

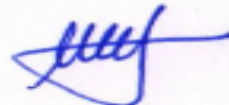





# HR MANUAL







## Annual Documents adequacy & Change Requirements Review

Sr.No	SOP /Doc No	Documents Name	Issue. No	Rev.No	Review Date	Change	Rev No	Revision Date	Reason for Change	Amendment
1	SDH/HR/01	HR MANUAL	1	1	20-Nov-23	No Any change review completed	1	20-Nov-24	No Any change review completed	No Any Amendment History
		Original Date	Effective Date		Next date of revision		Issue NO			
		01 May 21	20 November 2023		20 November 2024		1			
Reviewed & Prepared By			Recommended By				Approved By			
Mr.Rajendra Shrimandlikar		Mrs.Shraddha suryavanshi	Dr.H.Kalgaonkar				Dr.S.S.Deepak			
HR Manager		Quality Co-ordinator	Chief Medical Administartor				Chairman & Managing Director			
										



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Mr.Rajendra Shrimandlikar		Mrs.Shraddha suryavanshi	Dr.H.Kalgaonkar				Dr.S.S.Deepak			
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# SAIDEEP HOSPITAL

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Doc. No.



SHRPL/HR/PO/02

Rev No.  
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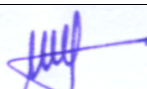
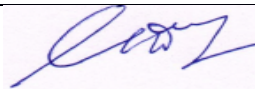
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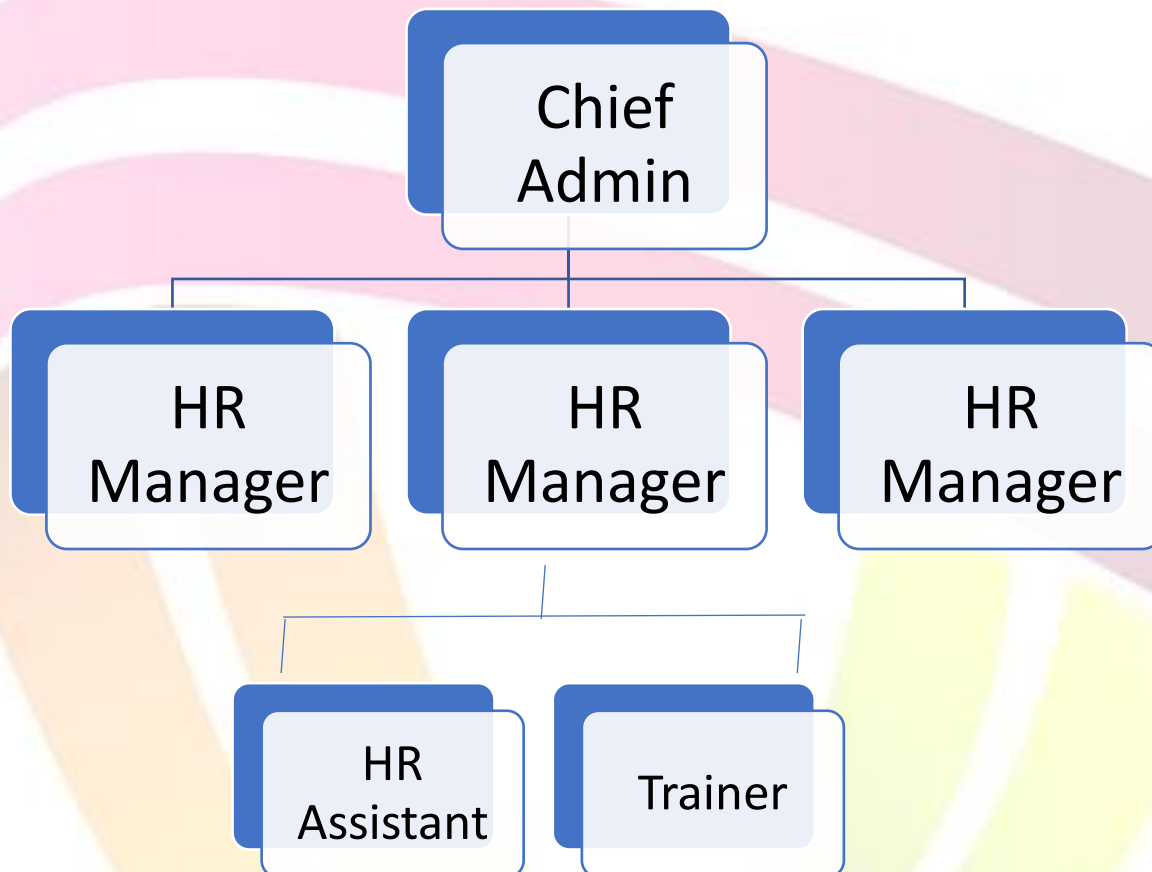
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### HR Department Organogram



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#### Roles & Responsibilities Of HR Department: -

##### Human Resource Planning:-

- Develop and maintain manpower plans and requirements of the hospital to maintain its ability to meet treatment, care and service needs of its patients
- Prepare annual manpower plan as a part of annual operations and financial planning and develop quarterly / monthly plans of recruitment based on the same
- Develop and maintain relationships with recruitment agencies, manpower suppliers, staff temping agencies etc for supply of suitable manpower as and when needed. This shall include relationships with specialized agency for supply of technical staff and doctors and specialized search firms for high profile doctors and key management roles
- Develop job specifications and job descriptions for each category of staff
- Support management in development of hospital and department level organization structures and defining reporting relationships at all levels


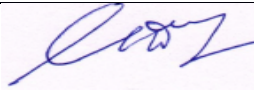
##### Recruitment and Selection of Staff:-

- Development and implement recruitment plans including maintaining an omnichannel recruitment process including media advertisements, online channels, employee referrals, search / recruitment agencies, campus-based recruitments, and employee referrals.
- Coordinate process of recruitment as per the manpower requirement and plans of the hospital based on monthly plans approved by the hospital and emerging staff requirements based on growth and on demand from service areas
- Coordinate various steps of recruitment including interview and selection process, preemployment checkups, background checks, security clearances (where applicable) and issue of offers / appointments and contracts as per policies of the hospital.
- Support management in developing and implementing compensation packages / offer packages as per industry standards.
- Develop and implement various models of staff engagement including employment, professional contract, staffing agency-based contracting, revenue share partnerships etc.; for defining the terms of engagement of various categories of staff / human resources

##### Staff Management & Co-ordination: -

- Support management in development and implementation for a Code of Conduct for Staff and oversee adherence to same by all staff members and identify instances of violation.
- Develop and implement various administrative policies for HRM like attendance, leave, conduct and replacement

##### Wage and Salary Management:-

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- Calculating the monthly list of salary and other forms of remuneration payable to various staff members based on attendance / leave management, payable and deductible benefits etc
- Support the management in implementing pay revisions for staff members annually and / or on need basis including required negotiations regarding the same
- Ensuring required compliance for various statutory provisions related to employment like ESIS, PF etc; and also, deductions of various TDS, Professional Tax etc. in coordination with accounts and finance team

#### Performance Appraisal: -

- Implementation and coordination of performance appraisal system for clinical staff of the hospital as per hospital policies and procedure for same
- Ensure performance appraisal of each clinical employee is documented and communicated clearly to the concerned staff member

#### Staff Joining and Induction: -



- Ensure proper joining process for each new recruited staff member and generate joining reports
- Provide induction and orientation training of the staff to equip them to work in the organization with a clear understanding of its vision and mission, organization rules including conduct, leaves, attendance, work requirements etc and standard training related to safety, infection control, quality improvement as required by hospital policies
- Ensure the staff induction and orientation training details are documented

#### Credentialing


- Complete and document credentialing requirements of categories of doctors, nurses and paraclinical & Non-Clinical Staff as per the hospital policy.

#### Privileging

- Coordinating the privileging process for the technical categories of doctors, nurses and paraclinical staff as per the hospital policy and documenting the same in personal files and communicating the same to service units where staff is deployed for services
- Updating the privileges when new privileges are requested based in change in nature of the job or based on acquisition of specific competencies
- Updating the privileges of above category on an annual basis

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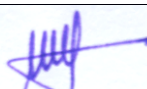
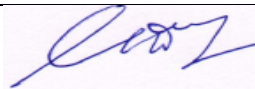
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### Training & Development Coordination

- Supporting the management in identifying trainers for various topic for training and development of staff and appropriate training as required by their job description
- Overseeing the training and development activities of the hospital
- Maintaining track and record of training employee wise
- Development and publishing of an annual training calendar
- Conducting training needs assessment for every staff member at least once annually and ensure required training are arranged at a hospital level
- Overseeing the activities of training of staff through outside sources for areas where expertise is not involved through identification and engagement of appropriate external resources
- Conduct periodic feedback exercises to ascertain effectiveness of training and quality of training process

### Staff Management, Staff Engagement and Welfare Activities & statutory compliances

- Oversee and coordinate hospital's process of handling staff grievances
- Oversee and coordinate hospital's process of handling staff disciplinary issues
- Issue show causes and communications based on disciplinary committees proceedings and maintain records of same
- Facilitate activities of grievances committee and maintain records of its proceedings
- Coordinate functioning of hospital's ICC and maintain records of proceedings as per statutory norms for same.
- Conduct annual health checkups and oversee staff health related activities in coordination with other hospitals teams
- Coordinating the occupational health hazards policy in coordination with other teams like infection control, radiation safety and lab safety.
- Conduct staff welfare activities and events to promote staff sense of belongingness, team spirit and pride as a Saideep Hospital team member
- Develop and maintain employee communication formats like intranet, newsletters, and internal magazines as and when applicable
- Conduct various team building and team improvement exercises to promote staff / team coordination and working culture
- Conduct annual / bi-annual employee satisfaction surveys to understand the staff perception about working environment and assist the management in using its insights to improve staff working conditions
- Coordination of documentation of staff personal information and its updating through maintenance of staff personal files as per hospital policy and act as its custodian ensuring confidentiality of same
- Overseeing the activities of outsourced agencies staff working in security, housekeeping and F&B in accordance with legal point of view and also in accordance with perms of the MOU
- Ensuring uniform policy and ensure supply and issue of uniform to staff
- Ensure staff grooming standards as per hospital policy
- Ensure measures for prevention and handling of workplace violence
- Issue of identity cards / access cards etc
- Managing resignation, separation, exit interview, non-dues clearance process for staff and its documentation
- Responding to background checks and verification requests from other hospitals / organizations regarding past staff members and providing them in coordination with various departments

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- Issue of various certificates including experience certificates to staff, trainees, internees etc
- Management of various training and internship programs that the hospital may provide in association with various academic / training institution including coordination with the institutes and overseeing students / trainees / internee's attachment with the hospital.
- Statutory Compliances like filing annual & quarterly labour returns like employment exchange, Labour welfare Return etc., & renewal of various labour licenses like Shop Act, Contract Labour etc.


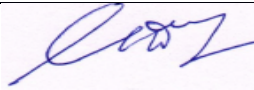
#### Vision, Mission and Values

**Vision:** A vision statement defines what an organisation stands for. It describes the kind of legacy the founders want to create. It is the 'Why' of an organisation derived from the deeply held values and beliefs of the founding members. The vision statement provides inspiration to all stakeholders and acts as a continuous reminder of the purpose of the organisation's existence.

Basis a common understanding from the founder members of Saideep, the following vision statement is created

**"Saideep Hospital will be an innovative, leading regional hospital dedicated to advancing the health and transforming the lives of the people through excellent clinical quality, accessible, patient-centred, caring service and unmatched physician and employee commitment."**

**Mission:** A mission statement defines how an organisation wants to meet its vision. What are we doing today to meet our vision. The mission statement aligns all stakeholders to the end objective and builds the culture of the organisation.

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Basis a common understanding from the founder members of Saideep, the following Mission statement is created

- To Provide compassionate, accessible, high quality, cost effective healthcare to community
- To Promote Health
- To Educate healthcare professionals and to participate in appropriate clinical research.

Values: They are the principles that define the behaviour of the members of the organisation. They guide us in times of difficult decision making. They make the professional and ethical fabric of the organisation.

Basis a common understanding from the founder members of Saideep, the following Mission statement is created



- Empathy and Care
- Professional competence
- Integrity
- Communication

#### Saideep's Code of Conduct

Code of Conduct acts as a guiding light for us when we face real life situations and the answers are not clear. It reminds us of our responsibilities towards, patients, their care givers, colleagues and the profession. At Saideep we follow the following code of conduct:

#### 1. Towards Patients and Care Givers

- *Communication*
  - Employees at Saideep will, at all times interact with the patients with respect and care and be cognizant of the fact that patients are here to heal. Relatives and care givers have a loved one in your care.
  - Communicate openly and honestly, but be cognizant of the sensitivities of the patient. Patients and care givers trust their doctors for advice and we shall not use the information to mis-guide or share half-information or manipulate data with the patient or relatives or take advantage of the patients lack of medical knowledge
  - Communicate on time, do not hold information that can be useful for decision making
  - Report any matters that cannot stand the scrutiny of ethics and breach of code of conduct
- *Data Accuracy and Confidentiality*
  - We will maintain utmost accuracy of data and information collected during patient's treatment at Saideep.
  - Maintain privacy of data collected through reports, diagnostics, patient interactions, etc.

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- Employees will not mis-use the patient data -collected for personal or official purpose during the patients treatment and after

- **Respecting Diversity**

- Caste, colour, religion, age, sex, sexual orientation, economic background, ethnicity will not matter to us when we treat patients.

## 2. Towards Hospital Colleagues

- **Communication**

- Communicate with your professional colleagues with respect, without any discrimination to Caste, colour, religion, age, sex, sexual orientation, economic background, ethnicity and experience
- Communicate honestly and directly while being sensitive to not hurt or insult each other
- Communicate in time on important patient and hospital related information which can affect decision making
- Report any incidents related to patients, colleagues or the hospital immediately to senior management that require their attention

- **Collaboration**

- Team work is key to our organization's success. At Saideep we focus on finding solutions together.
- We offer our expertise to our colleagues abundantly and express gratitude to those who offer us help and advice.

- **Professional Development**


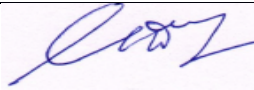
- We constantly strive to upgrade our knowledge and keep abreast with recent developments in the field of medicine, healthcare, diagnostics and patient care.
- We encourage and appreciate each other for their accomplishments and further professional development

## 3. Towards the organization

- Resources provided to us are for carrying out our day to day work effectively. We strive to use them responsibly and take care of the equipment, infrastructure and other assets that are in our charge
- We commit to providing a safe working environment to all our colleagues, an organization free of any kind of harassment.
- At all times our decisions will be guided by keeping the best interest of the organization in mind.
- We commit to follow an ethical professional practice and run an ethical business enterprise that each of us would be proud of to be associated with.

## 4. Towards the profession

- We will strive to meet the highest standards of our professional medical practice, patient care and research.
- We will contribute in expanding the body of knowledge of our field as we come across new findings in our careers

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### Organization Structure

The organization structure acts as the back bone of an organization, its fundamental function is to provide stability to the organization. The structure of an organization is developed keeping in mind the end service to be delivered and whatever it takes to make it happen. An organization needs effective upward and downward communication, swift decision making and accountability of actions and decisions taken. While designing the organization structure following organization design principles were

**Division of Labour:** Each function holds its own expertise and work needs to be divided as per the specialization required. At Saideep, we have 3 work streams, Medical, Technical and Administrative & Other Functions.

**Span of Control:** To be effective in carrying out the responsibility's employees require guidance on day-to-day basis. The span of control is kept optimal for sound decision making for the Supervisors as per the recommendations of NABH.

**Scope for Growth:** The hierarchy of an organization depends on the growth stage of the organization. The structure should be elastic enough to accommodate spurts of change in the organisations size.

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### Categories of Employees

#### Objective:

To classify professionals working in Saideep as per their work streams, qualification and experience.



#### Scope:

This policy applies to all employees at all locations.

#### Guidelines:

1. All employees will be assigned a Band and Level at the time of joining.
2. The Band and Level will be revised at the time of annual appraisal or during the promotion cycle.
3. HR will revise the policy and suggest changes as suitable to the organisation needs.

Band (Exp. In years)	Level	Work Streams		
		Medical	Technical Staff	Administrative & other Functions
1 (18+)	A	Sr. Consultant, , Supt. Nurse,	Sr. Technician, Sr. Engineer	General Manager
2 (15 – 17)	A	Consultant, , Asst. Supt. Nurse,	Technician, Engineer	Sr. Manager
3 (7 – 14)	A	RMO, , Nurse – In-charge,	Technician, Engineer	Manager
	B	Asst. RMO, , Sr. Nurse,	Technician, Engineer	Asst. Manager
4 (0 – 3)	A	Asst. RMO , , Nurse,	Technician, Asst. Engineer	Receptionists, Clerks
	B	Asst. RMO , , Nursing Asst., Patient Care Staff	Asst. Technician	Housekeeping Staff, Helpers
5 (0)	A	Trainee		

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### Manpower Planning Policy

#### Objective

Define the guidelines for forecasting manpower requirements and budgeting manpower costs for Saideep Hospital and Research Centre.



#### Scope:

All departments at Saideep Hospital and Research Centre.

#### Guidelines and Process

- Manpower plan will be created on the basis of overall short term and long term business plan of Saideep Hospital and Research Centre. The manpower plan will be created in the month of January for the next financial year.
- The HODs will prepare their department's Manpower plan and organogram for the financial year in the month of October.
- The manpower plan will be with HR to identify any known or expected attrition, long absences on account of sabbatical, maternity or illness, employees superannuating, completing contracts and employees returning back to work from maternity, sabbatical or illness.
- HODs and HR will prepare a detailed costing including cost of hiring, compensation and other direct and indirect expenses.
- The Chairman & MD will finalise the manpower plan and budget.
- The finalised manpower plan will then become the annual operating plan and all resources will have to be requisitioned.

**EXCEPTIONS:** All exceptions to this policy will have to be approved by the Chairman & MD.

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#### RECRUITMENT AND SELECTION POLICY

##### POLICY OBJECTIVE:

- To enable selection of the best person for the job and provide a structured approach to the recruitment process across the Hospital.



##### POLICY:

- At SHRPL each appointment will be viewed as a key business decision and therefore the recruitment processes will be geared to identify the key skills, knowledge, motivation and required for the job.
- An Annual Manpower Plan/ Budget will be finalized at the beginning of the year.
- All recruitments are to be made only against the Manpower Plan and Manpower Requisitions which will be derived from the Annual Business targets and / or the succession planning done by HODs in their departments.
- SHRPL does not employ people below 18 years of age.
- SHRPL does not employ people having a criminal background.
- The Recruitment process will strive to identify clearly the role and responsibilities of each job and its contribution to the Hospital as a whole.

##### PROCEDURE:

Given below are the procedures that will have to be followed while recruiting new employee. All queries at variance with this policy are to be addressed to the HR Head and his/ her decision is final.

- The respective HOD will, at the time of preparing the Annual Manpower Plan and Budget and also as and when needed (vacancy by promotion or exit of an employee), make an assessment of the manpower requirement.
- The HOD will make a manpower request through the Manpower Requisition Form & forward it to the HR department.
- The HR Department should forward the same to Chief Administrative Officer for approval.
- CAO will take the final approval from Chairman & MD, the HR Department will start the Recruitment process. The first step will be to check if the job description and specification matches with any of the current temporary employee/ any other employee. If an employee is available for that position internally, the HR Head should take NOC of the respective HOD under whom the employee is currently working.
- If suitable candidate(s) is unavailable within the Hospital then the vacancy will be filled by employee referrals/job portals/ placement consultants/ advertising/campus recruitment or walk in interviews.
- HR department will screen all the resumes received through various sources & forward the shortlisted resumes to the respective HODs.
- The respective HOD will validate the technical skill sets of the short-listed candidates & finalize the list of candidates for interview & will intimate the HR Department.
- HR department will organize for the interviews of the candidates.

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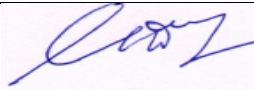
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9. Candidates coming for interviews will be required to fill a 'Pre-Interview Form'
10. The HR and respective HODs will separately or jointly conduct the interviews and will record their scores in the 'Candidate Evaluation form'
11. The candidates will be ranked based on the total scores attained.
12. The HR Head will finalise the remuneration and issue a recruitment offer letter to the candidate as per the budget sanctioned for that position.
13. The respective HOD and HR Head will jointly decide the joining date of the selected candidate.
14. If the selected candidate does not join on the designated date, the HR department will proceed with commercial finalisation with the next best candidate.
15. In all cases, before the candidate joins the Hospital, **Pre Employment Health Check Up** (by Hospital recommended doctor) and Reference Check will be done by calling or by email to the references given by the candidate.
16. The formal 'Letter of Appointment' bearing the signature of Chief Administrative Officer will be given to the new recruit on his joining date. The copy of letter duly signed by the new recruit will be kept by the HR Department in the employee's personal file.
17. The new recruit will be required to complete the necessary joining formalities as per the 'Joining Checklist'
18. The information about new recruitment will be communicated to all the people in the Hospital by personally introducing the new recruit to everyone.

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### Working Hours

#### Objective:

To define the working hours of Saideep Hospital and Research Center Pvt. Ltd.

#### Guidelines

1. As a 24-hour 7 day a week healthcare facility, hours of work and work schedules will be specific to the department employees work in.
2. Hospital will operate in 3 shifts covering 24 hours of service and a General Shift. Employees will be communicated about the shifts through the portal.
3. Following shifts will be observed at Saideep:

<u>Shift Timings</u>		
Shift	Start Time	End Time
Shift 1	8:00 AM	2:00 PM
Shift 2	2:00 PM	8:00 PM
Shift 3	8:00 PM	8:00 AM
Shift 4	8:00 AM	4:00 PM
Shift 5	2:00 PM	10:00 PM
Shift 6	10:00 a.m.	7:00 AM
Shift 7	9:00 AM	6:00 PM



4. Change of shift will be accommodated as much as possible, but all requests have to be approved by the supervisor and requested through the portal.
5. Lunch break will be for half an hour between 1:00 PM to 2:00 PM. Dinner break will be from 8: 00 PM to 9: 00 PM.

#### Festive and National Holidays

1. There would be 7 other National and Festive Holidays in a year. The list will be published by HR in the month of December of the previous year for the next year.

### Leave Policy

#### Objective:

Recommended By	Signature	Approved By	Signature	15
Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
Chief Medical Administrator		Chairman & Managing Director		





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Saideep Hospital recognizes the importance of providing certain amount of flexibility to the employees to take care of personal, domestic & social necessities. Leave policy is applied on Calendar year basis. Calendar Year is the period from 1st January to 31st December of a year.

**Scope:** This policy is applicable to all full-time employees of Saideep

#### Guidelines:

##### **Annual Paid Leaves (APL)**

- Annual Leaves are designed to give our employees vacation period for rest and relaxation and to provide time off for personal needs.
- The APLs will be effective the calendar year (1st Jan to 31st Dec of every year)
- Employees can avail 15 days of Earned Leave in a year. It will be credited every month.
- In the event of leave request for ten (10) days or above at a stretch; Employees should plan and intimate the respective Reporting Manager at least thirty (30) days in advance.
- Any medical or personal exigency which calls for a longer period of absence from work will be accepted on a case to case basis post discussions and approvals from the RM and BU Head

##### **Casual Leaves**

- 8 casual leaves are allotted to every employees after completion of probation period for a year.
- Casual leaves cannot be forwarded to next year.

##### **Holidays**



- Besides the above 15 APLs employees are also entitled for a total of eight (7) paid holidays which will be published in the last week of December for the subsequent year
- Holiday calendar followed will be as per the year (1st Jan to 31st Dec of every year)
- India being a land of diversity, we understand that our employees may want to optionally avail work-offs on festivals as per their choice. To accommodate the same, employees can avail TWO (3) holidays of out of the eight (8) Holidays as OPTIONAL HOLIDAYS

##### **Maternity Leave (ML)**

**Note:** All the benefits under section 'Maternity Leave' are strictly in adherence to **applicable** statutes under 'the Maternity Benefits Act, 1961'.

##### **1. Duration of ML**

- Female employees of Saideep Hospital (not covered under ESIC) are entitled to Maternity Leave for twenty six weeks based on statutory regulations. Maternity Leave can be granted in conjunction with other leaves

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Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
Chief Medical Administrator		Chairman & Managing Director		



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ii. Maternity leave shall not commence earlier than six (6) weeks prior to the expected date of delivery. The application for the Maternity Leave should be supported with a copy of Medical Certificate from Registered Medical Practitioner

#### 2. Illness Arising out of Pregnancy

In case of illness arising out of pregnancy, delivery, premature birth of child, a female employee is entitled for paid leave to the maximum duration of one (1) month, over and above the Maternity Leave duration. To avail this benefit, a female employee would be required to furnish medical documents certified by a Registered Medical Practitioner, maintaining a mention of the illness / complication.

#### 3. Miscarriage

In case of miscarriage, a female employee shall be entitled to maternity leave benefit, for a period of six weeks immediately following the date of her miscarriage

#### 4. Medical Bonus

Female employee availing ML will be entitled to INR 3,500 as a Medical Bonus. This bonus is over and above the full salary that the employee is entitled for, during the ML.

#### 5. Adoption

In a case, wherein a child has been adopted, a female employee will be entitled to Maternity Leave for six (6) weeks. ML in case of adoption of a child can be granted in conjunction with other leaves, but the total period of absence should not exceed nine (9) weeks. ML shall not commence earlier than the completion of the legal process for adoption of a child. The application for the ML for adoption cases should be supported with submission of Child Foster Agreement


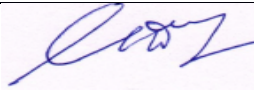
#### Paternity Leave: (PL)

##### 1. Duration of PL

Male employees are eligible for seven (7) days of paternity leave, for up to 2 children. The leaves need to be availed within three (3) months from the day the child is born. The application for the Paternity Leave should be supported with submission of the birth certificate of the child

##### 2. Adoption

In a case, wherein a child has been adopted, a male employee will be eligible for seven (7) days of paternity leave, for up to two (2) children. Adoption leaves can be availed within three (3) months from the day the child is adopted. The application for the Paternity Leave for adoption cases should be with a prior approval of RM and should be supported with submission of Child Foster Agreement.

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Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		17
Chief Medical Administrator		Chairman & Managing Director		





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#### Compensatory off

1. Due to business obligations the hospital may require any employee to work on all or any of the National Holidays like 26th January, 1st May, 15th August and 2nd October. Every employee who works on these days shall be entitled to paid wages and also a Compensatory off
2. Compensatory off has to be availed within two (2) months of the Weekly off/Holiday for which the employee has worked.
3. Compensatory off can be claimed by employees across all Bands
4. employee will be able to apply for Compensatory off only if he/she has worked for more than four (4) hours in office during the holiday / work off day.
5. 4 hours of work on a work off / holiday will total up to half (½) day compensatory off

#### Leave Carry forward

- i. The organization wants all of its employee to enjoy the available leaves, however in the event wherein an employee is unable to utilize her/ his leave within the stipulated time period, leaves can be carried forward to the next year (1st Jan to 31st Dec of every year)
- ii. Accumulation of Carried forward leaves are limited to a maximum of forty five (45) Leaves at a given time. Additional leaves will lapse once this figure is reached.



#### Leave Encashment

Leave encashment option can be availed **ONLY** upon resignation or termination of services from the organization.

1. Encashment of un-utilized APL balance, shall be calculated as on last working day and will be credited with the full and final settlement for the respective employee
2. In case the employee have availed any advance leaves, the same shall be adjusted on the pro-rata basis with the full and final settlement for the respective employee
3. Leave encashment would be calculated on gross wages (excluding retirement benefits, Performance Pay perquisites) for the total number of available APLs, as on the last working day.

#### Un-authorized Leaves

- a. An employee is considered to be on un-authorized leaves
  1. If s/he goes on leave beyond the available balance without prior approvals
  2. Goes on leave without intimation/prior permissions
  3. Overstays the period of leave originally granted or subsequently extended without approval for eight (8) consecutive days or more

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Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
Chief Medical Administrator		Chairman & Managing Director		



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- b. An employee shall lose lien on his/her appointment and would be deemed to have voluntarily abandoned his/her services.
- c. An employee is liable for a legal action on repeated occurrence of unauthorized leaves

#### Resignation Subsequent to Leave

1. An employee who proceeds on leave and does not resume duties thereafter, or submits resignation, is treated as having voluntarily abandoned the service. The employee will lose right to leave and will lose lien on the job.
2. The resignation, is at organisation's sole discretion, may be accepted from last working day at Saideep, notwithstanding the leave granted earlier.

#### Leave during Notice period



1. Leave during notice period is dependent upon the exigencies of work and discretion of RM. The RM may grant leave on a case to case basis, subject to the work load along available leave balance, at the rate of two (2) days per month of notice period but not exceeding six (6) days.
2. The un-availed balance leave will be encashed during the Full and Final settlement of the employee
3. Availing leave on medical grounds while serving notice shall strictly be on the basis of medical certificate issued by registered doctor (general practitioner or a specialist).
4. Employee can avail the balance compensatory Offs and Optional Holidays
5. Any un-authorized absence during the notice period will be treated as shortfall in notice period. In such cases In- charge in consensus with the HOD reserve the rights to extend the notice period.


#### Grievance Handling Policy

##### Objective

An employee at the workplace may experience conflicts arising out of difference of understanding between reporting managers and employee or among peers. While most of the disputes may be resolved informally, some of the disputes may carry higher level of intensity. The grievance resolution policy provides for a formal mechanism & process to ensure fair and consistent treatment of employee's grievances. The purpose of this policy is to create a mechanism for resolution of any employee grievance that may surface while being employee with Saideep Healthcare and Research Pvt. Ltd.

##### Scope

Recommended By	Signature	Approved By	Signature	19
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Chief Medical Administrator		Chairman & Managing Director		

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The policy is applicable to all employee of Saideep Healthcare and Research Pvt. Ltd.

### Definitions and Abbreviations

Employee: Employee in this policy means FTEs who are working with Saideep Healthcare.

**Grievance:** Grievances are issues reported through Saideep Healthcare management, Directors, HR team, formal channels provided to employee to voice grievances and cases referred to the HR team by managers. These may be with regards to the terms and conditions of the employment arising from any management decision which the employee understands as violation of rights under, or failure to apply, established Saideep Healthcare regulations, policies or practices, or which results from a misinterpretation or misapplication of the same.

### Guidelines

Saideep Healthcare strives to ensure fair and honest treatment of all employees.

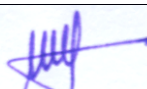
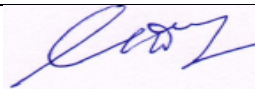
1. All grievances and their resolution must be communicated in writing. Reporting managers should have their responses ratified by HR team and should ensure that all approvals are in place before communicating back to the employee.
2. Employee are encouraged to discuss / raise their grievances through their reporting managers. (except in cases where the grievance pertains to their reporting managers)
3. If employee is not happy with the provided Grievance Resolution Then he should follow the grievance resolution procedure.
4. No employee will be penalized, formally or informally, for voicing a complaint with Saideep Healthcare in a reasonable, business-like manner.

### Procedure

The following mechanism would be used for resolving a grievance:

#### **Step 1 : Present the grievance to the In-charges:**

1. The employee should report the grievance in writing or over email and also discuss the same with the In-Charges.
2. In cases where the complaint is against the employee's management or there is a valid justification, grievance should be directly reported to the HR Head.
3. All other grievances would be formally accepted after they are reported to the In-charges and HODs and the employee
4. is not satisfied with the resolution provided
5. The In-charge shall investigate the grievance and attempt to resolve it and communicate to the employee within a time frame as mutually agreed with the employee.
6. In case the In-charge is on leave or travelling on duty, the employee can report the grievance to the HOD.

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Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
Chief Medical Administrator		Chairman & Managing Director		



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#### Step 2 : Present the grievance to the HOD

1. If the grievance is not resolved to the employee's satisfaction or if the Reporting Manager fails to communicate his / her decision within the specified time period, then the employee must refer the grievance to his / her HOD.
2. The HOD shall investigate the problem, gather all relevant facts and opinions and respond within a time frame as mutually agreed with the employee.
3. If additional time is required then the employee shall be notified of the delay and be given an accurate indication of when a response will be forthcoming.

#### Step 3 : Present the grievance to the HR Head

1. If the employee is not satisfied with the HOD's response, he / she may approach the HR Head with the grievance.
2. All such grievances should be investigated by the HR who may collaborate with other teams as appropriate.



#### Step 4 : Final grievance resolution

1. HR should present the findings of the investigation to the Chairman & MD.
2. The authorized person would be the decision making authority. HR will keep the employee informed about the expected time of formal resolution.
3. Responsibility of tracking SLA adherence would lie with HR.
4. The decision taken by the Chairman & MD would be final.

#### Constitution of Grievance Committee: -

The convener shall have the authority to invite any non-member to attend the meeting if it is deemed fit in relation to any matter being/ or to be deliberated by the committee.

Chief Administrator	Presiding Officer	Dr. H. Kalgaonkar
General Admin	Convener	Mr. Vilas Kalbhor
All Clinical & Non-Clinical HOD's	Members	
HR Manager	Member	Mr. Viresh Dethé

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Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
Chief Medical Administrator		Chairman & Managing Director		





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#### Disciplinary Policy

##### Objective

Saideep Healthcare believes in promoting fairness in the treatment of employees and in the conduct of business. The policy is also aimed at ensuring that the standards of conduct are adhered with. The purpose of this policy is to provide standard guidelines for managing situations which require disciplinary action.

##### Scope

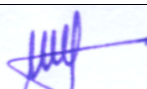
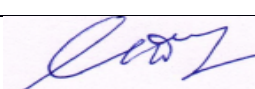
The policy is applicable to all employee of Saideep Healthcare.

##### Definitions and Abbreviations

**Discipline:** As per this policy, "Discipline" means behavior that strictly complies with the Saideep Healthcare Code of Conduct and demonstrates high level of ethics and legal compliance. Within the scope of this policy, "Discipline" will also be termed as acts that ensure avoidance of any behavior (actions / omissions) which is contradictory to any of the clauses mentioned in the offer / contract of employment between Saideep Healthcare and its employees, and / or actions / omissions which are contradictory to any of the Saideep Healthcare policies being implemented from time to time and / or actions / omissions that may be termed as "Misconduct" as per Sec. 4.2 of this policy

**Misconduct:** Misconduct generally is any act or conduct which is not consistent with the expressed or implied conditions of employment. A list of misconduct has been defined in the annexure however the same is only indicative and not exhaustive. Misconduct may be minor or major depending on the facts of the incident

Following are some of the acts and omissions that will be termed as misconduct, while an employee is employed / contractually engaged with Saideep Healthcare.

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Chief Medical Administrator		Chairman & Managing Director		



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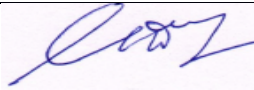
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- i. Wilful insubordination or disobedience, whether alone or in combination with others, to any lawful and reasonable order of a superior,
- ii. Theft, fraud or dishonesty in connection with the Saideep Healthcare's business or property,
- iii. Willful damage to or loss of Saideep Healthcare's work in process, goods or property,
- iv. Taking or giving bribes, or any illegal gratification, or accepting any form of gifts or tokens from stakeholders, including but not limited to vendors; for personal reasons or towards obtaining benefits for Saideep Healthcare,
- v. Any act / behavior which is in contradiction to any of the clauses stated, either in any of Saideep Healthcare's policies or the employment related agreement entered into between Saideep Healthcare and the employee,
- vi. Failure to take corrective action on verbal / written reprimand issued by appropriate authority representing Saideep Healthcare,
- vii. Habitual absence without approved leave or absence without approved leave for more than 8 consecutive working days, or overstaying the approved leaves without sufficient grounds or proper or satisfactory explanation,
- viii. Habitual late attendance,
- ix. Breach of any law applicable to Saideep Healthcare,
- x. Riotous or disorderly behaviors at Saideep Healthcare Premises or any act subversive of discipline,
- xi. Evincing such willful or wanton disregard of an employer's interests as is found in deliberate violations or disregard of standards of behavior which Saideep Healthcare has the right to expect of an employee,
- xii. Habitual neglect of work, or gross or Habitual negligence,
- xiii. Willful slowing down in performance of work, or abatement or instigation thereof,
- xiv. Denial to accept projects being assigned, on grounds found unreasonable by Saideep Healthcare,
- xv. Going on illegal strike or abetting, inciting, instigating or acting in furtherance thereof,
- xvi. Preaching religious practices at the Premises / through the use of Saideep Healthcare's facilities or resources / sending messages / communication against any caste, religion or race, gender, region, language, etc.
- xvii. Violation of Saideep's dress code and / or entering the Premises in obscene attire,
- xviii. Carelessness or negligence of such degree or recurrence as to manifest equal culpability or wrongful intent,
- xix. Failure to comply with Saideep Healthcare's information security policies and procedures enforced from time to time,
- xx. Violation of Saideep Healthcare's / its clients' intellectual property rights ("IPR") and/or client code of conduct and/or security requirements,
- xxi. Usage of Saideep Healthcare's assets like computers / internet facility for gaining access to / download of / upload of / printing / sharing of inappropriate contents like pornography and/or illegal information and activities,
- xxiii. Entering Saideep Healthcare's Premises / premises of any of the organizations or establishments with which Saideep Healthcare's conducts business, in drunken state and / or under influence of any intoxicating drugs, or consumption of alcoholic beverages and/or banned

Recommended By	Signature	Approved By	Signature	
Dr. Hrishikesh Kalgaonkar		Dr. S.S. Deepak		23
Chief Medical Administrator		Chairman & Managing Director		





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- drugs at Saideep Healthcare's Premises/ premises of any of the organizations or establishments with which Saideep Healthcare's conducts business,
- xxiv. Failure to observe safety instructions notified by Saideep Healthcare's, or interference with any safety device or equipment installed within the establishment,
  - xxv. Faking identity or impersonating another employee or stakeholder, irrespective of the reason behind such an action,
  - xxvi. Submission / declaration of false documents / facts while getting employed, or during employment with Saideep Healthcare.
  - xxvii. Any act or behavior that is not in consonance with applicable laws,
  - xxviii. Getting into any kind of parallel employment or commercial activity,
  - xxix. Using the Saideep Healthcare brand or its assets for any unapproved and unauthorized personal benefits,
  - xxx. Passing remarks or participating in acts that are defamatory in nature towards Saideep Healthcare or Saideep Healthcare's employee or group of employees, stakeholders, work projects or assignments,
  - xxxi. Usage / possession of "arms" / "ammunitions" / "firearms" at Saideep Healthcare's premises, (The terms "Arms" / "Ammunitions" / "Firearms", as used herein shall have the same meaning as ascribed to them under Sec. 2 of the Indian Arms Act, 1959),
  - xxxii. Collection of any monetary amount, which includes, but is not limited to collection of money for charity, without requisite authorization from designated authority in Saideep Healthcare,
  - xxxiii. Smoking in areas not specified as "Smoking Zones" at Saideep Healthcare's Premises,
  - xxxiv. Cheating or adopting to unauthorized practices during any of the Saideep Healthcare's assessments,
  - xxxv. Sexual harassment, which includes unwelcome sexually determined behavior (whether directly or by implication) such as: physical contact and advances and /or a demand or request for sexual favors and /or sexually colored remarks and /or showing pornography and /or Any other unwelcome physical, verbal or non-verbal conduct of sexual nature.

### NOTE:

Mere inefficiency, failure to perform as the result of inability or incapacity, a good faith error in judgment or discretion is not termed as misconduct.


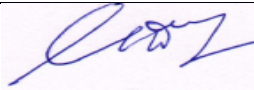
"Habitual", under the scope of this policy means occurrence of the behaviour / incident more than three (3) times in a Financial Year

"Premises", under the scope of the policy includes Saideep Healthcare's owned / leased offices, the premises of the establishment where Saideep Healthcare's holds leased office space, Saideep Healthcare's provided transport facilities and Saideep Healthcare's provided temporary accommodations/ Hostels to the employees.

**Job abandonment:** Job abandonment is considered misconduct. 'Separation Policy' should be referred in order to understand the procedure for job abandonment.

**Disciplinary Action:** Under the scope of this policy, a disciplinary action is defined as an action taken by Saideep Healthcare's to correct or reprimand a behavior that has been established as "misconduct".

**Disciplinary Committee:** The disciplinary committee would include the following members:

Recommended By	Signature	Approved By	Signature	
Dr. Hrishikesh Kalgaonkar		Dr. S.S. Deepak		24
Chief Medical Administrator		Chairman & Managing Director		



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- Head of Department
- Either of the MS/AO
- Representative from HR Department.

#### Guidelines

- Saideep Healthcare promotes and preserves a safe, productive and pleasant work environment, which enables employees to achieve their highest level of productivity and self-fulfilment.
- Saideep Healthcare expects all its employees to meet the standards of performance and conduct, which have been established for their jobs.
- Saideep Healthcare expects all the HODs, Consultants, Sr. Doctors and reporting managers to enforce employee discipline.
- All disciplinary matters shall be addressed in fair manner in keeping with the principles of natural justice.
- Disciplinary action must be fair, prompt, reasonable and consistent and proportionate to the misconduct.

#### Procedure



#### **Misconduct Disciplinary Action Procedure**

##### **4. Incident Reporting**

- It is incumbent on any employee to report any observed acts of potential misconduct to their Management or to HR.
- The disciplinary action procedure is invoked only when a written complaint is filed

##### **5. Investigation**

- Information is gathered based on the complaint that has been recorded. The preliminary investigation report is compiled by HR and submitted to the Head of HR.
- Post preliminary inquiry, Head HR would review the preliminary investigation report and decide whether there is merit in the charges.
- In case merit is found in the allegation levied against the employee a show- cause notice will be issued to the employee detailing the charges and requiring a response in writing within a given period of time.
- In circumstances where the presence of the accused may vitiate the organization climate, the employee may be suspended with pay during the investigation phase.
- Subsistence allowance is applicable when suspension is beyond 4 working days. If an employee is placed under suspension pending enquiry the rate of subsistence allowance is 50% of salary for first 90 days; 75% of salary for next 90 days and 100% of salary above 180 days of suspension.
- In case employee accepts the charges as stated in the show cause notice, the matter is referred to the Board of Directors of Saideep Healthcare or any person as authorized' as the Disciplinary authority for a recommendation on the disciplinary action to be taken against the employee.

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Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
Chief Medical Administrator		Chairman & Managing Director		



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- In case the employee denies the charges stated in the show cause notice a detailed investigation would be conducted by a panel consisting of one or more members based on the complexity of the case. By default, the investigating panel would comprise of one representative from the HR team. However, the Board of Directors may appoint an investigation panel as per the nature of the disciplinary case.

#### 6. Investigation Process


- The appointed investigation panel will conduct the investigation into the specific charges levied against the employee.
- The panel will conduct interviews and record the testimonies of all relevant stakeholders who can present information/evidences pertinent to the case. Additionally the panel will also gather and scrutinize all available evidences.
- The panel would also interview the accused employee during which time, he/she would be provided an opportunity to provide explanations/justifications and evidences to support the denial of charges.
- Based on the gathered testimonies and evidences, the investigation panel will submit the final investigation report along with their findings to the disciplinary authority for review and a recommendation on the disciplinary action to be taken as required.
- The recommended headers for investigation report are given below. Additions may be made as per the nature of the case:
  - Case Summary
  - Chronology of events
  - Summary of charges
  - Evidences Gathered
  - Individuals interviewed
  - Detailed Testimonies
  - Investigation Analysis
  - Findings
  - Annexure (Contains the preliminary incident report, show cause notice and response, evidences gathered)

#### 7. Disciplinary Action

- The recommended disciplinary actions would be implemented by the HR
- Disciplinary action must be commensurate with the nature of misconduct
- The range of action will include:
  - No action: Here the evidence presented does not give cause to take disciplinary action and the matter is not taken any further.
  - Formal counselling: The evidence presented indicates there is some issue or problem to resolve, but it does not warrant formal disciplinary action
  - Warning Letter: The employee would be issued a formal warning letter and a signed copy of the same would be shared with the HR Operations team for filing in the employee's personal file.
  - Dismissal with or without notice: Dismissal will follow a final written warning if performance / conduct fail to improve. It will also take place in the case of gross misconduct. An employee may be dismissed without notice and without gratuity in the case of gross misconduct.

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Dr. Hrishikesh Kalgaonkar		Dr. S.S. Deepak		26
Chief Medical Administrator		Chairman & Managing Director		

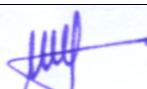
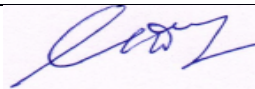


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### Levels of misconduct and disciplinary measures

- Saideep Healthcare at all times, will ensure that incidents of misconduct are kept to a level as negligible as possible. In its attempt to do so, within the scope of this policy, SAIDEEP HEALTHCARE categorizes misconducts into 3 (three) levels. The severity and the quantum of punitive measure taken against the misconduct will be defined by the categorization of the misconduct, as per the table below.
- However, in cases where-in an act/behaviour is not in-line with Saideep Healthcare's expected behaviour, but does not specifically get covered in the list of acts qualifying as 'misconduct' under this policy, Saideep Healthcare's management reserves the rights to define the such act/behaviour as a misconduct, and further categorize the same into either of the 3 (three) levels, and initiate appropriate disciplinary actions.
- Notwithstanding the below categorization of misconduct and the associated disciplinary action, Saideep Healthcare's management reserves the absolute right to take any and all such action(s) as it deems fit to deal with any incident of misconduct by a Saideep Healthcare's employee and nothing contained herein shall be deemed to restrict such right in any manner whatsoever.

Level of Misconduct	Description of Misconduct	Measures
Level I (LI)	<p>Misconduct that</p> <ol style="list-style-type: none"> <li>does not have serious consequences at an organization level, including no consequences that adversely impact Saideep Healthcare's image,</li> <li>in no manner has implications on any of Saideep Healthcare's stakeholders (customers, and/or investors) and subsidiaries, and</li> <li>is not in line with the general conduct that constitutes good corporate behaviour</li> </ol>	<p>Verbal warning and / or Written warning</p>
Level II (LII)	<p>Misconducts that</p> <ol style="list-style-type: none"> <li>have serious consequences but done unintentionally,</li> <li>or the frequent occurrence of Level I misconducts, which do not have serious consequences, but do not comply with the expectations of Saideep Healthcare from its employees,</li> <li>and/or employee's failure to take corrective</li> </ol>	<p>Written warning and any or combination of the following:</p> <ul style="list-style-type: none"> <li>○ Penalty (monetary)</li> <li>○ Withholding promotion</li> <li>○ Withholding of monetary dues limited to ex-gratia, from Saideep Healthcare's side</li> <li>○ Withholding learning opportunity</li> </ul>

Recommended By	Signature	Approved By	Signature	27
Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
Chief Medical Administrator		Chairman & Managing Director		



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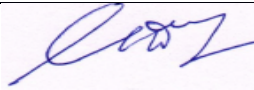
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	actionson Level I warning(s), and/or serious policyviolations.	○ Demotion
<b>Level III (L III)</b>	<p>Serious misconduct wherein the delinquent employee has shown behaviour</p> <ul style="list-style-type: none"> <li>• that has impact at an organizationlevel,</li> <li>• and/or has an impact on relations between Saideep Healthcare and its stakeholders (customers / investors /vendors),</li> <li>• and/or failure to take corrective action onwritten, reprimand</li> <li>• and/or serious violations of policy and procedures resulting into financial / reputation loss ofSaideep Healthcare.</li> <li>• and/or posing serious security concernsaffecting Saideep Healthcare's marketimage,</li> <li>• and / or having major financial / legalimplications,</li> <li>• and / or actions which are contradictory toapplicable laws.</li> </ul>	Termination of services by way of dismissal

### Categorisation of misconduct and disciplinary measures

Given below are some of the misconducts and their categorization into levels that will determine the quantum of punitive action. However, the list is not exhaustive in reference to details in section 5 of this policy.

<u>S. No.</u>	<u>Nature of Misconduct</u>	<u>Level of Disciplinary Measure</u>
1	Habitual late attendance	L I
2	Willful insubordination or disobedience, whether alone or in combination with others, to any lawful and reasonable order of a superior	L I / L II
3	habitual neglect of work, or gross or habitual negligence	L I / L II
4	Repeatedly forgetting to carry the swipe card/ forgetting to swipe/ not swiping despite carrying the card	L I
5	Willful slowing down in performance of work	L I
6	Abetment / instigating others to willfully slow down work	L II / III

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Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
Chief Medical Administrator		Chairman & Managing Director		



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7	Preaching religious practices within the Premises / through the use of Saideep Healthcare's facilities or resources / sending messages / communication against any caste, religion or race	L I
8	Violation of Saideep Healthcare's Dress Code Guidelines	L I
9	Using the Saideep Healthcare or its affiliate's brand or Saideep Healthcare's assets for any unapproved and unauthorized personal benefits	L II / L III
10	smoking in areas not specified as "Smoking Zones" at the Premises	L II
11	denial to accept projects being assigned, on grounds found unreasonable by Saideep Healthcare	LII
12	Shouting at other personnel and / or usage of unparliamentary language and / or display of indecent behavior which cannot be categorized as an assault or abuse, at the Premises	L I / L II
13	Failure to observe safety instructions notified by Saideep Healthcare, or interference with any safety device or equipment installed at the Premises	L I / L II
14	Absence without approved leave or absence without approved leave for more than 8 consecutive working days, or overstaying the approved leaves without sufficient grounds or proper or satisfactory explanation	LI / L II / III
15	Collection of any monetary amount, which includes, but is not limited to collection of money for charity, without requisite authorization from designated authority in Saideep Healthcare	L I / L II
16	Sharing of individual user passwords / authentication codes etc.	L I / L II
17	Any act or behavior that is in violation of any applicable laws	L III

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Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
Chief Medical Administrator		Chairman & Managing Director		



18	Failure on the part of the employee to notify the Saideep Healthcare HR Team about any act or behavior that has been proved illegal and / or that has led to circumstances where the employee has been accused of an illegal action	L II / LIII
19	breach of any law	Doc. No. SHRPL/HR/PO/02
20	Faking identity or impersonating an employee or stakeholder including carrying another employee's ID cum access card on display, for purposes including but not limited to proxy time punch	Rev No. 1 Rev Date 1/5/2021
21	Submission/ declaration of false documents / facts while getting employed, or during employment with Saideep Healthcare, including but not limited to submission of false documents for reimbursement claims.	L III
22	Going on illegal strike or abetting, inciting, instigating or acting in furtherance thereof	L III
23	Theft, fraud or dishonesty in connection with the Saideep Healthcare's business or property	L III
24	Willful damage to or loss of Saideep Healthcare's work in process, goods or property	L III
25	Taking or giving bribes, or any illegal gratification, or accepting any form of gifts or tokens from stakeholders, including but not limited to vendors; for personal reasons or towards obtaining benefits for the organization	L III
26	Failure to take corrective action on written reprimand / post Level II disciplinary action	L III
27	Serious violations of policy and procedures resulting in financial / reputational loss to Saideep Healthcare or posing serious security concerns / affecting Saideep Healthcare's market image or having major financial / legal implications	L III
28	Threatening, abusing or assaulting any personnel at the Premises	L III
29	Reveal or publicize confidential or proprietary information of Saideep Healthcare's which includes, but is not limited to: financial information, new business and product ideas, marketing strategies and plans, databases and the information contained therein, customer lists, technical product information, computer software source codes, computer/network access codes, and business relationships	L III
30	entering Saideep Healthcare's <u>Premises</u> / premises of any of the organizations or establishments with which Saideep Healthcare conducts business, in drunken state and / or under influence of any intoxicating drugs, or consumption of alcoholic beverages and/or banned drugs at Saideep Healthcare's <u>Premises</u> / premises of any of the organizations or establishments with which Saideep Healthcare conducts business.	L III
31	Disclosing to any unauthorized person any confidential information in regard to the working or process of Saideep Healthcare which may come in the possession of the employee in the course of his/her work	L III
32	Sexual harassment	L III
33	Usage of Saideep Healthcare's assets like computers / internet facility for gaining access to / download of / upload of / printing / sharing of inappropriate contents like pornography and illegal documents	L III
34	Usage / possession of "arms" / "ammunitions" / "firearms" within the Premises	L III
35	Passing remarks or participating in acts that are defamatory in nature towards Saideep Healthcare, Saideep Healthcare's employee or group of employee s, stakeholders, work projects or assignments	L III
36	violation of Saideep Healthcare /its clients IPR and/or client code of conduct and/or security requirements/sharing patient confidential data	L III

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Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
Chief Medical Administrator		Chairman & Managing Director		



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37	Taking or giving bribes, or any illegal gratification, or accepting any form of gifts or tokens from stakeholders, including but not limited to vendors; for personal reasons or towards obtaining benefits for Saideep Healthcare	L III
38	Cheating or adopting to unauthorized practices during any of the Saideep Healthcare assessments	L III
39	Refusal to accepted any charge-sheet or order or notice communicated in writing by Saideep Healthcare	L III

Recommended By	Signature	Approved By	Signature	31
Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
Chief Medical Administrator		Chairman & Managing Director		

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### Deviations/Exceptions

Any deviations or exceptions to the terms of this policy shall be approved by the 'Either of Member of the Board of Directors.

### Disclaimer

This policy is subject to change from time to time, in accordance with the company's business objectives. Saideep Healthcare reserves the right to delete / add / change any provisions of this policy at its sole discretion. Any deletions / additions / changes to this policy would be published to all Saideep Healthcare employees.

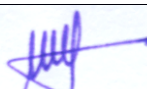
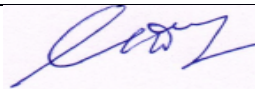
### Policy Review

The policy will be owned by HR who will be responsible for making suitable amendments, as deemed appropriate.

### Constitution of Disciplinary Committee:-

The convener shall have the authority to invite any non-member to attend the meeting if it is deemed fit in relation to any matter being/ or to be deliberated by the committee.

Chief Administrator	Presiding Officer	Dr. H. Kalgaonkar
General Admin	Convener	Mr. Vilas Kalbhor
All Clinical & Non Clinical HOD's	Members	
HR Manager	Member	Mr. Rajendra Shrimandilkar

Recommended By	Signature	Approved By	Signature	32
Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
Chief Medical Administrator		Chairman & Managing Director		



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### Insurance Policy & Health Benefits

#### Insurance Policy

##### Objective:

To provide financial support to employees in the time of their emergency needs during at the time of untimely death or illness.

##### Scope:

All fulltime employees at Saideep Hospital Pvt. Ltd.

##### Guidelines

###### Mediclaim Policy

For every full-time employee Mediclaim policy 2 lakhs coverage will be done through Saideep. 50% premium of policy will be paid by Saideep.


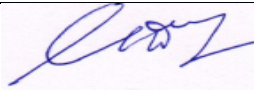
#### Health benefits

1. Saideep gives 25% discount to staff in hospital IPD bill.
2. 15% discount on pharmacy bill.
3. OPD consultation is free for staff.
4. 10% discount in procedures & lab investigations.

#### Separation Policy

##### Objective:

This policy outlines the process of separation of employees from Saideep. We believe in treating all employees separating from the company with utmost dignity.

Recommended By	Signature	Approved By	Signature	
Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		33
Chief Medical Administrator		Chairman & Managing Director		





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#### Scope:

Policy covers all employees at Saideep

#### Guidelines:

##### Voluntary Separation:

**RETIREMENT:** employee shall automatically retire from the service of Saideep Hospital and Research Pvt. Ltd. on attaining the superannuation age of 58 years.

**RESIGNATION:** Resignation indicates that an employee is voluntarily leaving the services of Saideep Hospital and Research Pvt. Ltd. for professional or personal reasons.


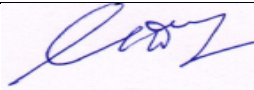
The employee must serve a resignation in written, mentioning the relieving date by which he/she wishes to be relieved from the company.

- i. The Reporting Manager will discuss and obtain the approval of the BU Head, if required, regarding the Last Working Date for the Employees. Confirmed employees are required to serve 30 days' notice (or till the date approved as the Last Working Date) in advance.
- ii. Trainees are required to serve notice days as mentioned in their offer/appointment letter.
- iii. The Last Working Date will usually be finalized as the last date of the Notice Period starting the date of resignation; or a prior date if approved by the RM and the BU Head.
- iv. For cases where the Last Working Date is approved as a date prior to completion of the Notice Period, the resigned Employees will have to compensate for the remainder duration. This compensation will be in the form of payment of monetary amount equivalent to the gross pay for the period of shortfall.
- v. The format of payment will be in the form of a banking instrument, as specified by the Finance department and such an arrangement will be termed as Notice Period Buy-out.
- vi. In exceptional cases, the Notice Period Buy-out option may be waived, but such a decision will have to be authorized by the MD/CEO.

##### Involuntary Separation

##### • **JOB ABANDONMENT**

If an employee remains absent without leave or remains absent beyond the period of leave originally granted or subsequently extended, he/she shall be considered as having voluntarily terminated his/her employment without giving any notice unless he/she Returns to work within 8 days from the commencement of such absence and gives an explanation to the satisfaction of the Management regarding such absence

Recommended By	Signature	Approved By	Signature	
Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		34
Chief Medical Administrator		Chairman & Managing Director		



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### • TERMINATION

Termination is an undesirable outcome for the employee and Saideep Hospital and Research Pvt. Ltd., but may be necessary if the employee violates the Saideep Hospital and Research Pvt. Ltd.'s policy/ policies is unable to meet the performance standards

### • DEATH WHILE IN SERVICE

In case of death of an employee due to causes such as natural death, or by accident or sickness while in service at Saideep Hospital and Research Pvt. Ltd. AL, HR will facilitate the claims of personal accident insurance/hospitalization and medical expenses insurance claim. The immediate relatives of the deceased would be contacted for the settlement of dues. The payment would be made as per the nomination forms that the employee had filled-in at the time of joining.

### Exit Interview

Prior to leaving, an exit interview is conducted to gather feedback and recommendations of the outgoing employee. Exit interview is both an online process and a one on one discussion with the HR Manager where voluntary views and suggestions are taken from the outgoing employee on what his/her expectations had been at the time of joining, experience while working with Saideep Hospital and reasons for leaving the organization.



### Clearance procedure:-

Outgoing employee must handover Company assets under his/her custody and obtain the signatures of all concerned on the Clearance Form and submit it to the HR. The employee will be responsible for returning the assets in proper working condition at the time of separation. The employee will have to bear the cost of loss, theft or damage of the assets allotted to him/her. The Employees is required to settle all financial obligations like:

- Compliance with clearance formalities
- Loan Repayment, if any
- Repayment of other dues from the employee to the organization
- Abiding by any Undertaking of service with the organization

### Full and Final Settlement:-

The full and final amount would be paid to the employee after recovering all advances/outstanding dues, if any, 15 days after the relieving date. The relieving letter would be issued to the employee on the last working day; this will be subject to the concerned employee having completed handing over formalities to the satisfaction of his immediate reporting superior and having obtained clearances from all concerned departments as given in the clearance form.

Recommended By	Signature	Approved By	Signature	
Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		35
Chief Medical Administrator		Chairman & Managing Director		



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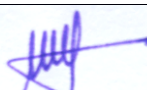
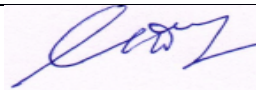
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Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
Chief Medical Administrator		Chairman & Managing Director		



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### Dress Code Policy

#### Objective:


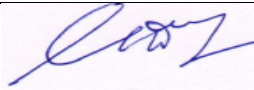
Patient care begins with self-care. The policy defines the norms for dressing for healthcare professionals. Work wear is important to reflect a professional image and carry out duties without any obstruction.

#### Scope:

The policy is applicable to all employees in Nursing, Technicians, Administration and contract staff.

#### Guidelines:

1. Nursing, Receptionists, Technicians, clerical & administrative staff will be issued two sets of uniform at the time of joining. Doctors will be issued two Scrub Suits.
2. one set will be paid by the employee.
3. Employees have to ensure that when they present themselves to work, they are smartly turned out in uniform which is clean and ironed.
4. Employee can order extra pair of uniforms at their own expense
5. Saideep will reissue uniforms every second year of joining.
6. Uniform will have to be returned to the hospital at the time of leaving

Recommended By	Signature	Approved By	Signature	
Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		37
Chief Medical Administrator		Chairman & Managing Director		





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#### Communication with external bodies

##### Objective:

To define clear guidelines for external communication with agencies and authorities in a way that is consistent with Saideep's philosophy and builds reputation of the organisation.

##### Scope:

The policy covers all employees, trainees, consultants at all locations

##### Guidelines:

###### With Governmental Agencies –

Saideep Hospital regularly and routinely cooperates with various governmental agencies, including requests for information and inspection of facility. When approached for information, Employees should refer the person to the Chairman & Managing Director

###### With The Media

To ensure consistent, accurate delivery of Saideep Hospital information, Employees are not authorized to answer questions from the news media, securities analysts, or investors. When approached for information, Employees should refer the person to the Managing Director.



###### With Vendors

Authorised Employees are encouraged regular communication with our vendors.

However, an employee should not provide any information to a vendor that could advantage the vendor in negotiating terms of its relation with Saideep Hospital.

If the employees are involved in proposals, bid preparations or contract negotiations, be certain that all statements, communications and representations, the Employees make; are accurate and truthful. Make sure all interactions with vendors and suppliers are conducted at an arm's length and are based on objective criteria, fairness and the best interest of Saideep Hospital.

Information regarding a competitive bidding process which is not formally communicated to all vendors involved in the bidding (such as where a vendor's proposal stands relative to other bidders or what changes would have to be made to the vendor's proposal for the vendor to be awarded the business) should never be disclosed to a vendor.

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Chief Medical Administrator		Chairman & Managing Director		



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#### With Each other and the Public / Social Media

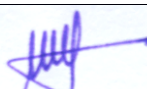
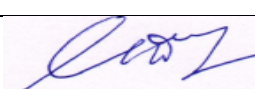
Each employee is responsible for maintaining professionalism when communicating with each other and the public. The Employees can enhance or injure the hospital's reputation with every written, verbal or electronic communication. Employees should not engage in communications that are distasteful, obscene or defamatory.

#### Speeches & Presentations in Public Seminars / Conferences

Employees must obtain prior approval from the Managing Director, for participating in public seminars / conferences. Employees desirous of participating in conferences/ seminars should send an application to the Head HR, clearly mentioning the following details:

1. Date & Venue of the Seminar / Conference
2. Overall purpose and Theme of the Seminar / Conference
3. Brief Outline of the proposed Presentation
4. Likely Audience
5. Reason for Participation

Permission may be granted or rejected, after due deliberation with the Board of Directors. Employee may be asked to make modifications to the contents of the speech/presentation. Employees should strictly comply with the suggestions/ guidelines given. On completion of the seminar/conference the participant must submit a feedback to the decision-making authority

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Chief Medical Administrator		Chairman & Managing Director		



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### Employee Records Policy

#### Objective:

To set clear expectations with direct and indirect employees on the requirement of submission and further storage and treatment of personal data to Saideep Hospital and Research Pvt. Ltd.

#### Scope:

The policy covers all employees, trainees, consultants at all locations



#### Guidelines:

It is mandated by law to maintain personal data of employees. Saideep Hospital relies upon the accuracy of information submitted by Employees in the Employment Application Form as well as the accuracy of other data presented throughout the hiring process and employment.

Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, may result in termination of employment.

Any changes in personal data should be immediately notified to HR department for updation.

The employee is responsible for maintaining accurate and updated records with the company.

Recommended By	Signature	Approved By	Signature	40
Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
Chief Medical Administrator		Chairman & Managing Director		



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#### Employee's Visitors in Workplace

##### Objective:

To provide for the safety & security of Employees and patients and the facilities at Saideep Hospital, only authorized visitors of employees are allowed.



##### Scope:

This policy is applicable to all employees, trainees, consultants of Saideep at all locations.

##### Guidelines:

Restricting unauthorized employee's visitors helps maintain safety standards, ensures security of equipment, protects confidential information, safeguards Employees welfare, and avoids potential distractions and disturbances.

Visitors must be received and met in visitor's lounges, and other specified areas. All visitors should enter the hospital premises from the main/specified entrance. Authorized visitors must be escorted at all times. Employees are responsible for the conduct and safety of their visitors.

Recommended By	Signature	Approved By	Signature	41
Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
Chief Medical Administrator		Chairman & Managing Director		





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#### Prevention of Sexual Harassment (POSH) Of Women at Workplace Policy

##### Objective

The objective of the 'Policy on Prevention of Sexual Harassment of women at Workplace is to provide protection, prevention and redressal of complaints against sexual harassment of women at Saideep Hospital and Research Pvt. Ltd.

This policy has been framed in accordance with the provisions of "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013" and rules framed thereunder (hereinafter "the Act"). Accordingly, while the policy covers all the key aspects of the Act, for any further clarification reference shall always be made to the Act and the provisions of the Act shall prevail.

##### Scope



The policy is applicable to all employees, trainees, vendors, suppliers, consultants contract employees and visitors at all locations of Saideep Hospital and Research Pvt. Ltd.

##### Definitions

1. **Sexual harassment** may occur not only where a person uses sexual behavior to control, influence or affect the career, salary or job of another person, but also between co - workers. It may also occur between a Saideep employee and someone that employee deals with, in the course of his/her work who is not employed by the Hospital.

"Sexual Harassment" includes any one or more of the following unwelcome acts or behavior (whether directly or by implication):

- a. Any unwelcome sexually determined behavior, or pattern of conduct, that would cause discomfort and/or humiliate a person at whom the behavior or conduct was directed namely:
  - i. Physical contact and advances
  - ii. Demand or request for sexual favors
  - iii. Sexually colored remarks or remarks of a sexual nature about a person's clothing or body
  - iv. Showing pornography, making or posting sexual pranks, sexual teasing, sexual jokes, sexually demeaning or offensive pictures, cartoons or other materials through email, SMS, MMS, WhatsApp etc.
  - v. Repeatedly asking to socialize during off - duty hours or continued expressions of sexual interest against a person's wishes
  - vi. Giving gifts or leaving objects that are sexually suggestive
  - vii. Eve teasing, innuendos and taunts, physical confinement against one's will or any such act likely to intrude upon one's privacy

Recommended By	Signature	Approved By	Signature	
Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		42
Chief Medical Administrator		Chairman & Managing Director		



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- viii. Persistent watching, following, contacting of a person and
- ix. Any other unwelcome physical, verbal or non - verbal conduct of sexual nature

b) The following circumstances if it occurs or is present in relation to any sexually determined act or behavior amount to sexual harassment:


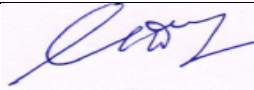
- I. Implied or explicit promise of preferential treatment in employment;
- II. Implied or explicit threat of detrimental treatment in employment;
- III. Implied or explicit threat about the present or future employment status;
- IV. Interference with the person's work or creating an intimidating or offensive or hostile work environment; or
- V. Humiliating treatment likely to affect her health or safety.

The reasonable person standard is used to determine whether or not the conduct was offensive and what a reasonable person would have done. Further, it is important to note that whether harassment has occurred or not, does not depend on the intention of the people but on the experience of the aggrieved woman.

- 2. **Aggrieved woman:** In relation to a workplace, a woman, of any age, whether employed or not, who alleges to have been subjected to any act of sexual harassment by the respondent and includes contractual employees, temporary employees, trainees, consultants or visitors.
- 3. **Respondent:** A person against whom a complaint of sexual harassment has been made by the aggrieved woman
- 4. **Employee:** A person employed at the workplace, for any work on regular, temporary, ad - hoc or daily wage basis, either directly or through an agent, including a contractor, with or without the knowledge of the principal employer, whether for remuneration or not, or working on a voluntary basis or otherwise, whether the terms of employment are express or implied and includes a co-worker, a contract worker, probationer, trainee, apprentice or by any other such name.
- 5. **Workplace:** In addition to the place of work Head office / Branch offices it shall also include any place where the aggrieved woman or the respondent visits in connection with
- 6.
- 7. his/her work, during the course of and/or arising out of employment/ contract/ engagement with Saideep Hospital and Research Pvt. Ltd. including transportation provided for undertaking such a journey.

#### Guidelines

- 1. **Formation of Internal Complaints Committee:** (ICC ) will be formed for a period of three years to receive and effectively deal with complaints pertaining to the same. The details of the committee are notified to all covered persons at the location.
  - i. The committee at each location comprises of:
    - a. Presiding Officer: A woman employed at a senior level in the organization or workplace
    - b. At least 2 members from amongst employees, committed to the cause of women and or having legal knowledge

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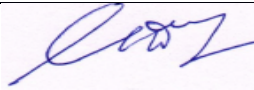
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- c. One external member, either an NGO or a Lawyer who is familiar with the issues relating to sexual harassment
- d. At least one half of the total members is women

Current nominated members of the committees are given in **Annexure A**.

2. **Lodging a complaint:** The aggrieved woman needs to submit a detailed complaint, along with any documentary evidence available or names of witnesses, to any of the committee members at the workplace.
  - a. The complaint must be lodged within 3 months from the date of incident/ last incident. The Committee can extend the timeline by another 3 months for reasons recorded in writing, if satisfied that these reasons prevented the lodging of the complaint.
  - b. If a complaint cannot be made in writing, the Presiding Officer or any Member of the Internal Complaint Committee shall render all reasonable assistance to the women for making the complaint in writing.
  - c. If the aggrieved woman is unable to lodge the complaint in account of her incapacity, the following may do so on her behalf, with her written consent.
    - i. Legal heir, relative or friend,
    - ii. Co-worker,
    - iii. Any person having the knowledge of the incident
  - d. If the initial complaint is made to a person other than a committee member, upon receiving such a complaint, it will be the responsibility of the complaint receiver to report the same to the committee immediately.
  - e. Wherever possible Saideep Hospital and Research ensures that all the complaints of harassment are dealt with speedily, discreetly and as close as possible to the point of origin.
3. **Receiving a Complaint:** Dealing with incidents of harassment is not like any other type of dispute. Complainants may be embarrassed and distressed and it requires tact and discretion while receiving the complaint. The following points are kept in mind by the receiver of the complaint:
  - a. Complaints are listened to and the complainant informed that the Company takes the concerns seriously. Complainant is informed that these concerns will be reported to the appropriate committee and follow up will be done speedily
  - b. Situations are not to be pre - judged. Written notes are taken while listening to the person. Complainant is allowed to bring another person to the meeting if she wishes to. When taking accurate notes, complainants own words, where possible, is used. Clear description of the incident in simple and direct terms is prepared and details are confirmed with the complainant.
  - c. All notes are kept strictly confidential. Complainant's agreement is taken to allow proceeding with the matter, which involves a formal investigation.
  - d. The complainant is advised that although the process is confidential, the respondent needs to be informed and any witnesses and persons directly involved in the complaint process will also learn of the complainant's identity
  - e. Care is taken to prevent any disadvantage to or victimization of either the complainant or the respondent

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#### 4. Resolution procedure

##### a. Through conciliation

Once the complaint is received, before initiating the inquiry the committee may take steps to conciliate the complaint between the complainant and the respondent. **This is only if requested by the aggrieved woman.**

It is made clear to all parties that conciliation in itself doesn't necessarily mean acceptance of complaint by the respondent. It is a practical mechanism through which issues are resolved or misunderstandings cleared.

In case a settlement is arrived at, the committee records & reports the same to the employer for taking appropriate action. Resolution through conciliation happens within **2 weeks** of receipt of complaint.

The committee provides copies of the settlement to complainant & respondent. Once the action is implemented, no further inquiry is required to be conducted

##### b. Formal inquiry: The committee initiates inquiry in the following cases:



- No conciliation is requested by aggrieved woman.
- Conciliation has not resulted in any settlement.
- Complainant informs the committee that any term or condition of the settlement arrived through conciliation, has not been complied with by respondent.
- The Committee proceeds to make an inquiry into the complaint within a period of **1 week** of its receipt of the original complaint/closure of conciliation/repeat complaint.

#### 5. Guidelines for inquiry into complaint:

- Complainant should submit the complaint along with supporting documents and the names of the witnesses
- Upon receipt of the complaint, the committee sends 1 copy of the complaint to respondent within 7 working days
- Respondent replies with all supporting documents within 10 working days of receiving the copy of the complaint
- No legal practitioner can represent any party at any stage of the inquiry procedure
- The Complaints Committee makes inquiry into the complaint in accordance with the principles of natural justice
- In conducting the inquiry, a minimum of three committee members including the Presiding Officer is present

#### 6. Interim relief

During pendency of the inquiry, on a written request made by the complainant, the committee may recommend to the Management to –

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- Transfer the complainant or the respondent to any other workplace
- Grant leave to the aggrieved woman of maximum 3 months, in addition to the leave she would be otherwise entitled
- Prevent the respondent from assessing complainant's work performance
- Grant such other relief as may be appropriate
- Once the recommendations of interim relief are implemented, the employer will inform the committee regarding the same

#### 7. Conducting the Inquiry



- All proceedings of the inquiry is documented. The Committee interviews the respondent separately and impartially. Committee states exactly what the allegation is and who has made the allegation. The respondent is given full opportunity to respond and provide any evidence etc. Detailed notes of the meetings are prepared which may be shared with the respondent and complainant upon request. Any witnesses produced by the respondent are also interviewed & statements are taken.
- If the complainant or respondent desires to cross examine any witnesses, the Committee facilitates the same and records the statements.
- In case complainant or respondent seeks to ask questions to the other party, they may give them to the Committee which asks them and records the statement of the other party.
- Any such inquiry is completed, including the submission of the Inquiry Report, within **90 days** from the date on which the inquiry is commenced. The inquiry procedure ensures absolute fairness to all parties.

#### 8. Guidelines for preparing inquiry report: While preparing findings / recommendations, following are considered:

- Whether the language used (written or spoken), visual material or physical behavior was of sexual or derogatory nature
- Whether the allegations or events follow logically and reasonably from the evidence.
- Credibility of complainant, respondent, witnesses and evidence
- Other similar facts, evidence, for e.g. if there have been any previous accounts of harassment pertaining to the respondent
- Both parties have been given an opportunity of being heard
- A copy of the proceedings were made available to both parties enabling them to make representation against the findings
- A copy of the final findings is shared with the complainant and the respondent to give them an opportunity to make a representation on the findings to the committee

#### 9. Action to be taken after inquiry

- After the inquiry the committee submits its report containing the findings and recommendations to the Management, within **10 days** of completion of the inquiry.
- The findings and recommendations are reached from the facts established and is recorded accurately.
- If the situation so requires, or upon request of the complainant, respondent or witness, Management at Saideep Hospital and Research may decide to take interim measures such as

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Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		46
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transfer, changing of shift, grant of leave etc. to protect against victimization or distress during or subsequent to the course of inquiry, pending the final outcome.

#### 10. Complaint unsubstantiated

- a. Where the committee arrives at the conclusion that the allegation against the respondent has not been proved, it recommends to the Management that no action is required to be taken in this matter.
- b. Further, the committee ensures that both parties understand that the matter has been fully investigated, that the matter is now concluded and neither will be disadvantaged within the company.

#### 11. Complaint substantiated

- a. Where the committee arrives at the conclusion that the allegation against the respondent has been proved, it recommends to the management to take necessary action for sexual harassment as misconduct, in accordance with the applicable terms of employment, and this may include:
  - i. Counselling
  - ii. Censure or reprimand
  - iii. Apology to be tendered by respondent
  - iv. Written warning
  - v. Withholding promotion and/or increments
  - vi. Suspension
  - vii. Termination
  - viii. Or any other action that the Management may deem fit.



12. Saideep Hospital and Research will act upon the recommendations within **60 days** and confirm to the committee

13. After implementation of the actions, follow up with the complainant occurs to ascertain whether the behavior has in fact stopped, the solution is working satisfactorily and if no victimization of either party is occurring. This follow up is undertaken by the complainant's Reporting Manager supported by MD/CEO.

14. **Malicious Allegations:** Where the committee arrives at the conclusion that the allegation against the respondent is malicious or the aggrieved woman or any other person making the complaint has made the complaint knowing it to be false or the aggrieved woman or any other person making the complaint has produced any forged or misleading document, it may recommend to the employer to take action against the woman or the person making the complaint.

- a. The action recommended should be similar to the ones proposed for the respondent in case of substantiated complaints.
- b. While deciding malicious intent, the committee should consider that mere inability to substantiate a complaint need not mean malicious intent. Malicious intent must be clearly established through a separate inquiry.

#### 15. Confidentiality

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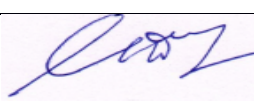
The identity of the complainant, respondent, witnesses, statements and other evidence obtained in the course of inquiry process, recommendations of the committees, action taken by the employer is considered as confidential materials, and not published or made known to public or media.

Any person contravening the confidentiality clauses is subject to disciplinary action.

16. **Appeal:** Any party not satisfied or further aggrieved by the implementation or non - implementation of recommendations made, may appeal to the appellate authority in accordance with the Act and rules, within **90 days** of the recommendations being communicated.

#### Process

1. Saideep Hospital and Research will institute the ICC Committee in accordance to the guidelines mentioned in this policy with 5 – 7 employees from both genders.
2. HR will communicate the details of ICC to all employees.
3. The complainant can approach any of the committee members any time within 3 months of the occurrence of the incident.
4. The complaint can be lodged through an e-mail to ICC .....or submitted in writing to any of the ICC members. The complaint should be accompanied by all available evidence and relevant details concerning the incident(s).
5. Process for complaints received by the Presiding Officer
  - The Presiding Officer shall convene an investigating panel of at least 3 members of the ICC team, comprising of 2 women members.
  - The panel shall take immediate necessary action to hold an enquiry, discreetly if necessary. This shall include hearing the view of the Offender(s) and giving him/her/them an opportunity to defend.
  - Upon completion of its enquiry & examination, the panel shall report its findings to HR. Based on the findings HR will recommend suitable action to be taken against the offenders as well as preventive actions to deter recurrence.
6. Process for complaints received by the External Member
  - When a complainant feels that complaining to the Presiding Officer is not desirable, for whatever reason, she/he may lodge the complaint with the External Member.
  - The External Member shall, in consultation with the Presiding Officer, form an investigating panel of at least 3 members, comprising of 2 women members
  - The panel shall take immediate necessary action to hold an enquiry, discreetly if necessary. This shall include hearing the view of the person (s) complained against and giving him/her/them an opportunity to defend himself / herself / themselves.
  - Upon completion of its enquiry & examination, the panel shall report its findings to HR. Based on the findings HR will recommend suitable action to be taken against the offenders as well as preventive actions to deter recurrence.
7. The Presiding Officer will also counsel the victim (and the complainant if the complainant is not the victim).

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Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		48
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8. Upon receipt of the recommendations, HR shall submit the case to the CEO to confirm the action recommended.
9. Saideep Hospital and Research management shall prevent retaliation, victimization, additional harassment and/or humiliation of the complainant or of any witnesses. Where the complainant or witness (s) so desire, he/she/they can seek transfer of the Offender or their own transfer. The Presiding Officer shall examine & decide on such requests

#### Exceptions

There are no exceptions to this policy


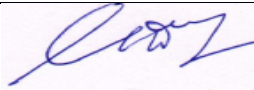
#### References

Prevention of Sexual Harassment of Women at Workplace act, 2013

#### ANNEXURE A

ICC Members for the years 2021 – 2023

1. Dr. Raut Bhagyshree - Presiding Officer
2. Dr. Kalgaonkar Hrishikesh
3. Mr. Vilas Kalbhor
4. Mrs Sangita Garad
5. Dr. Priti Bhombe- NGO Member
6. Mr. Rajendra Shrimandilkar – HR Manager

Recommended By	Signature	Approved By	Signature	
Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		49
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### Performance Appraisal

#### **OBJECTIVE:**

To set a process wherein Employee's immediate superior & Head of the Department will review the performance of each staff on a yearly basis using the Performance Review / Appraisal form, and thus evaluate and improve the employee's knowledge, skills and attitude and to facilitate their overall individual development. Performance appraisals are a way to give feedback to staff regarding their performance. Performance appraisal is a tool for communicating the skills, knowledge and attitudes required for the different job roles. Performance appraisal involves the setting of clear quantifiable goals and objectives and assessing individual performance against specified measures. To review annual increments and promotions based on the performance.

#### **OPERATIVE AUTHORITY: HR HEAD OF THE DEPARTMENT**

#### **APPRAISAL PERIOD: OCTOBER TO SEPTEMBER**

#### **OPERATIVE PROCESS:**



An appraisal is a meeting/discussion between employee and employees Supervisor/Manager to discuss employee's performance in order to plan together employee's future. It gives you a chance to think about how employee has performed since the last appraisal or since joining the company and to agree future performance objectives.

Before the appraisal meeting, you and your Supervisor/Manager should agree a suitable time and date for appraisal. If there is no common consent could be arrived upon as to the suitable time and date for appraisal, then the HR will decide a suitable time date for appraisal and to which the Head of the Department would have to adhere.

Listed in appraisal forms would be the qualities/skills that are important in an employee's job.

Together along with HR & Head of the department will discuss employee's performance and the ratings in each area.

### Creche Facility

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Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
Chief Medical Administrator		Chairman & Managing Director		



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As per the provisions the Maternity Benefit (Amendment) Act, 2017 creche facility is provided to female employees.


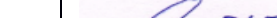
As per the legal guidelines of that creches are-

- i. having adequate accommodation
- ii. adequately lighted and ventilated
- iii. maintained in a clean and sanitary condition;
- iv. under the charge of women trained in the care of children and infants.

This facility is provided free of cost.

### Canteen & Accommodation facility

The Hospital has a well-equipped Canteen Facility for Patients, their Relatives, Doctors & employees and even for any walk-in person. The primary aspect of canteen is to provide quality and hygienically safe food to all who come in. Employees are provided Meal, Tea,

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Dr.Hrishikeshkalgaonkar		Dr.S.S.Deepak		
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Snacks at reasonable rates.

Saideep provides accommodation facility at private hostel .800 rupees are deducted from employee's salary which includes onetime food, accommodation & transportation. 50% hostel charges are paid by Saideep.

#### [Rules for the Students/Trainees/Observers/Interns](#)

1. Trainees have to apply on behalf of Trainees' institute and not individually
2. The application must mention the curriculum of Trainees' Internship/Training period
3. Trainees shall be assigned a supervisor and Trainees have to report to him/her.
4. Trainees shall always carry an ID card provided to Trainees by Saideep.

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5. Trainees shall not interact/inspect with any Saideep Client/Patient without any supervision.
6. Trainees shall not handle any patient case file without supervision.
7. Trainees are not allowed to write anything on patient case file.
8. Trainees shall not copy/photograph/record any medical record.
9. Trainees shall not photograph/video record any patient.
10. Trainees shall not breach any patient's privacy and respect their dignity.
11. Trainees are required to be vaccinated against Hepatitis B and COVID19.
12. Trainees are required to observe all the safety rules and regulations in the hospital.
13. In case of any physical injury or exposure to biological agent/disease, Saideep is not responsible to provide Trainees any treatment except the first aid.
14. Trainees are required to keep a log book of Trainees' daily activities and get it signed by Trainees' supervisors.
15. Only upon a recommendation by Trainees' supervisors, Trainees shall be eligible to receive a certificate of attendance/internship.
16. Any indiscipline, insubordination is liable for immediate expulsion from the programme Trainees have been enrolled into.
17. Any physical damage to the hospital property, knowingly or unknowingly shall be recovered from Trainees.

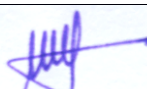
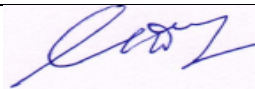
#### Prevention and Management of Workplace Violence Policy

##### **OBJECTIVE:**

To ensure a safe and secure working space for the hospital work force preventing possible violence between the staff and violence from public accompanying the patients or mobs

##### **SCOPE:**

Applicable to all staff of the hospital including staff members belong to out sourced agencies, interns and trainees

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#### POLICY:

##### Prohibited Conduct

All employees, customers, vendors and business associates should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "ragging" or other conduct that may be dangerous to others. Conduct that threatens, intimidates or coerces another employee, customer, vendor or business associate will not be tolerated. Saideep Hospital resources may not be used to threaten, stalk or harass anyone at or outside the workplace. Saideep Hospital treats threats coming from an abusive personal relationship as it does other forms of violence.

Indirect or direct threats of violence, incidents of actual violence, and suspicious individuals or activities should be reported as soon as possible to a supervisor, security personnel, human resources (HR), or any member of senior management. When reporting a threat or incident of violence, the employee should be as specific and detailed as possible. Employees should not place themselves in peril, nor should they attempt to intercede during an incident.


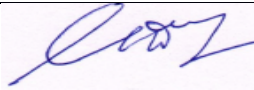
Employees should promptly inform the HR department of any protective or restraining order that they have obtained that lists the workplace as a protected area. Employees are encouraged to report safety concerns with regard to intimate partner violence. Saideep Hospital will not retaliate against employees making good-faith reports. Saideep Hospital is committed to supporting the laws of the land protecting vulnerable sections like women from violence and shall resort to legal proceeding where such required by law.

##### Investigations and Enforcement

Saideep Hospital will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. Saideep Hospital will not retaliate against employees making good-faith reports of violence, threats, or suspicious individuals or activities. To maintain workplace safety and the integrity of its investigation, Saideep Hospital may suspend employees suspected of workplace violence or threats of violence, either with or without pay, pending investigation.

Anyone found to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

Saideep Hospital encourages employees to bring their disputes to the attention of their supervisors or the HR department before the situation escalates. Saideep Hospital will not discipline employees for raising such concerns.

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### Violence of External Origin Against Hospital Staff

Saideep Hospital adheres to the provisions of the Maharashtra Medicare Services Persons Act enacted in 2010 by state of Maharashtra to protect its staff against the threat of violence against healthcare staff by miscreant elements of the public. The hospital team actively participates in initiatives by the administration in curbing increasing number of cases of violence against the healthcare workers.

The hospital also includes violent incidents as a type of possible disaster includes the same in staff training and also plan to conduct disaster management drills focussed on the theme of violence against hospital and staff to ensure better preparedness in handling possible incidents in future.

### Occupational Health Hazard

Vaccination: Our hospital is providing vaccination against vaccine preventable diseases (HBV) to all employees those who are working in patient care areas and have direct contact with patients. Eg: Doctors, Nurses, Laboratory staff, Patient care staff. The register is maintained by ICN.

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Chief Medical Administrator		Chairman & Managing Director		