Sri Aurobindo Institute of Medical Sciences, Indore

Employee Handbook

[Version 4]

Human Resource Department, SAIMS
1/1/2014

1. About Us

Inspired by the ideals of Sri Aurobindo and The Mother, this institute is an embodiment of devotion and selfless service. Our journey started back in 2003 with the establishment of SRI AUROBINDO INSTITUTE OF MEDICAL SCIENCES as the first private Medical College of Indore. During a short span of 7 years, SAIMS has established a credible name in providing world class education in medical, dental, nursing and allied health sciences courses. With intent to expand our horizon, we signed MoU with GoMP for establishment of a Private University in the state of Madhya Pradesh consequent to which we were issued the Letter of Intent in 2008. Our vision to establish a multi-disciplinary university now takes shape with the introduction of three new technical institutes.

The objective of the institute is to provide dependable and accurate solutions to medical issues ranging from sophisticated cardiac surgery to common ailments at the minimum expense and maximum benefits to the common people. At the same time, it will impart medical education up to postgraduate level so as to make available highly competent, qualified and dexterous professionals in the field of medicine.

A team of doctors and staff in the institute serve with an ultimate objective of providing comprehensive clinical solutions to the patients. They employ a wide gamut of diagnostic facilities ranging from interventional cardiology, radiology to non interventional techniques. The facilities in Open Heart surgery, Neurology & Neruosurgery, Knee & Hip Joint replace ment Gynaec & Obst. Care, Neonatal & Paediatric Intensive Care, Cardiac care at the institute are at par with best in the country.

1.1 Vision

Our vision aims at becoming one of the top most institutes in India providing quality education in medical sciences.

1.2 Mission

Our mission is to promote excellence in medical sciences education. To educate students to become excellent clinicians, by focusing on pedagogy that is integrated and strengthened by specialist faculty, all of who value patient-focused care, community service, and research and to serve to the health needs of humanity.

2. About the Handbook

This handbook is designed to acquaint you with the institution and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by the institution to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As the institution continues to grow, the need may arise and institution reserves the right to revise, supplement or rescind any policies or portion of the handbook from time to time as it deems appropriate in its sole and absolute discretion. Faculty/Staff member will be notified of such changes to the handbook as they occur.

3. Employment Policies

3.1 Equal Employment Opportunities

In order to provide equal employment and advancement opportunities to all individuals, employment decisions will be based on merit, qualifications and abilities. The institution does not discriminate in employment opportunities or practices based on race, colour, religion, sex, national origin, age or any other characteristics protected by the law. This policy governs all aspects of employment including selection, job assignment, compensation, discipline, termination and access to benefits and training. Any Faculty/Staff member with questions or concerns about any type of discrimination in the workplace is encouraged to bring this issue to the attention of Human Resource department. Faculty/Staff members can make concerns and can make reports without the fear of reprisal. Anyone found to be engaging in any unlawful discrimination will be subject to disciplinary action.

3.2 Induction

The objective of Induction is to enable new employee to become familiar with the organisation, its vision, value statement and procedures. Induction in SAIMS is done to:

- To familiarize new employees with the Company and its people and the prevailing systems and procedures.
- To make a new recruit comfortable in the organisation.
- To articulate performance expectations from the employees
- Introduction with department heads and the organization structure.
- To tell about-expected behaviour and office conduct.
- Induction into the overall department /functions by discussions with all the Dept. Heads

3.3 Probation

The probation period gives the new faculty/staff member, the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. At the same time, institution uses this period to evaluate employee capabilities, work habits and overall performance.

Faculty/Staff member work on probation basis for the first 6 months after their date of hire. Any significant absence will automatically extend the probation period by the length of the absence. If the institution determines that the designated probation does not allow sufficient time to thoroughly evaluate the Faculty/Staff member's performance, the probation period may be extended for the specific period.

Upon satisfactory completion of the probation period, Faculty/Staff members enter the regular employment classification.

3.4 Internal Postings

If considered necessary, the HR Department can fill any vacancy by internal postings only when:

- The Faculty/Staff member has worked in any of the group's institute for atleast one year
- The Faculty/Staff member should fulfils all the minimum qualifications essential for the given post

The HR should communicate the vacancy internally within the organization by advertising for the posts on the Notice Boards/ Internal emails/ Websites. The following information should be specified:

1. Job Responsibilities
2. Key Result Areas
3. Eligibility
4. Location
5. Minimum educational qualification
6. Minimum work experience required
7. Last date of application for the given post

This is only applicable for the permanent full-time Faculty/Staff members who have gone through a single phase of Performance Appraisal in the institute.

Anybody fulfilling the minimum qualifications is eligible to apply. In case of selection the current department of the applicant Faculty/Staff member will have to relieve the person within 60 days.

4. Employee Status and Records

4.1 Personnel Records

The Institution maintains a personnel file on each Faculty/Staff member. The personnel file includes such information as the employee data form, resume, academic records, documentation of promotion and salary increase and other employment records.

Personnel files are a property of the institution, and access to the information is restricted. Generally only management personnel of the institution are allowed to do so.

Faculty/Staff members who wish to review their own file should contact the Human Resource Department. With reasonable advance notice the Faculty/Staff members can review their personnel files in the office and in the presence of the authorized individual to maintain the files.

4.2 Personnel Data Changes

It is the responsibility of each Faculty/Staff member to promptly notify the Human Resource Department of any changes in the personnel data. Personal mailing address, telephone numbers, number and names of dependents, individuals to be contacted in case of emergency, educational accomplishments and other such status reports should be accurate and current at all times.

4.3 Reference Checks

Newly recruited candidates will be provided with Employee Data Form, wherein they have to mention two references names. These Forms have to be submitted by the candidate to the HR Department. It will be the responsibility of the HR Department to check and verify all the references and make note of the feedback received from the referees.

4.3.1 Policy Direction for Reference Checks

- The company reserves the right to check and verify the background of the new recruits which can include the verification of police records for the last 7 years.
- The procedure is time consuming and can overlap the joining period. In cases where accurate information related to police history, eligibility, educational qualification, work experience and medical history has not been provided, the company on its discretion can choose to terminate the services of the Faculty/Staff member.
- The HR is accountable for verification of the following for the new recruits:
  - Educational Qualification (Photocopy of the documents with verification from the originals)
  - Documents related to previous work experience
  - Report of the medical test to be conducted by an internal doctor o Record of age: Certificate of Matriculation/ Birth Certificate
  - Voluntary Declaration regarding previous Legal/ Police/ Criminal Records

4.4 Performance Review

Overview of Policy:

The purpose of an effective performance management system is for employees to have a clear understanding of the work expected from them, to receive ongoing feedback regarding how they are performing relative to expectations, to distribute rewards accordingly, to identify development opportunities, and to address performance that does not meet expectations. A comprehensive performance management system empowers employees to have greater input to their personal career progression and will enable managers to better identify, recognize, and reward individuals based upon an agreed set of criteria.

Policy Statement:

SAIMS strives to provide an environment where all employees understand the impact their contributions have on the achievement of Institute goals and are provided the opportunity for ongoing personal growth. One way we can accomplish this goal is through a strong performance based management program that culminates in an

annual performance review. The performance management process is continuous as we plan, manage, review, and reward performance.

Scope:

Entities Affected By This Policy

All classified employees at the SAIMS should be aware of this policy.

Who Should Read This Policy

All classified employees at the SAIMS should be aware of this policy.

Policy Terms:

Performance Goals
Help to define what is expected of you in your current position in relation to the department and/or unit's overall goals.

Career Development Goals
Outline opportunities for professional development and/or career growth

Competencies
Competencies are the key capabilities, characteristics, and behaviors that all SAIMS employees need to develop and demonstrate in order to drive superior work performance.

Procedures:

The SAIMS Performance Management Process consists of a four-phase cycle: planning, managing, reviewing, and rewarding performance.

The planning phase is the foundation of the entire Performance Management process. In this phase, individual goals and objectives are set for the performance period. Goals that are SMART (specific, measurable, achievable, relevant, and time based) increase employee motivation and commitment to goal attainment, leading to greater performance and productivity.

Regular communication between the manager and employee is critical during the managing phase of the performance management cycle. Through formal and informal conversations, both parties are kept abreast of progress towards the successful completion of goals and expectations. These discussions also enable the manager to provide timely feedback and coaching as the year unfolds. Because the performance cycle spans

several months, it is important for managers and employees to keep track of key performance highlights and challenges that occur during the year. These notes will help immensely when it's time to prepare the annual review.

At the conclusion of the evaluation cycle, the manager meets with the employee to conduct the annual performance review. If SMART goals have been set (planning phase) and ongoing communication/feedback has taken place (managing phase), the overall outcome of the annual review should come as no surprise to the employee.

When merit increases are available, employees may receive an increase to their annual base pay as a reward for meritorious performance. It is important to remember that performance increases should be differentiated between employees based upon their overall performance ratings and, in general, top performers should receive higher pay increases.

Competencies

All SAIMS employees will be rated on the following thirteen competencies:

Quality of work	Consider accuracy, thoroughness and effectiveness.
Efficency of work	Considerperformance under pressure and handling of multiple assignment.
Domain Knowledge	Specific knowledge about job and understanding of the most phases of work.
Initiative and assumption of responsibilty	Consider the extent to whichthe employees come up with new ideas.
Problem Solving & Decision Making	How well the individualcometogripwith critical issues, crisis situation and solve them.
Utilization of resources	The degree to which the individualhas utilized the fund equipment economically & effectively.
IT/Equipment Skill	Consider the computer proficiency and technical ability.
Reporting & Administration	Recording, maintaining report & completion of task within given time.
Training & Development	Any training attended and conducted for employees during working.

Attendance, Punctuality and observance of working hours	Consider the regularity, leaves availed and timings to report authority for given work.
Dependability	Consider the employee completes work on time and carries out instuctions well.
Personal Appearance	How well the employees dressed & neatly uniformed.
Interpersonal skill	The extent to which employee is cooperative, consideate and dealing with supervisors, peers & subordinate.

All classified staff managers/supervisors will also be rated on the following three competencies:

Cultivating Workplace Diversity	Ability to understand, appreciate, and use the unique contributions of staff in various cultures, nationalities, ethnic backgrounds, genders, ages, points of view, etc.
Leadership	Ability to work with a group to set its objectives and agenda, generate allegiance to those objectives, and guide and motivate their achievement. Articulates the end results needed and allows people to exercise initiative and discretion without micromanaging. Enforces standards/rules fairly and consistently and leads with courage.
Staff and Career Development	Addresses learning, training, and career development needs of individuals, teams, or organization. Works with employees to establish job and career development goals. Provides accurate, timely feedback including annual performance review.

Additionally, employees will be provided feedback in the areas of Attendance & Punctuality and Honestly & Integrity.

Ratings

The competencies and goals employees establish in the system will be rated on a new five point scale (Outstanding, Exceeds Expectation, Meet Expectation, Below Expectation, and Unsatisfactory).

Career Development Plan

SAIMS culture promotes individuals owning their careers. Career planning and professional development activities are designed to further develop and maintain a high-performance workforce by providing targeted opportunities for learning and growth. Career planning allows employees to align their annual development goals with long-term career goals and organizational needs. Typically, the career development goals are drafted and revised during the first phase of the performance management cycle. These goals can be entered into the online performance management system.

5.1. Employee Benefits

Leave Policies of Teaching Staff

S.No	Leave Details	Casual Leave	Earned Leaves (Priviledge Leave)	Optional Leave	Medical Leave	Gazetted Holidays	Summer Vacation	Special Leave
1	Quantum of yearly leave	12 (1 per month)	15 (1 per month)	3 (1 in 4 months)	6 (1 in 2 months)	08	15	10
2	Entitlement of leave	From the time of joining	On completion of one year of service	From the time of joining	From the time of joining	From the time of joining	On completion of one year on 30th June	From the time of joining
3	Grant of leave at stretch	Min 1.5 days - Max 4 days	Min 1 day - Max 12 days	Nil	Min 1 day - Max 6 days	Nil	Nil	Nil
4	Accumulation of leave	Lapses at the end of the calendar year	Can be accumulated upto 36 days	Cannot be accumulated	Can be accumulated upto 15 days	Cannot be accumulated	Cannot be accumulated	Cannot be accumulated
5	Intervening weekly offs/paid holidays	Excluded	Included	Nil	Included	Nil	Included	Included
6	Documents required	None	None	None	Medical Certificate, if the number of leaves are more than 4	None	None	Certificate of training/ conference/ examination
7	Eligibility	Teaching and Non Teaching Staff	Teaching Staff	Teaching and Non Teaching Staff	Teaching Staff	Teaching and Non Teaching Staff	Teaching Staff	Teaching Staff

Note: Mark compulsory thumb impression of entry and exit, in case of night calls and holiday duty also.

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1	Quantum of yearly leave	12 (1 per month)	12 (1 per month)	3 (1 in 4 months)	6 (1 in 2 months)	10	15	10 + 5
2	Entitlement of leave	From the time of joining	On completion of one year of service	From the time of joining	From the time of joining	From the time of joining	On completion of one year on 30th June	From the time of joining
3	Grant of leave at stretch	Min 1 days - Max 4 days	Min 1 day - Max 12 days	Nil	Min 1 day - Max 6 days	Nil	Nil	Nil
4	Accumulation of leave	Lapses at the end of the calendar year	Can be accumulated upto 36 days	Cannot be accumulated	Cannot be accumulated	Cannot be accumulated	Cannot be accumulated	Cannot be accumulated
5	Intervening weekly offs/paid holidays	Excluded	Included	Nil	Included	Nil	Included	Included
6	Documents required	None	None	None	Medical Certificate, if the number of leaves are more than 4	None	None	Certificate of training/ conference/examination
7	Eligibility	Teaching and Non Teaching Staff	Teaching Staff	Teaching and Non Teaching Staff	Teaching Staff	Teaching and Non Teaching Staff	Teaching Staff	Teaching Staff

a. Provisions:

- Unused Casual/Medical leaves in a month can be carried forward to next month.
- Casual leave and Earned Leaves are credited in the beginning of every month. Medical Leave is credited in the beginning of every 2nd month.

b. Leave cancellation:

- If the Faculty/Staff member applies for casual leave but does not avail due to any reason, he/she may choose to cancel the same in the prescribed format.
- If the leave has been approved, then on cancellation it first goes to the supervisor and then the HR officer for approval.

c. General Terms and Conditions:

- Application for grant of leave or extension of leave should be made in the prescribed format only.
- No staff member shall proceed on leave unless all the prescribed formalities have been completed and formal orders have been issued.
- If a Faculty/Staff member does not report on the leave end date, the excess number of leaves availed will be deducted from his/her earned leaves and further can be treated as loss of pay.

6. Workplace Guidelines

6.1 Working Hours and Attendance

1. The Institution will have a 6-day, 8 hour per day working, with an interval of half an hour for lunch.
2. Faculties are required to sign up their attendance by 9.00 a.m., however there will be grace period of 15 minutes. In case a faculty/staff member is late due to any reason, he/she must contact HR Department immediately on arrival. If any faculty/staff member comes after 9.15 a.m., a mark will be put in front of his/her name. Every 4 such late mark in a month will be treated as one day's leave or leave without pay (In case of no leave balance for the particular month).
3. It is mandatory for each Faculty/Staff member to put thumb impression from the day of joining. Every faculty/staff member is put the thumb impression

daily upon his/her arrival and departure from office. The Register will be available at the Admin office.

4. The faculty/staff member will be marked absent in case he/she has not signed in the attendance register. In case of absence, no salary will be paid for that period.

5. In case any faculty/staff member has to move out of the office for any reason except during lunch hours, he is required to get prior approval from his/her immediate Head or HR Department.

6.2 Dress Code

We believe that the faculty and staff members are the representation of the institute, and their dress, grooming, and personal hygiene is a reflection of the institute to the outside world.

Keeping this in mind, we have defined guidelines for Dress Code so as to ensure that a faculty/staff member's attire at work is appropriate at all times.

All the faculty and staff members are expected to adhere to the guidelines when at workplace (both during/beyond official work hours), any other location where faculty/staff member represents SAIMS.

6.3 Code of Conduct

- Faculty/staff member shall, at all time, conduct himself / herself soberly and show proper respect and civility to his/her superiors, colleagues and juniors.

- During the period of engagement with the institution, Faculty/staff member shall not hold and office of profit outside the organisation or engage himself in any other service, trade, business, profession either part – time or full time whether for profit to gain or on honorary basis or otherwise, in any capacity or of any purpose, what so where, without the prior written permission of Management and the Management shall be under no obligation to grant any such permission to the faculty/staff member.

- No faculty/staff member shall refuse to do any alternative work/duties which in the opinion of the Management the Faculty/Staff member is capable of doing as and when required by the Management to do so depending on the exigencies of work. Refusal to do alternative work/duties will be treated as misconduct.

- Faculty/Staff member shall not create unsanitary or unhealthy conditions inside or around the office.

6.4 Personal Phone Calls

It is understandable that some personal calls must be made during the office hours. However, the number and duration of these calls must be kept at a minimum.

6.5 Visitors

Personal visitors to the office should be met in an area where other employees will not be distracted and the meeting should be kept as brief as possible. The visitors are expected to enter their personal details at the security desk.

6.6 Smoking Policy

The entire SAIMS campus is a No Smoking area. Employees are requested to keep a note of the Smoking Policy of the Company. Violators will have to face the disciplinary actions suggested by the committee

7. Disciplinary Rules & Procedure

A set of rules and regulations needs to be followed by the employees of the institution. These rules and regulation help to promote fairness and order in the treatment of individuals. Any disciplinary action, wherever required, will be taken speedily and in a fair, uniform & consistent manner. Any action will be taken only after careful investigation and the employee will be given opportunity to present their side of the case.

8. Exit Policy

Any employee who wishes to resign from the services of the Company should give the required notice period as per the terms & conditions of his appointment letter. The employee is required to submit a written letter of resignation, indicating the last working day, and submit it to his/her Reporting Manager. The notice period required to be given by an employee while submitting his resignation is as follows:

- In case the employee wants to be relieved earlier, he shall surrender in lieu thereof salary equivalent to the days for which the notice falls short of the period. However keeping in view the exigencies of work, management has right

to either accept the resignation letter and relieve the employee earlier or ask him to serve the entire period of notice.

- If an employee resigns, it is not necessary for the management to give him acceptance of resignation.
- The employee must clear all his dues on the last day of working and must also undergo an exit interview.

Termination

Where SAIMS is initiating termination of employment, notice of termination will be provided, outlining final date of employment and reasons for termination, as per the Human Resources Management Policy.

Exit Interview

The Staff Exit Interview Form is used to guide discussion and to document key points. Information provided during the exit interview is reviewed and incorporated into SAIMS's ongoing quality improvement activities where relevant.

Return of SAIMS Property

On or before the employee's final date of employment, the employee is to:
- Return all property of the organisation (including keys, documents, information technology equipment, intellectual property)
- Return or be reimbursed with outstanding petty cash
- Remove hard copy and electronic personal and confidential files
- Inform supervisor of any passwords/codes that may prevent access to computer files.

The No Dues Form is used to identify property to be returned to SAIMS by the employee.

Record Keeping

The staff member's resignation letter or a copy of SAIMS employment termination letter is filed in the employee's personnel file.

The Staff Exit Interview Form discussion notes and no dues is filed in the employee's personnel file. In the event of an employee resigning from the company without giving the stipulated notice affects the work and also does not permit the company from recovering the security deposits/ advance of company leased house by the time he leaves the company the outstanding amount shall be recovered from his full and final salary payment and for all purpose he/she will be treated as absconding.

Principal,
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INDORE (M. P)