auditing, he or she must

immediately notify the Audit Committee / Finance Committee and work with the committee until the issue is resolved.

**Acting in Good Faith**

Anyone who files a written complaint about a violation or suspected violation must do so in good faith and have reasonable grounds to believe the information disclosed indicates a violation. Any allegations that are not substantiated and are made maliciously or knowingly false will be considered a serious disciplinary offence.

**Confidentiality**

The complainant may submit violations or suspected violations on a confidential basis. Reports of violations or suspected violations will be kept as confidential as possible in order to conduct an adequate investigation.

**Handling of Reported Violations**

The Director will notify the individual who filed the complaint and acknowledge receipt of the reported or suspected violation. All reports will be promptly investigated, and appropriate corrective action will be taken if the investigation deems it necessary.

**Compliance Officer**

The Compliance Officer may be a board member, the Executive Director, or a third party designated by the organization to receive, investigate and respond to complaints.

**Compliance officer:** Sr. Merly Tom

**Designation:** Secretary