

# 6. POLICY ON WORK CULTURE

## 6.1. POLICY

To standardize and communicate the working conditions applicable at NICDC to all its employees and provide assistance for all related queries.

### 6.1.1. Rationale

Keeping the professional business nature of the Company, this policy aims to standardize and provide clear guidelines for various terms and conditions related to the working conditions.

These conditions are a vital input for defining NICDC work culture and may be governed by the nature of the business as well as internal and external exigencies. These conditions may be changed or modified by the Management at its discretion to optimize operational flexibilities.

### 6.1.2. Eligibility

The policy applies to all permanent employees of NICDC.

The policy also considers temporary employees as well as management trainees while extending the support.

## 6.2. PERSONAL CONDUCT

The Company expects its employees to achieve and maintain a high standard of ethics, professional conduct and work performance to ensure that the Company maintains excellent reputation within and outside. Employees must maintain good conduct and reputation in their personal, family, social and professional life and do nothing that has the potential of bringing the employee or the Company into disrepute or controversy.

### 6.2.1. Objective

To enhance Company's reputation as a quality service provider and an enjoyable, stimulating and challenging place to work.

### 6.2.2. Application

The policy will be considered a success when all employees are seen to perform their duties professionally, with skill, care and diligence.

**This includes:**

- Observing the policies and procedures of the company.
- Treating colleagues with courtesy and with respect for their rights, duties and aspirations.

### **6.3. DRESS CODE**

Dress choice is a matter of personal discretion, taking into account requirement for protective clothing, customer/ supplier interaction and professional environment.

Employees should be conscious that work attire has an impact upon Company's image as well as on colleagues.

Company reserves the right to request a staff member to dress to an appropriate standard as a condition of employment.

### **6.4. PERSONAL COMMUNICATIONS**

#### **6.4.1. Phone Calls**

It is acknowledged that personal communication is inevitable and sometimes necessary. It is expected this will be kept to appropriate or reasonable levels.

#### **6.4.2. Email**

Email should mainly be used for formal business correspondence and care should be taken to maintain the confidentiality of sensitive information.

#### **6.4.3. Internet**

Internet is provided by NICDC for business use.

Access is authorised by Managers on the basis of business needs.

Management has the right to access the system to determine whether there is any private use or misuse.

### **6.5. OFFICE DECORUM**

Office timings are 9.30 AM to 6.00 PM. However, a grace period of up to 15 minutes is allowed for arrival in the morning. Lunch timings are 1.30 to 2.00 PM or 2.00 to 2.30 PM as per convenience of individual employees. Late arrival or early departure by up to 1 hour on not more than 2 occasions in a month may be compensated in the evening or next day in the morning. CL/EL shall be deducted for late coming/ early departure beyond 2 occasions.

The nature of NICDC operations requires high-level intellectual processing by the employees at all times. This requires maintaining a peaceful and pleasant work environment to optimize result. Employees should maintain cordial tones while addressing fellow colleagues and outside parties.

Boisterous and loud behaviour, both personal and on phone, is unacceptable.

Employees are advised to use landline telephone facility to the maximum in office. Employees must realize the delicate issues involved while making comments related to gender/ religion/ nationality to fellow colleagues. Negative remarks regarding any other employee or person must be avoided.

## **6.6. BIOMETRIC ATTENDANCE CONTROL**

Attendance shall be regulated by **Biometric Attendance Control System** using thumb/ finger recognition to record arrival and departure timings. Attendance for each employee shall be shown on the intranet, which shall be migrated to ERP system for salary and other benefit distribution and settlement of leave accounts.

## **6.7. EMPLOYEES' GRIEVANCES**

NICDC aims to provide a performance-oriented work culture to all its employees and encourages excellent inter-personal relations. The employee grievance policy seeks to address all employee grievances in the most effective manner to minimize inter and intra-departmental friction and develop cohesiveness in relationships. Grievance may arise out of both work related and non-work related issues.

In order to maintain the sanctity of the employee grievance process and the valuable time involved, employees are encouraged to minimize addressal of grievances and focus only on genuine and serious issues.

### **6.7.1. Intra-Departmental Grievances**

All grievances and issues within a department may be addressed and discussed with the superior/ Branch Head. Discussion/ dialogue and mutual understanding are considered the best tool to resolve issues. In case of unsatisfactory results, employee may address the same to a higher level in writing and seek assistance.

### **6.7.2. Inter-Departmental Grievances**

Employees are required to first address the issues directly to employee in the concerned department and resolve the issue. In case of unsatisfactory results, the employee may address the same to his/ her superior in writing and request intervention. The superior, in turn, may interface with his counterpart in the concerned department and resolve the issue. The same shall be registered as a memorandum for further reference.

Only sensitive or important issues that require immediate notice of senior management may be addressed, by the aggrieved employee or by his superior/ Branch Head, to CEO&MD. Such cases should be minimized and the decision of CEO&MD will be considered as final.