

SEARCH

(Social Educational Activity for Rural Child Health Development Society)

EMPLOYEE HANDBOOK /HR MANUAL 2018

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INTRODUCTION: SEARCH is a non profit organization registered under Society Act, 1996 and head quartered in Bagalkot and operate in 6 talukas. Search has also been working to empower women through self help groups for the last 23 years. Search has formed over 4000 self help groups training them on tailoring, embroidery and garment manufacturing. We also train them in managing their bank accounts. We help arrange working capital loan from ICICI Bank and NABARD. Over 1500 families have become economically independent through these schemes. Further, we run an orphanage and adoption centre for children up to 6years of age. Children who have been surrendered by their parents, those abandoned and those orphaned form part of our orphanage. 72 children are under our care and protection and 46 adopted Disabled Livelihood Program: As per the 2015 survey there are around 18000 physically disabled youths in Bagalkot district. Search works to provide vocational training for disabled youth aged between 18 to 35 years. This program is supported by The Association of People with the Disability (APD) Bangalore. Since 2015 we have assessed 2000 youths. 600 of them have found employment in BPO, horticultural and hospitality sectors in Bangalore. In addition, through APD we are providing Job Readiness Training (JRP) for the disabled youths - we have trained 240 disabled youth and 175 have found employment in Bangalore.

VISION: Women empowerment, every child attains the right to survival, protection, development and participation. An inclusive society free from discrimination where persons with disabilities become contributing members, living with dignity and respect.

MISSION: Our mission is to attain gender-equality, to which end we focus our efforts on promoting the social, educational, economical, and political development of Rural women. Advancing Disabled 18 To 35 of Age capacities and leadership skills, promoting their participation in the decisions that affect their lives, To empower visually impaired, disabled and underprivileged people through developmental initiatives focusing on educational, social, economic, cultural and technological aspects. Care and protection of Orphan Children Sheltering and Free for Adoption 0 to 18 of years.

OUR VALUES: We value integrity, honesty and recognise our unique contribution

- We welcome all equally not to hurt to another with Co Operation, Safety first , No compromise
- We value accountability and promote quality through continued reflection and improvement

II. PREAMBLE: SEARCH HR Policy defines the management of human resource and their work safety in the organization. This policy is to ensure the transparency in management and provide well facilitated work experience to the employees of the SEARCH Organization. All employees and the organization are abided to follow the rules of this policy.

III. RECRUITMENT PROCESS: SEARCH HR recruitment process is as follows below:

1. JOB REQUISITION: When an Administrator/Project Head finds there is a need to hire a new employee, whether to replace a terminating employee or because of an increase or change in workload or for a new project, the first step will be to complete a Job Requisition form and forward it to the Executive Director for approval. The purpose of this form is to establish a valid need for the new position, indicate that funding and space are available, and provide a source

document for posting the position. A job description, detailing all essential position functions, required education and experience should be written clearly. Upon approval by the Executive Director the Position Requisition will be forwarded to Human Resource Manager to assess that The special duties described are consistent with the position description and grade The education and experience specified are consistent with the position description and level.

2. **JOB SPECIFICATION:** Then a statement of employee characteristics and qualifications required for satisfactory performance which defines duties and tasks comprising a specific job or function is filled in Specification form and submitted to the Executive Director/ Chief Finance & Administrative Officer along with Job Requisition form for approval. It includes Education & Training, Special Skills, Experience, Physical Requirement, Attitudes/Personal Attributes, and Personal Circumstances.

3. **JOB POSTING:** Job posting will be published in local papers of the Organization and its branch areas according to the program executing areas as prescribed in job requisition form. The same will be posted in official Face book Page and LinkedIn page of SEARCH

4. **RESUME SHORT LISTING:** Short listing process will be done at higher management level by Executive Director, Chief Finance & Administrative Officer, Program Officer and concerned Project Coordinator. Job Specification form is referred for short listing the resumes. Once the process is completed, we decide the interview schedule according to the work calendar of the Organization.

5. **INTERVIEW PROCESS:** After the finalization of short listing of resumes, we contact the candidates via call/ email for informing them about interview schedule. Interview usually scheduled in week days except office Holidays at our office . Interview schedule is of 2 steps that are: Group Discussion and Personal Interview. Every individual candidate has to go through both the steps.

6. **INTERVIEW SCORING SYSTEM:** A scoring sheet is used while conducting the interview for every individual. The sources for scoring are the Job Specification form, Candidate resume and their performance. Second level short listing is done by evaluating the interview scoring sheets. Higher management of SEARCH will decide the final list and it will be given to the concerned department for next procedure.

7. **OFFER AND OPPOINTMENT LETTER:** Selected candidates are informed via call/ email with their appointment date and time to collect their offer letter. If the candidate accepts the offer letter and joins the organization on time mentioned in the offer letter then an official copy of appointment letter will be issued to the new joiner.

8. **JOB DESCRIPTION:** Job description copy will be issued to the new employee, which describes their work nature and responsibilities. 2 copies are mutually agreed and signed by the employee and employer. One copy will be given to the employee for their reference and another to their personal file for the Organization.

IV. CONDITIONS OF SERVICE:

- ❖ Work Timings: 10:00 AM to 6:00 PM
- ❖ Working days: Monday to Saturday.
- ❖ Weekly Off: Sunday.

- ❖ Lunch time: 1.45 PM to 2.45 PM (1 Hour break).
- ❖ Tea will be served twice a day at office.
- ❖ Wearing Lapel pin and ID card on work is must.
- ❖ One has to login to their respective Computer System & use their User login only.
- ❖ Once leaving the Office at Afternoon/ Evening he/she must turn off the systems properly and close the windows, doors if they are the last person leaving the office.
- ❖ SEARCH Holiday Calendar is displayed on the notice board for all employees' reference.

V. HEALTH AND SAFETY AT WORK

It is the policy of the organization to provide a safe and healthful work environment for all permanent, temporary, and contract employees and for our all kinds of visitors. The development, implementation, and evaluation of policy shall be a cooperative effort between employee and management in order to prevent injuries, illnesses, and death from work-related causes and minimize losses of material resources. The information contained in this policy shall be used to assist employees and supervisors in carrying out their responsibilities of ensuring a safe and healthful working environment.

1. Hazard Reporting and Incident Investigation Worksheet is made available for the employees to address their safety measure.

2. Procedure:

A. Housekeeping:

- ❖ All aisles and passageways in offices must be free and clear of obstructions. Proper layout, spacing, and arrangement of equipment, furniture, and machinery are essential.
- ❖ All tripping hazards must be eliminated. Some common hazards are damaged carpeting, cords in walking areas, and projecting floor electrical outlet boxes.
- ❖ Chairs, files, bookcases and desks must be maintained in a safe operating condition. Filing cabinet drawers must always be kept closed when not in use.
- ❖ Hazardous materials must be properly handled and disposed of.

B. Electrical Safety:

- ❖ Electrical cords must be examined on a routine basis for fraying and exposed wiring. Particular attention should be paid to connections behind furniture, as files and bookcases may be pushed tightly against electric outlets, severely bending the cord at the plug. Defective cords will be replaced or repaired as needed.
- ❖ Electrical equipment and wiring must be approved and used in accordance with NEC and local requirements.
- ❖ Non-business related small appliances, such as space heaters, are not permitted in the office unless approved by management. Reloadable power taps (power strips) can be used in conjunction with small appliances if listed and labeled for such use.

C. Indoor Air Quality:

- ❖ SEARCH has adopted a Smoke-Free Workplace Policy that applies to all the employees, Board members, stakeholders, beneficiaries and all the visitors. Smoking is prohibited inside the organization.

D. Noise:

- ❖ Sound levels must be considered during the procurement and location of any office equipment.
- ❖ Providing proper maintenance of equipment.

E. Hazard Communication Program:

- ❖ Every employee must be made aware of all hazardous materials they may contact in the office.

F. First Aid:

- ❖ First Aid kits must be available in every office. ☐ First aid kits will be readily accessible and stored in a convenient area.
- ❖ The size of the kit will be determined by the number of employees in the office.
- ❖ First aid kits will be inspected at least quarterly and replenished as necessary. Any item beyond its marked expiration date will be removed from the kit and replaced.

3. VEHICULAR OPERATIONS:

Vehicles that are used for office work must to be operated in a safe manner either it is SEARCH's vehicle or the employees own, consistent with local, State and country laws. SEARCH usually suggests its employees to use public transport as it is less cost, comparatively safe and also to reduce air pollution. But using private vehicle is not prohibited. SEARCH has its own travel policy. All the employees must follow and should be adhere to it.

A. Employer Responsibilities:

- ❖ Oversee maintenance and repair of organization's vehicles.
- ❖ Ensure that organization's vehicles are equipped with a spare tire, jack, lug wrench, fire extinguisher, first aid kit and General Service Administration (GSA) Motor Vehicle Accident Reporting Kit.
- ❖ Ensure that vehicles are periodically inspected with regard to their outward appearance and maintenance schedules
- ❖ Provide defensive driving instruction as needed
- ❖ Ensure that employees under his or her supervision who drive organization's vehicles possess a valid state driver's license.
- ❖ Ensure employees will not operate any vehicles if fatigued or impaired by the consumption of alcohol, prescription drugs, or over-the-counter medications.
- ❖ Providing insurance protection to field workers who travel on their own vehicle or other.

B. Employee Responsibilities:

- ❖ Use the organization's vehicle only for official purpose.
- ❖ Carry a valid state driver's license ☐ Ensure seat belt use for all occupants
- ❖ Operate vehicle in a safe manner conforming to traffic laws & road conditions.
- ❖ Ensure no smoking in all vehicles.
- ❖ Not to use hand held cellular phone/ other device for calls/ texting while driving.
- ❖ Not use photographic devices while operating the vehicle.

4. EMPLOYEE ASSISTANCE PROGRAM:

The EAP provides confidential counselling assessment and referral services. The EAP is designed to help employees deal with any personal or family problems that could interfere with an employee's performance and/or conduct at work, including marriage, stress, finances, or job related problems and concerns. Encouraging and supporting employee participation in the EAP when an employee experiencing personal problems which is impacting the work environment.

VI. GRIEVANCE REDRESSAL MECHANISM:

According to International Labour Organization (ILO) "A grievance is a complaint of one or more workers with respect to wages and allowances, conditions of work and interpretation of service, condition covering such areas as overtime, leave, transfer, promotion, seniority, job assignment and termination of service"

A. PROCEDURE OF REDRESSAL MECHANISM:

Step 1: Aggrieved Employee to raise the issue with his/her supervisor verbally. Supervisor to respond within 48 hours (2 working days).

Step 2: When not satisfied employee has to provide a written complaint within 3 working days to the Supervisor. A formal meeting with Supervisor to happen within 5 working days. If the grievance is not redressed, within 3 working days the employee has to approach the next level for grievance redressal.

Step 3: When supervisor couldn't resolve the issue, employee can move to the next level i.e., Middle management within 3 working days. It has to be a written complaint. If organization has a Grievance committee then the matter is referred to them. Still, if the employee is not satisfied he / she can move to the Top Management of the organization within 3 working days.

Step 4: Top Management (usually CEO / ED / Board) takes the issue and addresses it within 10 working days. Employee even then not satisfied with the decision of top management of the organization can demand for an arbitrator.

Step 5: Management and employee mutually decide whether to have a single individual or a panel of three as arbitrator(s).

- ❖ Both the parties have the privilege of presenting their cases with Arbitrator.
- ❖ Decision of Arbitrator is final and binding on both the parties.

B. DO'S AND DON'TS WHILE HANDLING GRIEVANCES:

1. Do's:

- ❖ Investigate and handle each case very promptly.
- ❖ Talk with the employee, give the person a full hearing.
- ❖ Comply with the contractual time limits for handling the grievance.
- ❖ Visit the work area of the grievance.
- ❖ Determine whether there were any witnesses.
- ❖ Examine the grievant personal record.
- ❖ Fully examine prior grievance records.
- ❖ Hold your grievance discussions privately.
- ❖ Fully inform your own superiors.

2. Don'ts:

- ❖ Hold back the remedy if the institution is wrong.
- ❖ Admit to the binding effect of a past practice.
- ❖ Settle grievances based on what is fair. Instead, stick to the labour agreement.
- ❖ Bargain over items now covered by the contract.
- ❖ Give long written grievance answers.
- ❖ Trade a grievance settlement for a grievance withdrawal.
- ❖ Deny grievances because of management pressures.
- ❖ Agree to informal amendments in the contract.

VII. LEAVE SYSTEMS AND POLICY

- ❖ SEARCH has a Leave policy approved by its Board and every employee is required to adhere the same.
- ❖ The Leaves Approved are as follows below.

Sl. No.	Type of Leave	No of Leaves
1	Casual Leave	1 Day/ Month
2	Medical Leave	6 Days/ Year
3	Leave without pay	As Decided by Higher Authorities
4	Maternity Leave	Working Days Including Before & After Delivery
5	Compensatory off	As Decided by Higher Authorities
6	Administrative Leave	As Decided by Higher Authorities

3.14

VIII. LATENESS MONITORING & ABSENTISM

- ❖ Late login and Early Logout will be monitored by CC TV cameras installed in the office and necessary action will be taken if repeated frequently.
- ❖ One has to report to their respective reporting managers before any sudden changes in login or logout timings.
- ❖ If the employee is absent to work more than 3 days without informing the Reporting Manager/ Higher Authority he/she will be considered as absconded. Continuous contact will be made in possible ways to make sure about their absence if no response found then he/she will be terminated immediately from the job.

IX. TRAVEL AND OTHER ALLOWANCES

- ❖ SEARCH has its Travel policy in place and every employee should adhere to the same.
- ❖ Travel allowances are paid to the employee according to the project/ program they are assigned to. Proper bill proof with signature is must for applying the travel allowance.
- ❖ On or before 31st of every month end it should be submitted to the accounts department by completing the Travel allowance format with required receipts.
- ❖ If the records provided are not sufficient then Account department can ask for more proofs before releasing the TA amount.

X. GUIDELINES ON THE USE OF THE ORGANIZATION'S FACILITIES

- ❖ Computer and Hardware's assigned to the employees are to be maintained as per Organization norms.

- ❖ One should login to their own Computer system with their own user login assigned to them.
- ❖ If a Laptop is assigned to an employee then they should inform the Organization Head and get the permission in the form of Asset letter on Letter Head for carrying the laptop with them for office work.
- ❖ Office Storage Devices/Disks are to be maintained and used only for office purposes. It should not be misplaced and handed over to any other person without informing the Stock Manager/ Section Head.
- ❖ Chargers and cables are to be connected and maintained without messing up with the Sitting arrangements and should maintain the quality of them properly.
- ❖ Every employee are given a set of writing materials which should be maintained and used without losing them for no reason and if lost Stock Manager is not held responsible for it hence they have to buy their own for further requirement.
- ❖ Other Office Assets like Projector, Camera and Meeting/ Training essentials can be used by taking permission from Stock Manager and has to hand it over by maintaining the same state of it. Lost/damage caused will be directly responsible on the employee himself/herself.
- ❖ SEARCH Badge and ID card will be given to every employee of the Organization and if it is lost/damaged then the employee should inform the Stock Manager for new set by paying the respective charge.
- ❖ Landline phones are given to each employee with fixed extension number and it should be used for Office communications only.
- ❖ Color and black & white printers are utilized properly according to the requirement.
- ❖ Should use dust bin for dry waste dumping at their sitting arrangement and wet waste at kitchen dustbin.
- ❖ Shoes/ Slippers should be kept in the shoe stand only.

XI. INDUCTION OF NEW STAFF

- ❖ We have a defined induction system for newly appointed employees.
- ❖ Induction check list is followed as per HR direction and signed respectively by the in charge person.
- ❖ Induction will be conducted during their 1st month.
- ❖ All the rules, regulation and facilities are explained to them.
- ❖ Work nature and responsibilities are explained and let them involve by 2nd week of their joining.

XII. SALARY GRADES

- ❖ Salary grades of permanent staffs of SEARCH are aligned as per the Organogram of the Organization approved by Board.
- ❖ The project employees salary grading is done as per the Project/Program structure.
- ❖ Grading is approved in every Annual General Member held at the beginning on financial year, revised if required.

XIII. APPRAISAL SYSTEM:

- ❖ At the beginning of financial year appraisal will takes place to all SEARCH permanent employees.
- ❖ Executive Director of SEARCH is authorized for providing increments to the organization employees

- ❖ For the project employees the appraisal and hikes are done as per the project contract guideline.
- ❖ Appraisal and hike will be based on the Organogram and salary structure of the Organization.

XIV. EMPLOYEE TRAINING STRUCTURE:

- ❖ SEARCH employees are provided with adequate trainings as per the organization planned chart of the year and also on their need.
- ❖ Once in year a personality development and productivity improvement trainings will be facilitated by inviting an external resource person.
- ❖ On monthly meetings half day will be dedicated to staff improvement training,
- ❖ The other subject oriented trainings are facilitated as and when depending on the needs of the staff/ project.
- ❖ External training participation is encouraged among staffs and opportunities are communicated if any suitable is available for the employee.

XV. EXIT INTERVIEW AND SYSTEM

- ❖ Employee serving in probationary period if he/she is decided to quit the job then they will relieved without 1 month notice period.
- ❖ A personal meeting will be arranged for the employee who is willing to quit the job by submitting the resignation letter.
- ❖ Once the reason is clear and he/she is willing to just quit the job for their own reason then they need to serve 30days' notice period from the day of resignation accepted by the higher authority.
- ❖ If the resignation is given by the senior Management Employee then Organization Board will review the resignation letter and take the decision on it.
- ❖ If the Board member is resigning the job then they have follow the Board norms defined in the Societies registration Act.
- ❖ Exit interview check list is followed for the employee who is relieving from the job by their respective supervisor/ project coordinator and signed accordingly.
- ❖ On/ before their last working day an exit interview is conducted to collect their feedback and presented to the higher management for improvement.
- ❖ Exit interview is not done for the employee who is getting terminated from the organization.

Signature of Board President

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Signature of Secretary:

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Attachment: Holiday Calendar-2019