

CHILD Health Foundation



**HUMAN RESOURCES
POLICY**

Child Health Foundation

Human Resources Policy

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1. CODE OF CONDUCT

No Other Employment

Working for another person/firm/organization while being employed with the present Organization.

It is prohibited for any of our employees to engage in part-time or full-time employment with any other organization.

Conflict of Interest

1. Working for personal gains especially in the same field as the organization while being employed.
2. Taking part in decision process where the employee has a personal / financial interest of the party on the other side.
3. Diverting potential projects of the organization to another organization where an employee may work for /associate with after leaving the present organization.

Yielding to any such personal interests as above which conflict with the interests of the organization will be treated as misconduct and shall be subjected to disciplinary action.

No Other Business Activity

- As an employee of the organization you are not permitted to undertake a business on a self-employed basis, without the prior consent of the organization.
- Commercial engagement or activity of any form with any other organization or as an individual will require prior written permission of the management.

Sexual Harassment

- Unwelcome or unwanted sexual advances, requests for sexual favors, and other physical, verbal, or visual conduct constitute sexual harassment.
- Sexual harassment may include sexual propositions, suggestive comments, excessive flattery, questioning of a personal nature, repeated requests for dates, sexually oriented 'kidding', teasing, jokes about gender specific traits, offensive or obscene language or gestures, leering or staring, whistling or hooting, offensive or obscene printed materials, pictures, posters, cartoons, graffiti, calendars, or e-mail, SMS/text messages and inappropriate physical contact or touching of a sexual nature (e.g. brushing, patting, hugging, pinching, or shoulder rubs)
- All employees are responsible for helping to assure a workplace free of harassment. The organization forbids retaliation against anyone who has reported harassment or participated in an investigation.

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· All of us must recognize that such behavior not only violates the rules of common courtesy and is a violation of the Organization's policy, but also is illegal under labor laws. If an investigation confirms that harassment has occurred, the organization will take appropriate corrective action, up to and including termination.

Work Environment

· To maintain a satisfying work environment that promotes creativity, initiative, productivity and co-operation. An environment that allows the organization to attract, retains, motivate and reward people of exceptional ability.

Ethics & Conduct

· If you observe any illegal or questionable practices or situations please promptly make a report to Executive Director. On occasion you might feel as though Executive Director may not be the appropriate channel, in such cases the incident should be brought to the attention of the Trustees.

Employee Relations

· CHF encourages open communication between Trustees, Executive Director and Employees. Employees have the right to disagree with senior's decision. Disagreements may include unfair treatment or violation of organization policy. Employees should first contact the Executive Director and attempt to resolve the disagreement. If the disagreement cannot be resolved, the employee may then contact the Trustees.

Dress Code

Child Health Foundation follows the Business Casual Dress Code to project a professional and business like image of the organization.

Standard of Conduct

The organization expects its employees to maintain reasonable standards of job performance.

Job performance standards include:

- Carrying out reasonable job assignments
- Courtesy to members, co-workers, and management
- Adherence to attendance and schedule requirements
- Adherence to organization policy

Certain behavior is characterized as misconduct and may result in termination of employment.

Misconduct includes, but is not limited to:

- Theft or dishonesty
- Immoral or illegal behavior

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- Assault
- Malicious destruction of property
- Reporting to work under the influence of Alcohol and/or Drugs
- Consumption of Tobacco/Gutka and spitting in and around the work place
- Possession of weapons or explosives in the workplace

Duties and Responsibilities

As an employee, you are expected to devote full working time to fulfil your job duties and to support other employees. We expect you at all times to protect the organization's interests and in this connection adhere to all its policies and procedures. If you are of the opinion that an order you receive from your superior is not in accordance with the organization's policies and procedures, or otherwise in conflict with the best interest of the organization, you are obliged to draw the attention of your superior to this fact. If matters are still not resolved, you are free to approach the Executive Director/ Trustees of the organization.

2.CONFIDENTIALITY

Importance

· This Policy is condition of your employment with the organization and constitutes part of your Employment Contract with the organization.

What constitutes Confidential Information?

· “Confidential Information” means all information about CHF that satisfies one or more of the following conditions:

· It has not been made generally available to the public either by CHF or by a third party with CHF’s consent; or

· It is useful or of value to CHF’s current or anticipated projects or research and development activities or those of a funding agency or supplier or associate of CHF; or

· It either has been identified as confidential by CHF (orally or in writing) or it has been maintained as confidential from outside parties and is recognized as intended for internal disclosures only; or

· Therefore “Confidential Information” includes all trade related information, trade secrets, confidential and privileged information, customer information, employee related information, strategies, administration, research in connection with CHF and commercial, legal, scientific, technical data that are either provided to or made available to the employee by the organization to facilitate his work or that the employee is able to know or has obtained access by virtue of his employment or position with the organization.

· Computer programs, know how’s of the organization or associated organization inventions, samples, designs, drawings, machines, tools, photographs, source codes, object codes, methods, concepts, formulas, algorithms, processes, technical specifications, analyses, discoveries, improvements, marketing methods, manufacturing processes, research and development information;

Organizational matters, pricing strategies, business plans, organization Policies, sales forecasts, employee and personnel information (including information pertaining to their terms of employment, experience, contact details, appraisals, performance, competencies, specialized skills / expertise, medical information etc.);

· Information relating to existing and potential intellectual property of CHF;

· Information relating to acquisition or loss of a significant contract, significant disputes with major suppliers, consumers or any Governmental or regulatory agency.

· Any other change in policies, plans or operations of CHF.

Any breach of such confidentiality is a matter of misconduct and shall be subject to disciplinary action by management of the Organization. Any such breach will be viewed more seriously when such information is used for personal gains either as monetary or as goodwill gestures.

3.EMPLOYMENT PRACTICES

RECRUITMENT & SELECTION

3.1 Guidelines for hiring decisions

3.1.1 The organization pursues an open hiring policy. Candidates belonging to any category, meeting the organization standards will be given an opportunity to compete for the vacant position.

3.1.2 The organization will hire competent people who meet the job requirements without regard to race, religion, color and sex.

3.1.3 As far as possible, the organization will consider present employees who meet the requirements of the vacant position. External recruitment will be considered when specific skills & experience required are not available in-house.

3.2 Recruitment Process

3.2.1 All recruitment will be initiated and coordinated by the Secretariat

3.2.2 The recruitment process will start only for sanctioned manpower requirement and with the prior approval of the concerned project director (in charge) / Executive Director.

3.2.3 Details of vacant positions will be e-mailed to the employees of the organization. This is to provide an opportunity to employees to apply for the same. If suitable internal candidates are not available, in the opinion of concerned project director(in charge) / Executive Director, then only will the organization resort to recruitment from outside directly to avoid delays.

3.2.4 CHF Secretariat will co-ordinate screening of applications, preliminary interviews, correspondence with applicants or consultants and reference checks.

3.2.5 CHF Secretariat shall co-ordinate the interviews and in consultation with respective Functional Head, form interview panels as and when required.

3.2.6 They will approve the salary & fitment, keeping in mind internal equity and compensation structure of the organization. The concerned program director (in charge) / Executive Director should ensure that no commitments are made outside the existing Compensation structure

3.2.7 On being selected, an Offer letter will be issued by the CHF Secretariat after ensuring that the due process of reference check has been completed to the satisfaction of the organization.

3.2.8 An appointment letter will be issued to the new joiner on the day of joining

3.2.9 Depending upon the criticality of the position, the organization may compensate salary for the notice period of the selected candidate to make it possible for him to join at the earliest. The decision in this regard will be taken by the respective Project Director/ Executive Director

3.2.10 In case of outstation candidates appearing for interview, when absolutely necessary, should the candidate be asked to stay overnight for the interview. However, the prior authorization of the one of the directors / Executive Director would be required. The organization would reimburse the boarding & lodging charges for the same.

3.2.11 First interview can be telephonic / video and if found suitable and short-listed be called for final round of interview.

4. JOINING

4.1 Objective

Due importance should be given to the joining process of new employees as it is an integral part of the induction program as well as goes a long way in creating a good first impression of the organization.

4.2 Formalities

4.2.1 Immediate Superior/CHF Secretariat as the case may be, will receive the new employee on the first day of reporting.

4.2.2 The Immediate Superior will ensure that the new incumbent is provided with an appropriate workplace and other facilities on the day of joining.

4.2.3 An announcement regarding the appointment of a new employee will be released by the CHF Secretariat for employees joining in Assistant manager and above cadre. The circular will contain a brief employee profile (academic achievement, significant experience, age and family) and details of appointment in the organization (Position, department & location) for the information of all through e-mail circular.

4.2.4 The CHF Secretariat should ensure that the new employee completes the joining process by giving necessary copies of all certificates, produces originals for verification as well as he/she fills all the forms as given by the CHF Secretariat. A set of forms are listed in annexure I, on the first day of his appointment.

4.2.5 All documents pertaining to the new employee as listed in the Annexure I are to be put into an HR file to ensure the maintenance of proper database and ease of administration.

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Annexure I

Documents for the HR File

- Curriculum Vitae
- Joining Report
- Personal Information Sheet
- One recent passport size photograph
- Interview evaluation sheet/Rating of interviewers & their recommendation for appointment/remark, if any.
- Noting of any commitment made at the time of appointment.
- Reference checks made and appropriate noting.
- Duplicate copy of Appointment letter, duly signed.
- Medical fitness certificate, if applicable.
- Xerox copies of the following testimonials duly verified with original and attested by the persons concerned:
 - 1) Educational/Professional qualifications.
 - 2) Service certificate
 - 3) Proof of date of Birth (Birth certificate or matriculate certificate)
 - 4) Salary details of the previous employment (if employed earlier)
 - 5) TDS certificate from the previous employer, if falling in the category for tax deduction.
 - 6) Copy of PAN card
 - 7) Address proof
 - 8) Emergency Contact person and mobile/landline numbers
 - 9) Relieving certificate from the last employer*

* In case an employee is not able to submit any one of the above on joining, the matter would be discussed and the genuineness of the reason will be recorded.

5. INDUCTION

Guidelines for developing Induction Program

- Welcome by Immediate Supervisor
- Joining Formalities
 - Organization overview
 - History of the organization
 - Organization structure
 - Vision /Mission/ organization priorities
- Introductions
 - Department
 - Members
 - Other Members with whom the incumbent will be interacting frequently
 - Functions of department and related departments
 - Department's role
- Work Schedule, Hours of Work
 - Holidays
 - Attendance
 - Leave Rules
 - Lunch Hours
 - HR Policies
- The immediate senior will go through with the new employee some of the HR Policies of immediate concern mentioned below:
 - Probation
 - Confirmation
 - Performance Assessment
 - Discipline / Grievance Handling
 - Personal Safety and First Aid

6. PROBATION & CONFIRMATION

6.1 Objective

Probation period provides an opportunity to both, the employee and the organization, to evaluate performance and suitability to the job and the fitment of the employee to the culture of the organization.

6.2 Probation

All new employees will be on probation for a period of six months.

6.3 Coverage

6.3.1 All employees

6.3.2 Fifteen days prior to confirmation the immediate superior will complete the performance assessment form and submit it to the CHF Secretariat. The Superior will assess the employee performance in the probation assessment form. Some of the performance parameters are:

- Accuracy, quality and quantity of the work done
- How well the employee interacts with other staff members:
- Attendance & punctuality; and
- Integrity and commitment
- Ability to make decisions, resolve problems or recommend changes

6.3.3 Other job specific parameters: The assessment will be reviewed by the Department Head along with the Executive Director.

6.3.4 Employees will be confirmed in the services of the organization if they meet the performance standards.

6.3.4 In case of unsatisfactory performance, employment may be terminated as per the terms of appointment or probation may be extended up to three months based on the merits of the case.

6.3.5 If the employee meets the performance standards of the organization during the extended period of probation the employee will be confirmed in the services of the organization.

6.3.6 During the period of probation, employment may be terminated by either side by giving a notice of 15 days, or salary in lieu of, as per the terms of the appointment letter.

6.3.7 CHF Secretariat will initiate the process of confirmation at least one month prior to the date of completion of the probation.

7. HOURS OF WORK & ATTENDANCE

7.1 Objective

This policy defines the hours of work & attendance requirements for all employees.

7.2 Working Days

Monday to Saturday: 9.30 a.m. to 6.00 p.m. – Total of 8.5 hours

7.2.1 The actual working hours may require staggering for a few departments depending upon the exigency of work e.g. employees working on site operations.

7.3 Recording of Your Attendance

7.3.1 Employee will be responsible for recording the attendance each morning in the muster or a swipe machine, as the case may be.

7.3.2 In the event that the employee is out on official work, the Immediate Superior shall approve of the absence from office and record the same.

7.3.3 It is the responsibility of the respective Department Manager to implement and monitor the attendance processes.

7.4 Late Coming & Early Leaving

7.4.1 Employee may come to work within 15 minutes of the scheduled office time. Those coming to work beyond 15 minutes will be marked late by the respective HOD.

7.4.2 For employees who come to work late more than three times in a particular month up to 45 minutes from the scheduled time, the organization will deduct half day casual leave for every additional late coming. In the event of the employee not having casual leave to his credit, half days salary will be deducted.

7.4.3 Organization recognizes that once in a while employee may need to leave the work place to attend to some personal work before the scheduled closure time. The respective HOD may permit such early leaving for up to two hours, not more than once in a month. Employees should understand that this is not their right but a facility and such permission can be granted if organization work does not get affected.

8. HOLIDAY

9.1 Objective

The organization values the need for holidays to enable employees to participate in festivals, religious ceremonies and national events.

9.2 General

9.2.1 Holidays are decided keeping in mind the needs of the employees & organization's requirements.

9.2.2 A location wise list of holidays based on the above principle is finalized and made available at the beginning of each year.

9.2.3 The organization observes 12 holidays in a year, including 3 national holidays that are to be compulsorily observed by all offices and locations. The national holidays are:

NATIONAL HOLIDAYS

Republic Day	26th January
Independence Day	15th August
Gandhi Jayanti	2nd October

9. LEAVE

9.1 Objective

Every employee requires time off from work for various reasons and thus has established the following guidelines regarding the various kinds of leaves the employees are entitled to.

9.2 Policy

9.2.1 For the purpose of leave entitlement; the calendar year is 1st Jan to 31st Dec.

9.2.2 Leave will be credited at the beginning of each financial year. Employees joining mid - year will be credited leave on a pro-rata basis.

9.2.3 During probation or training, the employee is not eligible for leave. In case of an exigency during the probation, the Program/Project Head may grant advance leave, which will be adjusted against subsequent entitlement of earned leave.

9.2.4 The employees immediate Superior has the discretion to sanction defer or refuse leave as per the exigency of work.

9.3 Procedure

9.3.1 Employees should first check their leave balance before applying for leave.

9.3.2 After completing the required details the employee should forward the leave application to the immediate superior for sanction.

9.4 Earned Leave

To provide employee with an annual vacation away from work

9.4.1 Eligibility

All confirmed employees will be eligible to avail of Earned Leave on completion of 12 months of service.

9.4.2 Entitlement

12 Days per year

9.4.3 Accumulation

Un-availed leave can be accumulated.

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9.4.4 Encashment

Encashment will be done @ 50% of salary provided the employee has a minimum balance of 30 days after the encashment. On separation, leave will be encashed the same way without any requirement of balance.

9.4.5 Intervening holidays

- Intervening holidays will be counted as leave

9.4.6 Number of occasions / Deviations

- Employees should avail of their earned leave for at least 4 days at a time and should ideally avail of it once in a year.
- Leave cannot be taken more than three times.
- Employees should apply for leave at least 7 days in advance.
- Any leave in excess of entitlement or number of occasion will need the approval of immediate superior.

9.4.7 Prefix / Suffix

The employees may suffix or prefix Casual Leave with holidays or weekly offs but not to any other type of leave. Suffixing / prefixing would be permitted if the total leave does not exceed 4 days.

9.5 Maternity leave

To grant all expectant mothers paid leave of absence from work.

9.5.1 Eligibility

All confirmed woman employees.

9.5.2 Entitlement

12 weeks leave. Entitled for up to two children only.

9.5.3 Accumulation

Not permissible.

9.5.4 Encashment

Not permissible.

9.6 Maternity leave – Flexi hours

To grant mothers post the birth of a child, the organization provides flexibility of adjusting working hours to enable them to give more time to their newborn babies.

9.6.1 Eligibility

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Confirmed woman employees, after maternity leave, within the first year of birth of a Child may avail this facility. This is not the right of employees but the benefit could be extended on a case-to-case basis ensuring that the organization's work is not impacted

9.6.2 Entitlement

Maximum period six months – case to case basis

Compensation during the Flexi hour's period will be

6 hours working @ 70% CTC

4 hours working @ 45% CTC

CTC would include all heads of remuneration, i.e., Fixed Pay, Variable Pay, bonus and other related benefits, if any. It would also include the dependent benefits like organization's contribution of PF.

9.6.3 Sanctioning Authority

The above is not a matter of right but a facility, which can be granted on need basis on the approval of the Program Director / Executive Director

9.7 Bereavement leave

To grant employees 'leave of absence' from work in the event of demise of a family member subject to approval from Program Director / Executive Director.

9.7.1 Eligibility

Confirmed employees.

9.7.2 Entitlement

Maximum of 3 days.

9.7.3 Paternity Leave

To Confirmed employees

3 working days within two weeks of child's birth. Up to the 2nd child

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10. SEPARATION

10.1 Objective

The organization recognizes different situations for separation from service and seeks to make the process of separation as smooth as possible for the employee as well as the organization.

10.2 Resignation

As per employment letter.

10.2.1 All confirmed employees in are required to serve one month's notice period or one month's pay (monthly pay) if applicable in lieu thereof.

10.2.2 All employees under probation are required to serve 15 days' notice period or pay (CTC) in lieu thereof.

10.2.3 The purpose of a notice period is to ensure the completion of assignments by the employee and enable the organization to make alternate arrangements.

10.2.4 During the notice period, the employee will not be entitled to take any leave. The employee cannot adjust balance leave accrued against the notice period.

10.2.5 In certain circumstances where employee continuation is in conflict with the interest of the organization, the employee may be relieved immediately.

10.2.6 Till the resignation is formally accepted, the resignation will be treated confidential by all concerned.

10.3 Exit Interview

10.3.1 The exit interview provides the organization valuable insights into the reason for separation.

10.3.2 Exit interviews will be conducted by the Executive Director in the week preceding the date of the employee's separation.

10.3.3 Guidelines for conducting of the exit interview are given in the Annexure I.

10.4 Death

In the unfortunate event of death while in service, the CHF Secretariat will render the necessary assistance for expeditious settlement of dues.

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Exit Interview form

Name of the Employee:	Employee ID:
Date of Joining:	Date of Leaving:
Designation:	Department:

1. When did you think of leaving? What happened?

2. Did anyone in the organization speak to you after you had submitted your resignation?

3. Please rank the items below in terms of the importance as reasons for the exit.

Use '1' as the most important, '2' as the next important, and so on. If a factor was not relevant at all mark it with an 'X'

Your Reason for Leaving	Ranking
Higher Salary	
Higher studies	
Dissatisfaction with the job content	
Lack of role clarity	
Not very good relationships with the peers/ superiors/ subordinates	
Lack of infrastructure	
Any other (Please specify)	

4. What are the changes in following factors that could have made you stay back? Please rate the following in order of importance to you, Use '1' as the most important, '2' as the next most important, and so on.

Factor	Ranking
Higher Salary	
Better job content	
Clearly defined job expectations	
Better Developmental Opportunities	
Any other (please specify)	

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5. Please list three strengths and weaknesses of the organization which you observed while working here:

Strengths	Weaknesses
1.	1.
2.	2.
3.	3.

6. Would you be open to rejoining, if there was a suitable position available at a later date?

Signature of CHF Representative:

Name: _____

Designation: _____

11. IT Security

NETWORK ACCESS

11.1 All information held on the networks including email, file systems and databases are the property of CHF and staff should have no expectation of privacy for this data.

11.2 Although it is not the general practice of CHF to monitor stored files, email messages and Internet access for their general content, CHF reserves the right to do so for system performance, maintenance, auditing, security or investigative functions (including evidence of unlawful activity or breaches to CHF policy) and to protect itself from potential corporate liability.

11.3 Staff must not issue any information to third parties unless they have authorization to do so.

11.4 Users are only permitted to access electronic information and data that they require to perform their duties.

11.5 If confidential information is lost, either through loss of a notebook computer, backup media or other security breach, the Executive Director must be notified immediately.

11.6 All computers must be switched off at the end of the day. This action erases residual information contained in the computer's memory and assists with overnight anti-virus software updates.

11.7 Data Protection

11.7.1 The Data Protection requirement imposes responsibilities on users regarding the processing of personal data. Personal data refers to data relating to a living individual who can be identified either from the data, or from the data in conjunction with other information held by an organization.

11.8 Personal use of computer systems

11.8.1 While CHF's PCs and notebook computers are provided for business use, it is acceptable to use them for a limited amount of personal use. This limited personal use of PCs is permitted provided such use does not a) interfere with the user's job commitments; or b) have a detrimental effect on the computer or network's performance.

11.8.2 Staff must not use CHF's systems or the Internet for commercial activities that are not related to the business of the organization

11.9 PC & NOTE BOOK SECURITY

11.9.1 General

· PCs and notebook computers must not be left unattended for long periods while signed-on e.g. during lunch, coffee breaks etc. Users must either logoff or activate a password-controlled screensaver if they are leaving their PC. The screensaver should be set to activate by default after 10 minutes of inactivity.

· IT equipment must not be removed from CHF's premises unless written approval has been received from the Executive Director. An exception is made for authorized off-site back-ups providing they

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are adequately protected against unauthorized access.

11.9.2 Software

- Software must not be copied, removed or transferred to any third party or non-organizational equipment such as home PCs without written authorization from the IT Department.
- Only software that has been authorized by the IT Department may be used on PCs and notebook computers connected to the CHF IT network.
- Downloading of any executable files (.exe) or software from the Internet is forbidden without written authorization from the IT Department. Staff may be given this authorization based on their specific job requirements.
- Regular reviews of desktop software are undertaken and the presence of unauthorized software will be investigated. CHF reserves the right to remove any files or data from IT systems including any information it views as unwarranted, offensive or illegal.

11.9.3 Confidentiality

- Confidential data held on computer media (e.g. flash drives, DVDs) must be stored securely when not in use.
- PCs and notebooks for disposal must have the hard disk 'wiped clean' before they are distributed outside CHF.

11.9.4 Notebooks and Tablet PCs

- All reasonable precautions must be taken to protect equipment against damage, loss and theft. The equipment must not be left unattended in any public place. Damage, loss or theft must be immediately reported to the relevant IT resource
- Anti-virus software is installed on all notebook computers.
- Data must be backed-up to the network on a regular basis and notebook users must ensure that the data on their notebook computers is adequately backed up.
- Tablet PCs computers must not be used to store sensitive information.
- Notebooks must be stored securely when not in use. Staff must not leave a notebook computer unattended at any time when not secured.

11.9.5 Computer Viruses

- Corruption of PC's or notebook's data or software by malicious software (e.g. a computer virus or a worm) must be reported to the IT Help Desk.
- Users are not permitted to disable or remove antivirus software under any circumstances.
- Unauthorized screen savers are not permitted, as they are a potential source of computer virus. If in doubt, please contact the IT Help Desk for advice.

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11.10 INTERNET AND EMAIL

11.10.1 General

- All staff has a responsibility to use the Internet in a professional, ethical and lawful manner. Users must regard Internet access as a privilege, which can be revoked.
- Users should exercise caution when making payments over the Internet, as the security of credit card details cannot be guaranteed. CHF will accept no liability for losses arising through the transmission of personal or financial information (e.g. Credit Card numbers) over the Internet.
- Users must not use CHF Internet facilities to download, display, generate and/or pass on to others material whether in text, pictures or any other form.
- All access to the Internet from CHF network will be via an approved channel that will be secured by a firewall.
- Users must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, failing to exit from websites, engaging in online chat groups, uploading or downloading large files, accessing streaming audio and/or video files, or otherwise creating unnecessary loads on network traffic associated with non-business-related uses of the Internet.
- Users must not use the same passwords for login to Internet websites as they do internally for CHF systems.
- CHF reserves the right to review, audit, intercept, access and disclose all access to the Internet. This includes emails sent and received in addition to websites visited and files downloaded from the Internet.

11.10.2 Email

- Email users must exercise caution with any external attachments other than those received from a trusted source, as these attachments may contain a computer virus.
- Users must not represent themselves as another individual in electronic communications.
- Email users must be aware of the risks associated using email to send confidential or commercially sensitive information.
- Users must ensure that documents attached to emails are not copyright protected.
- Email messages must be appropriate and professional.

11.10.3 Internal IT Security Policy and Procedures

- Users should be aware of their obligations and must not use email for transmitting data of a personal nature related to a third party.

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· If any person receives email, which they deem to be inappropriate, offensive or illegal, they must inform their "Relevant Manager". Immediate reporting of incidents facilitates more successful identification of the source and other details.

11.11 UNSOLICITED COMMUNICATIONS

11.11.1 Email

· Software is in place to monitor incoming and outgoing external email messages.

11.12 TELECOMMUNICATIONS

11.12.1 Remote access

· Remote Access can be defined as "Access to CHF's" IT resources or data from a location external to CHF premises. This access may be by a third party or an employee who is located off-site.

· All notebook computer users must ensure they have remote access software to connect securely to the CHF's IT systems.

· For cost and other security reasons remote connections must be closed as soon as a search is completed.

12. DOMESTIC TRAVEL

12.1 Objective

Business requires some employees to travel outside their location of work. The employee should travel in a way that facilitates effective performance at work and is economical.

12.2 Eligibility for Travel

12.2.1 Please refer Annexure I for the eligibility for mode / class of travel, lodging, boarding and other incidental expenses.

12.3 Daily Allowance

12.3.1 Where the employee is eligible to claim daily allowance, such allowance is in lieu of boarding & other incidental expenses such as tips, portage, laundry etc. No bills are required for claiming daily allowance.

12.3.2 The employee is eligible for daily allowance if he is staying away from the base location for at least for one night. Morning evening outstation travel will not form part of this policy.

12.4 Boarding & Incidental Expenses

12.4.1 If the employee is not governed by daily allowance, the employee could claim boarding & incidental expenses at actual subject to the limits applicable to the Band.

12.4.2 Alcoholic beverages / cigarettes for personal consumption will not form part of the above expenses.

12.5 General

12.5.1 All travel requires prior authorization by the employee's immediate superior.

12.5.2 In case of business exigency, upgradation of mode and class of travel and stay will require the prior written approval of the Executive Director.

12.5.3 The employee may draw an advance for his travel with prior authorization of the superior. The advance amount will be determined on the basis of the estimated tour expenses.

12.5.4 Travel expense statement will be supported by bills where required and should be submitted within seven days of the return to headquarters.

12.5.5 If the employee is sponsored for a Seminar/Training/Programme/convention, and the sponsorship fees include Boarding / Lodging expenses, he will not be entitled to claim any daily allowance. The employee would be eligible to claim reimbursements for other permissible incidental expenses incurred on actual.

12.5.6 Employees can also undertake short distance trips – intercity / intercity travel by using their personal cars/two wheelers for which they shall be reimbursed Rs.10/- per Kilometer for cars and Rs 5/- per km for two wheelers.

12.5.7 All limits will remain the same irrespective of the fact whether expenses are on organization account or any client account. However, exceptions are possible only in cases when the client makes travel and/or accommodation arrangements directly.

12.5.8 When a group of managers travel in a group and it is considered desirable that they stay at the same place in view of business exigency or ease of local travel and coordination, an attempt should be made that the hotel bookings are done in a manner such that the total cost of hotels falls within the sum of everyone’s entitlement. When this is not possible, the necessary sanction for additional expenses should be obtained prior to the travel from the director.

12.5.9 Likewise when a group of managers need to travel together, those not entitled to travel by air must obtain prior written permission from the Program Director.

Annexure I

	Class of travel	Stay (Actuals – with vouchers)	Daily Allowance	Mode of local conveyance
Trustees/Executive Director	Air	9000	3500	Hired Car
Project Directors	Air (2 nd AC for overnight journey up to 500 kms)	5000	2000	Taxi
Managers/ Assistant Managers	2 nd AC/ Air (if journey more than 18hrs by train)	3500	1000	Auto/ Taxi
Executives	3 rd AC	2500	800	Auto

Travel Expense Report				
Name of Employee	Band	Description	Department	Location
Give details of travel				
Mode	Journey (Location From To)	Commenced on (Date & Time)	Returned on (Date and time)	Train fare/ air fare
			Subtotal (a)	
Intercity – Travel expenses & conveyance expenses				
Sr. No.	Journey (from to)	Date	Mode	Amount
			Subtotal (b)	
Hotel Accommodation				
Date	Name of hotel	Bill No.	Date	Amount
			Subtotal (c)	
Food Expenses				
Date	Particulars	Bill No.	Date	Amount
			Subtotal (d)	
Total Expenses incurred			Total (a+b+c+d)	
Less: Advance drawn				
Balance payable to organization/ due from organization				
Signature of employee		Date	Approved by Executive Director/ Trustee	
			Signature	
			Date	

13. FOREIGN TRAVEL

Business tasks often require the employee to travel outside the Country. The employee should arrange his travel in a mode which facilitates effective performance at work and is cost effective.

13.1 Class of Air Travel As per project budget

13.2 Incidental Expenses

13.2.1 The employee is eligible to claim incidental expenses, such as local conveyance, tips, portage, etc. as per the Annexure I.

13.2.2 No bills are required for claiming expenses mentioned against 18.2.1.

13.3 Lodging, Boarding & Laundry Expenses

13.3.1 The employee is eligible for reimbursement of actual expenses as per the Annexure I.

13.3.2 The employee is required to support the expense with bills.

13.3 Stay with friends and relatives

13.3.1 Where the employee prefers to stay with friends or relatives, he has to ensure that such an arrangement does not violate interest of the organization and is within reasonable distance of the work place.

13.3.2 The employee will be eligible to claim a daily allowance in lieu of boarding/ lodging and laundry expenses on actuals as per the Annexure I.

13.4 In addition to the daily allowance the employee will also be eligible to claim incidental expenses as per Annexure I.

13.5 Medical Insurance

The organization will arrange for a suitable overseas travel medical insurance policy before the employee travels out of the country. If Health check is required the expenses will be borne by the organization.

13.6 General

13.6.1 The foreign travel policy is framed within the guidelines laid by the Reserve Bank of India / competent authorities. The employee should therefore adhere to the guidelines laid down by the organization.

13.6.2 All foreign travel will require the prior approval of the Executive Director / Trustees.

13.6.3 The authorization form is as per Annexure II.

13.6.4 All travel arrangements will be made only through approved Agent to avail of favored tariff from airlines and hotels. It will also provide necessary support for passport, visa, health certificate and other relevant documents required to undertake foreign travel.

13.6.5 Foreign exchange entrusted to the employee for the purpose of business travel is an advance. The employee is required to surrender unspent foreign exchange to the organization.

13.6.6 Upon return the employee is required to submit detailed expense statement as per Annexure III along with brief tour report, the supporting documents and the unspent foreign exchange to the accounts department.

13.6.7 Individuals holding Forex Debit Cards are encouraged to use the same. Only expenses anticipated to be paid in cash, needs to be drawn prior to departure in cash/ travelers cheques.

13.6.8 All expenses incurred in INR such as airport Tax, taxi fares, etc. will be reimbursed in addition to the above limits.

13.6.9 In the event expenses are incurred in currencies other than in USD/ Euro, the same would be converted into USD/ Euro at the prevailing exchange rate.

Notes:

- Taxi fare will be reimbursed actuals, against printed/computer generated bill.

Travel Requisition				
Name of employee	Band	Description	Department	Location
Give details of travel				
Sr. No.	Journey (Country) Route	Date of Journey	Time of travel	Flight no.
Purpose of Visit				
Special remarks, if any				
Signature of employee			Approved by Executive Director / Trustee	
			Signature	
Date			Date	

One copy of this Travel requisition form, used air ticket, hotel bill and other supporting documents must be attached to the Travel Expense report within 7 days of resumption after travel

Travel Expense Report				
Name of employee	Band	Description	Department	Location
Give details of travel				
Travel to :				
Purpose of Visit				
Date of Departure (from base) Date of Arrival (at tour destination) No. of nights abroad Hotel stay paid for (by self/ organization) Applicable allowance				
1. Details of expenses incurred directly: Hotel: Food: Conveyance: Airport Tax: Misc. (pls. specify):				
Subtotal (A)				
2. Details of expenses incurred through credit card Hotel: Food: Conveyance: Airport Tax: Misc. (pls. specify):				
Subtotal (B)				
Grand Total (A) + (B) Advance drawn Amount due to organization Amount due by organization				
Signature of employee		Date	Approved by Executive Director / Trustee	

14. OWN VEHICLE USAGE

This policy is to enable employees to claim expenses for usage of personal vehicle for office work. The rates would be revised as per Government of India rules from time to time.

14.1 Applicability

14.1.1 All employees who need to travel frequently for organization work. E.g. Projects, monitoring visits, etc.

14.2 Procedure:

14.2.1 The reimbursement will be possible only in case of vehicle which is owned by the employee.

14.2.2 The concerned employee will make a voucher on every Friday for the visits undertaken during the week in the standard format enclosed as annexure.

14.2.3 He will submit the same to his immediate superior for approval.

14.2.4 If the immediate superior is of the rank less than the Asst Project Manager., it needs to be approved by a personnel of Project Director or equivalent rank only.

14.2.5 The rates to be approved (for period from April 1,2016 to September 30, 2016) :

Two wheeler: Rs.5.00/ km

Car: Rs.10.00/ km