



**HR Manual Version 1.1**

**This is a confidential document and is meant for restricted distribution.**

**Every person in custody of this document has the responsibility for ensuring its confidentiality. The custodian of the document will also ensure and that the document is continually updated with amendments that may be issued from time to time. Any loss or mutilation of the document must be reported promptly to the next higher authority.**

### Revision History

Sr. No.	Summary of Change	Prepared By	Approved By	Version No.	Effective Date
1	Initial Version	Shashi Chandra	Board of Director	1.0	November 29, 2017
2	Revised Version	Shashi Chandra	Board of Director	1.1	January 31, 2020

## Contents

1.	Code of Business Conduct and Ethics .....	6
1.1	In the Workplace .....	
1.1.1	Respect .....	7
1.1.2	Equal Employment Opportunity .....	7
1.1.3	Sexual Harassment and Other Discriminatory Harassment .....	7
1.1.4	Regulatory Compliance .....	7
1.1.5	"No Cash" Policy .....	7
1.2	Conflicts of Interest .....	
1.2.1	General Guidelines .....	8
1.2.2	Corporate Opportunities .....	8
1.2.3	Outside Activities - Officer or Director of Another Business .....	8-9
1.2.4	Second Job .....	9
1.2.5	Relative of Employees .....	9
1.2.6	Vendors, Suppliers and Consultants .....	9
1.2.7	Gifts and Entertainment .....	9-10
1.2.8	Communication of Conflicts .....	10
1.3	Protection and Proper Use of AVIOM Assets .....	1
1.3.1	Confidentiality .....	10
1.3.2	Technology .....	10-11
1.4	Whistle Blower Policy .....	
1.4.1	Reporting of Any Illegal or Unethical Behavior; Points of Contact .....	11
2.	Terms of Employment	
2.1	Terms of employment .....	11-12
2.2	Joining process .....	12

3.	General Administrative Matters	
3.1	Working days and Attendance.....	12
3.2	Weekly off.....	13
3.3	Late arrival.....	13
3.4	Absence from office.....	13
3.5	Housekeeping.....	13
3.6	Dress code.....	14
3.7	Usage of Inebriating Substances.....	14
4.	Employee Development	
4.1	General.....	14
4.2	Performance Evaluation.....	14-15
4.3	Training and development.....	15
4.4	Career Development.....	15
5.	Compensation	
5.1	Salary Administration.....	16
5.2	Salary Increases.....	16
6.	Employee Termination.....	16
6.1	Resignation.....	16
6.2	Notice Period.....	16-17
6.3	Dismissal.....	17
6.4	Relieving Letter.....	17
7.	Leave Policy	
7.1	General.....	17-18
7.2	Privilege Leave & Casual Leave	
7.2.1	Privilege Leave.....	18
7.2.2	Casual Leave.....	18

7.3	Sick Leave.....	19
7.4	Maternity Leave.....	19
7.5	Public holidays.....	19
7.6	Paternity Leave.....	19
7.7	Unauthorized absence _____	20
7.8	Leave during Notice Period.....	20
8.	Travel and Expenses Policy	
8.1	Purpose.....	20
8.2	Scope.....	20-23
9.	Internet Use Policy	
9.1	General.....	23
9.2	The Policy.....	23-24
10	Local Conveyance Policy	
10.1	Objective.....	24
10.2	Standard Operating Procedure	
10.2.1	Travel within City/Town _____	24
10.3	General _____	25
11	ZERO TOLERANCE POLICY.....	
11.1	General.....	25
11.2	The Policy.....	25-26
12	Grievance Redressal.....	
12.1	General.....	26
12.2	The Policy.....	26
13	General Disclaimer.....	27

## **1. Code of Business Conduct and Ethics**

This Code of Business Conduct and Ethics applies to all employees and officers of the subsidiaries and affiliates of AVIOM India Housing Finance Pvt. Ltd., herein referred to as AVIOM.

AVIOM is proud of its reputation for Integrity, Customer Delight, Simplicity, Respect and Innovation and is committed to these core values. Personal responsibility is at the core of AVIOM's principles and culture. AVIOM's reputation depends on the employee maintaining the highest standards of conduct in all business endeavors. The employee has a personal responsibility to protect this reputation, to "do the right thing," and to act with honesty and integrity in all dealings with customers, business partners and each other. The employee should not take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair-dealing practice.

The principles set forth in this document describe how the employee should conduct himself or herself. The purpose of this Manual is to list down terms and conditions of employment, AVIOM expectations around the employees' behavior and AVIOM policies and procedures. This Manual will be updated as required as our business evolves and grows.

The employee is accountable for reading, understanding, accepting and adhering to this Code. Further, compliance with all laws, rules and regulations related to AVIOM activities is mandatory and the employee conduct must be such as to avoid even the appearance of impropriety. Failure to do so could result in disciplinary action, up to and including termination of employment. The employee will be expected to sign and submit the Employee Declaration format, which will be a part of the joining formalities paperwork, confirming understanding and acceptance of the contents of this manual. Please refer to Appendix and Formats for the Employee Declaration format.

### **1.1 In the Workplace**

AVIOM is committed to providing a diverse and inclusive work environment, free of all forms of unlawful discrimination, including any type of harassment.

### **1.1.1 Respect**

AVIOM's greatest strength lies in the talent and ability of its associates. Since working in partnership is vital to AVIOM's continued success, mutual respect must be the basis for all work relationships. Engaging in behavior that ridicules, belittles, intimidates, threatens or demeans, affects productivity and can negatively impact AVIOM's reputation. The employees are expected to treat their colleagues, customers, vendors, associates and all others with the same respect and dignity that any reasonable person may wish to receive, creating a work environment that is inclusive, supportive and free of harassment and unlawful discrimination.

### **1.1.2 Equal Employment Opportunity**

The talents and skills needed to conduct business successfully are not limited to any particular group of people. AVIOM has a long-standing commitment to a meaningful policy of equal employment opportunity. AVIOM's policy is to ensure equal employment and advancement opportunity for all qualified individuals without distinction or discrimination because of race, color, religion, gender, sexual orientation, age, national origin, disability, covered veteran status, marital status or any other unlawful basis. As part of this commitment, AVIOM will make reasonable accommodations for applicants and qualified employees.

### **1.1.3 Sexual Harassment and Other Discriminatory Harassment**

Sexual harassment and other discriminatory harassment are illegal and violate AVIOM policies. Actions or words of a sexual nature that harass or intimidate others are prohibited. Similarly, actions or words that harass or intimidate based on race, color, religion, gender, sexual orientation, age, national origin, disability, covered veteran status, marital status or any other unlawful basis are also prohibited.

### **1.1.4 Regulatory Compliance**

AVIOM has a strong ethical code and believes in conducting its business by following all the regulatory policies laid down by NHB as well as those decided internally. AVIOM expects all its employees to have a similar outlook and to abide by all the rules and regulations pertaining to NHB, the company and its policies and processes.

### **1.1.5 "No Cash" Policy**

The company does not promote accepting cash payments towards any processing fees, EMI / Pre-EMI payments or loan repayments. No employee of AVIOM is allowed to accept any cash payment towards loan processing unless prior approval has been sought in writing from the concerned authorities.

## ***1.2 Conflicts of Interest***

AVIOM policy prohibits conflicts of interest. A "conflict of interest" occurs when the employee's private interest interferes in any way with the interests of AVIOM. In addition to avoiding conflicts of interest, the employee should also avoid even the appearance of a conflict.

### **1.2.1 General Guidelines**

All employees are required to act in good faith towards AVIOM. Employees need to be aware of the potential for a conflict of interest to arise and should always act in the best interests of AVIOM.

As individuals, employees may have private interests that from time to time conflict, or appear to conflict, with their employment with AVIOM. Employees should aim to avoid being put in a situation where there may be a conflict between the interests of AVIOM and their own personal or professional interests, or those of relatives or friends. Where such a conflict occurs (or is perceived to occur), the interests of AVIOM will be balanced against the interests of the staff member and, unless exceptional circumstances exist, resolved in favour of AVIOM.

It is impossible to define all potential areas of conflict of interest. If an employee is in doubt if a conflict exists, they should raise the matter with their manager.

#### ***Procedure***

Employees must:

- declare any potential, actual or perceived conflicts of interest that exist on becoming employed by AVIOM to management
- declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during employment by AVIOM to management
- avoid being placed in a situation where there is potential, actual or perceived conflict of interest if at all possible

If an employee declares such an interest, AVIOM will review the potential areas of conflict with the employee and mutually agree on practical arrangements to resolve the situation.

### **1.2.2 Corporate Opportunities**

The employee owes a duty to AVIOM to advance its legitimate interests. The employees are prohibited from competing with AVIOM and from using corporate property, information or position for personal opportunities or gain.

### **1.2.3 Outside Activities - Officer or Director of another business**

The employee may not serve as a director, officer, trustee, and partner or in any other principal position of another for-profit or publicly held organization or company without the prior approval of AVIOM's Chief Business Officer (or a designee). The employee should obtain approval from AVIOM's Chief Business Officer (or a designee) before agreeing to serve on the



board or in a principal position of a trade or professional association or of a non-profit organization.

#### **1.2.4 Second Job**

Unless AVIOM otherwise consents in its sole discretion, the employee will devote their entire resources and full and undivided attention exclusively to the business of AVIOM during the term of their employment with AVIOM and shall not accept any other employment or engagement (honorary or otherwise).

Employees must not set up or engage in private business or undertake other employment in direct or indirect competition with AVIOM using knowledge and/or materials gained during the course of employment with AVIOM.

Engaging in other business interests during work hours will result in strong performance improvement action or might lead to termination.

Failure to declare a potential, actual or perceived conflict of interest or to take remedial action agreed with AVIOM in a timely manner, may result in dire consequences including dismissal.

#### **1.2.5 Relatives of Employees**

Relatives of existing employees of AVIOM (such as wife / husband, brother / sister, father / mother or cousins) cannot apply for employment or any other association (such as consultant, vendor etc.) with AVIOM. Employees must intimate Core Committee of AVIOM should they be aware of any of their relative applying for employment or association with AVIOM.

#### **1.2.6 Vendors, Suppliers and Consultants**

All vendors, suppliers and consultants shall be approved in accordance with AVIOM policies and procedures, which includes keeping records of their KYC / PAN Card documents among others, getting the Service Level Agreement and Code of Conduct signed by them etc. Vendors will be empanelled only upon undergoing Vendor Appointment Process.

AVIOM's business relationships must be totally based on their ability to competitively meet AVIOM's business needs. If their association with a current or prospective AVIOM vendor, supplier or consultant is of a nature that gives rise, or potentially gives rise, to a conflict of interest, AVIOM may have to refrain from entering into the relationship and, in any event, the employee must not be involved in any way with approving, managing or influencing AVIOM's business relationship.

#### **1.2.7 Gifts and Entertainment**

Receiving gifts or entertainment that possibly affect the employee's judgment or decision-making should be avoided at all costs and should neither be offered in return for favorable treatment from others.

Any gift or token or other forms of business entertainment being offered to the employee, that exceed reasonable and customary practices should be politely declined, unless approved in advance by their functional head for sound business reasons. If in a rare case, such a gift has to be accepted then the same should be reported by the employee and handed over immediately to the Reporting Manager. Such gifts will get auctioned and the proceeds will be issued toward staff welfare expenses.

Any gifts received in the form of perishables such as sweets, chocolates etc. during festival period (e.g. Diwali, Christmas, New Year and others) by the employee must be distributed among people present in the office on the same day.

### **1.2.8 Communication of Conflicts**

All potential and actual conflicts of interest or material transactions or relationships that reasonably could be expected to give rise to such a conflict or the appearance of such a conflict must be disclosed. If the employee has any doubt about whether a conflict of interest exists after consulting this Code, the employee should seek assistance from the appropriate persons or entities identified in the Resources section, so that the employee can make that determination. An email stating any conflict of interest may be sent to the CBO Mr. Anil Kumar Gupta at [anil.gupta@aviom.in](mailto:anil.gupta@aviom.in).

AVIOM and its associates will not directly or indirectly engage in bribery, kickbacks, payoffs or other corrupt business practices, in their relations with governmental agencies or customers. Any failure to comply to this code will result in severe action being taken, including termination.

### **1.3 Protection and Proper Use of AVIOM Assets**

Safeguarding and appropriately using AVIOM assets, whether those assets take the form of paper files, electronic data, computer resources, trademarks or otherwise, is critical.

#### **1.3.1 Confidentiality**

AVIOM is committed to preserving customer and employee trust. All information, whether it is business, customer or employee-related, must be treated in a confidential manner, and disclosing it is limited to those people who have an appropriate business or legal reason to have access to the information. The employee needs to take special precautions when transmitting information via e-mail, fax, the Internet or other media. Remember to treat all such communications as if they were public documents and printed on letterhead.

In addition, AVIOM meetings are confidential. The employee may not use audio or video equipment to record these meetings without the specific prior authorization of the head of their department. Any breach of this code will be dealt with in the strictest manner.

#### **1.3.2 Technology**

Safeguarding computer resources is critical because AVIOM relies on technology to conduct daily business. Software is provided to enable the employee to perform their job and is covered by federal copyright laws. The employee cannot duplicate, distribute or lend software to anyone unless permitted by the license agreement.

AVIOM provides electronic mail (e-mail) and Internet access to assist and facilitate business communications. All information stored, transmitted, received, or contained in these systems is AVIOM's sole property and is subject to its review at any time. All e-mail and Internet use must be consistent with AVIOM's policies, practices and commitment to ensuring a work environment where all persons are treated with respect and dignity. Because these systems provide access to a worldwide audience, the employee should act at all times as if the employee is representing AVIOM to the public and should preserve AVIOM's system security and protect its name and trademarks.

The employee must act responsibly and adhere to all laws and AVIOM policies when using e-mail or the Internet.

The employee must use the computer appropriately in accordance with AVIOM standards and be sure to secure both the computer and all data from loss, damage or unauthorized access, reporting all instances of unauthorized access to the Manager and concerned.

## *1.4 Whistle Blower Policy*

### **1.4.1 Reporting of Any Illegal or Unethical Behavior; Points of Contact**

If the employee is aware of any illegal or unethical behavior or if the employee believes that an applicable law, rule or regulation or this Code has been violated, the matter must be promptly reported to Company Secretary at the email id [Divyani.chand@aviom.in](mailto:Divyani.chand@aviom.in). Such cases would then get referred to the Core Committee for due decisioning.

The supervisor is normally the first person the employee should contact if the employee has questions about anything in this Code or if the employee believes AVIOM or an associate is violating the law or AVIOM policy or engaging in conduct that appears unethical, either to the employee him/herself or to others. Under some circumstances, it may be impractical, or the employee may feel uncomfortable raising a matter with the supervisor. In those instances, the employee may contact the head of the department or any other AVIOM Core Committee. Furthermore, the employee should take care to report violations to a person who the employee believes is not involved in the alleged violation. All reports of alleged violations will be promptly investigated and, if appropriate, remedied, and if legally required, immediately reported to the proper governmental authority.

The employee will be expected to cooperate in assuring that violations of this Code are promptly addressed. AVIOM has a policy of protecting the confidentiality of those making reports of possible misconduct to the maximum extent permitted by law. **In no event will there be any retaliation against someone for reporting an activity that he or she in good faith believes to be a violation of any law, rule, regulation, internal policy or this Code.** Any supervisor intimidating or imposing sanctions on someone for reporting a matter will be disciplined up to and including termination.

We at AVIOM follow a strong policy that "staying silent is equivalent to being guilty". Therefore, all employees are encouraged to immediately report any inappropriate acts as stated herein to the concerned authorities at the earliest. The employee is advised to report the case formally via the right channels, hence anonymous emails sent from unrecorded or fictitious email ids will not be entertained.

## **2. Terms of Employment**

### *2.1 Terms of employment*

Terms of employment are as set out in the appointment letter.

2.1.1 The terms of employment are as per the details contained in the appointment letter. AVIOM reserves the right to amend, alter, change any or all the terms and conditions governing employment. AVIOM will also be the sole judge of the meaning and interpretation of all or any of these terms and conditions and its decision thereon shall be binding on all employees.

2.1.2 The employment contract is a contract between the individual employee and AVIOM and the terms of contract are individual to each employee. Hence, all employees are required not to share the terms of contract with others including fellow employees.

## 2.2 Joining process

The copies of the following SELF-ATTESTED documents shall be submitted by an employee on the date of joining:

- Proof of age (birth certificate/ school leaving certificate/ passport copy);
- Latest salary slip;
- Identity Proof;
- Address proof;
- PAN Card copy;
- 3 recent passport size photographs (signature at the back of photograph);
- 1 Cancelled cheque leaf pertaining to active Savings Bank account (complete with Bank name, branch, IFSC code, MICR code, employee name and signature);

Appointment letter:

- Original to be retained by the employee; and one signed copy to be handed over to AVIOM by the employee (for the Employee file)

Employee Enrollment Form

- To be filled and submitted at the time of joining
- Information updated should be up to date and true to the best of the employee's knowledge

## 3. General Administrative Matters

### 3.1 Working days and Attendance

The working days at AVIOM will be from Monday to Saturday.

Unless otherwise stated, work hours would be as follows:

Days	Monday – Saturday (Branch) Monday – Friday (Head Office)
Timings	09:30 AM – 06:30 PM (Branch) 10:00 AM – 06:00 PM (Head Office)
Lunch and Tea break	45 minutes

Owing to work exigencies, an employee's working hours maybe different from the timings mentioned above.

Daily attendance should be marked and recorded in Attendance Register kept at the reception / front office. For employees on sales calls or outdoor duty, the same needs to be mentioned against the particular day's attendance in the Attendance Register as "OD" with In and Out timings. Consolidated attendance for each day, department and person needs to be sent on the 21st of

every month to the concerned team for the purpose of computation of monthly salary and other disbursements.

### **3.2 Weekly off**

Sunday will be the weekly holiday.

Owing to work exigencies, an employee may also be required to work either on a weekly off or a public holiday. In such a case, and after obtaining due approval from his/her immediate manager, the employee is entitled to take any of the weekdays as a compensatory off in lieu of the day of the weekly off/public holiday post discussing with and obtaining approval from their Reporting Manager. The same can be availed within three months from the date of working on a weekly off or a public holiday.

### **3.3 Late arrival**

Employees are expected to arrive at work and for meetings on time. If an employee anticipates late arrival, he/she must inform the immediate manager (or a colleague in case the immediate manager is not available) in advance to allow for schedule changes and to handle coverage of working hours. Repeat challenges with late arrivals will be recorded as misconduct in the employee's file. All employees working with customers must ensure that all meeting commitments are met on time. Lapses in punctuality will not be acceptable.

4 consecutive late arrivals will be treated as half day leave and will be adjusted within the balance days of leave or may be treated as Unpaid Leave.

### **3.4 Absence from office**

- Any employee, who is outside the office during working hours, should ensure that the immediate manager (or a colleague, if the immediate manager is not available) is aware of his/her whereabouts.
- Unauthorized absence from office, or absence from office without prior approval from the immediate manager, will be recorded as misconduct in the employee's file.
- Unauthorized absence will be treated as Loss of Pay (LOP).

3 consecutive days of absence from office will lead to first warning letter being issued.

5 consecutive days of absence from office will lead to the employee being treated a "Absconding" in the HR system. As a result, all payments to the employee such as salary, incentives and any reimbursements will be stopped until further notice.

### **3.5 Housekeeping**

It will be the responsibility of all employees to ensure that the offices of AVIOM are kept neat and tidy at all times. The work area should be cleared of all files and papers every evening prior to leaving the office. Computers and any lights in the work area need to be switched off.

### 3.6 Dress code

Men	Women
Formal / smart casual shirts, trousers and shoes.	Formal Western (shirts, slacks, pants, suits)
Formal clothes are mandatory for sales personnel; and others when meeting customers / visitors.	Indian (saree, salwar) business wear

Employees are expected to use their discretion in determining what appropriate office wear is. The employees are expected to wear clean, washed and ironed clothes. Torn / distressed jeans or round-neck t-shirts are not permitted.

### 3.7 Usage of Inebriating Substances

Smoking, chewing tobacco / gutka / paan, consumption of alcohol and usage of other inebriating substances is prohibited within office premises or during office hours. In order to maintain a clean and healthy atmosphere in the workplace and arising out of our concern for fellow employees, smoking is prohibited within the office premises. AVIOM views any breach of this code very seriously and the same might attract dire consequences, including termination.

## 4. Employee Development

### 4.1 General

- It is the policy of AVIOM that the work of each employee will be evaluated periodically by the employee's manager/supervisor, in order to monitor individual performance on the job, assess training needs and to identify future leaders.
- The process of employee development is covered by:
  - Performance Evaluation;
  - Training and Development; and
  - Career Planning

### 4.2 Performance Evaluation

- The process of performance evaluation provides a systematic approach for communicating goals, expectations and objectives to each employee as well as documenting individual performance.
- The process of performance evaluation is covered in three steps:
  - *Goal setting:*
    - The supervisor and employee discuss and set performance expectations for the assessment period and sign off individual performance contracts.
  - *Performance review:*
    - Performance review is conducted periodically (annually) to assess individual performance and to take necessary action to remove bottlenecks and to provide suggestions for improvement. The outcome of this review would result in the identification of training needs, rewards and recognition and career development.
  - *Performance appraisal:*

- Performance Appraisal is done based on careful consideration of employee performance for the assessment period.

### ***4.3 Training and development***

- The objective of the training and development policy at AVIOM is to develop relevant skills in the organization taking into account:
  - organizational requirements;
  - functional requirements; and
  - individual learning objectives.
- It will be the responsibility of the supervisor/ manager to ensure that all employees get an equal opportunity to attend training programs based on their individual training needs.
- Training program shall include:
  - Technical training: for AVIOM employees;
  - Behavioral training: for AVIOM employees; and
  - Leadership programs: for AVIOM employees for specific career progression needs.
- The training needs identification will be based on the following:
  - Training needs arising out of the Corporate/regional objectives.
  - Training needs arising out of the team goals and priorities.
  - Training needs linked to individual job.
  - Training needs linked to individual potential and career progression needs.
- To begin with the employee will undergo an Induction Training program, "SWAAGAT" which will provide all the important information about AVIOM, its core values, products, processes and other such relevant details as would be required by the employee to conduct themselves efficiently on a daily basis.

### ***4.4 Career Development***

It will be the endeavor of AVIOM management to provide all its employees with the opportunity for personal growth and progress. This section deals with the Career Planning policy. In case of further details, the employee may contact the immediate reporting Manager.

- It will be the intention of AVIOM to provide all employees with growth and development opportunities.
- All career progression opportunities will be contingent upon the existing vacancies but it will not be binding on AVIOM to promote an employee.
- All matters with respect to promotions and career progression will be the responsibility of AVIOM management

## **5. Compensation**

### ***5.1 Salary Administration***

All employees will be paid their salary on a monthly basis on the last working day of the working month by electronic transfer to their bank account. Salary in cash will not be paid to any employee.

### ***5.2 Salary Increases***

Compensation review is an annual exercise, which determines the increment in salary. The increment is done on the cost of living adjustments and market trends in compensation levels. However, increment in the employee's salary is not automatic and will be subject to the employee's performance and AVIOM's performance.

## **6. Employee Termination**

An employee will be separated from AVIOM in the following events:

- On his/her resignation from the services of AVIOM;
- On being removed from the services or on being dismissed by AVIOM;
- On the expiry of any fixed contract period;
- On being found medically unfit to continue working in his/her present responsibility; or any other reason as may be deemed fit upon thorough analysis by AVIOM.

### ***6.1 Resignation***

- An employee, who wishes to leave the services of AVIOM, has to submit a resignation letter serving as stipulated in his/her appointment letter, to his/her immediate manager.
- The notice period from the employee is essential for AVIOM to ensure timely and smooth hand over of existing responsibilities to another employee. However, under special circumstances AVIOM may make an exception and either waive off the entire notice period amount or deduct Cost to AVIOM (CTC) pay for less than the stipulated notice period.
- On thorough discussion between the reporting manager and the employee and subsequent acceptance of resignation, a communication in writing shall be given to the employee with a copy to Accounts and other related departments for his/her full and final settlement of dues.
- The payment of other dues after ensuring clearance of outstanding amounts like travel allowance bills and LTA will be done. Items like computers, cellular phones, calculators, books, etc have to be handed over to authorized persons.
- The notice period will be as per grade with maximum notice period restricted to 90 days from date of submitting resignation

### **6.2 Notice Period:**

- For employees in Manager and above grade - during probation (with in six months of joining) the notice period will be of one month, and after completion of six month of employment or confirmation, the notice period will be of three months.



- All other employees and employee with Officer to Deputy Manager grade - during probation (within six months of joining), the notice period will be of one month, and after completion of six month of employment the notice period will be of two months.
- The company may however, at its discretion, decide to relieve the employee immediately on resignation.

### **6.3 Dismissal**

a) An employee's services may be terminated due to

- lack of job-related skills,
- inadequate work performance,
- improper character or attitude,
- integrity issues,
- or any other reason that AVIOM believes renders the employee unsuitable for continuing employment with AVIOM.

Under such circumstances, the employee's services may be terminated without notice.

b) The appointment of an employee is made on the basis of the information supplied by him/her in his/her application/résumé at the time of interview, and his/her appointment shall stand null and void in case any material error is established at any point of time. In such a case, his/her services shall be terminated with immediate effect.

c) The clearance formalities will be similar to those applicable for resignations.

### **6.4 Relieving Letter**

On termination of employment with AVIOM, employees must surrender all business-related documents, confidential AVIOM data or the like which may have been entrusted to the employee and get a Relieving Letter signed by his/her immediate manager. Full clearance from all related departments shall be obtained in writing prior to getting the Relieving Letter signed. These departments include HR, Admin, IT and Core Committee. Additionally, in the case of LOs a proper account of customer base along with pending loan balances and other details need to be provided.

## **7. Leave Policy**

### **7.1 General**

- For the purpose of calculating leave accounts, "year" shall mean the calendar year commencing on the first day of January and ending on the last day of December of the next year.
- Employees on probation are not entitled to any leaves except Sick Leave and Casual Leave
- Leave, other than maternity leave, cannot be claimed as a matter of right. Discretion is reserved with the authority empowered to sanction leave, to refuse or revoke leave at any time, depending on exigencies of AVIOM's work.
- All casual leave must be applied for at least 2 days prior for approval to immediate manager, with the exception of sick leave, which may be intimated verbally and post facto approval sought upon resumption of work.

- Leave records are being maintained on the common share. It will be the employee's responsibility to enter their leave for the month and keep the record updated.
- Leave applied without specifying which type of leave will be deducted first from balance CL, then from PL and finally from SL. If no leave remains, then the same will be treated as "Leave Without Pay" (LWP)
- In case employees are found not maintaining regular leave records in system, by default the employee's leave balance at the end of the year will be assumed as zero.

## *7.2 Privilege Leave and Casual Leave:*

### **7.2.1 Privilege Leave`**

Privilege leave is based on the no. of working days **for last calendar year, an employee will be entitled for ONE PRIVILEGE LEAVE for every 20-working day** (exclusive of absent and public holidays).

- These leaves can be claimed for minimum 3 days
- Every employee needs to take prior written approval (minimum 15 days in advance) to avail these leaves
- Employees may take leave only after obtaining permission. In the event an employee goes on leave without notifying AVIOM, it will be deemed that the employee has been absent from work without permission, and the period of absence will be treated as leave without pay. Continuous such events will lead to serious action being taken.
- Privilege leaves can be added on to sick leave or maternity leave.
- Privilege leave entitlement will be on **ACTUAL ACCRUED** basis for all employees.
- Privilege leaves are **NOT AVAILABLE** during probation period.
- An employee can accumulate and hold max 30 privilege leaves, beyond this all unavailed leaves will be encashed.
- **AVIOM has the option to en-cash part or full privilege leaves at the time of promotion or at the time of full and final settlement**
- **All encashment will be based on basic salary of employee.**
- **All the above is NOT APPLICABLE IN CASE OF TERMINATION DUE TO ANY REASON.**

### **7.2.2 Casual Leave**

An employee will be entitled to casual leave up to 8 days in a year (inclusive of intervening weekends or public holidays). **CASUAL LEAVES ARE NON ENCASHABLE AND CAN NOT BE CARRY FORWARD**

- Employees desirous of availing casual leave in excess of 4 consecutive working days will need to submit a leave application to their immediate manager, at least two weeks in advance.
- Employees may take leave only after obtaining permission. In the event an employee goes on leave without notifying AVIOM, it will be deemed that the employee has been absent from work without permission, and the period of absence will be treated as leave without pay. Continuous such events will lead to serious action being taken.
- Casual leave can be added on to sick leave or maternity leave.
- Casual leave entitlement will be on a pro-rated basis for employees joining during the year.

### 7.3 Sick Leave

- **SICK LEAVES ARE NON ENCASHABLE AND CAN NOT BE CARRY FORWARD**
- All employees may avail of sick leave up to 10 days in a CALENDER year.
- Submission of medical certificates of sickness as well as fitness will be required in case of sick leave exceeding three days.
- An employee may take sick leave keeping the immediate supervisor informed. The day the employee reports back to work, leave records need to be updated.

### 7.4 Maternity Leave

- Subject to the provisions of the Maternity Benefit Act, 1961, women employees will be allowed maternity leave on full pay for up to TWENTY-SIX (26) weeks as per the Maternity Benefit Amendment Act 2017, of which a maximum of 8 weeks can be availed before delivery. An approved medical practitioner should certify the confinement and the employee must not take up any employment, temporary or part-time, or otherwise, during this period.
- This leave shall be limited to two children. The maternity benefit will not be applicable for a third child, when the first two children are living.
- An applicant for maternity leave must give notice to AVIOM supported by a medical certificate not less than 8 weeks prior to the start of the leave period.
- Maternity leave may be availed in combination with other leave entitlements.
- No pay shall be due or payable in lieu of un-availed maternity leave.

### 7.5 Public holidays

- Minimum Ten public holidays (**3 Fixed** and **7 Optional**) may be availed, as notified by AVIOM at the beginning of each year. The list of fixed public holidays are as follows:
  - 26th January
  - 15th August and
  - 2nd October
  - Balance 7 variable public holidays will be decided by branch / state heads and published by regional HR team annually
- In case the working of the office is likely to be hampered on account of strike, power cut, etc, AVIOM may declare, a public or a weekly holiday (except national holidays) to be a normal working day and declare the affected day to be a holiday.

### 7.6 Paternity Leave

- is applicable to all male employees who are married (the employee should be married as per AVIOM's records, with information having been provided at the time of joining or at the time of marriage)
- is to be availed as soon as the child is born (within a week's time) is available for two children only
- cannot be carried forward or added to other leave categories
- an employee is entitled to 5 continuous working days of leave
- this leave can be availed even when the child is adopted

## **7.7 Unauthorized absence**

- Unauthorized absence refers to absence from work without requisite approval.
- The employee will need to offer an explanation to the immediate manager in the event of any unauthorized absence.
- The employee will not be eligible for payment of salary for this period of absence.

## **7.8 Leave during Notice Period**

Employees are not eligible to take any leave other than Sick Leave or Casual Leave when they are serving their notice period. Any other leave taken during the notice period will be considered as leave on loss of pay.

## **8. Travel and Expenses Policy**

### **8.1 Purpose:**

To Reimburse employees all necessary expenses incurred during travel out of their base location on official purpose with overnight stay.

### **8.2 Scope:**

This policy applies to all the employees of AVIOM India Housing Finance Pvt. Ltd.

General Guidelines:

1. All employees need to take travel approval from their respective HODs as per reporting hierarchy) PRIOR TO TRAVEL DATE with cc to HR and Finance Department.
2. All travel should be planned in-advance (minimum 7 days) to avail the best possible fare/hotel rates etc.
3. For AIR (economy) and TAXI travel need to be approved by CBO/CRO(as per reporting hierarchy)
4. All employees need to collect bills for all the expenses with GST number of the state
5. All employees should submit their TRAVEL REIMBURSMENT FORM (as per approved format) within 30 days from the completion of the official travel with all the details/ORIGINAL bills of the hotel stay, meals, transportation etc as per the travel policy limit and norms duly recommended by immediate supervisor. Any delay in submission beyond 30 days will attract deduction of 10% of the claimed amount.
6. All travel reimbursements shall be approved by CBO/CRO including any exceptional expense and beyond the defined policy.
7. Outstation travel must be done by the shortest, most efficient and cost-effective route.
8. All employees are allowed to seek for travel advance subject to the same is settled within 30 days of the travel
9. In case of travel by AIR, original boarding pass should be submitted with travel claim form in addition to the ticket
10. In case any employees travel on official purpose and stay on his own, than he/she can claim flat daily allowance of Rs 500 per day (without any bills)

11. LIQUOR EXPENSE IS NOT ALLOWED

12. Laundry expense - allowed in case of stay is more than 3 days (actuals with bill)

**TRAVEL -By shortest route**

<b>Designation</b>	<b>Distance from Base location</b>	<b>Travel Mode</b>
Assistant Branch Manager's /branch managers and Area Managers	For distance up to 400 KM	Local Bus (AC or NON-AC) or Train (3 tier AC)
Assistant Branch Manager's /branch managers and Area Managers	For distance above 400 KM	Local Bus (AC or NON-AC) or Train (3 tier AC) or by AIR (economy class)
RCM's	For distance up to 400 KM	Local Bus (AC or NON-AC) or Train (2 tier AC) or taxi (up to Rs 9 per KM)
RCM's	For distance Above 400 KM	Local Bus (AC or NON-AC) or Train (2 tier AC) or AIR (economy class) or taxi (up to Rs 9 per KM)
ALL HO employees - up to manager grade	For distance up to 400 KM	Local Bus (AC or NON-AC) or Train (3 tier AC)
ALL HO employees - up to manager grade	For distance above 400 KM	Local Bus (AC or NON-AC) or Train (3 tier AC) or by AIR (economy class)
All HO employees - Senior manager and above	For distance up to 400 KM	Local Bus (AC or NON-AC) or Train (2 tier AC) taxi
All HO employees - Senior manager and above	For distance Above 400 KM	Local Bus (AC or NON-AC) or Train (2 tier AC) or AIR (economy class) or taxi

**Boarding and Lodging:**

The Employees should select according to the limit given below:

<b>Designation</b>	<b>Expense Head</b>	<b>Entitlement PER DAY (Exclusive All Taxes)</b>
Assistant Branch Manager's /branch managers and Area Managers	Boarding (ROOM)	Maximum 1200 PER DAY
Assistant Branch Manager's /branch managers and Area Managers	All meals	Maximum 500 PER DAY
RCM's	Boarding (ROOM)	Maximum 1500 PER DAY
RCM's	All Meals	Maximum 600 PER DAY
ALL HO employees - up to manager grade	Boarding (ROOM)	Maximum 1200 PER DAY
ALL HO employees - up to manager grade	All meals	Maximum 500 PER DAY
All HO employees - Senior manager and above	Boarding (ROOM)	Actuals
All HO employees - Senior manager and above	All meals	Actuals

**Local Conveyance During Travel**

**Residence to Bus stand/railway station/airport and return - Auto/Radio Taxi /Local taxi or self-car/bike**

**All public transport expense needs to be supported by bill**

**Self-CAR - Rs 7/- per KM and Bike Rs 4/- per KM (parking charged extra)**

**Note:**

1. This policy is applicable only for travel outside the base location with overnight stay. This policy is NOT APPLICABLE for conducting PD at base location
2. If the employee uses his or her own car for out station travel, reimbursement will be paid@ Rs. 7/ Km

3. Meal Allowance- Rs.150 per employee per meal, if employee need to stay beyond 08:00 PM due to office work or working on Sunday or public holiday (as per AVIOM holiday list)- need to be approved by BM
4. Tea/Coffee: Twice in a day in all branches PLUS actual for customer's

**KMPs are authorized to approve all exceptional claims**

## **9. Internet Use Policy**

### **9.1 General**

AVIOM supports the use of the Internet to conduct business by or on behalf of AVIOM. Because the Internet provides access to a worldwide audience, AVIOM associates should always act as if they are representing AVIOM to the public and should preserve AVIOM's system security and protect AVIOM's name and trademarks. **AVIOM associates must act responsibly and adhere to all laws and AVIOM policies when using the Internet to conduct business by or on behalf of AVIOM and/or when AVIOM or its products or services are identified.**

This Policy applies to all business units, AVIOM associates and consultants with access to the Internet from any computer used to conduct business by or on behalf of AVIOM (on AVIOM premises or from home or any other location), or under any circumstances in which AVIOM's name or its products or services are used.

### **9.2 The Policy**

- AVIOM recognizes that the Internet can be a helpful tool in dealing with family and other personal matters; however, its use must not interfere with work responsibilities, conflict with business needs, or violate any AVIOM policy or law. **AVIOM reserves the right at all times to monitor, access and decrypt associates' use of the Internet, AVIOM property, equipment, phone lines, computers (including disks, drives, storage media, electronic mail, etc.) and information.**
- All users are expected to use good judgment when using the Internet. AVIOM strictly prohibits:
  - displaying, uploading, downloading, disseminating, participating in bulletin board or electronic forum discussions regarding subject matters containing inappropriate materials or information that may be offensive to others;
  - in accordance with AVIOM's standards of business conduct, hacking or other attempts to penetrate non-public systems or any dishonest, defamatory, fraudulent, immoral, illegal and/or unethical activities; and
  - using AVIOM's name or property or a AVIOM-provided Internet access ID to conduct business on behalf of an entity other than AVIOM or on behalf of any individual, including themselves; to represent themselves as someone else; or to solicit AVIOM associates.

All users must respect AVIOM's, its affiliates' and third parties' intellectual property rights (patents, copyrights, trademarks, trade secrets, as well as rights of privacy and publicity) and

must take precautions to protect software, information and data that are owned, licensed or managed by AVIOM. No software, information or data may be used or distributed in a manner that infringes upon any intellectual property right or violates a license agreement or jeopardizes AVIOM's trade secrets.

No one may conduct business by or on behalf of AVIOM with third parties using personal access accounts or IDs.

**Misuse of AVIOM resources and conduct in violation of AVIOM policy will result in disciplinary action in accordance with AVIOM policy, up to and including termination.**

## **10 Local Conveyance Policy**

### **10.1 Objective**

To establish guidance and policy while traveling on official duty and to provide procedures for the approval, reimbursement, and control of local travel expenses.

Inter city and interstate travel policy is already rolled out and part of our travel policy, this local conveyance policy is an addition to that policy and focused on offering conveyance to all branch manager's, credit team and HO team for conducting day to day business LIKE CONDUCTING PD, TRANCH VISITS AND COLLECTION VISITS

**Collection team will be entitled for allotted cases only**

This Policy Clause 10 is NOT APPLICABLE TO loan officers and relationship officers.

### **10.2 Standard Operating Procedure**

#### **10.2.1 Travel within City/Town**

- Employee can use his/her personal TWOWHEELER for short distance travel for business purpose can claim reimbursement @ Rs. 3/- per km for the shortest possible distance. In case you are conducting multiple visits on the same day, we suggest planning the travel in such a manner where you cover all the customer with minimum distance and claim accordingly
- For BM's/RCM who are using four-wheeler can claim reimbursement @ Rs.7/Km.
- The toll and parking fees will be paid extra on production of actual receipts.
- Coming to office and going back to residence is not covered here - employee need to make his/her own arrangement for the same
- All claims should be raised monthly and duly approved by immediate supervisor and submitted to HO accounts with 30 days from close of the month
- HO accounts have the right to check the claims, match the entitlement and reject in case of any discrepancy
- You are advised to maintain the daily logbook for any future check.



### **10.3 General**

10.3.1 This policy outlines the spirit behind the Company's approach in giving fair and consistent treatment to all employees. Therefore, employees are expected to respect the rules and the standard operating procedures governing this policy. Where circumstances are unusual, or situations not anticipated or defined in this policy, such matters should be referred to the CBO/CRO/HR for resolution in a manner that is consistent with the whole aim and spirit of this policy. Such decisions shall be final and binding.

10.3.2 Company reserves the right to add to, alter or amend, or cancel this policy at its discretion, without any notice.

## **11 Zero Tolerance Policy**

### **11.1 General**

AVIOM has a strict Zero Tolerance Policy on certain vices and any employee found exhibiting any of the items listed under the policy governing Zero Tolerance Policy (ZTP) will be subjected to thorough and severe investigation. Should the investigation reveal that any allegations or suspicions raised against the employee under scrutiny have been proven true then said employee will get immediately terminated and no dues will be applicable to the employee.

### **11.2 The Policy**

AVIOM will not tolerate nor accept if the employee is found to be indulging or cohering in the following unacceptable points:

- Mis-selling: Providing incorrect or false information or data to any customer or associate of AVIOM without validation
- Accepting bribes in cash or kind: Being in receipt of gifts or bribes or favours from any individual or organisation in cash or in kind
- Data pilferage: Sharing or leaking confidential data which is the sole property of AVIOM to any outsider or competition without seeking necessary approvals
- Mis-reporting business figures or information: Including but not restricted to exaggerating achievements at work, providing fictitious customer data and others
- Submitting fraudulent documents or business: Providing incorrect or false documentation pertaining to self or customer or other associates of AVIOM, or creating non-existent customer applications
- Connivance with surveyor / verifier: Entering into nexus with the concerned technical and / or legal verifier to modify customer details
- Cash acceptance: Accepting cash payments from the customer toward any fees or in any given situation. The customer however can walk into any branch to pay cash.

- Not issuing receipt for any payments received from the customer: Accepting payments vide any instrument from the customer and not issuing receipt towards the same
- Conflicts of Interest: entering into or remaining privy to any other employee or associate entering into any action that interferes in any way with the interests of AVIOM
- Consumption or usage of inebriating substances during office hours or within office premises: such as smoking, chewing tobacco / gutka or paan, consuming alcohol or any other narcotic substances within branch or during customer meetings or during working hours
- Sexual harassment: indulging in or provoking sexual harassment against co-workers or customers or any other associate of AVIOM
- Remaining silent upon noticing any inappropriate behavior (as detailed in this document)

## **12 Grievance Redressal**

### ***12.1 Policy***

AVIOM supports the right of every employee to lodge a grievance with their manager if they believe a decision, behavior or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, AVIOM will escalate a grievance to the next higher level of authority for more discussion and resolution and continue escalating it to the level above until it is resolved.

Managers will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

### ***12.2 Procedure***

1. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
3. The complainant must bring the complaint to the notice of their supervisor immediately.
4. The written complaint should be addressed to the supervisor with a copy to the skip level manager and CRO/CBO.
5. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.
6. If the grievance still can't be resolved, refer the matter to the Core Committee for consideration and a final decision. A grievance taken to this level must be in writing from the employee.

### **13. General Disclaimer**

This HR Manual is by no means an exhaustive guide to the employee's association with AVIOM. It has been developed to act as a resource and reference for the employee. The policies within this Manual are easily listed and easily accessed via the contents page. This Manual will be updated as and when required as AVIOM's business evolves and grows. The employee will be notified of any changes as they occur. If the employee has any questions about the content, please do not hesitate to contact Mr. Anil Kumar Gupta on [anil.gupta@aviom.in](mailto:anil.gupta@aviom.in).