

# **Human Capital Policy**

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## Document Review & Approval

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## 1. Introduction & Objectives

The purpose of this document is to outline the Human Capital Policies of SATYA.

- To ensure a uniform and fair application of Human Capital Policy, Procedures and Practices so as to achieve consistency of management decisions.
- To create an awareness of and to communicate to all employees SATYA's human capital objectives and general policy framework within which they are required to operate.
- To foster teamwork amongst staff and to enable them to work more efficiently and effectively in support of SATYA's mission, vision and Strategy.
- To enhance employee's self-esteem, learning and commitment to facilitate retention.

## 2. Target Audience

All employees of SATYA shall be the primary audience for this document. This document shall not be circulated beyond mentioned individuals.

## 3. Applicability & Validity of the Policy

The policy will become applicable from such date as approved by the Board of Directors. The Board will review, validate, update, and approve the Policy at least annually. Any revisions in specific aspects of this policy may be communicated through mandates issued by the relevant authority and will become part of this policy from the date they become effective.

## 4. Statutory Compliances

SATYA shall ensure compliances with all applicable laws i.e. Employees Provident Fund & Miscellaneous Act, 1952, The Maternity Benefit Act, 1961, Employees State Insurance Act, 1948, Minimum wages Act, Payment of Bonus Act, 1965, Payment of Gratuity Act and Shop & Establishment Act of respective states.

## 5. Human Capital Planning

- Each year Human Capital Head shall prepare the manpower budget requirement plan based on submissions given by department heads and seek approval of the MD on the projected figures of the recruitment budget.
- Once the MD approves the plan, the same is finalized and communicated to department Heads.
- During the year, department Head shall identify positions to be filled and communicate the same to HC Head
- HC Head verifies the positions to be filled with the approved plan. He can disapprove the request if it is not accordance to the plan. And in such instance, the departmental heads may approach MD for exceptional approval.

## 6. Recruitment Policy

Human Capital is the foundation of every organization. The recruitment policy is designed in such a way that it is flexible enough to meet the changing needs of our organization, so that we can continuously attract and retain the best talent.

Satya shall employ and retain qualified and experienced personnel in operations (minimum 12<sup>th</sup> pass for EDO category) to carry out its functions and shall ensure that employees derive satisfaction from employment by offering attractive remuneration, good working conditions, challenging assignments and opportunities for advancement. The recruitment process at Satya is performed in a systematic, fair, unbiased and uniform manner and no discrimination is made on the basis of sex, race/ethnicity/national extraction/social origin, religion, HIV status, disability, sexual orientation or political affiliation/opinion.

- As a policy, all vacancies with SATYA shall be first made available to qualified internal candidates. In case there are not enough internal candidates, the vacancies shall be filled externally.
- The policy of SATYA is to seek and employ individuals who are qualified by job related standards of age, education, vocational training and experience.
- The recruitment process should be completely neutral to the source of the candidates.
- In order to avoid any practice on Nepotism, no family member of an existing staff shall be employed in the company's same department, except in case of exceptional candidature.
- There should be no discrimination on the ground of age, sex, race/ethnicity/national extraction/social origin, religion, HIV status, disability, sexual orientation or political affiliation/opinion, caste, etc. on the recruitment front.
- A three-member panel –The Head of HC, Head of the concerned department and either the Managing Director (MD) or someone nominated by MD must be present for the recruitment of Grade 1 officers. In case of other grades, the MD or a cross- functional department head can nominate a senior officer in their place.
- Direct or Unsolicited applications received for employment must be acknowledged within a week's time and also the outcome should be made known to the applicant within a month from the receipt of application.

For further details employees are requested to refer the Human Capital Manual or contact Human Capital Department.

SATYA is bound by the Sa-Dhan /other Self- Regulatory Organizations (SRO)/ MFIN code of conduct in recruiting employees from other MFIs. When we hire an employee from another MFI, the below mentioned actions are taken:

- We check Equifax report before releasing any offer letter irrespective of designation and roles.
- For Complete reference check basis on multiple parameters are also being conducted from third party vendor after completion of onboarding process. Satya ensures to respond, to the reference check request from another MFI and other organization within two weeks.
- Satya does not recruit an employee of another MFI, irrespective of the grade/level of the employee, without the relieving letter or supporting documents from the previous MFI employer. An exception can however be made in instances where the previous employer (MFI) fails to respond. -

- Satya honour notice period as contractually agreed between employer and employee subject to the grade of an outgoing employee.
- Whenever Satya recruits from another MFI, at a level up to the Branch Head position, the said employee is not assigned to the same area he/she was serving at the previous employer, for a period of 1 year.

### **6.1. Recruitment Medium**

The recruitment process starts with announcement of the vacancies in any or through all of the following mediums: -

- Social Media Networks
- Internal sourcing
- Educational Institutions
- Referrals
- Advertisements in the media or job portal
- Consultants

After requirement of the employee, each staff sign a document acknowledging that they will abide by the code of conduct and followed by the training programme.

## **7. Training and Induction Policy**

The Training and Induction Policy has been laid down so as to promote a strong culture within SATYA and to systematically conduct activities/initiatives that develop a competent, motivated and a well-trained workforce.

### **7.1. Induction/ Orientation Training**

Each selected candidate is required to undergo a 5-day induction program on joining, which is managed centrally. The induction program aims at enabling the employee to acquire the basic knowledge of the company's vision, mission, overall operations, employee and employer's rights and obligations.

The coverage of 5 day's induction program is as under:

- Part 1 – SATYA, Industry, Culture and Microfinance in India
- Part 2 – Human Capital – Culture, Conduct, Compliance, Growth and Grievance Mechanism
- Part 3 – Process Training (Part (a) SATYA's operations & credit function)
- Part 4 – Software Training (Part (b) Software & MIS and (c) Tab Training)
- Part 5 – Cashless Accounting and Admin Support
- Part 6- Appropriate behaviour towards customers
- Part 7- updation on new regulations and new products

Detailed coverage of the same is given in the Human Capital Manual.

After the general induction, the employees are required to undergo an evaluation test conducted on a set of pre-defined questions, where a minimum mark given under HC manual are required for deployment. In case a candidate scores less than minimum marks then they are not considered. Also, the candidates scoring highest marks are rewarded for same.

Post completion of test, the successful candidates are exposed to specific functions, policies and procedures of their specific job in line with their letter of appointment and are deployed at the selected locations.

Note: The Company also pays remuneration during training period subject to the designation.

## **7.2. Field Training**

All employees must undergo compulsory field training in order to understand our business, get exposure to our customer base and their environment. The length of field training will depend on the nature of the job.

## **7.3. Communication skills and Behavioural Training**

The employees interacting with customers will also undergo refresher trainings and other communication/ soft skills training at regular intervals, which will include communication skills, teamwork, leadership skills, time management and integrated personality development. Training sessions will also be organized on behavioural aspects, which will establish in maintaining good interpersonal relationship and appropriate behaviour within the staff, as well as with the customers. These programs can be conducted by either external or internal trainers.

## **7.4. Periodicity of Training**

The training on orientation, functional skills, communications and behavioural aspects will be conducted at regular intervals. If the department heads feel the need for an additional training, then they can approach the HC Department. The HC Department will further assess the need and make the necessary arrangements to organize the training program based on the requirement.

## **7.5. Refresher Training**

Refresher Training or Retraining is a training programme designed for the old or existing employees of an organization, with a purpose to acquaint them with the new skills, methods, and processes required to improve their performance on the jobs. Each employee receives refresher training annually. Employee undergo the training of 2 days and after the refresher training, the employees are required to undergo an evaluation test conducted on a set of pre-defined questions.

## **7.6. Annual Training Budget**

The annual budget for the training programs is compiled by the Training Department during the budget period based on inputs from each department. The training budget will be reviewed and approved as per overall budget process.

## **7.7. Assessment of Training Needs**

The nomination of employees to undergo any training program will be recommended by the respective supervisors/ Head of Departments based on discussion with concerned employees and the yearly performance appraisal.

Each department is required to submit the annual training plan as part of the annual budget in March. The HC Department will assess the need of the training plan based on the business plan, the performance

of the employee and the career plan. The respective Department Heads can approach the HC Department, if they find any need for training apart from the annual training plan.

### **7.8. Selection of a Training Program**

The training program will be finalized by the Human Capital Department keeping in mind the business goals, the work force and the problem areas that need immediate attention

## **8. Dress Code and Etiquette Rules**

All employees of SATYA shall follow Dress Code and Etiquette Rules of the Company

## **9. Attendance Policy**

This Policy aims to brief employees on the company attendance norms and thereby, instill discipline and regard for time and work in employees.

### **Details**

- Working Hours: 7.00AM - 06.00PM, Lunch Time: 12:00 PM to 2:30PM, in the Branches
- Working Hours: 09.00AM - 06.00PM in the State Office (Lunch Break: 1.00 PM- 2:00 PM)
- Working Hours: 09.30AM - 06.30PM in the Head Office with pre or post 1 hour flexi timings subject to completion of 9 hours of daily contribution. (Lunch Break: 1.00 PM- 2:00 PM) Every first & second Saturday will be considered as weekly off in addition to Sundays, however an employee may be required to come on Saturdays depending on the exigencies of the work;
- Employees are required to mark their attendance on a daily basis on HR Portal;
- Employees will be allowed to come late by 15 minutes subject to a maximum of 6 times in each attendance cycle. However frequent late arrival will be monitored and dealt with severely by the concerned branch head and Human Capital Department;
- Employees are expected to enforce strict adherence to the attendance policy, not only in spirit but in reality.
- Note: Working hours for branches can be different for different states in accordance to the Labor Laws.

## **10. Travel Policy**

This policy provides employees with clear rules and procedures relating to the approval and claim process governing business-related travel and expenses.

Notwithstanding the rules as they are set out below, individuals are expected to use prudence and good judgement at all times.

### **Details**

Employees are responsible for ensuring:

- That all relevant approvals are received prior to committing the company to an expense;
- Expenses are within the policy;
- Travel and expense is planned sufficiently in advance in order to minimize cost;
- Submission of accurate and timely expense reports in line with the policy;



- All expenses are incurred by themselves (please note: no deferred or forward billing is permitted);
- For grade wise limits employees are requested to refer the Human Capital Manual or contact Human Capital Department;
- The cost of tickets would be reimbursed on actual basis but original tickets and stamped boarding pass must be produced, and in case these are not available, photocopies of the same can be produced as proof of journey;
- While submitting the claim, details such as the time of arrival & departure from each station must be mentioned separately;
- The claim must be submitted in the prescribed format of the company;
- The claim must be submitted within a month from the end of the journey and it should be duly signed by the authorized officials;
- In case any of the above-mentioned conditions/terms are not being complied/adhered to, prior approval of the Managing Director is required.
- SATYA doesn't provide reimbursement on bills for consumption of alcohol.

## **11. Leave Rules**

The employee of the Company will be eligible of applicable Leaves as per the Leave Rules of the Company.

## **12. Prevention of Sexual Harassment Policy**

We at Satya is having a well-designed POSH policy as per the guideline of Govt. which helps our employee against any incident of sexual harassment at workplace. Sexual harassment is defined as any unwelcome, sexually determined behaviour, direct and indirect, physical contact and advances, a demand or request for sexual favours, sexually coloured remarks, showing pornography, any other unwelcome physical, verbal or non-verbal conduct of sexual nature. It maybe of two types:

- Hostile work environment: It is directed towards an individual because of gender and has the effect of creating an intimidating and hostile work environment and unreasonable interfering with another's work performance.
- Quid pro quo: Sexual harassment by one in a position of power or influence constitutes quid pro quo when:
- Submission by an individual is made either on explicit or implicit term or condition of employment
- Submission to or rejection of such conduct is used as basis for employment decisions affecting the employee such as promotions, salary raise, etc.

### **12.1. Obligations of the company**

The company does not tolerate any unwelcome, sexually determined behaviour and will take an action against an employee for the same. The firm shall be responsible for:

Providing a safe work environment at the workplace, free of discrimination and hostility.  
Prohibit, prevent and deter commission of acts of sexual harassment.

Spread awareness about the policy among its employees.

Sensitize employees about sexual harassment issues by organizing workshops and programs.

Providing fair and impartial procedures for resolution, settlement and prosecution of sexual harassment by taking all necessary steps.

### 12.2. Sexual Harassment Committee (SHC)

SHC is a committee which is set-up to deal with all cases of alleged sexual harassment escalated to it by an employee of the company to prevent and deal with sexual harassment and to otherwise implement the policy.

#### Composition of the Committee

A presiding Officer who shall be a woman employed at a senior level at workplace from amongst the employees. Provided that in case a senior level woman employee is not available, the Presiding Officer shall be nominated from other offices or administrative units of the workplace. Provided further that in case the other offices or administrative units of the workplace do not have a senior level woman employer or other department or organization.

Not less than two members from amongst preferably committed to the cause of women or who have had experience in social work or have legal knowledge.

One member from amongst non- governmental organizations or associations committed to the cause of woman or a person familiar with the issues relating to sexual harassment.

The details of the members of the POSH committee are as follows:

Name	Capacity	Designation	Phone Number	Email ID
Ms. Neha Maheshwari	Chairperson	Head – Credit	9999411260	<a href="mailto:neha.maheshwari@satyamicrocapital.com">neha.maheshwari@satyamicrocapital.com</a>
Mr. Manoj Kumar	Member	National Head	7470813880	<a href="mailto:manoj.k@satyamicrocapital.com">manoj.k@satyamicrocapital.com</a>
Ms. Jyoti Sharma	Member	Dy. Vice President - Training	8448864820	<a href="mailto:jyoti.sharma@satyamicrocapital.com">jyoti.sharma@satyamicrocapital.com</a>
Ms. Sushma Gupta	Member	External Member	8745831827	<a href="mailto:gsushma628@gmail.com">gsushma628@gmail.com</a>

### 12.3. Complaint Process

An aggrieved employee can make complaint to the concerned committee within a period of 30 days from the date of incident and in case of series of a series of such incidents, within a period of 15 days from the date of the last incident. If the complaint cannot be made in writing, the presiding officer, or any member of the internal committee at the location where the aggrieved employee is employed, shall render all reasonable assistance to the aggrieved employee for making the complaint in writing.

Where the aggrieved employee is unable to make the complaint on his/her physical incapacity, a complaint may be filed by:

His/ Her relative or friend.

His/ Her co- worker.

An official of the National Commission for Women or State Women's Commission.

A person who has knowledge about the incident, with the written consent of the aggrieved employee.

Where the aggrieved employee is unable to make the complaint on his/her mental incapacity, a complaint may be filed by:

His/ Her relative or friend.

A special educator.

A qualified psychiatrist or psychologist

The guardian or authority under whose care he/she is receiving treatment or care.

#### **12.4. Settlement**

Prior to initiating an enquiry, the committee shall take steps to settle the matter between the complainant and the respondent through conciliation, provided that no monetary settlement is made basis of such conciliation. In case, a settlement has been arrived then the committee shall record the settlement so arrived and forward the same to the company to take action as specified in the recommendation of the committee.

#### **12.5. Inquiry**

In conducting an inquiry, a minimum of three members of the committee, including the Presiding Officer, shall be present. The committee shall, where the respondent is an employee, proceed to make an inquiry into the complaint if prima facie the case exists and of serious nature requiring formal police intervention/ intervention of criminal court, it may after due considerations of all issues forward the complaint to the police, within a period of seven days for registering the case under section 509 of the Indian Penal Code, and all other relevant provisions of the said code where applicable.

#### **12.6. Confidentiality**

To protect the interests of the victim or the aggrieved person who reports the incident, confidentiality is maintained throughout the investigatory process through the extent practicable and appropriate under the circumstances.

### **13. Reimbursement Policy**

Please refer reimbursement section in HC manual for details.

### **14. Loan and Advance Policy**

This policy ensures to provide the employees with financial assistance in case of emergency or urgency to meet any genuine credit requirement for personal purpose. This benefit will be extended to all company employees.

Type	Employee Type/ Period of serving	Maximum Amount	Maximum Tenure (Months)
Advance	Full Month or Minimum 30 days of employment	1.5 times of gross monthly salary	3
Loan	Up to 6 Months	3 times of gross monthly salary	12
Loan	Served for at least 12 Months	5 times of gross monthly salary	24

- Applicable rate of interest will be 16.5% reducing or such other rate as notified from time to time;
- Employee can avail either a loan or an advance at one point of time;
- All loan related approvals will be done by Human capital department to all field staff.
- Any exception Will seek approval of MD/ Dy. CEO/ Head HC.

## 15. Employee Appraisal

The employee appraisal shall be carried as per the policies and procedures given in Employee Appraisal Policy. Conduct towards client needs is also an integral part of compensation and appraisal policy.

## 16. Exit Policy

The purpose of a comprehensive and well documented Exit Policy is to ensure that employees who seek exit from the organization are granted the same in a smooth and time bound manner giving due consideration to the interest of both the individual employee and the organization.

### 16.1. Separation

- **On account of Resignation:** An employee may resign from the company service subject to acceptance of resignation by competent authority, for which employee will be required to mandatorily serve a notice period as applicable. Waiver of the notice period (if any) will be at the discretion of management/ HOD. In such as event, the gross salary equivalent of the notice period shortfall (if any) will be recovered from the employee.

Note: An employee is required to initiate his or her resignation only through the HR portal or mobile application. No other mode of communication will be considered.

- **On account of Termination:** If any breach of Code of Conduct as per appointment letter found the appointment is liable to be terminated immediately without any notice by way of giving notice period as applicable or on payment of salary in lieu thereof without assigning any reasons, therefore.

- **Notice Period :** The details of notice period to be served by the employees are as follows:

Designations	Days of Notice Period
EDO L	15
EDO /Executive	30
Sr. EDO/Sr. Exec.	45
BH /RBH	60
ZBH/SH	90
ACM L	15
ACM	45
DCM & above	60
Asst. Manager	45
Dy. Manager /Mgr./Sr. Mgr.	60
AVP & above	90

## 16.2. Indicative Grounds for Termination

- Indicative list of miss-conducts on which an employee’s services shall be liable to be terminated immediately without any notice and remuneration against notice period:-
- If an employee indulges in act of insubordination, integrity, interference, corrupt practices, any misconduct, breach of trust, non-compliance with the administrative orders or provisions of service rules, regulations and conditions and violation of core values.
- If at any time it is found that the declarations or information given; including those for seeking employment furnished by the employee proved to be false and or misleading and or it was found that the employee had wilfully suppressed any information to the company.
- If the employee is declared insolvent or convicted of any offense involving any moral turpitude or found suspected of fraud or misappropriation of money or other assets of the company.
- If the employee is found indulged in any relationship with our clients
- If the employee is found in consumption of alcohol or any type of drugs.

## 17. Acts of Indiscipline and consequences

### Dos and Don’ts for SATYA employees

- Consumption of liquor, tobacco and other intoxicants are strictly prohibited during working hours at workplace and at dormitory. There is a zero-tolerance policy in Company to such deviant behaviours
- Non-vegetarian meals are strictly prohibited during working hours at workplace and at dormitory.
- Cleanliness and proper discipline as per the rules of dormitory residential guidelines should be properly followed.
- Sharing of internal information to external entities and spreading malicious rumours about the company is strictly prohibited.
- Moral turpitude such as any kind of financial manipulation or misappropriation of fund (even if minimal in scale), data manipulation or misuse of any nature is strictly prohibited.
- Not abiding by the company media policy and using company social handles and platforms for promoting personal interests that may cause harm to company is strictly prohibited.
- While discharging official responsibilities, maintaining, and protecting the confidentiality of the information received is a must even after leaving the Company.
- Mis-using previous employer’s data/information for personal or official gains is strictly prohibited.

- Indulging in any unethical acts or practice which is against the interests of the Company and/or Clients/Colleagues and/or which are illegal and not in conformity with the policies and practices of the Company and Statutory rules, regulations and Acts is strictly prohibited.
- Indulging in any sort of un-authorized financial transactions in official capacity within, as well outside the Company is strictly prohibited.
- Reporting fraud/deviations/manipulations etc., noticed in any offices of the Company and further state immediately to the reporting head or Company's competent authority is a must.
- Adherence to Data and Information Systems Protection Policy and Procedures prescribed for use of information and system resources at SATYA MICROCAPITAL LIMITED is a must.
- Violating and breaching any of the terms of appointment is strictly prohibited.
- Intentionally or unintentionally damaging any asset, property or reputation of the company/personnel is strictly prohibited.
- Indulging in any kind of behaviour that is considered as sexual harassment is strictly prohibited.
- Misuse of official power in any capacity to unfairly benefit near and dear ones is strictly prohibited.
- Observing proper etiquette and using decent language while dealing with colleagues/customers is a must.
- Bypassing defined hierarchy of reporting and approval while performing duties is strictly prohibited.
- Alignment of the employee with the goals and vision of the company is a must.
- Getting angry, cold, distant, unfriendly, and rude with colleagues/customers is strictly prohibited.
- Misleading colleagues / customers with foul information is strictly prohibited.
- Putting own interest ahead of company's interest is strictly prohibited.
- Expression of personal emotions or personalized conversations/comments at workplace are strictly prohibited.
- Adherence to all Company's policies like dress code, office timings, etc are must.
- Community centric or stereotyped comments at workplace are strictly prohibited.

### **Acts of Indiscipline**

Any act/conduct by the organizational staff which has the potential to impact or impacts the operational activities, hampers the organization's working atmosphere, compromises on organization's reputation or leads to financial loss shall be considered as an "Act of indiscipline". This shall result in organization taking appropriate disciplinary action against the staff.

### **Disciplinary action**

Following disciplinary action shall be taken for any kind of indiscipline or misconduct. Supervisors may decide to take these actions one after the other depending on gravity of the misconduct/offence.

### **First Written Reprimand**

When an employee's performance, actions, or behaviours indicate a need for improvement, normally the supervisor should counsel the employee and may follow-up in writing with the employee. If the employee does not respond to the counselling approach, step one of progressive discipline is a First Written Reprimand. The first progressive discipline document must be a first written reprimand. The supervisor should hold a private discussion with the employee concerning the specific problem and the specific corrective action required of the employee. The discussion should be a positive, cooperative attempt at determining and overcoming the source of difficulty. The employee should be informed that

the meeting and first written reprimand is the initial steps in progressive discipline. The supervisor must give a written summary, or letter, of the discussion to the employee. The first written reprimand is retained in the branch/head office records and will not be attached to the personal history file of the employee.

**Second Written Reprimand**

Following a reasonable time for improvement, when the first written reprimand does not result in the employee’s changed performance, actions, or behaviours, the next progressive discipline step is a Second Written Reprimand. A second written reprimand also may be used as discipline for a grave offense like fraud, theft or falsification of accounts.

The second written reprimand should clearly address performance problems, corrective action required, and the progressive discipline consequences of not correcting the problem, which may include termination, within a reasonable time. Both the supervisor and the employee should sign it. A copy of the second written reprimand must be given to the employee and an additional copy should be sent to HR to be placed in the employee’s personal history file. The employee has the right to submit a reply to the second reprimand.

**Suspension without Pay**

Suspension without pay may be imposed for serious infractions, or when previous disciplinary steps have not corrected the problem, as a consequence of the commission of a grave offense. Approval for suspension without pay should be taken from Senior Management of the concerned department. Employees will have right to appeal to the Head of the respective Department against this suspension.

**Demotion**

Demotion will result in change in employee’s assignment from a position in one classification to a position in another classification with a lower pay grade. The salary of a demoted employee may be reduced to a rate of pay within the lower pay grade. Demotion may be used when an employee is unable to perform successfully in his or her current position but may be capable of performing satisfactorily in another position. Details of demotion must be recorded in the Personal History File of the employee.

**Termination**

Company shall adhere a Zero Tolerance policy for certain serious acts of indiscipline conducted by the staff. These acts if committed even once may result/results in huge financial or reputational loss for the organization. All terminations proceedings will be initiated by the Head of the concerned department on recommendation of the concerned supervisor. The terminated employee will be given a chance to present his/ her case for mercy petition the MD and CEO.

**Enquiry**

A committee consisting of Supervisor, Personnel from Senior Management (appropriate department) and an HR personnel shall conduct an Enquiry within 24 hours of the committed Act of Indiscipline. The enquiry findings should be recorded and shared with Head of concerned Department for further actions.

List of Offense and Disciplinary action

Degree of Offense	Description	Frequency and Disciplinary Action		
		1st Act	2nd Act	3rd Act

<b>L1</b>	Theft Misappropriation of money	Enquiry>Suspension without Pay	Enquiry>Demotion	Enquiry>Termination
<b>Responsibility</b>		State Head / Zonal business Head/ Respective supervisor and HC department	State Head / Zonal business Head/ Respective supervisor and HC department	State Head / Zonal business Head/ Respective supervisor and HC department
<b>L1</b>	Falsification of accounts	Enquiry>Demotion	Enquiry>Termination	NA
<b>Responsibility</b>		State Head / Zonal business Head/ Respective supervisor and HC department	State Head / Zonal business Head/ Respective supervisor and HC department	State Head / Zonal business Head/ Respective supervisor and HC department
<b>L1</b>	Fake Currency given by staff	Enquiry>Demotion	Enquiry>Termination	NA
<b>Responsibility</b>		State Head / Zonal business Head/ Respective supervisor and HC department	State Head / Zonal business Head/ Respective supervisor and HC department	
<b>L1</b>	Accepting bribes from clients, potential clients or their relatives	Enquiry>Termination	NA	NA
<b>Responsibility</b>		State Head / Zonal business Head/ Respective supervisor and HC department		
<b>L1</b>	Misbehaviour toward colleagues	Enquiry>Termination	NA	NA
<b>Responsibility</b>		Committee with HC department		
<b>L1</b>	Threatening or committing acts of intimidation or violence	Enquiry>Termination	NA	NA



<b>Responsibility</b>		Committee with HC department		
<b>L1</b>	Carrying or possession of firearms, explosives, or other potentially dangerous weapons on property owned or leased by the organization or while on duty	Enquiry>Termination	NA	NA
<b>Responsibility</b>		Respective departmental heads and HC department		
<b>L1</b>	Staff involvement in Pipelining/Fake clients	Enquiry>Termination	NA	NA
<b>Responsibility</b>		State Head / Zonal Business Head and HC Department		
<b>L1</b>	Intended Misappropriation of Money or any intended financial manipulation	Enquiry>Termination	NA	NA
<b>Responsibility</b>		State Head / Zonal Business Head and HC Department		
<b>L1</b>	Intended abuse of operational Policies resulting in operational or credit risks in the field	Enquiry>Termination	NA	NA
<b>Responsibility</b>		State Head / Zonal Business Head and HC department		
<b>L1</b>	Involvement of staff on personal	Enquiry>Termination	NA	NA

	levels with clients			
<b>Responsibility</b>		State Head / Zonal Business Head and HC department		
<b>L1</b>	Misbehaviour toward clients subject to using abusive language; using physical force; limiting physical freedom; shouting at the client, entering the client's home uninvited; publicly humiliating the client; mistreating a client based on any Protected Categories;	Enquiry>Termination	NA	NA
<b>Responsibility</b>		State Head / Zonal Business Head and HC department		
<b>L1</b>	Involvement in a criminal proceeding	Enquiry>Termination	NA	NA
<b>Responsibility</b>		Committee and HC Department		
<b>L1</b>	Discriminatory conduct including sexual/racial harassment that has been substantiated in an inquiry with respect to client and colleagues	Enquiry>Termination	NA	NA

<b>Responsibility</b>		HC department		
<b>L1</b>	Continued absence from work for over 30 days without notification	Enquiry>Termination	NA	NA
<b>Responsibility</b>		HC department		
<b>L1</b>	Discovery of any false information provided by the staff at the time of recruitment	Enquiry>Termination	NA	NA
<b>Responsibility</b>		HC department		
<b>L1</b>	Misuse of client's data by the employees	Enquiry>Termination	NA	NA
<b>Responsibility</b>		IT department and HC department		
<b>L1</b>	Consuming liquor while performing official duties of within the office campus or dormitory	Enquiry>Termination	NA	NA
<b>Responsibility</b>		State Head / Zonal business Head/ Respective supervisor and HC department		
<b>L2</b>	Gambling while on duty	First Reprimand	Enquiry>Suspension without Pay	Enquiry>Demotion
<b>Responsibility</b>		State Head / Zonal business Head/ Respective supervisor and HC department	State Head / Zonal business Head/ Respective supervisor and HC department	State Head / Zonal business Head/ Respective supervisor and HC department
<b>L2</b>	Loan card/file not issued	First Reprimand	Enquiry>Suspension without Pay	Enquiry>Demotion

<b>Responsibility</b>		State Head / Zonal business Head/ Respective supervisor and HC department	State Head / Zonal business Head/ Respective supervisor and HC department	State Head / Zonal business Head/ Respective supervisor and HC department
<b>L3</b>	Neglect of duty, or unsatisfactory performance of assigned job duties	First Reprimand	Second Reprimand	Enquiry>Suspension without Pay
<b>Responsibility</b>		State Head / Zonal Business Head and HC department	State Head / Zonal Business Head and HC department	State Head / Zonal Business Head and HC department
<b>L3</b>	Refusal to obey the superiors	First Reprimand	Second Reprimand	Enquiry>Suspension without Pay
<b>Responsibility</b>		State Head / Zonal Business Head and HC department	State Head / Zonal Business Head and HC department	State Head / Zonal Business Head and HC department
<b>L3</b>	Smoking in office premises and dormitory	First Reprimand	Second Reprimand	Enquiry>Suspension without Pay
<b>Responsibility</b>		State Head / Zonal Business Head and HC department	State Head / Zonal Business Head and HC department	State Head / Zonal Business Head and HC department
<b>L3</b>	Sleeping on duty	First Reprimand	Second Reprimand	Enquiry>Suspension without Pay
<b>Responsibility</b>		State Head / Zonal Business Head and HC department	State Head / Zonal Business Head and HC department	State Head / Zonal Business Head and HC department
<b>L3</b>	Staff not following basic discipline	First Reprimand	Second Reprimand	

	requirements: wearing ID cards, following dress code, maintaining basic hygiene			Enquiry>Suspension without Pay
<b>Responsibility</b>		State Head / Zonal Business Head and HC department	State Head / Zonal Business Head and HC department	State Head / Zonal Business Head and HC department

**Note: Human capital policies and procedures reinforce the standards identified in the code of conduct**

### 18. Full and Final Settlement

The Human Capital department is supposed to complete the following formalities for all resigning employees:

- Obtaining no dues from all relevant departments;
- Getting the exit form filled up and conducting exit interview on the last working day of the employee;
- Communicate to the employee regarding his due benefits and a tentative date for getting them viz. PF claims settlement, Gratuity, if applicable and Others, if any
- The Human capital department shall calculate the full and final amount to be paid to the employee as per following:
  - The amount payable by the employee
  - Shortfall in notice period
  - Loans payable by the employee
  - Other amounts recoverable in lieu of any assets to be recovered like tablet, laptop, laptop bags etc.
  - Any other payment due
- The amount payable to the employee
  - Salary
  - Incentive
  - Mobile Reimbursement
  - Any other payment due
- The final amount payable/ receivable from the employee shall accordingly be worked out by the HC department.
- The full and final settlement process would ideally take forty-five days, after the processing of last drawn salary or last working day whichever is later, of the employee concerned.

## 19. Glossary

<b>Abbreviations</b>	<b>Full Form</b>
AML	Anti-Money Laundering
ESOP	Employee Stock Option Plan
HC	Human Capital
HOD	Head of Department
HOO	Head of Operations
MD	Managing Director
MFI	Micro Finance Institution
MFIN	Micro Finance Institutions Network
PF	Provident Fund
RBI	Reserve Bank of India
SATYA	Satya MicroCapital Ltd
SHC	Sexual Harassment Committee