

Dear Friend,

Congratulations on joining Team India Infoline (IIFL)!!

Every member of this team behaves and acts with the passion of an owner and feels 'This is my company!' Little wonder, that this team has been delivering an extra ordinary performance in terms of growth and profitability. The fact that this performance has been achieved with no compromise whatsoever on the highest standards of integrity and compliance is what gives us tremendous sense of pride.

We recently completed 10 years of Broking and have set visions for many many more years to service clients and create wealth for all through the **Knowledge** route.

This knowledge is not necessarily in the possession of highly qualified people, nor produced in sophisticated computer models, nor packaged in jazzy presentations. In my personal experience, the knowledge that has been most valuable for strategy has often come from rank and file employee who is in touch with the customer. Whatever your company has achieved is primarily due to passion of people at the bottom of organisation's pyramid, to gather, share and apply knowledge about the customer.

To put it simply, **knowledge is the edge**.

Our ambition is to soar even higher. I am sure you share the same ambition as well. You will soon feel and enjoy the magic of '**Owner Mindset**' and '**Application of Mind**' (**OM and AUM**), just the way we all do. The harder we work the more fun we have! The more we share, the more we learn. The bigger our risk, the greater our reward. The higher we climb the ladder of integrity and governance, the better we feel! The more we innovate, the more we learn about the basics of business. The happier we make our customer, the wider is the smile on our faces.

This company, made of people driven like owners, is more akin to a partnership of a large number of people with common goals and values. This document introduces you to our self imposed code of conduct and a set of policies and procedures to help us with day-to-day chores. Needless to say, this document is updated from time to time, and communicated through our corporate intranet, IWIN and our internal Human Resource Management System, Should there be exigencies of the business, policy changes may be done without prior communication.

We welcome you warmly and assure you of our fullest support, encouragement and guidance and look forward to learning from you as well. I am sure you will have an exciting and rewarding career at IIFL.

Warm Regards,

Nirmal Jain

Executive Chairman

## **INTRODUCTION**

This Handbook will serve as a guide to the Terms and Conditions of Employment, benefits and other related matters pertaining to the service of a staff of IIFL.

It supplements the Terms & Conditions of Employment as detailed in the staff contract of service agreement, the comprehensive HR Manual and the detailed policies on the company's intranet.

The company reserves the right to amend, delete or annex any terms and conditions of service as and when necessary. The Board of Directors will approve all changes to the terms and conditions of service.

These terms and conditions will, where applicable, be subjected to the provisions of any relevant Government legislation and its amendments.

The content of this book is intended to be used as reference for the company and the staff.

Any doubt or query concerning the content of this handbook should be forwarded to the Human Resource Department.

## **OUR STRATEGY**

### **Business strategy**

- Continuously assimilate, analyse and apply knowledge to power superior financial decisions
- Focus on core competence in financial services
- Derisk through multiple products and diverse revenue streams

### **Customer Strategy**

- Enhance customer retention through quality research and service
- Efficiently deploy cutting-edge technology
- Create a wide, multi-modal network to serve customers at one stop

### **People Strategy**

- Attract exceptionally talented and driven people
- Ensure a conducive environment
- Share ownership liberally

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## ABOUT US

We are a one-stop financial services shop, most respected for quality of its advice, personalized service and cutting-edge technology. We have come a long way since our inception and have made a mark in the industry. The IIFL (India Infoline) group, comprising the holding company, India Infoline Ltd (NSE: INDIAINFO, BSE: 532636) and its subsidiaries, is one of the leading players in the Indian financial services space. IIFL offers advice and execution platform for the entire range of financial services covering products ranging from Equities and derivatives, Commodities, Wealth management, Asset management, Insurance, Fixed deposits, Loans, Investment Banking, Govt bonds and other small savings instruments. IIFL recently received an in-principle approval for Securities Trading and Clearing memberships from Singapore Exchange (SGX) paving the way for IIFL to become the first Indian brokerage to get a membership of the SGX. IIFL also received membership of the Colombo Stock Exchange becoming the first foreign broker to enter Sri Lanka. IIFL owns and manages the website, [www.indiainfoline.com](http://www.indiainfoline.com), which is one of India's leading online destinations for personal finance, stock markets, economy and business.

IIFL has been awarded the 'Best Broker, India' by FinanceAsia and the 'Most improved brokerage, India' in the AsiaMoney polls. India Infoline was also adjudged as 'Fastest Growing Equity Broking House - Large firms' by Dun & Bradstreet. A forerunner in the field of equity research, IIFL's research is acknowledged by none other than Forbes as 'Best of the Web' and '...a must read for investors in Asia'. Our research is available not just over the Internet but also on international wire services like Bloomberg, Thomson First Call and Internet Securities where it is amongst one of the most read Indian brokers.

## BOARD OF DIRECTORS

**Nirmal Jain**

Chairman

**R Venkataraman**

Managing Director

**Nilesh Vikamsey**

Independent Director

**Sunil Kaul**

Non Executive Director

**Mr.Kranti Sinha**

Independent Director

**Mr Arun K. Purvar**

Independent Director

**Chandran  
Ratnaswami**

Non Executive Director

## CORPORATE MANAGEMENT TEAM

**Institutional Equities**

H.Nemkumar

**Investment Banking**

Nipun Goel

**Consumer Finance**

Pratima Ram

**Wealth Management**

Karan Bhagat

**International Operations**

Bharat Parajia

**Offshore Asset Management**

Deepesh Pandey

**Insurance Distribution**

Mukesh Kumar Singh

**Corporate Communication**

Jamshed Kawasjee Vakeel

**Risk & Audit**

Upendra Kumar Jaiswal

**Corporate Operations**

Narendra Deshmal Jain

**Human Resources**

Pallab Mukherji

**Legal and Compliance**

Mohan Radhakrishnan

**Finance and Accounts**

Dhruv Jain

**Information Technology**

Sankarson Banerjee

**Realty**

Balaji Raghavan

## HISTORY & MILESTONES

1995

Commenced operations as an Equity Research firm

1997

Launched research products of leading Indian companies, key sectors and the economy

Client included leading FIIs, banks and companies

1999

Launched [www.indiainfoline.com](http://www.indiainfoline.com)

2000

Launched online trading through [www.5paisa.com](http://www.5paisa.com)

Started distribution of life insurance and mutual fund

2003

Launched proprietary trading platform Trader Terminal for retail customers

2004

Acquired commodities broking license

Launched Portfolio Management Service

2005

Maiden IPO and listed on NSE, BSE

2006

Acquired membership of DGEX

Commenced the lending business

2007

Commenced institutional equities business under IIFL

Formed Singapore subsidiary, IIFL (Asia) Pte Ltd

2008

Launched IIFL Wealth

Transitioned to insurance broking model

2009

Acquired registration for Housing Finance  
SEBI in-principle approval for Mutual Fund  
Obtained Venture Capital license

2010

Received in-principle approval for membership of the Singapore Stock Exchange  
Received membership of the Colombo Stock Exchange

## 1.1 COMPANY VISION AND CORPORATE PHILOSOPHY



### 1.1.1 VISION

Our Vision is to be **“the most respected company in the financial services space”**.

To make our vision a reality, we have to command respect from all the constituents that influence us or are influenced by us. The box below elaborates how we propose to attain our vision of being the most respected company in the space.

#### **Shareholders**

- Growth at above industry rate with de-risking
- High ROCE, ROE

#### **General public**

- Corporate governance
- Transparency

#### **Customers**

- Cutting edge technology
- High service standards

#### **Employees**

- Skill development by investments in training
- Empowerment and conducive work environment

### **My Vision**

“What I and my company want to earn first is: Respect.”

**“I strive to fulfill our vision to be 'the most respected company in the financial services space'. I understand that the respect that my company command is a reflection of the respect that I command as an individual and I am convinced that through my conduct, behavior and knowledge I can earn maximum respect from my colleagues, customers and vendors.”**

### 1.1.2 CORPORATE PHILOSOPHY

**People Organization:** It is rightly said about the service sector that “all our assets go down the elevator at the end of every day. We have to make sure that they come back next morning”. Being in the services industry, people are our biggest and most important assets. The entire organization's philosophy is centered on how best to ensure our people get an environment conducive to perform and excel.

**Owner Mindset:** What distinguishes India Infoline from other organizations is the fact that all employees are driven by Owner Mindset. This is a privilege as well as a responsibility. The environment provides tremendous autonomy to operate, be creative and deliver results. Given below are a few illustrations of behavior of people driven by Owner Mindset:

- Come up with ideas, which may not be related to the core function of the person, sometimes general in nature, for the benefit of organization or its employees and sometimes for better performance of other departments or business
- Support team members in one's own functional areas as well as that of others
- Project best image of the organization outside, have positive influence on colleagues and other team members
- Assist seniors; take corrective action against any possible damage, sabotage or negative activity that comes to his/ her knowledge
- Report any problems that he/ she comes across, however small, because most problems start small
- Avoid any waste and save every penny, at the same time take decisions without hesitation for investment of millions if justified
- Willingly work on a holiday if the same is convenient to a valued customer or required for business
- Help other departments by sharing their work when they are under pressure

**Equal Opportunities Employer:** India Infoline shall provide equal opportunities to all its employees and all qualified applicants for employment without regard to their race, caste, religion, color, marital status, sex, age, nationality, disability and veteran status. Employee policies and practices shall be administered in a manner that will ensure that in all matters, equal opportunity is provided to those eligible and the decisions are merit based.

## 1.2 OUR BUSINESS MODEL

In a nutshell, our business is providing advisory and transaction execution services for the entire gamut of financial services. Our edge is driven by our twin core competencies of:

- i. World-class research that powers our advisory services, and
- ii. Cutting-edge technology and motivated people, driving flawless online and offline execution respectively

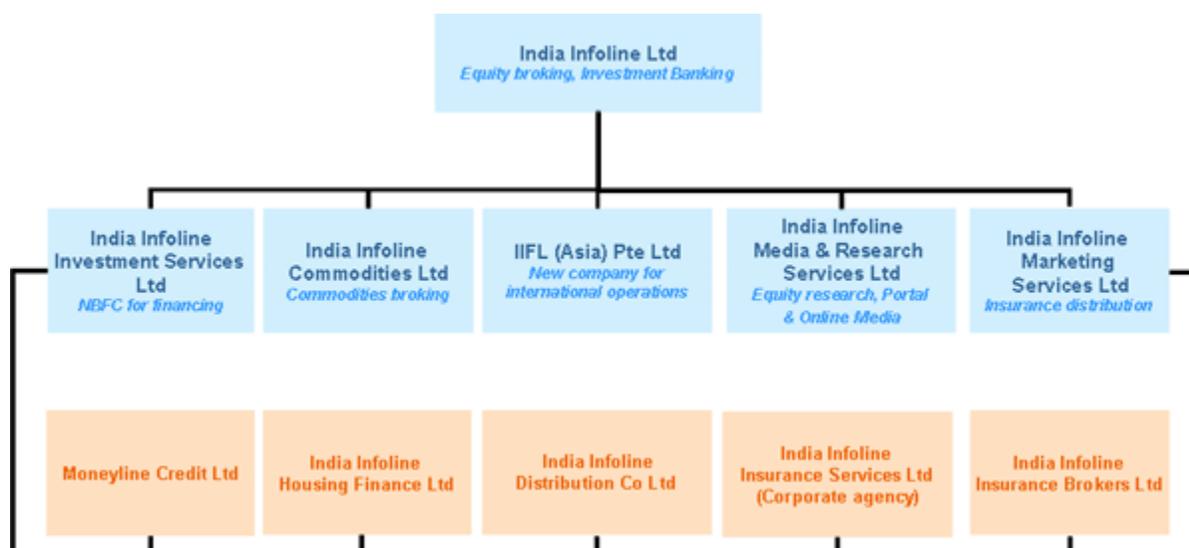
We cover the entire gamut of financial services, except commercial banking.

Equities Broking	Commodities broking	Mutual Funds distribution	Loans	Other Debt products
Wealth Management	Research & Content Management Services	Life Insurance agency	Investment Banking	

### 1.3 CORPORATE STRUCTURE



IIFL has a network of over 2,500 business locations spread over more than 500 cities and towns across India facilitates the smooth acquisition and servicing of a large customer base. All our offices are connected with the corporate office in Mumbai with cutting edge networking technology. The group caters to a customer base of about a million customers, over a variety of mediums viz. online, over the phone and at our branches.



#### India Infoline Ltd.

India Infoline is listed on both the leading stock exchanges in India, i.e. The Bombay Stock Exchange (BSE) and The National Stock Exchange (NSE). It is engaged in the businesses of Equities broking, Wealth Advisory Services and Portfolio Management Services. It offers broking services in the Cash and Derivatives segments of the NSE as well as the Cash segment of the BSE. It is registered with National Securities Depository Ltd. (NSDL) as well as Central Depository Services Ltd. (CDSL) as a depository participant, providing a one-stop solution for clients trading in the equities market. A SEBI authorized Portfolio Manager; it offers Portfolio Management Services to clients.

#### India Infoline Commodities Pvt. Ltd.

India Infoline Commodities Pvt.Ltd. is engaged in the business of commodities broking. Our experience in securities broking empowered us with the requisite skills and technologies to allow us offer commodities broking as a contra-cyclical alternative to equities broking. We enjoy memberships with Multi Commodity Exchange (MCX) and National Commodities and Derivatives Exchange (NCDEX), the two leading Indian commodity exchanges, and it has also acquired membership of Dubai Gold and

Commodities Exchange (DGCX), through a wholly-owned subsidiary. We have a multi-channel delivery model, making it among the select few to offer online as well as offline trading facilities.

#### **India Infoline Distribution Co Ltd.**

India Infoline Distribution Co. Ltd. is engaged in the business of distribution of Mutual Funds, IPOs, Fixed Deposits, small savings products, personal loans and mortgages. It has leverage upon the group's wide pan-India footprint of over 600 branches coupled with a huge number of 'feet-on-street', which helps acquire and service customers across the length and breadth of India.

#### **India Infoline Insurance Services Ltd.**

India Infoline Insurance Services Ltd. is a registered Corporate Agent with the Insurance Regulatory and Development Authority (IRDA). It is the largest Corporate Agent for ICICI Prudential Life Insurance Co Ltd, which is India's largest private Life Insurance Company.

#### **India Infoline Investment Services Ltd.**

India Infoline Investment Services Ltd. has an NBFC license from the Reserve Bank of India (RBI) and engages in financing and investing activities.

Recently, Orient Global, a Singapore-based investment institution invested USD 76.7 million for a 22.5% stake in India Infoline Investment Services. This will help focused expansion and capital raising in the said subsidiaries for various lending businesses like loans against securities, SME financing, distribution of retail loan products, consumer finance business and housing finance business. India Infoline Investment Services Pvt. Limited consists of the following step-down subsidiaries.

- (a) India Infoline Distribution Company Limited (distribution of retail loan products)
- (b) Moneyline Credit Limited (consumer finance)
- (c) India Infoline Housing Finance Limited (housing finance)

#### **India Infoline Insurance Brokers Ltd.**

India Infoline Insurance Brokers Ltd. is a newly formed subsidiary, which will carry out the business of Insurance broking, for life as well as non-life insurance. We have now obtained a license for Insurance Broking from IRDA too.

#### **India Infoline Media and Research Services Ltd**

The content services represent a strong support, that drive the broking, commodities, mutual fund and portfolio management services businesses. Revenue generation is through the sale of content to financial and media houses, Indian as well as global and royalty from content aggregators. India Infoline's research is available not just over the internet but also on international wire services like Bloomberg (Code: IIFLL), Thomson First Call, Internet Securities and Multex (a part of Reuters) where India Infoline is amongst the most read Indian brokers

#### **India Infoline Marketing & Services Ltd**

India Infoline Marketing and Services Ltd is the holding company of India Infoline Insurance Services Limited and India Infoline Insurance Brokers Limited.

- a) India Infoline Insurance Services Limited is a registered Corporate Agent with the Insurance Regulatory and Development Authority (IRDA). It is the largest Corporate Agent for ICICI Prudential Life Insurance Co Limited, which is India's largest private Life Insurance Company. India Infoline was the first corporate agent to get licensed by IRDA in early 2001.
- b) (b) India Infoline Insurance Brokers Ltd. is a newly formed subsidiary which will carry out the business of Insurance broking. We have received the approval and clearance for the Insurance

broking license Post the grant of license, we propose to also commence the general insurance distribution business.

**IIFL (Asia) Pte Ltd**

IIFL (Asia) Pte Ltd is a wholly owned subsidiary which has been incorporated in Singapore to pursue financial sector activities in other Asian markets. Further to obtaining the necessary regulatory approvals, the company has been initially capitalized at 1 million Singapore dollars

**IIFL Wealth Management Ltd.**

India Infoline launched its wealth management business by setting up a subsidiary, IIFL Wealth Management Ltd (IIFL Wealth). This subsidiary’s management team comprises professionals with a rich experience in wealth management and private banking. It has already a PMS license from the SEBI IIFL Wealth manages money for high net worth individuals and small and medium-sized enterprises through investments in various asset classes like equity, mutual funds, real estate, fixed income and structured products, among others. It offers portfolio management services across all these asset classes, targeting families with a financial net worth in excess of Rs 50 month. A part of the Company will be owned by employees, aligning the interests of the relationship managers, client and the Company.

**Chart:**

**India Infoline Limited**

- Member BSE & NSE
- Equities & Derivatives broking
- Depository Services
- Portfolio Management Services
- Wealth Advisory Services

**Wholly owned subsidiaries**

India Infoline Insurance Services Limited	India Infoline Distribution Company Limited	India Infoline Commodities Private Limited	India Infoline Investment Services Private Limited	India Infoline Investment Services Private Limited	India Infoline Media & Research Services Limited
Life Insurance • Corporate agent of ICICI Prudential Life Insurance Co. Ltd. (Will discontinue, once IIBL commences operations)	Mobilization of retail investments in • Mutual funds (Mutual Funds shifted to IIFL from 2007-08) became an AMC as well. • RBI bonds, Small savings • Distribution of home loan products	Commodity broking • Member of MCX, NCDEX and DGCX (through a subsidiary of IIFL)	Financing against security • Investment and trading	Insurance broking • received the license from IRDA	Content related services • Online media Research

*\*The above chart depicts only the major subsidiaries of the Company. Other subsidiaries include India Infoline Housing Finance Limited; India Infoline Commodities, DMCC, Dubai and Moneyline Credit Private Limited*

#### 1.4 ORGANIZATION STRUCTURE

Organization structure and your reporting hierarchy are available on the corporate Intranet- IWIN.

##### My Conduct

**“My conduct will be the same as what I expect from others in my Company.”**

“I will ensure that everybody in my company behaves in a professional, business-like manner at work, on the premises of my company, and whenever representing my company. I understand that the success of my company is, to a large extent dependent upon maintaining a high level of public trust and professionalism and I will ensure that everybody in the company conducts themselves at all times in accordance with the highest principle of honesty and integrity. My conduct will be what I expect from others and will set an example for my colleagues.”

## 2. CODE OF CONDUCT



### 2.1 OBJECTIVE AND KEY GUIDELINES

The objective of this policy is to ensure that every member of the team behaves in a professional, business-like manner at work, on the premises of India Infoline, and whenever representing India Infoline. The success of the company is dependent to a large extent upon maintaining a high level of public trust and professionalism. Therefore, each employee is expected to conduct himself at all times in accordance with the highest levels of honesty and integrity. The Code of Conduct identifies particular responsibilities that each employee must assume in order to attain the vision of the company. We cannot have a comprehensive set of rules that can detail every circumstance to which they may apply, but the code does provide essential guidelines for day-to-day direction.

- **General** - Every individual must carry out his/ her responsibilities to the organization in a trustworthy manner and must be careful to avoid situations that could present a conflict of interest or an appearance of a conflict
- **Avoid conflict** - Do not have any potential interest, financial or non-financial, that may impair (or appear to impair) the individual's independent judgment when performing working responsibilities

- **Avoid receiving** any material, financial, or other benefit by communicating or passing any information, secrets, which may come into their possession as a result of the employment with India Infoline
- **Fill a Declaration Form** disclosing whether any family member is working for a competitor or is in the same line of business
- **Take utmost care of company's property** (e.g. computers, software, furniture, sign boards, etc) and save it from damage, theft or remaining idle
- **Avoid wasteful expenditure** e.g. switch off computers from the power source when not using the system, avoid waste of stationery, optimize courier packets and so on. Avoid use of paper/ printer, if soft copies can serve the purpose. Use printer on 'Draft' mode only for internal requirements
- **Housekeeping** - Keep one's surroundings and workstations neat and tidy
- **Communicate carefully** - Do not represent to media or public as official spokesperson for the company without being compliant with the company's guidelines for communication
- **Office time and assets not for personal purpose** - Avoid using for personal requirements, company's telephones (mobile and fixed), fax machines, computers, copiers, courier services, office stationery and other business equipments. Use of these facilities is permitted if, for emergency or insignificant requirement. If expenditure is significant, say more than 1/10th of one day's salary, the same should be communicated to the HR department for record and recovery from salary if absolute amount is over Rs500. Refrain from doing any personal work during office hours or while in office. Exceptions are allowed only if time taken is insignificant or if extra-ordinary inconvenience may be caused if that work is not done at that particular time
- **No alcohol/ smoking/ drugs while at work** - Smoking on India Infoline premises is strictly prohibited. Smoking means use of lit cigarette, cigar, pipe or any other lit tobacco product. Nobody should be under the influence of alcohol or illegal or controlled substances when reporting to work, while on the job, or in connection with carrying out official responsibilities
- **Identity Cards and Attendance** - Everybody must carry his/ her badges and display it at all times for security reasons. Employees are requested to check their attendance records on IWIN and discrepancies, if any, should be reported to the HR department. Falsifying of attendance or giving proxy is a serious offence and can result in dismissal



## 2.2 ETHICS AND INTEGRITY

We expect all our people to display the highest standards of ethical and moral conduct in all their acts on duty as well as when not on duty. We consider unethical or immoral conduct as a serious violation of terms of employment, even if committed when the individual is not at the workplace or is not on official duty. Such cases shall be taken seriously by IIFL. As a company, we can live with errors and mistakes done in good faith even if they result in significant losses, but can never condone lack of honesty and integrity, even if there is no monetary damage.

The following is an illustrative list of do's and don'ts:

- Employees must intimate the Compliance & Legal/ HR department by an email to [legal@indiainfoline.com](mailto:legal@indiainfoline.com) if they

- Are hiring or recommending for hiring, relatives/ friends or appoint them as FAN/ remisiers/ sub brokers
  - Are referring a relative/ friend to outside FAN customer
  - Have received any gift in cash/ kind from vendor/ customer
  - Manage relationship of any relative or close personal friend as a customer
  - Have given or taken or asked for loans from/ to colleagues
  - Everybody shall ensure, at all times, the integrity of data or information in his/ her possession or control and which pertains to the company or its business
- 
- There are certain acts and behaviors, which can result in very strict disciplinary action including immediate termination of service. They include
    - Forging documents (e.g. Customer's Insurance/ broking application form/ KYC- supporting documents such as identity/ birth proof)
    - Overstating expenditure vouchers
    - Taking cash from customers
    - Referring business to competition
    - Trading in customer account without customer consent
    - Appointing relatives/ friends as FAN/ remisiers/ sub brokers without disclosure, providing false credit of company customers to them
    - Overstating customer pass-back/ incentives, sub broker payments
    - Multiple instances of being late for office or for customer meetings without adequate reasons
    - Not recording customer telephone numbers, email or any relevant detail in company database. This inhibits company's access to its most valuable asset namely its customers
    - Fraudulent and incorrect reporting of customer meetings or sales or business data on IWIN/ DISC or through any other mode of communication
    - Fudging or abetting fudging of attendance records
    - Gross negligence in protecting company's property or customers
    - Immoral or unruly conduct, acts of or amounting to sexual harassment
    - Physical violence with customer/ colleague/vendor



### **2.3 CONFIDENTIAL INFORMATION**

The ease of access to information and the ease with which such information can be copied and distributed make our business particularly vulnerable to disclosure of confidential business information. Hence all employees are required to sign the “Confidentiality Agreement” as a pre-condition to contract of employment.

Any violation of the Confidentiality Agreement can lead to immediate termination of the services of the employee, without prejudice to the company's right to recover damages and seek appropriate legal relief.

Every Employee is

- Required to maintain information like client details, product information, incentives, all computer files, employee details, etc in strict confidence
- Expected to read, understand and follow the rules and regulations laid down under the aegis of the India Infoline Information Security Policy available on IWIN
- Expected not to communicate or pass any information, secrets, which may come into their possession as a result of the employment with India Infoline to any outsider or to anyone not employed by India Infoline. Also, any communication received by the employee on the company's letter-head (appointment letter/ increment letter/ pay slips, etc) is also to be treated as confidential. Details like salary and increments cannot be discussed with others in the organization
- Expected not to use or proliferate information, which is not available to the investing public and which therefore constitutes insider information for making or giving advice on investment decisions

(Respective Managers are responsible and are accountable for knowing the confidentiality policies and guidelines that pertain to their area and are also responsible for informing employees about restrictions on confidential information.)

### **Salary**

- All employees of India Infoline and its group companies should maintain confidentiality of their salaries. Salaries in IIFL are person/business/activity/location specific and should never be shared or compared with a peer / colleague. Doing so is not only unethical but is against the company's policy also.
- No employee(s) is permitted to discuss their salaries and compensation benefits with colleagues & peers. Employee(s) found sharing their salary information with colleagues and peers shall invite strictest disciplinary action including termination from the services of the company.
- Speculating and rumor mongering on the same is also prohibited and InfoSec policy shall apply as this data is confidential and is for personal information only, therefore please do not discuss it over a cup of tea / any other beverage or otherwise also.
- The company or its authorized employee can only use this data for any statutory purpose or any employee welfare scheme(s).

### **IWIN Password**

Under no circumstances should an employee share his / her IWIN passwords with colleagues and peers as confidential information including salary details are available there as well. Anyone found sharing the IWIN password, whether deliberately or otherwise with a colleague and peer or unauthorized person shall be dealt with severely, including termination from services of the company.

### **HRMS (Human Resource Management System)**

Our HR Information System stands for synchronization of Employees details in the organization more effectively and is a sense of harmony between the organization and the employees.

As business leaders we need to have complete control on our human capital and that's where the HRMS comes into picture. These applications map the workforce and the processes they follow towards achievement of business goals. They also act as measures for human capital goal alignment for better performance in the business.

The purpose of this application is to have real time updates and records of the human potential in the context of business and systematic alignments through the use of technology.

**The Adrenalin HRMS Module Comprises of the following:**

- Personnel Information Management System
- e-Recruitment- Talent Acquisition
- Leave and Attendance Management– Time Keeping.
- Confirmation Management
- Employee Separation

***Employees should ensure that they follow the link on IWIN & read through the policy. The link: IWIN > Human Resources > HR Policies > Code of Conduct policy***

**3. RECRUITMENT**

- Recruitment forms an important part of every organization as it brings in valuable human assets into the organization. With the launch of the e-recruitment module, we can be more efficient and time responsive in the selection process.
- Adrenalin e-Recruitment Module facilitates management of the complete recruitment function. It makes recruitment systematic and organized, while reducing costs and impact of employee turnover.

Adrenalin's e-Recruitment module helps:

- Identify vacancies and map requirements by skill sets, experience, etc.
- Post vacancies on the internal job-board, external job board and with external consultants / media to invite applications.
- Track and record unique resumes across sources.
- Create and use document templates for applicant correspondence for acceptance, rejection and status at various stages.
- Employee Referral Scheme is available to refer candidates for a particular job. Also, employees can use the internal job board to apply for internal jobs.
- A career page which links in with the corporate website includes the External job board and interface for the Candidate and Recruitment Partners.

A Resume Builder is available for candidates to enter their resume details.

- Online tests can be administered through the Career website. The HR facilitator can create Standalone and Packaged Test templates and administer Online Tests. Moreover, interview results can be captured. Offer form is used to create the offer letters for the candidates who have been considered for the job offer.

The Job Board is a function which would facilitate the employees to view the list of job opportunities posted in the Internal Job board. On the Job board, the Employee can:

- Search for job openings based on the Skills and job scope
- Get more details on the vacancies by clicking on 'View Job Profile' and 'Job Details'
- Give Candidate Referrals

### **3.1 Recruitment Process Flow:**

Given below is the flow chart of the recruitment process at IIFL.

Process	Process Steps	TAT	Responsibility Centre	Remarks
<b>Pre-Recruitment</b>	Identify Vacancy	T day	Business Head	
	Prepare Job Description and person Specification			
<b>Recruitment</b>	Sourcing the candidate: consultant, job portal, advertisements	T+1	Recruitment team	
	Managing the Response	T+3		
	Screening of candidates	T+4		
	Interviewing the candidates	T+ 5		Depends on the availability of the interviewer and the interviewee
	Decision Making	T+5		Unless short listed for another training
	Convey The Decision	T+7		
<b>Post - recruitment</b>	Generation of offer	2 days prior to joining/ training date	Recruitment team	Depends on the training date
	Induction		Joining details / Coordinate with Training/ HR Processing team	Depends on joining date as per convenience of the candidate

### 3.2 Employee Referral Scheme at India Infoline

- The Employee Referral Program enables the company to get the best talent available in the industry, through the existing employees. The best recommendation about an organization can come only from someone who is part of it.
- Employee Referral Program is applicable to vacancies as declared periodically on IWIN/ through HR fliers
- Recruitment Team/ Corporate Communication team are the facilitators.

- Internal Job Advertisement is sent through mail, which specifies positions open and other relevant details. The same is published on IWIN by means of a circular and also posted in the HR Section.
- The employee can write to [recruit@indiainfoline.com](mailto:recruit@indiainfoline.com) to refer a friend or a relative.

***Employees willing to refer a friend/relative in the Equity /Support business can follow the link on IWIN & read through the referral scheme. The link: IWN > Human Resources > HR Policies > Employee Referral Equity/Support***

***Employees willing to refer a friend/relative in the D2C/ISO business can follow the link on IWIN & read through the referral scheme. The link: IWN > Human Resources > HR Policies > Employee Referral D2C/ISO***

### **3.3 Internal Job Posting**

We have Internal Job Postings where we encourage our people to apply to internal vacancies to promote parallel shifts, job enrichment, promotions or better fitment. This also ensures check on attrition.

The Job Board is a function which would facilitate the employees to view the list of job opportunities posted in the Internal Job board. On the Job board, the Employee can:

- Search for job openings based on the Skills and job scope
- Get more details on the vacancies by clicking on 'View Job Profile' and 'Job Details'
- Give Candidate Referrals

### **My Terms**

"My terms of engagement are fair and acceptable to me."

"I will, at all times, follow the terms laid down by my company and understand that non-compliance with the same could result in disciplinary action as well as criminal or civil penalties. I will strive to follow our policies and stick to them for the tenure of my employment."



## **4. Terms of Employment**

### **4.1 EMPLOYMENT AGREEMENT**

All employees are required to agree to the employment terms by signing the relevant documents. The signature taken may be digital and not physical. Every new employee's access to corporate Intranet (IWIN), generation of appointment letter and activation of his/ her ID required for first processing of salary, is only after electronic acceptance of the terms and conditions as mentioned in Employment Contract and this document- Human Resources Manual.

**Every employee is bound by the entire content of this document (HRM) and more specifically by The Letter of Appointment** - Every employee must read and understand all the terms of employment and in case of any queries, doubts or clarification, get in touch with HR department by sending an e-mail at [HRHelpdesk@indiainfoline.com](mailto:HRHelpdesk@indiainfoline.com)

**The Code of Conduct** - Understand that non-compliance with the same could result in disciplinary action up to termination of employment services as well as criminal or civil penalties

**The Confidentiality Agreement** - Relating to confidential information that he/ she comes across during his/ her association with the company

## **OUTSIDE EMPLOYMENT**

Employees are not allowed to hold outside jobs even in non-related supplier/customer community and society or professions regardless of whether the Employee has met the performance standards of their job description. Unless otherwise approved by the Company, Employees engaged in alternative work (part time or full time); will be subject to the Company's disciplinary action or termination of employment



## **4.2 JOINING FORMALITIES**

Every new employee needs to submit the following documents within 3 working days of joining for employee records:

- i. Bio-data/ CV
- ii. Duly signed copy of the offer letter
- iii. 4 Recent passport size photographs
- iv. 2 Postcard size family photographs for ESIC (incase salary is equal to or less than Rs. 15,000/- per month)
- v. Copies of educational (10<sup>th</sup>, 12<sup>th</sup>, Graduation , Post Graduation)
- vi. Copy of NCFM, IRDA, AMFI or any other professional certification
- vii. Relieving letter from previous employer
- viii. Last drawn pay slip/salary certificate
- ix. Photo identity proof (PAN Card, Passport, Voters ID, Driving License)
- x. Proof of Residential Address
- xi. Medical certificate
- xii. Signature verification letter
- xiii. Other forms enclosed in the Employee Start-Up Kit.

Any change in the residential address or telephone numbers or other material personal details of the employee should be immediately reported to HR Department by way of email: [HRHelpdesk@indiainfoline.com](mailto:HRHelpdesk@indiainfoline.com)

Please note thumb impression and signature is a must on the Personal Information Sheet (PIS)



#### 4.3 PROBATION AND CONFIRMATION

- All employees, on joining will be on probation for a period of 3 to 6 months. The review at the end of the probation period will be in accordance to the company's Performance Appraisal System
- The probation period may be extended or reduced depending on the performance of the employee. Extended probation period is typically not more than three months
- On successful completion of probation and appraisal, the employee's services may be confirmed or terminated. The company is not bound to share the appraisal records with the employee

#### 4.4 JOB TRANSFER

- The Company may, in the best interest of business or employee's career, transfer an employee to any of its offices within India or from one job to another job, or from one department to another department or to any branch or any establishment at any location of the company, its affiliates, or customers/ vendors within India as and when required by the Management
- Employees who have resigned from the services once or if their services were terminated by the company, cannot be re-employed in any department of India Infoline by any Functional Head without prior written approval from a person of rank not below Executive Director of India Infoline Ltd
- Existing employees cannot apply to other department/ branch/ location through any external source i.e. advertisement or consultants or any other source of recruitments
- Employees found violating the transfer policy in both the above cases will be terminated with immediate effect and in both the above cases the Head of Department (HOD) needs to ensure non-occurrence of such incidence
- Every employee must ensure that immediately upon his/ her transfer from one location to other or from one department/ channel to other, the details of the same are accurately recorded on IWIN. The procedure is also available on IWIN

#### Employee Movements

- The process of employee transfers, change in employee designations and rejoining/ reactivation of exit employees will require approvals from relevant authorities before any changes take place in the system. All are thus required to go through the below mentioned matrix and follow the laid down process whenever any request is made for employee movements.

<u>Sr. no</u>	<u>Category</u>	<u>Description</u>	<u>Process</u>	<u>Role of HR</u>
1	Area	Transfer from one <b>Area to Another</b>	Approval from the Vice President is required for shifting from one Area to another in same zone.	The Regional HR team will update the database within 2-working days on receipt of the approval
2	Branch	Transfer from one <b>Branch to Another</b>	Territory Managers approval is required in case of transfer in same territory. In case transfer is from one territory to another then both TMs approval is required along-with approval from Asst. Vice President.	The Regional HR team will update the database within 2-working day's on receipt of the approval
3	Zone	Transfer from one <b>Zone to Another</b>	An approval from both concerned Vice Presidents or Channel Heads	The Central HR team will update the database within 2-working day's on receipt of information from the Regional HR team along-with the approval mails.
4	Channel	Transfer from one <b>Channel to Another</b>	For movement from one channel to other prior approval of both Vice Presidents or Channel Heads is required	The Central HR team will update the database within 2-working day's on receipt of information from the Regional HR team along-with the approval mails.
5	Business	Transfer from one <b>Business to Another</b>	For movement from one business to other prior approval of both Vice Presidents or Channel Heads approval is required	The Central HR team will update the database within 2-working day's on receipt of information from the Regional HR team along-with the approval mails.

6	Activity	<b>Transfer from one Activity to Another</b>	For shifting from Sales to Support or vice versa in Branch Channel prior approval of Vice President -Ops & Vice Presidents (Business head) is required. In case employee/associate is moving from Sales to Support or vice-versa, in any other channel then approval from respective Channel Heads/ Vice President is required.	The Central HR team will update the database within 2-working day's on receipt of information from the Regional HR team along-with the approval mails.
7	Designation	<b>Change in Designation</b>	For designation level below Territory Manager, in Sales Activity, the Vice Presidents can approve a designation change in his Zone. For Territory Manager & above designations, approval should be taken from the Channel Head. In Support Activity, the respective HOD can approve a designation change up to the level of an Assistant Manager. Any change above that level, an approval needs to be taken from Sr. Vice President -HR.	The Central HR team will update the database within 2-working day's on receipt of information from the Regional HR team along-with the approval mails.
8	Rejoining	<b>Rejoining of exit employees/associates</b>	Exit employee/associate can rejoin IIFL only after completion of period of 6 months from the date of leaving on receipt of an approval from the respective Vice President.	CHR team will do analysis of all such rejoiner cases & same will be approved on system after confirming with Regional HR Manager/after due approval From top mgt
9	Reactivation	<b>Reactivation of exit employees</b>	Reactivation of exit employee/associate code is possible only if the employee is erroneously marked exit on the system i.e. due to wrong information given by business manager or data entry error by HR Officer	CHR team/Payroll will reactivate exit employee/ associate code after Getting the due approval from the top management for each case after recommendation made from respective VPs.



#### 4.5 SEPARATION POLICY

**Separation may be of the following types:**

**Employee Initiated:** The employee desires to leave the services of the organization due to personal or professional reasons. This is by means of Resignation. Resignation is a voluntary separation initiated by the employee if he/ she are desirous of leaving the services of the company. Resignation should be given in writing to your immediate superior/ manager and a copy forwarded to the HR Department. Information of resignation in writing must be sent to the HR Department by respective HOD

- Resignation shall be effective as soon as the HOD accepts it. The HOD has the right to withhold the acceptance of the resignation if any dues are recoverable from the employee or if the employee is under suspension or if any disciplinary proceedings are pending against the employee or for any other reasons
- Notice period for employees on probation is one day. India Infoline as well as the employee may terminate the contract of employment by giving a notice of one day. After confirmation, both India Infoline as well as the employee may terminate the contract of employment by giving a notice period of one month or salary in lieu thereof
- Please note that if employee leaves within three months from the date of joining, cost incurred by company with respect to background verification is liable to recover

**Employer initiated:** The reasons here could be non performance or misconduct of the employee or non conformance to the company policies or any ethical or integrity issues. India Infoline may terminate the services of an employee without notice or payment in lieu thereof if he/ she:

- Creates a competitive business or activities against the company's business operations
- Willfully disobeys a lawful and reasonable order
- Conducts himself/ herself in a manner inconsistent with the due and faithful discharge of his/ her duties
- Is found guilty of fraud or dishonesty
- Is habitually negligent of his/ her duties
- Violates company policies
- Fails to comply with the regulations and conditions of employment
- Gross indiscipline
- Gross negligence in protecting company property
- Fraudulent/ wrong entry/ manipulation of attendance or any other company records
- Frequently reporting late for work
- Remaining absent from duty for more than seven days, without notice
- Upon termination of employment, the employee is expected to immediately transfer and deliver to the company all documents, information, assets belonging to the company, which the employee holds by reason of his/ her position in the company. Management reserves the right

to terminate an employee's service without statement of cause in order to protect the integrity and reputation of the company

- An employee is considered non-performer. This will be different for different business channels. Before terminating an employee on performance criteria, the employee needs to be given warning about poor performance. Intimation of the performance levels needs to be communicated by the HOD. The HOD will send their approval to the HR Department

**Abandonment of employment by employee:** India Infoline considers an employee to have voluntarily terminated his/ her services if:

- An employee resigns from the services of India Infoline
- An employee fails to return from an approved leave of absence on agreed date without informing the management
- The employee abandons his/her contract of employment with the company. This may be construed if an employee does not attend office for a continuous duration of over 7 days without informing his/her immediate reporting authority or the company.



**Retirement:**

The retirement age for the employees of the organization will be Sixty years. An employee is not required to submit a resignation; instead the organization will issue a retirement order one month in advance of the date of retirement.

- Early retirement can be contemplated on the grounds of illness, inability to discharge the assigned task for any reason whatsoever
- The management has the right to declare Voluntary Retirement Scheme (VRS) for all employees or specific group/ grade of employees depending on the need of business whenever situation demands
- In case of early retirement recommended by the management, a letter signed by the HR Department is issued to the said employees, stating the reasons for early retirement.

**Death of employee:** Due to the death of an employee while in employment with the company.

- The date of death will be construed as the last date of employment. The date of death will be as specified on the death certificate.
- The salary in this case will be computed for the last month up to and including the last date of employment and will be credited to the deceased employee's (or his / her nominee's) salary account.

***Employees should ensure that they follow the link on IWIN & read through the procedure of the Separation policy. The link: IWIN > Human Resources > HR Policies > Separation Policy***

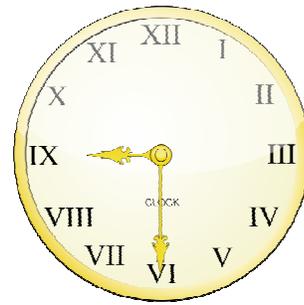
## My Workplace

“My workplace is like my place of worship and has to be the best.”

“Being with one of the best companies in the financial service sector, I will excel as part of a team and make the most of the friendly working environment, with the open door policy followed in my company. I will carry out my duties with the utmost integrity and honesty. I will provide the best possible service to my customers; internal or external.”

### 5. Work Place Rules

This policy defines standard guidelines for disciplined behavior to be inculcated into India Infoline culture and also at the same time create an environment, which will keep employees motivated at all times in performing their responsibilities. This policy applies to all employees on the regular payroll of the organization.



#### 5.1 OFFICE TIMINGS

- Every employee must be in office, at his/ her work place before the start time. For any deviation from the regular office timings, the same needs to be communicated to the employees and the HR Department by the respective HOD
- **Work Timing**

Offices	Working Day(s)	Office Timings	Weekly Offs
<b>IIFL Centre, Lower Parel</b>	Monday to Friday	8:30 am to 5:00 pm* 9:00 am to 5:30 pm*	Flexi Saturdays & Sundays
<b>Zonal Offices</b>	Monday to Friday	8:30 am to 5:00 pm* 9:00 a.m. to 5:30 p.m.* 9:30 a.m. to 6:00 p.m.* 11:00 a.m. to 7:30 p.m.* 3:00 p.m. to 11:30 p.m.*	2 Saturdays off (either 1st and 3rd or 2nd and 4th) ** & Sundays
<b>Area Offices/Branch Offices</b>	Monday to Saturday	8:30 am to 5:00 pm* 9:00 a.m. to 5:30 p.m.* 9:30 a.m. to 6:00 p.m.* 11:00 a.m. to 8:00 p.m.* 3:00 p.m. to 11:30 p.m.*	Sundays

<b>All Offices</b>	Saturdays	Flexi Timings prevalent as per policy on all working Saturday(s)	
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- Employees who report after the reporting time will be marked late. Three (3) late marks will be taken as 1 day's leave for a confirmed employee & 1 day deduction in salary for an employee on probation
- Employees attending office after 10.30 a.m. or leaving office before 2.30 p.m. will be marked absent for half a day.\*\*
- Lunch time shall be typically between 1.00 p.m. to 1.45 p.m. However, the same can vary from location to location and can be changed/ staggered for different sets of people. The communication as regards to lunch time, if not standard, will be sent by the HOD, by way of a circular
- Exigencies of work may necessitate an employee to stay in office beyond regular working hours and even work on weekly offs/ holidays.
- Late coming or absenteeism without prior approval (except for emergencies where prior approval was not possible) would be subject to stringent disciplinary action. In case of leave without prior approval, proportionate salary may be deducted, besides deduction in the available leaves. Waivers may be granted only in exceptional circumstances.

***Employees should ensure that they follow the link on IWIN & read through the policy. The link: IWIN > Human Resources > HR Policies > Attendance Policy***

**Core Hours:**

- The reporting authority can set core times when all employees of his/ her team must be at the office. Core time fixes the latest possible starting time and the earliest possible finishing time. All staff must be present from the beginning of and throughout the core time with flexibility during the lunch period. However, these periods should be determined by the reporting authority/ location, noting that the periods might differ in locations. Certain Sales employees may be required to meet clients/potential clients outside the office. They should do so under intimation to their immediate reporting authority, which should have prior knowledge of these visits/meetings. A report on the same should be given on Mondays.
- In order to meet targets, TATs and work exigencies, one may be expected to work on all/ some Sundays at the discretion of the reporting authority.

**Focus on Flexibility:**

On Saturdays, flexibility is provided by expanding the hours at which employee may arrive at the beginning of the day and leave at the end of the day and during the lunch break, however ensuring 6 hours of work is fulfilled.

Earliest start time – 9:30a.m and latest finish time – 6:00p.m (Normal working hours)

**Example:** An employee can come to office by 10.30 a.m. and leave by 4:30 p.m. or any other flexible option given to the employee .Flexi working is not a substitute to a leave on working Saturday. Hence if

an employee is absent on a working Saturday, the same will be considered as absence/leave depending upon the approval received from the HOD. The timings on working Saturdays would not be auditable but the reporting authority should have details about his/ her team to be shared with HR team for disciplinary purpose as well as to calculate physical present days.

- Lunch breaks will be flexible but must be taken between 12.30p.m and 2.30p.m.

***Employees should ensure that they follow the link on IWIN & read through the policy. The link: IWIN > Human Resources > HR Policies > Flexi hours on Working Saturdays Policy***

### **Working on Sundays/ Holidays**

- Number of working days in a week will be 6 i.e. Monday to Saturday. In addition to all Sundays being a holiday, India Infoline communicates company holidays at the beginning of calendar year which include 4 statutory holidays and minimum of 13 company holidays as per the NSE/BSE holiday calendar.
- During peak seasons and emergencies an employee may be required to work on Sundays and/ or holidays (except statutory holidays) without any advance notice. Although no formal notice is required for such short-term changes, respective HOD should give employees as much notice as possible
- Employees who work on Sunday and other paid holidays (when required) will be given an additional leave credit equivalent to the number of such days worked in the month.

## **5.2 PERSONAL RECORDS**

Important events in each employee's history with the company are recorded and kept in the employee's personnel file / records in **HRMS** which is available via IWIN link. Performance reviews, change of status records, commendations, disciplinary warnings and educational attainment records, etc are examples of such records maintained.



## **5.3 APPEARANCE AND ATTIRE**

- Employees are expected to be clean and formally dressed on weekdays, from Monday to Friday. For all those who go to meet clients, ties are mandatory for gents and formal wear for ladies
- Gents - Shirt (Long/ short sleeved) and trousers. Gents must be clean shaven, moustache, if sported must be neat and trim. No stubble.
- Ladies - Western formals/ Sari/ Punjabi suit/Sari.

- A casual dress code can be followed on Dress down day i.e. Saturday once a week to allow our employees to work comfortably in the workplace; this allows employees to experience the advantages of more casual and relaxed clothing and work atmosphere.

***Employees should ensure that they follow the link on IWIN & read through the policy. The link: IWIN > Human Resources >HR Policies > Appearance & Attire Policy***

#### **5.4 USE OF COMPUTER HARDWARE/ SOFTWARE AND ELECTRONIC COMMUNICATION**

- No unauthorized/ pirated software should be loaded in the computer. No employee should use any other employee's account or conduct any personal business
- All employees are provided with email facility. Employees are expected to use email in a responsible and judicious manner. Use of offensive language and sending anonymous emails should be avoided
- Accessing personal e-mail accounts and use of non work related websites is prohibited
- Downloading of offensive/ pornographic material is strictly prohibited and can lead to severe punishment, including termination of services.



#### **5.5 LAPTOP POLICY**

- Employees of Area Manager Grade and above are eligible for laptops. In special cases, laptops may be given to employees below these grades if deemed necessary, to execute their duties
- Data cards may also be given to Directors, Vice Presidents and employees traveling extensively for official work. Prior approval from the HOD and the Director is necessary for the same. When leaving the organization, employees will have to return the laptops and data cards
- All laptops acquired for or on behalf of the company shall be deemed to be Company's property. Each employee issued with a laptop is responsible for the security of that laptop, regardless of whether the laptop is used in the office, at the employee's residence, or in any other location such as a hotel, conference room, car or airport
- Employees' assigned laptops have to sign an undertaking to abide by the terms and conditions under laptop usage policy

Modifications to the policy will be made from time to time.



## 5.6 MOBILE PHONE POLICY

- India Infoline IIFL provides employees of certain grades with mobile SIM cards
- Employee will have to bear the cost of the handset
- India Infoline has a tie up with mobile service provider and bills up to a specified limit would directly be paid by India Infoline through a centralized system. If an employee exceeds his/ her limit they will be liable to pay the balance, which will be deducted from salary.

***Employees should ensure that they follow the link on IWIN & read through the policy. The link: IWIN > Human Resources > HR Policies > Telecommunication Policy***

## 5.7 TRAVEL REIMBURSEMENT

- Employees who travel on official work are eligible for reimbursement. However, employees in the sales function below the designation of Branch Manager, will be paid a fixed conveyance component as part of their Cost to Company (CTC)
- Official travel to any location/ branches has to be pre-approved by the reporting authority
- The traveling employee is required to fill and submit the 'Travel Requisition Form' to the Accounts Officer/ Area Operating Officer
- It is very important that this form bears the signature of the reporting authority before it is submitted
- Also, for claiming travel expenses reimbursement, the claimant should fill and submit the 'Travel Expenses Statement' with relevant bills attached to the Area Operating Officer

***These forms are available under My Requisition on IWIN***

Employee should ensure the above process is followed as a mandate, failing which the travel expenses shall not be reimbursed.

***For Head Office employees: Approval to be taken from HOD***

***Employees should ensure that they follow the link on IWIN & read through the policy. The link: IWIN > Human Resources > HR Policies > Travel Policy***



## 5.8 REIMBURSEMENT OF EXPENSES

Any expenses incurred by employees for official purposes can be reimbursed through expense voucher. Employee has to submit the bills along with the expense voucher to the accounts or operations department in their respective location. These vouchers should be approved as per the

approval matrix. Once these vouchers are approved, pre-audit checks are conducted and the amount is transferred to the Employee Reimbursement Account. No expenses should be claimed from branch petty cash.



### **5.9 POLICY AGAINST SEXUAL HARASSMENT**

- Sexual harassment is dealt with very sternly at India Infoline. Any sexual advances which are verbal or physical, which constitute sexual harassment when directed towards an individual because of the gender will be taken into cognizance and dealt very strictly by the management
- All complaints of sexual harassment will be fairly and promptly investigated and, if confirmed, appropriate disciplinary action will be taken
- If any employee is subjected to or notices sexual harassment at India Infoline, he/ she are requested to report the matter immediately to the ED/ MD and Head HR in writing or through email or through confidential message via IWIN. Such matters will be investigated immediately in line with the Supreme Court ruling on the subject and will be kept confidential to the extent possible

### **5.10 DISCIPLINARY ACTION**

Violations of any of the work rules could result in disciplinary action including termination of services. Management reserves the right to review each violation in its entirety and based on the severity, to use whatever form of disciplinary action it deems necessary for the elimination and non-reoccurrence of the infraction. In arriving at a decision for the same, the following will be considered:

- Seriousness of violation
- Track record of the employee
- Circumstances surrounding the matter

Errors/ offences that seem petty or inconsequential frequently result in huge losses of time and money. Hence, careless behavior displayed during the course of work or reckless mistakes committed either due to impulsiveness, lack of caution or non-compliance with company policies will result in 'charitable penalty' being levied on employees. A few examples of such behavior are:

- Refraining from wearing ID cards in the office premises
- Not shutting down the PCs, printers, scanners, etc while leaving office
- Reaching late for meetings
- Wearing improper/ casual dress to work
- Posting stock market messages on the public channel of the message board and various other errors committed during work
- As a penalty an employee would be required to donate a percentage of the monthly salary to a charitable organization and submit the receipt of the same to the HR Department

A few charitable organizations viz. CRY, NAB, UNICEF, CARE, PETA have been identified and approved for this cause.

## **5.11 COMPENSATION AND CAREER GROWTH**

This policy provides consistent administration and full & final settlement of salaries.

### **Guidelines for Salary Administration**

- All Employees on regular payroll of India Infoline will receive their salary in the first week of the ensuing month
- Salaries are never paid by cheque. They are credited directly to the employee's salary account. Employees are required to open an account at the specified bank at their location. After receiving the bank account number, the employee has to update the same on IWIN
- Reimbursements for bills received will be credited to salary account or to a separate bank account viz. Employee Reimbursement Account (ERA), wherever available. Employees eligible for reimbursement are required to open ERA account at the bank where they hold their salary account
- Salary of any employee can be held back only in case of misconduct, gross negligence or if the employee is under investigation for some suspicious activities. The reason for withholding salary needs to be communicated to the concerned employee
- In case of discrepancy in salary, India Infoline reserves the right to make appropriate changes to correct the same

### **Guidelines for Incentive Administration**

- Incentive structure (calculation and pay-outs) is based on the respective Channel/ Business policies
- Incentive of any employee can be held back only in case of misconduct, and cannot be held back for any other reason unless approved and communicated by the HOD. In either case, the reason for withholding incentive needs to be communicated to the concerned employee
- In case of discrepancy in incentive, India Infoline reserves the right to make appropriate changes to correct the same

### **Guidelines for Full and Final Settlement**

Full and final settlement will be done only after completion of relieving formalities as under:

- i. Exit Employee will need to fill an Exit form
- ii. The duly filled and signed Exit form has to be directed to the HR department at the Head Office
- iii. Full & final settlement will be processed and released only on receipt of the Exit form, bearing the approval of the HOD

Any employee, who has resigned in a particular month and has completed the relieving formalities in that month, will receive the final settlement by the mid of the following salary month



## 5.12 LEAVES

### Annual Leaves

- Permanent employees are eligible for an annual leave of 24 working days in a calendar year including 3 Sick Leaves.
- Employees can use their annual leave only after confirmation in the services of the Company (subject to deviations mentioned, here in the policy document)
- When an employee serves the Company for part of a year, he/she is entitled to annual leave on a pro-rata basis calculated for every completed month of service.
- All employees are entitled to Annual leave from their DOJ on a prorata basis. (1.75 days for each completed month). This can be taken after their confirmation in service. Any deviation should have approval of concerned Head of Department and HR Head.
- Leave calendar for Annual leave will be from April to March (Financial Year).
- Leaves taken during probationary period will be considered as Leave without pay (LWP) for all employees who are not confirmed (subject to deviation). On confirmation, leave computed at the rate of 2 days per month of employment will be credited to the leave account of an employee.
- For new recruits, prorata leaves will be credited at the end of the probation period.
- Company holidays and weekly offs occurring during a period of annual leave are included as part of leave;- however leaves can be prefixed and suffixed to holidays or weekly offs.
- Annual leaves should preferably, be planned at the beginning of the financial year. A department wise calendar should be made and submitted to HR department by 30th April every year.
- Leave encashment will be calculated @ Basic Salary and on the financial year basis which is April-March.
- Leave encashment can be availed by employees, provided they have completed three years with the company. The maximum accumulation of leaves remains as 42 days.

### Compensatory Leave / Off

- Employees may be required to work on public holidays and / or during weekly off days. If such work is officially mandated in writing by either the Supervisor/HOD of the employee, then the employee may be compensated with compensatory leave for those days.  
Kindly refer to the Compensatory Off Policy on IWIN > Human Resources > HR Policies.

### Public Holidays

- Employees are entitled to customary paid festival and national holidays as outlined by the Company and displayed at the beginning of each year.

### Leave without pay

- Leave without pay must be applied under exceptional circumstances. An employee can apply for leave without pay only when there is no leave remaining to the employee's credit. All such leaves must be sanctioned by the concerned VP/Zonal Head or equivalent authority/HOD, in agreement with the Head HR.
- Leave without pay for an employee is authorized based on exceptional circumstances and attentive to the business impact.
- No components of the employee's salary and/or benefits are paid during this period, and the associate is not granted any benefit linked to attendance during the duration of the unpaid leave.

### Extension of leave

- If the employee wishes to extend an annual leave, he/she is required to complete an application in writing or email. The employee may also inform the sanctioning authority via telephone or by any other methods, but prior to the expiration of the current leave period. The HOD sends a mail to the employee indicating whether the extension is approved or rejected.
- A copy of the mail has to be sent to the HR Department.

Please note: If the employee does not receive any such reply in writing, the application for the extension of leave is treated as rejected and the employee is required to resume duties on completion of leave originally granted.

### Leave during notice period

- Leaves cannot be adjusted against the notice period. Any deviation to this has to be approved by HOD and Head HR.

### Additional Leave Details

- While the Company does not mandate any minimum annual leave that an employee must take each year, it encourages all its employees to take at least fourteen (14) days of annual leave each year to enjoy with family and recuperate from work stress, if any. All applications, recommendations, approvals and refusals must be in writing / and on record.
- In cases of certain levels of people taken on confirmed rolls from day 1, leave may be sanctioned up to the extent of the accrual.
- All leaves should be taken with prior approval. In case, a sick leave has to be taken in an emergency situation, the employee must make best efforts to communicate his/her immediate supervisor/HOD.
- The approved Leave Application form needs to be submitted to HR. The Leave application form can be viewed by logging on to IWIN > Human Resources > HR Forms & Formats > Leave Application Form.
- If an employee remains absent without approved leave or overstays without approval from the sanctioning authority for a period of seven (7) consecutive days or more, disciplinary action including termination from service, may be initiated against the employee by the Company. His/her salary shall be put on hold till he/she returns and informs the reason of such absence in a satisfactory way to his supervisor/HR.

### Leave Encashment

- All confirmed employees as on April 1, 2010, would have the leave balance of 2009-10 as their leave entitlement for April 2010-March 2011.
- Employees eligible for leave encashment (subject to condition of completion of 3 years of service) can encash/carry forward their leaves in excess of 24 days. In case employee opts for carry forward, then excess leaves will be credited to leave accumulation account, maximum accumulation of leaves at any point of time will be 42 days.
- For employees having less than 3 years of service, such excess leaves (beyond 24) becomes their carried forward leaves from last year and would remain in his/her credit. (No Lapse of leave).
- Employees having less than 24 days of leaves as on 1st April would have that as entitlement for 2010-11.

**Example 1:** Leave balance as on 31st Mar 2010 is 32 days, Employee has completed 3 years of service, hence he can either encash 8 days leaves or carry forward same to leave accumulation account. If employee opts for encashment then,  $32 - 8 = 24$  days will be his leave entitlement for Apr 10 - Mar 11. Suppose employee takes 12 days leaves in April 2010-March 2011, as against 14 days mandatory leaves, then 2 days leaves shall lapse on 31st Mar 11. Leave balance as on 31st Mar 11, will be 18 days (inclusive of 8 days leaves in the accumulation a/c). Employee can now either encash/ carry forward 18 days leave, whereas his leave entitlement for Apr 11- Mar 12 will be 24 days.

**Example 2:** Leave balance as on 31st Mar 10 is 6 days; hence employee is not eligible for leave encashment. His leave entitlement for Apr 10- Mar 11 will be 6 days leaves only. He can be given advance leave from his accrued leaves at the discretion of management. It is to be noted that advance leaves will be allowed only in case employee is having adequate accrued leave balance in his account. Also note that leave entitlement for the subsequent leave year would be reduced by the number of advance leaves taken by an employee.

### **Maternity Leave**

Maternity leave at India Infoline shall be administered as per the prevailing Law/Act.

- Eligible expecting women employees are entitled to maximum of 84 days of maternity leave.
- Maternity leave can be used a maximum of two (2) occasions during an employee's tenure with the Company. All intervening holidays and weekends falling during this period of maternity leave are counted.
- Employees are allowed to use annual leave in continuation with maternity leave, after first having completed the 84 days of maternity leave, subject to approval by supervisor/HOD.
- Employees undergoing medical termination of pregnancy under medical advice or miscarriage are entitled to 6 weeks of maternity leave. A duly registered attending medical practitioner should certify this & a medical certificate should be obtained.
- Employees suffering from illness arising out of pregnancy, delivery, premature birth, stillbirth or miscarriage are entitled to additional leave, against her annual leave entitlement, subject to available balance in the leave account. Any additional leave is applied to leave without pay. This leave is granted based on circumstances of each case and should necessarily be recommended by the sanctioning authority HOD and approved by the Head HR.
- Maternity leave is not encashable in any manner, under any circumstance. It cannot be accumulated or used in installments.
- The employee must submit a scanned cop of the leave application form with the maternity leave start date & end date to the HOD & a copy of the same should be given to the HR Department.

Kindly refer to the policy on IWin. The link: IWin -> Human Resources -> HR Policies -> Leave Policy

- **Encashment of Leave:**

- Employees having a positive leave balance as on 31st March 2009 can avail of Leave Encashment.
- A maximum of 10 days leaves can be encashed & only 14 days can be carried forward to the next year.
- On the basis of the financial year, April 08 to March 09 the leave encashment will be calculated according to the weighted average basic salary (excluding the Reimbursement component).
- Employees would need to inform the HR Department via IWIN (**My Requisition > Leave Carry forward to the next year (April 2009-March 2010) > Select number of days > Select Accept**) whether they would like to encash or carry forward their unutilized leaves. This would need to be updated on IWIN from April 5th to April 15th, 2009.
- Employees would need to check the number of pending leaves on IWIN before selecting the carry forward option. This link will be available on IWIN from April 5th to April 15th, 2009.
- In case, an employee does not update the necessary details on IWIN, up to 14 days of leaves will be carried forward to the next year and the balance if any up to 10 days will be encashed.

**Please note:** the leave encashment will be done along with the April payroll cycle as an additional credit which will be a taxable component. All employees can view their carry forward leaves on IWIN by May 1st 2009.

**Guidelines to update leave encashment/carry forward on IWIN:**

**Case 1:** If an employee has 20 days leave balance as on March 31st 09, maximum 10 days leave can be encashed & the remaining 10 days leave can be carried forward to the next financial year i.e. April 2009 to March 2010.

**Case 2:** If an employee has 24 days leave balance as on March 31st 09, maximum 10 days leave can be encashed and 14 days leave can be carried forward to the next financial year i.e. April 2009 to March 2010.

**Case 3:** If an employee has 30 days leave balance as on March 31st 09, maximum 10 days leave can be encashed and 14 days leave can be carried forward to the next year i.e. April 2009 to March 2010 & the remaining 6 days leave will be lapse.





### **5.13 Guest House Policy**

The Guest House facility is being introduced to provide lodging and boarding assistance to IIFL employees while they are on business tours and short term assignments.

- To provide the employees with accommodation facility while they are on business tours for short duration for lodging purpose not exceeding more than 7days.
- In case the employee moves to the destination location for short term transfer / projects, not exceeding more than 3 months the guest house will be allocated on availability.
- In case of permanent transfers, employees can be provided with lodging assistance till they find a suitable accommodation for the tenure exceeding not more than 2 weeks. After which the employee shall be charged a flat rate as applicable and it would be adjusted against the HRA.
- In case Business Associates are expected to stay for business purposes, these guest houses can be utilized by them for maximum up to 7 days as per availability.

**Short Term Stay:** Any stay for the period less than or equal to 7 days.

- In the event of a requirement of a guest house for an official visit, the concerned employee should submit a requisition (Guest House Requisition form through the concerned department head to the Admin department in advance via mail. **The form is available on IWIN > Human Resources > HR Forms & Formats > Guest House Requisition form.** Based on the availability of rooms the Admin department will allocate rooms. If the rooms are preoccupied the same shall be intimated immediately.
- Employee using the guest house for the official stay should adhere to all norms of usage of guest amenities as appropriate.
- No external visitors, friends or relatives unless informed and approved by the reporting manager will be allowed in the guest house. No guest will be allowed to stay overnight at the guest house along with the occupant under any circumstances.
- The Permissible Occupant will be required to make entries in the **Guest House Register** of the details of his Employee Identity, Tenure of Stay, Purpose of Stay, and Special approvals, if any on arrival.

**Long Term Stay:** In case the Guest House stay tenure exceeds up to 2 weeks in exceptional instances.

- In the event of permanent company initiated transfers this provision can be utilized up to a stay of 2 weeks after the approval and availability of guest house, the concerned employee through his/her department head should submit a Guest House requisition form to the Admin department in advance via mail. (See link mentioned aforesaid).Based on the availability of rooms the Admin department will allocate rooms.
- If the rooms are preoccupied the same shall be intimated immediately. This provision will not be available for self initiated transfers.

**Temporary Transfers:** In case the Guest House stay tenure exceeds up to 3 months in exceptional instances.

- In the event of temporary transfers for special official projects this provision can be utilized up to a stay of 3 months after the approval and availability of the guest house, the concerned department head should submit Guest House requisition form to the Admin department in advance via mail. Based on the availability of rooms the Admin department will allocate rooms. If the rooms are preoccupied the same shall be intimated immediately.
- In case of company initiated temporary transfers, employees can be provided lodging assistance up to a period not exceeding 3 months based on availability of the guest house/room.
- In case the stay exceeds 2 weeks, a reasonable rent will be applicable which will be adjusted against the HRA as mentioned in the given table:

Tenure of Stay	Rent Applicable to be adjusted against HRA
Up to one month	Rent equivalent to 25% of HRA
Up to two months	Rent equivalent to 40% of HRA
Up to three Months	Rent equivalent to 60% of HRA
Exceeding three Months	Rent equivalent to 100% of HRA

Management reserves the right for any discretionary decision at any instance.

***Employees should ensure that they follow the link on IWIN & read through the policy. The link: Human Resources > HR Policies > Guest House Policy***

#### **5.14 Identity Card Policy**

##### **Types of Identity Cards:**

Description	Issued/Granted to
IIFL permanent Identity Cards	All IIFL/Group Companies employees seated at the Area Offices & Branch Offices.
IIFL permanent Identity Card cum Access Cards	All IIFL/Group Companies employees seated at the Corporate & Zonal Offices.
Blue Training Cards (T Card)	Employees during Induction.
Black Temporary Cards (T Card)	New Joinees as a temporary card post their Induction till the time they receive their permanent Identity Card/Identity card cum Access Cards.
Green Regular Visitor Cards (R Card)	Regular visitors from other branches.
Yellow Visitor Cards (V Card)	This card is issued to visitors who visit the office for a meeting or for an interview & also to employees who forget their Identity card /Identity card cum access cards to office.
Yellow Auditor Cards (A Card)	Auditor's visiting the office for a random audit
Yellow Contractor Cards (C Card)	Contractors and Canteen staff
House Keeping Cards (HK Card)	House Keeping staff

**Loss of Identity Card/Identity Card cum access Card:**

- In case the employee misplaces his/her Identity card or Identity card cum access card; he/she needs to obtain a new card by filling the ID card requisition form available on IWIN.
- This option is available under My Requisitions > ID Card Requisition. An FIR has to be obtained from the police immediately and the same has to be sent to the HR Department in order to obtain a new Identity card.

**Charges for a New Identity Card/Identity Card cum Access Card**

<b>Recurrence*</b>	<b>Charges</b>
1 <sup>st</sup> time	Rs.100
2 <sup>nd</sup> time	Rs.250
3 <sup>rd</sup> time	Rs.500
4 <sup>th</sup> time	Disciplinary action leading up to termination of service.

\* In one financial year

***Employees should ensure that they follow the link on IWIN & read through the policy. The link: IWIN > Human Resources > HR Policies > Identity Card Policy***

**5.15 Policy on Employing Relatives**

- The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism. Even the appearance of favoritism can seriously affect employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.
- Thus, to avoid this and any other conflict of interest, relatives of persons currently employed by India Infoline may be hired only if they are not working in the same department or division and not directly working for or supervising a relative.
- If a relative relationship is established after employment i.e. spouse or relationship by law, the individuals may be given a choice to be transferred to another department or division where a vacancy exists or to separate from the company's services. This suggestion must be made by the employee within 15 calendar days of disclosing the marriage.
- In the event the employees do not agree with respect to which one shall resign, the employee with the least seniority shall be separated from the company's service. Also, in case of a reassignment, if the employee is unable to make a choice between the available departments within 15 calendar days, a reassignment will be made by India Infoline.
- In other cases where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, either party may be separated by reassignment or terminated from employment.

- Withstanding this policy, new joinees are required to disclose the information of their relatives working with India Infoline as a part of their joining formalities. For existing employees a channel to do so has to be devised.

**Applicability:** This policy applies to individuals who are related by blood, marriage or adoption including the following relationships: spouse, child, step-children, parent, step-parent, grandparent, grandchild, brother, sister, half-brother, half-sister, aunt, uncle, niece, nephew, parent-in-law, daughter-in-law, son-in-law, brother-in-law and sister-in-law.

- For purposes of this policy, "supervisory employee" or "supervisor" means any employee, regardless of job description or title, having authority in the interest of the employer to hire, transfer, suspend, layoff, recall, promote, discharge, assign, reward, or discipline other employees, or responsibility to direct them, or to adjust their grievances, or effectively to recommend this action, if, in the connection with the foregoing, the exercise of this authority is not of a merely routine or clerical nature, but requires the use of independent judgment.

#### **5.16 Employee PAN Card**

- All employees/associates please note that Permanent Account Number (PAN) is a requirement from the Income Tax Department. It is mandatory for each employee of India Infoline and Money Tree Associates who fall under the tax bracket to have a PAN Card.
- All employees/associates who do not have a PAN card can obtain the same in 7 working days from the date of application after which the PAN details have to be updated on IWIN /MWIN. In case of inability to do so the employee/associate has to mail a scanned copy of the PAN card along with employee/associate code to [payroll@indiainfoline.com](mailto:payroll@indiainfoline.com) .
- On the 7th of every month, the HR team will send a reminder mail to all concerned employees/associates to update their PAN details on IWIN/MWIN. For e.g. In this case a reminder mail will be sent to all concerned employees/associates on June 7th 2008. This means, that the concerned employees/associates will get an additional 23 days in the month of June to update their PAN details on IWIN/MWIN. Thereafter, failing to update the PAN details on IWIN/MWIN will result in salaries/pay being on hold for those concerned employees/associates.
- New Joinees are requested to obtain a PAN Card irrespective of whether he/she falls under taxable bracket.
- All Vice Presidents, Associate Vice Presidents, Branch Managers, Team Managers, Team Leaders, & Regional HR Managers (RHR's) are requested to share the above information with their colleagues, who do not have access to emails/IWIN/MWIN. Should you have any further queries, please do write to [payroll@indiainfoline.com](mailto:payroll@indiainfoline.com)

#### **5.17 INFORMATION SECURITY**

At India Infoline, we handle critical information and consider it as one of our biggest asset. Therefore, we have an Information Security Policy in place which helps us classify and safeguard information.

### **Information Asset**

- Information includes computer data, documents, files, images, voice recordings or even removable media devices
- Hardware and software which supports them
- Has a specific business value

### **The “Three Pillars” of Information Security**

- Confidentiality: information is accessed by only the authorized person in an organization
- Integrity: assurance that the information is authentic and complete ensuring that information can be relied upon to be sufficiently accurate for its purpose
- Availability: information is accessible when needed and by those who need to use them

### **The 10 commandments**

- Do not discuss work in Public
- Have strong passwords
- Clear your desk & screen
- Escort visitors, question strangers, & do not allow piggy backing
- Dispose securely
- Promptly report Incidents
- Update Anti Virus
- Physically secure info assets
- Surf and transact e-mail correctly
- Beware of social engineering
- Please visit the Infosec Corner on IWIN for details on the same. The link is IWIN > IWIN School > InfoSec Corner



### **5.18 PERSONAL BELONGINGS**

All Employees are responsible for their own personal belongings and properties left at the office. India Infoline assumes no liabilities for any loss or damage to personal belongings and property.

### **5.19 COMPANY PROPERTY**

India Infoline’s office space, equipment, materials and other properties shall be used only for India Infoline’s business. Employee who uses the Company’s portable property such as Mobile Phones, Laptop, Video Projector, Camera and Video Camera are responsible for the safekeeping of these equipments. The Employee will be held responsible for any loss or damage to these portable properties. Cost of replacement or repair will be borne by the Employee.

### **5.20 SUPPLIES, EXPENDITURE, OBLIGATING THE COMPANY**

Only authorized persons may purchase supplies in the name of India Infoline. No Employee whose regular duties do not include purchasing shall incur any expense on behalf of the Company or bind the

Company by any promise or representation without written approval from Management. Please contact the Administration Department for the same.

### **5.21 VISITORS IN THE WORKPLACE**

- To provide for the safety and security of Employees, visitors, and the Company's facilities, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards Employee welfare, and avoids potential distractions and disturbances.
- All visitors must enter through the main reception area, accompanied by the staff that is playing host to the visitor. The staff should ensure that the visitors have been provided with the visitor ID card. Authorized visitors will be escorted to their destination and must be accompanied by an Employee at all times. The visitors must not wander around the office unaccompanied.



### **My Career**

“My career path will be determined by my performance and I am determined to make it rocketing!”

“I will tap my potential by interacting with the best minds in the business, and extracting value from all experiences, treating each one of them as a learning experience. I will treat every project as a stepping stone to a brighter future in my company as well as in the world of finance. I appreciate that India Infoline is a meritocracy and the more and better I perform, the more I will get rewarded.”

## **6. Skill Development and Career Path**

### **6.1 TRAINING**

- The Learning and Development department conducts orientation programme for Broking as well as for Distribution. The Training policy incorporates new employees into the organization through an active orientation program, which would help them to understand and company philosophy product and process of the organisation and also the organisation values. Only those candidates who successfully clear the examination are absorbed into the organisation. Further, the company supports continued training and development for employees.
- We take a look at the requirement of the present job and how training can meet the requirement. The first modality is through the annual appraisal system of the employee. This helps us in getting comparison data of the job description for a position to what abilities is require to fit in that position. What kind of skills and abilities are required to meet the business requirements and this give an analysis of the kind of functional, process or behavioral training required.
- The second modality is by formality interacting with the business heads and finding out what are their future business plan and expansion plans and understanding the abilities and skills required to reach that goals that they have aspired for.

**Training at India Infoline is divided into two programs:**

### **Induction of new recruit**

**COMMON ADMISSION PROGRAM (CAP)** is a training-cum-selection programme. All candidates short-listed for the final round of selection are invited to undergo a short training programme to get domain understanding of the channel that they will be joining. The objective of this program is to induct the new recruit and familiarize him / her with the products, processes and procedures of the organization. This is usually a 3 days session which covers corporate induction followed by the relevant product training. This module, or CAP (Common Admission Program), as we know it, is mandatory for all new recruits and determines whether a candidate is eligible for joining India Infoline or not by way of a test at the end of the program. All candidates who successfully clear the test, are offered employment in IIFL

### **Employee Development**

**CONTINUOUS DEVELOPMENT PROGRAM (CDP)** - The Company invests enormous resources in developing in-house training programmes for various skill sets.

IIFL demands and has made it mandatory to have 7 man days of training for all levels of cadre. Depending on the level of management, employee belongs a holistic training schedule is designed to meet the stipulated man hours of training and help in skill enhancement. There training comes under the category of CDP. Some of the support given are

- **Leadership Development-** A training on situation leadership is given to the middle management employees, which reiterates that a manager's job is essentially reactive and so there cannot be one best leadership style or strategy. The choice of a style depends on who and what is being manages and under what circumstance.
- **Management Development-** This training is educates managers to effectively manage people and while at the same time achieve the strategies and goals of the company. This training is focused at those personnel who are aspirant for getting into the middle management cadre and to those who are already in this cadre.
- **Advance Product Training** – Training on advance product in equity and new product in insurance is delivered to different cadre of people at regular and fixed intervals. This training is conducted according to the employees' business strategies and targets as well as recommendation from the respective head of departments.



## **6.2 PERFORMANCE APPRAISAL & REWARD SYSTEM – PARS**

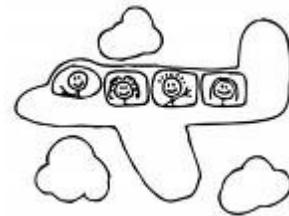
- India Infoline believes in meritocracy. Therefore, promotions, increments, job movements, incentives, bonus, reward and recognition are all based on the performance appraisal of an employee

- Performance appraisal takes place on a quarterly basis and a detailed review is undertaken on an annual basis. Besides, there can be performance appraisals and monitoring of targets on a monthly basis as well
- Performance appraisal is done on the basis of Individual Performance Measures (IPMs) communicated through corporate intranet, IWIN
- Employees are expected to demonstrate their behavior which should be in line with the four key behavioral attributes (KBA) which comprises of Discipline, Integrity, Initiative and Teamwork. More details are available on IWIN
- During probation period, if the employee does not meet the performance criteria then he/ she may be relieved or the probation period may be extended
- Post confirmation, if an employee is consistently falling short of performance criteria, he/ she will be liable for disciplinary action

We have two appraisals cycles conducted each year:

- **April Cycle:** All employees joined from the previous year in April until September of the same year.
- **October Cycle:** All employees joined from the previous year in October until March of the following year.

***Employees should ensure that they follow the link on IWIN & read through the policy. The link: IWIN > Human Resources > PARS > Presentation on Performance Appraisal & Reward System***



### 6.3 OVERSEAS VISITS

The company often arranges overseas trips for super achievers/ best performers, for offsite strategy discussions. Besides, the company has a few offices overseas and existing employees may get an opportunity for overseas assignment. Some deserving senior managers may be sent for training programmes. All the employees are therefore advised to obtain a valid passport, if they do not already have one, as soon as possible after joining the company.



### 6.4 Potential Appraisal Policy

- Potential appraisal is an important part of the appraisal process. Appraising an employee's potential will help to evaluate his/ her capability for growth and development, greater challenges, responsibilities and higher positions in the organizational hierarchy.
- Potential Appraisal takes place twice in a year with April and Oct cycle
- The purpose of Potential Appraisal is to determine an employee's strength and weaknesses with a view to use this as a predictor of his future performance. Assessment of the

managerial potential would help to determine the promotability of an employee to a higher position and progress towards achievement of individual and organizational growth and goals

- As long as an employee is viewed as being able to handle increased or different responsibilities, he/ she would be considered to have potential (either latent or visible) provided they are adequately qualified and have required experience.

***Employees may contact their local HR/Regional HR Manager for more details or they can write to [PARS@indiainfoline.com](mailto:PARS@indiainfoline.com)***

## **6.5 PERFORMANCE IMPROVEMENT PLAN (PIP):**

The Performance Improvement Plan is a mechanism instituted to ensure that unsatisfactory performers are tracked, counseled, assisted and monitored for enhancing their performance.

The Objective of the Performance Improvement Plan Process note is to bring awareness about the process to be followed for PIP and to bring in standardization and accountability.

- For All C and N code employees of India Infoline and Group companies.
- Even though an employee is not under any appraisal cycle and is not performing, PIP process can be initiated. (**Case 1**)
- Those employees who have been rated **Learners** in any Appraisal cycle will be considered as part of the Performance Improvement Plan. (**Case 2**)

### **Process & Documentations: (Case 1) – PIP Anytime during the year**

- Performance Improvement Plan (PIP) can be initiated once the Immediate Reporting Authority (RA) /Head of Department (HOD) documents and explains why the employee needs to be put under this plan and keep the Business / Channel heads informed. This information has to be sent to HR also.
- Performance Improvement Plan (PIP) is for duration of 1-3 months, depending upon the gaps observed. PIP should have a proper and formal commencement date. HR to review the appraisal documents of the candidate for whom PIP has been initiated and to highlight any discrepancy with reference to the appraisal form to the Zonal/Business Head plus the concerned HOD.
- Tasks expected to be executed by the person under PIP should be discussed and reduced in writing using any of the IPM templates. These tasks should have clearly defined KRA / IPM along with measurement criteria.
- KRA / new IPM to be set within 1 Week of the initiation of PIP. The documented IPMs to be sent to all concerned, that is employee, his RA/HOD and HR. Performance of the employee has to be monitored and measured on a weekly/monthly basis & feedback also has to be given on a weekly/monthly basis. These have to be reduced into writing. The document has to be sent to location HR/CHR at the end of every week/month.
- At the end of the duration of the PIP there should be consolidated assessment and it should also be reduced into writing. During this consolidated assessment the assessor should clearly specify whether there was considerable improvement in the performance of the person and whether he/she has improved or has remained the same as earlier. The RA need to keep the concerned Zonal / Business / Channel and HOD besides RHR/CHR informed. The consolidated appraisal at the end of duration should be done using the appropriate appraisal template and completed appraisal document needs to be sent to Location HR / CHR.

### **Process & Documentations: (Case 2) – PIP during Appraisal Cycle**

- The process of PIP begins when the RA/HOD informs the concerned employee that he/ she is now on a Performance Improvement Plan.
- Performance Improvement Plan (PIP) is for duration of 1-3 months. PIP should have a proper and formal commencement date. The PIP Process is to be initiated once the decision to award a Learner rating to the person has been finalized by the normalization committee.
- HR to review the appraisal documents of Employees having Learner ratings and get the concurrence of the Zonal/Business Head besides HOD (and ED/CMD for AVP and above employees).
- Tasks expected to be executed by the person under PIP should be discussed and reduced in writing using any of the IPM/KRA templates. These tasks should have clearly defined measurability as per IPMs.
- KRA/new IPMs to be set within 1 Week of the initiation of PIP. This has to be seen and approved by Reporting Authority/ HOD as well. The documented IPMs to be sent to HR as well. Performance of the employee has to be monitored and measured on a weekly/monthly basis & feedback also has to be given on a weekly/monthly basis. These have to be reduced into writing. The document has to be sent to location HR / CHR at the end of every week/month.
- At the end of the duration of PIP, there should be consolidated assessment and it should also be reduced into writing. During this consolidated assessment the assessor should clearly specify whether there was considerable improvement in the performance of the person and whether he/she has moved up from the Learner rating or the employees' performance has remained the same as earlier. This should have immediate RA's and Business/Channel Head's concurrence and the HOD's approval.
- The consolidated appraisal at the end of the duration of PIP should be done using the appropriate appraisal template and completed appraisal document needs to be sent to Location HR/CHR as the case may be.

**Exceptions:** If the employee who has been put under PIP resigns from the company before the completion of his PIP period then the documentation wouldn't be necessary.



### **6.6 FUN AT WORK**

#### **CELEBRATIONS, COMPETITIONS AND GET-TOGETHERS**

We at India Infoline believe in the concept of fun at work. These interventions not only make the environment at work place lighter but also as a team bonding and stress buster tool. We have "Fun Fridays" which is an initiative which celebrates all the birthdays of the month, other celebrations like Holi, Independence Day, Diwali, Ganesh Chaturthi, Id, Christmas and New Year. We also have annual picnics and group get-togethers. We are constantly working towards weaving in fun at work in India Infoline.

## My Benefits

“My benefits are at par with the best in the industry as my company hires only the best.”

“I am aware that as a valued employee of my company, I am entitled to a host of advantages. I understand that I will receive fair compensation for my efforts which will be a reflection of the effort-reward relationship.”



## **7. Health and Retirement Benefits**

### **7.1 GROUP HEALTH BENEFITS**

Group Health Policy has been introduced at India Infoline. This policy will include:

- a) Personal Accident Policy and
- b) Group Mediclaim Policy

#### **a) Personal Accident Policy**

This policy is applicable to all employees who have completed at least 30 days with the organization.

#### **The Benefit of this policy**

- Accidental Death Cover and
- Permanent Total Disability Cover
- Accidental loss of limbs and eyes
- Permanent Total Disablement Cover
- Permanent Partial Disablement
- Terrorism

***Employees should ensure that they follow the link on IWIN & read through the policy. The link: IWIN > Human Resources > Employee Benefits > Group Personal Accident Policy***

#### **b) Group Mediclaim Policy**

This Policy is applicable for employees at two stages after completing specified period of service with India Infoline Ltd.

<b>Duration of service</b>	<b>Benefit</b>
1 year	Medical expenses for self
3 years and over family (spouse and two Dependent children)	Medical expenses for self and

This policy includes a Reimbursement or cashless settlement of medical expenses incurred during hospitalization due to disease, illness and bodily injury due to accident.

This also includes an extended coverage:

- Pre-existing Ailments coverage
- 1st Year waiting period waiver
- 30 days waiting period waiver
- Maternity expenses & a waiting period of 9 months waiver for delivery

***Employees should ensure that they follow the link on IWIN & read through the policy. The link: IWIN > Human Resources > Employee Benefits > Group Mediclaim Policy***

## **7.2 EMPLOYEE'S STATE INSURANCE CORPORATION (ESIC)**

- To provide all the provisional benefits to employees in times of sickness, injury and maternity.
- Employee State Insurance Corporation (ESIC) is applicable to all employees of India Infoline having a gross salary below Rs. 10000 per month
- The employee's contribution is 1.75% of the total gross salary and that of the employer's is 4.75% of the total gross salary.
- The ESIC Declaration Form No.1 must be filled within 10 days of the joining date. Within 15 days of submission of declaration form, temporary ESIC card will be issued, which will be valid for only three months. The Permanent ESIC card will be issued after the completion of three months of service.

### **Sickness Benefit**

- This benefit is available to the insured employee during sickness in the benefit period. The employee's contribution should be not less than 78 days of the corresponding contribution period. Sickness benefit is not available for the first two days of sickness.
- The maximum period for which sickness benefit can be available is 91days in one year.

### **Maternity Benefit**

- Under the ESIC rule the following benefits can be availed during the Maternity leave.
- The employee must have completed at least one year in the company to avail of this benefit.
- The employee must have an ESIC card and the same must be registered with the nearest local ESIC dispensary.
- Before the commencement of the Maternity leave benefit the employee needs to go to the registered local dispensary and get the Form 19 and Form 20 filled by the ESIC doctor.
- The employee must submit the Form 19 and Form 20 to the ESIC branch office.
- Upon completion of the Maternity leave period the employee must again go to the registered local dispensary and get the Form 23 completed by the ESIC doctor.
- The employee must submit the Form 23 along with the child birth certificate to the ESIC local branch office and get the Maternity Leave benefit.

### **Important Guidelines**

- The employee must keep a photo copy of all the documents.
- The details of the ESIC local branch office are available with the HR officers.
- Please see Annexure 1 enclosed for the ESIC Form 19, Form 20 and Form 23.

### **Disablement Benefit**

When an insured employee is suffering from a disablement, either total or partial disability it is related as an “employment injury”. Employment injury means a personal injury caused by an accident arising out of and in the course of employment. In such circumstances he entitled to receive a disablement benefit throughout his life.

### **Dependants’ Benefit**

- When an insured employee passes away as a result of an employment injury, his spouse and children can receive periodical payments called “dependants benefits”
- In case the employee does not have a spouse and child then in such circumstances the benefits would be transferred to his dependants who will be entitled to receive periodical payments called “dependants benefits”.

### **Medical Benefits**

- Medical benefit is given to an insured employee or to his family member. When a member is sick, he is entitled to medical treatment on a scale that may be provided by the State Government or by the Employee’s State Insurance Corporation. This benefit is called as “medical benefits” and is available to the employee during any period & is given to the employee for all the contributions that he/she has paid in respect of claiming the sickness benefit.

### **Funeral Expenses**

- In case of the death of an insured employee, the eldest surviving member of the employee’s family is entitled for the funeral expense.
- In case the employee had no family members or was not living with his family at the time of his death, then the person who actually incurs the expenditure on the funeral of employee, is entitled to receive a payment called “funeral Expenses”.
- This payment is given to the person concerned to meet the expenditure actually incurred by him/her on the funeral of the employee. The maximum permissible amount of such an expense is Rs. 2500/-
- Any queries can be sent to [payroll@indiainfoline.com](mailto:payroll@indiainfoline.com)

***Employees should ensure that they follow the link on IWIN & read through the policy. The link: IWIN > Human Resources > Employee Benefits > Employee State Insurance Corporation (ESIC)***

### **7.3 PROVIDENT FUND**

- Employees having basic salary of Rs 6500/- and above will now have an option to claim PF deduction on actual basis i.e. 12% of basic salary, as against current policy where PF deduction is restricted to Rs 780/- only(Employers contribution).
- In order to avail the facility employees have to update the status in IWIN. Once the application for opting for PF is made it cannot be discontinued.

**For example**, if employees basic salary is Rs 8000/- then he can claim PF deduction up to Rs 960/- (12%\*8000).

- Any employee opting for increase in PF deduction amount needs to inform HR Department about the same by sending a mail on [HRHelpdesk@indiainfoline.com](mailto:HRHelpdesk@indiainfoline.com) before 20th December in the below mentioned format:

Ecode	Name	Increase in PF Amount Y/N

This can be done in subsequent month also and it would be effective from next month salary and not done with retrospective effect.

- PF deduction amount once increased cannot be changed later on.
- Any change in Company's contribution towards PF will be reduced from Other Allowances component and same will reflect on MY CTC link on IWIN.

**Following rules related to optional PF category will remain the same as per the current process:**

- If employees gross salary is equal to or less than Rs 6500/- PF deduction would be mandatory & accordingly only employees' contribution will be deducted from the employees' salary.
- But if employees gross salary is more than Rs 6500/- then it is optional and depends on the employee whether to opt or not for the same.
- In such an instance if employee wants PF deduction then he needs to intimate HR Department through mail before 20th of the same month.
- Here employees' contribution will be deducted from the employees' salary @12% of basic earnings and employers' contribution will be reduced from total CTC which normally appears on IWIN (link -Personal Details- Salary) as a "COMP PF". Reduction of COMP PF is done from the available Other Allowances component.
- In case of employees whose salary is below Rs 6500/-, company's contribution towards PF would form part of employee CTC once employee crosses salary slab of Rs 9500/-.

- **PF transfer benefit:**

If any employee wishes to transfer his/her PF contribution from his previous employer's PF account to India Infoline the PF account number will have to entered in Form 13 and submitted to India Infoline.

- **PF against Loan:**

Form 31 is for PF against Loan (PF Refund). This enables employees to available a refund on the PF amount. Only those employees who have completed minimum 5years in the organization is eligible for PF against Loan benefit.

**PROCEDURES FOR APPLYING FOR PROVIDENT FUND:**

- All New Joinees willing to opt for the PF should submit the nomination declaration Form 2 & NSSN (National Social Security Form) to avail of the PF benefit.
- The Provident Fund can be withdrawn only after 60 days from the date of leaving the organization. Normal PF withdrawal processing takes 45days from submission of PF form in PF office. Normally the entire PF withdrawal procedure takes three & half months.

**PENSION:** Pension withdrawal procedure is same as that of PF withdrawal. Employees who have completed minimum six months to less than 10 years in the organization is eligible for Pension withdrawal benefit

- **Employee's Pension Scheme Benefit:**

To avail of the Pension benefit, employees must have contributed to the Provident Fund for a minimum 10 years. The employee has to fill Form 10D to avail pension benefit. After completion of 58 years of age, employee will get a monthly pension.

- **Employee Deposit Link Insurance Scheme Benefit:**

EDLI benefit can be enjoyed by active employees of India Infoline only. Death coverage of Rs. 2.00 lakhs is given with the LIC.

- **Permanent Total Disablement Pension Benefits:**

An employee who meets with an accident during employment and as a result thereof is permanently and totally disabled to do all work which he was capable of performing at the time of the accident is entitled to get permanent total disablement pension for his life time. To be entitled, the employee need not have rendered any pensionable service but he must have made at least one month's contribution to the Pension Fund

Any queries can be sent to [payroll@indiainfoline.com](mailto:payroll@indiainfoline.com)

***Employees should ensure that they follow the link on IWIN & read through the policy. The link: IWIN > Human Resources > Employee Benefits > Employee Provident Fund Scheme***

#### **7.4 GRATUITY**

- The company will cover all employees eligible for gratuity who have completed 5 years of service as per the scheme devised and modified from time to time
- In the event of the death of an employee, the amount of gratuity is payable to his/ her nominee even before completion of 5 years of service with the organization
- The amount is payable to the employees after his/ her separation from the organization, along with the final settlement of his/ her dues by the company
- In case of death, the amount will be given to the family member(s) as per the nomination made by the employee

#### **7.5 Employee Deposit Link Insurance Scheme Benefit:**

- EDLI benefit can be enjoyed by active employees of India Infoline only. Death coverage of Rs. 2.00 lakhs is given with LIC.
- As another step towards employee welfare, we have introduced a Death Insurance Policy cover with LIC known for our employees, as Employee Death Linked Insurance scheme (EDLI Scheme). All employees who are covered under the Employee's Provident Fund and Miscellaneous Provision Act, 1952 applies are being offered this policy, free of cost.

#### **Advantages to the employees:-**

- Employees covered under the EDLI scheme will be insured for Rs.200000 of Death Cover.
- Any kind of death, whether accident or natural death will be considered under this a Global policy i.e. Even if a mishap (death) occurs in any part of the world , it will be covered under this policy
- After the death of the covered person the nominee can claim the insured amount by attaching the attested copy of the death certificate along with the enclosed form (Please refer Annexure 1 attached) and submitting it to the HR department.

Any queries can be sent to [Employeebenefits@indiainfoline.com](mailto:Employeebenefits@indiainfoline.com)

## **7.6 SODEXHO MEAL VOUCHER**

To provide maximum tax benefit to our employees whose salary falls under the taxable income, we have made this policy optional\*\*. The amount of meal vouchers availed will feature as a Tax-free component in the salary slip.

The amount of meal vouchers can be chosen by the employee depending upon one's personal requirement, subject to the entitlement as mentioned in the below table:

The Salary Slab for opting Meal Vouchers:

No.	Monthly CTC in INR	Applicable Meal Voucher amount in INR
1	15000 - 25000	750/-
2	25001 - 35000	1000/-
3	35001 - 50000	1500/- or 1300/-
4	50001 - 60000	2000/- or 1300/-
5	60001 - 70000	2500/- or 1300/-
6	70001 and above< 1300 or ->	3000/- or 1300/-

## **7.7 Corporate Credit Card**

- 1) All VPs and above and employees from institutional desk are eligible to opt for this card.
- 2) The eligible employees will receive application forms from the HR department.
- 3) All you need is your ID card and Proof of Address.

### **Payment**

- Bills will be generated by the bank on the 1<sup>st</sup> of every month for the period from 1<sup>st</sup> to 30<sup>th</sup> and the bills will be sent to the cardholder on the address given by them to the HR/ on the Application form.
- The Cardholder has to attach the original bills along with statement and send it to the audit department before the 15<sup>th</sup> of every month for payment along with the signature of the HOD.
- Payment to bank will be made by the company on the basis of statements and bills received from Cardholder / employee. Any charges due to delay in sending the bills and statement by aforesaid date will be recovered from the respective employees/ card holder's salary as per the statement amount, as company is liable to make the payments by the 20<sup>th</sup> of every month.

### **CLAIM PROCESS**

- If a cardholder uses the card and does not receive the statement, by 6<sup>th</sup> then the cardholder should to get in touch with [sajiv.Bhargavan@axisbank.com](mailto:sajiv.Bhargavan@axisbank.com) and [corporatecreditcard@indiainfoline.com](mailto:corporatecreditcard@indiainfoline.com)
- Cardholder must use the Corporate Credit Card only for business purposes.
- Supporting in terms of hotel bills etc must be attached as supporting along with the credit card statement.
- For overseas travel, all bills relating to taxi, food etc must be attached for settlement by accounts.

- Details of (a) names of guests entertained (b) name of client / corporate entertained (c) no of people must be mentioned on the supporting. In case of misplaced bills, details not being available, the employee will have to bear the expenses incurred.
- In case of air travel, boarding pass and ticket must be attached along with travel claim form.
- The employee will need to bear the cost in case of any missed flights.
- If the above complete details of expenses incurred are not properly submitted, the HOD will inform the Finance Department the amount that is to be recovered from the employee's next salary.
- The credit card statement along with supporting should be approved by the HOD and submitted to Upendra Jaiswal ([upendra@indiainfoline.com](mailto:upendra@indiainfoline.com)) in the Pre Audit Department at Bldg 75, Nirlon Complex in Goregaon Corporate Office at least 5 days before due date to enable payment to be processed in time.
- In case your statement is being sent to a wrong address, Please get in touch with Kalpesh Shah ([kalpesh@indiainfoline.com](mailto:kalpesh@indiainfoline.com)).

### **7.8 Reimbursement Component**

- It is applicable to employees whose Reimbursement is pending and/or CTC is equal to and above Rs. 32,000 Per Month. 25% of the CTC is taken towards the Reimbursement component.
- No request for reimbursement clubbing or separation will be considered via mail and has to come via IWIN link only.
- Once reimbursement is clubbed for the financial year 2007-2008 then it can separated only in the month of April 2008 for financial year 2008-2009. The link for option of reimbursement separation will be available only once between 1st April to 20th April.
- Eligible employees follow the link on IWIN: My Information > Salary > CTC Structure > Reimbursement Clubbing



### **My Views**

“I listen and speak up, and value the fact that my opinion matters!”

“I will strive to be having open communication with my seniors and try and improve our working environment every step of the way. I will not be afraid to speak the truth. I will take feedback in the right spirit and also give feedback candidly.”

### **8. Communication**

## 8.1 INDIA INFOLINE WEB-BASED INFORMATION NETWORK (IWIN)

- IWIN is India Infoline's Corporate Intranet and available to all employees. The web URL is [www.indiainfoline.com/iwin](http://www.indiainfoline.com/iwin). The access for security reason may be restricted to one computer at office
- IWIN is used to communicate company policies, procedures, important announcement and changes in policies or procedures to employees
- It also allows easy and real time communication amongst employees and management. It is a very important tool used as a platform to communicate with all employees
- More importantly through IWIN, the employees can also communicate within the organization by way of complaints, feedback and suggestions
- All employees will be able to log on to this site, once their respective Employee Code is generated
- On first time login, all employees will be prompted with the company's 'Terms and Conditions'. As an acknowledgment of employee's 'Agreement of Service' with the company, employees are required to read, understand and accept the same
- Every employee is expected to login at least once a day to check any communication/ circular on policy/ corporate developments

### Salient Features

- **Internal Communication**  
Internal Communication in the company travels via the following two channels:
  - **Circulars**  
All announcements and policy changes are communicated via circulars and are available on IWIN. One is expected to read all the circulars, policy changes get relevant information so that one is be able to communicate accurately with superiors, subordinates and peers
  - **Message Board**  
The message board is the most important feature of IWIN, which is used as a medium to communicate with one and all across the organization
  - **Newsletters**  
India Infoline will be coming out shortly with a Newsletter to inform the employees about the events and latest happenings in the organization
- **Personal Information**  
Employee details such as personal information, salary, Individual Performance Measures (IPMs), etc are uploaded on IWIN. Through this tool employees can view information like personal details, bank account information, salary details, leave details, pay slips, tax-workings, and salary history. Most importantly, all letters such as appointment letter, confirmation letter, increment letter, etc are issued and viewed on IWIN
- **IWIN School**  
All internal documents including training materials, HR manuals, research reports, policies and procedures are all available in IWIN School

### Compliance related communication

- Every employee is bound to report all events/ actions that require communication/ prior approval e.g. receipt of gifts, employment of a relative, etc. These have been covered in other

sections in this manual. Besides, any suspicious or fraudulent activity an employee comes across, must be reported to the HR Department/ concerned HOD.

- An employee should send an email to the Compliance & Legal department at [legal@indiainfoline.com](mailto:legal@indiainfoline.com) with a copy to HR department at [HRHelpdesk@indiainfoline.com](mailto:HRHelpdesk@indiainfoline.com) to intimate the above mentioned situations and they will receive an acknowledgment regarding the same
- In absence of acknowledgment within 1 working day, the same should be escalated to the Compliance & Legal/ HR Head by using the Personal Channel under the Message Board feature on IWIN.
- For this purpose, the employee may also use the Confidential Channel under the Message Board feature on IWIN. Here, no acknowledgment is required as the message along with date and time is captured on the server.

## 8.2 List of Email IDs

Sr.No	Activity Centre	Email ID	Activity Description
1	HR Help Desk	<a href="mailto:HRHelpdesk@indiainfoline.com">HRHelpdesk@indiainfoline.com</a>	General Queries
2	Payroll	<a href="mailto:payroll@indiainfoline.com">payroll@indiainfoline.com</a>	Salary, tax, PF, reimbursements, statutory payments, leave encashment, full and final settlement, bonus etc.
3	Corporate email	<a href="mailto:emailquery@indiainfoline.com">emailquery@indiainfoline.com</a>	Corporate Email IDs
4	Corporate SIM card	<a href="mailto:cell@indiainfoline.com">cell@indiainfoline.com</a>	Corporate SIM cards
5	Employee Grievances	<a href="mailto:employeegrievances@indiainfoline.com">employeegrievances@indiainfoline.com</a>	Grievances at work
6	Company ID Cards	<a href="mailto:idCard@indiainfoline.com">idCard@indiainfoline.com</a>	Employee ID cards
7	Employee Benefits	<a href="mailto:employeebenefits@indiainfoline.com">employeebenefits@indiainfoline.com</a>	Mediclaime & other employee benefits
8	Employee Referral	<a href="mailto:refer@indiainfoline.com">refer@indiainfoline.com</a> & <a href="mailto:recruit@indiainfoline.com">recruit@indiainfoline.com</a>	Employee Referrals
9	Performance Appraisal and Reward System	<a href="mailto:PARS@indiainfoline.com">PARS@indiainfoline.com</a>	PARS process & procedures
10	Regional HR North	<a href="mailto:northhr@indiainfolne.com">northhr@indiainfolne.com</a>	Queries related to the north region
11	Regional HR East	<a href="mailto:easthr@indiainfoline.com">easthr@indiainfoline.com</a>	Queries related to the east region
12	Regional HR West	<a href="mailto:westhr@indiainfoline.com">westhr@indiainfoline.com</a>	Queries related to the west region
13	Regional HR South	<a href="mailto:southhr@indiainfoline.com">southhr@indiainfoline.com</a>	Queries related to the south region

**Tel Numbers are mentioned of the aforesaid Departments:**

1	HR Help Desk	IP Ext: 500077
2	Payroll	IP Ext: 500086
3	Corporate email	IP Ext: 500034
4	Corporate SIM card	IP Ext: 500111
5	Employee Grievances	IP Ext: 500082
6	Company ID Cards	IP Ext: 520040
7	Employee Benefits	IP Ext: 613049
8	Employee Referral	IP Ext: 500078
9	Performance Appraisal and Reward System	IP Ext: 500082
10	Regional HR North	011-45015025 IP Ext: 545025
11	Regional HR East	033-40076533 IP Ext: 543031
12	Regional HR West	0731-4293209
13	Regional HR South	080-42618202 IP Ext: 555011



**8.3 COMPLAINTS AND GRIEVANCE PROCEDURE**

- The Complaints and Grievance policy provides for a transparent and sensitive process for handling employee grievances and ensures speedy and objective resolution. It ensures that complaints are resolved in an efficient and professional manner to ensure employee satisfaction. Attempts should always be made at resolving the complaint at local level by the respective leader that could be the Team Leader/ Branch Manager.
- Depending on the gravity of the problem, it should be escalated to the immediate higher level as per the escalation process. If the issue is not resolved to the satisfaction of the employee, he/ she can mail HR [employeegrievances@indiainfoline.com](mailto:employeegrievances@indiainfoline.com) or communicate their complaint through IWIN or by using the Message Board feature on IWIN

At India Infoline, we understand the grievance handling and resolution is an important function and so we have a dedicated cell which handles the same. The grievance could be related to any issue or concern at work or even personal in nature.

- A Turn-Around-Time is maintained for resolving the grievance at the earliest.
- When the grievance is received from an employee the problem is defined, required data is gathered, analysis is done and the best solution is chosen & implemented.
- We continue to improvise it even further.
- The cell resolves the matter or routes the same to the concerned department.
- A final analysis is made and presented to MD/CMD.

All complaints/ grievance received by HR Department will be logged in and referred to the concerned HOD. The HR Department can also undertake investigation of an issue on its own. The decision on the dispute will be communicated to the respective employee within 7 working days

#### **Escalation Points:**

If the guidelines and the time frames are not adhered to, then the Human Resources representative will seek to resolve the matter with the immediate RA/ AVP. If not resolved, the HR will escalate it to the Zonal manager/VP of the Business/location and to the HOD at Corporate

#### **8.4 HRMS**

We have taken a giant leap with the technology to align growth of every employee with the growth of Business. All this is possible due to the diligent efforts of our HR and IT and Adrenalin teams. We have HRMS interwoven with our processes to actualize human potential in the context of business through the use of growth of Technology.

*“As business leaders we need to have complete control on our human capital and that’s where the HRMS comes into picture. These applications map the workforce and the processes they follow towards achievement of business goals. They also act as measures for human capital goal alignment for better performance in the business.*

*The purpose of this application is to have real time updates and records of the human potential in the context of business and systematic alignments through the use of technology.”*

The “Adrenalin HR Management System” is the result of the comparator research and survey for the best suitable requirements of our needs:

- Adrenalin® is web-based software
- Automates critical business-to-employee administrative and strategic processes
- It sits on the desktop of every employee in the organization
- The system is work-flow based and has several self service features.
- The approach is on individualized record and authentication through the work flow mapping.

#### **Distinct competitive advantage**

- Map employees to the right teams/ projects at the right time
- Be an effective tool of choice ....
- By providing information to aid decision making .... Empowered employees, devolved decision making
- Through goal clarity and helping employees meet their goals
- Transparent processes
- Proactive measures for employee retention and development
- Design effective reward strategies by analyzing potential, skills, past performance and training

#### **The Adrenalin HRMS Module Comprises of-**

- The Employees Self service
- e-Recruitment- Talent Acquisition
- Leave and Attendance Management– Time Keeping
- Personnel Information Management System

- Payroll administration – Compensation and Benefits Administration

### **Easy-to-use**

The software is intuitive, easily navigable & user friendly  
 Intuitive interface ensures:  
 Correctness of flow in decision making  
 That user become worry free on processes, policies & eligibility  
 Has an attractive user friendly screen for log-in and update details.  
 Less training time will be required and hence faster acceptance

You can log on to HR Management System through IWIN > My Information > Personal. Once you are on the "Personal Page" click on "Log on to Adrenalin" and enter your Adrenalin Password available on Personal Page.

We have taken a giant leap with the technology to align growth of every employee with the growth of Business. All this is possible due to the diligent efforts of our HR and IT and Adrenalin teams. We have HRMS interwoven with our processes to actualize human potential in the context of business through the use of growth of Technology.

***Employees should ensure that they follow the link on IWIN & read the detailed procedure. The link: IWIN > Human Resources > HRMS > Log in Information***

***For FAQ's on HRMS follow the link on IWIN. The link: IWIN > Human Resources > HRMS > What is HRMS all about?***

For any further queries you can write to [HRMS@indiainfoline.com](mailto:HRMS@indiainfoline.com)

### **8.5 ESCALATION**

- Issues are a part of working life. Escalation of issues needs to be done if the normal channels of communication do not prove effective in getting an issue resolved. The procedure to be followed for escalation is as follows:
- First escalate the issue to the concerned HOD/ TM/ AM/ ZM and get a resolution time or in absence of the same escalate it further, after 48 hours.
- Escalate it to the Chief Operating Officer. Again when you escalate, agree on a resolution time or escalate it further after 48 hours
- Escalate it to the ED and in absence of a pre-agreed resolution time you may escalate it to the MD after 48 hours
- If any issue is of significant importance from business control or strategic perspective, the employee should make sure that the communication reaches the intended recipient
- Escalation should be done via email and a post on the personal message board. The manner of escalation will be governed by the seriousness of the issue at hand. The above channel should be followed for normal, everyday issues. The chain of escalation may be broken and jumped only for issues which are extraordinary or of an extremely serious nature.

**"There are few, if any, jobs in which ability alone is sufficient. Needed, also, are loyalty, sincerity, enthusiasm and team play."**

**--William B. Given, Jr.**

## IIFL CSR INITIATIVES

**In line with our vision to be the 'most respected company in the financial services space', we recognize the importance of contributing to and sustaining social transformation. With this end in mind, we have setup the IIFL foundation, which will work for the support and upliftment of the underprivileged sections of society.**

The IIFL Foundation focuses on specific areas of need such as healthcare and education, the foundation will screen and select institutions and developmental agencies which are working in these domains and will provide necessary aid to improve the lives of the underprivileged and help them in achieving their potential.

Some of the activities undertaken by the IIFL Foundation:

### **Barsana eye camp**

The IIFL Foundation sponsored an eye and dental camp held in February, 2010 with the support of expert doctors and surgeons from the Bhaktivedanta Hospital in Barsana near Mathura. While over 2,600 people underwent eye tests and over 800 were selected for free eye surgery, a total of over 1,800 dental procedures like extraction, scaling and filling, among others, were performed. Team IIFL provided its whole-hearted support to this noble cause and will continue to do so in the future.

### **Pandharpur medical camp**

The IIFL Foundation sponsored the Pandharpur medical camp which was held by the Bhaktivedanta Hospital in July 2010 at Pandharpur. Free medical treatment was given at 4 camp sites, to approximately 49,815 pilgrims who had come to Pandharpur during Ashadi Ekadashi. The pilgrims were treated for fever, injuries, fractures, gastroenteritis, myalgia, headache, epilepsy, malaria, respiratory infections etc, during the camp.

### **Blood donation drive**

IIFL regularly organizes blood donation drives via camps at its various locations across India. Over 800 employees have participated in these camps.