

GREAT LAKES



INSTITUTE OF MANAGEMENT, CHENNAI

STANDARD OPERATING PROCEDURE
AND EMPLOYEE HANDBOOK

Table of Contents

FOREWORD

Receipt of Employee Handbook

A. INTRODUCTION

1. *Equal Employment Opportunity Policy statement*
2. *Non-discrimination & Anti-Harassment Policy*
3. *With Disabilities Act Policy statement*
4. *Conflict of Interest and Outside employment statement*
5. *Confidential Nature of Work*

B. EMPLOYMENT

1. *Initial Employment period*
2. *Employee Categories*
3. *Transfers and Promotions*

C. COMPENSATION

1. *Performance Management and Compensation Programs*
2. *Performance Management Program Schedule*
3. *Payment of Salary*
4. *Time Records*
5. *Personal Records*

D. TIME OFF

1. *Personal Time*
2. *Holidays*

E. EMPLOYEE BENEFITS

1. *Disclaimer*
2. *Health Insurance*
3. *Group Accident Insurance*
4. *PF & Gratuity*
5. *Education*
6. *Staff Loan*

F. ON-THE JOB

1. *Attendance, Punctuality and Dependability*
2. *Drug and Alcohol Abuse*

3. *Appearance and Conduct*
4. *Anti-Nepotism Policy*
5. *Violence in the workplace*
6. *Accidents and Emergencies*
7. *Open Door Policy*
8. *Internal Complaint Procedures*
9. *Solicitations and Distributions*
10. *E-mail and Internet Policy*
11. *E-Mail and Internet Policy acknowledgement form*
12. *Employer Information and Property*
13. *Voice Mail Policy*
14. *Voice Mail Policy acknowledgement form*
15. *Use of Institute Equipment and Computer Systems*
16. *Internal Investigations and Searches*
17. *Reference Checks*
18. *Smoking Policy*
19. *Tape Recording Policy*

G. LEAVING GREAT LAKES

1. *Resignations*
2. *Dismissals –*
 - Immediate Dismissals – Misconduct*
 - Dismissals other than Immediate Termination*
3. *Post Resignation / Termination Procedures*

H. TRAVEL POLICY

1. *Domestic and International travel*

Foreword

Brief Description of GREAT LAKES

Whether you have just joined our staff or have been at GREAT LAKES for a while, we are confident that you will find our School a dynamic and rewarding place in which to work and we look forward to a productive and successful association. We consider the employees of GREAT LAKES to be one of its most valuable resources. This manual has been written to serve as the guide for the employer/employee relationship.

There are several things that are important to keep in mind about this handbook. First, it contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit, or the applicability of a policy or practice to you, you should address your specific questions to the Human Resources Department. Neither this handbook nor any other Institute document, confers any contractual right, either express or implied, to remain in the Institute's employ. Nor does it guarantee any fixed terms and conditions of your employment.

Second, the procedures, practices, policies and benefits described here may be modified or discontinued from time to time. We will try to inform you of any changes as they occur.

Third, this handbook and the information in it should be treated as confidential. No portion of this handbook should be disclosed to others, except GREAT LAKES employees and others affiliated with GREAT LAKES whose knowledge of the information is required in the normal course of business.

Fourth, though details and specifics are given as much we could foresee, the School is striving for excellence. Doing and adhering to these policies are necessary and essential, but not sufficient. You should as a Professional strive and work for Promoting the School for the highest world-class standards and not only what is done locally. Thus you may need to go beyond what the words state but go for the Spirit of Excellence everywhere, as an individual and as a TEAM

RECEIPT FOR EMPLOYEE HANDBOOK

I acknowledge that I have received a copy of GREAT LAKES's Employee Handbook. I agree to read it thoroughly, including the statements in the foreword describing the purpose and effect of the Handbook. I agree that if there is any policy or provision in the Handbook that I do not understand, I will seek clarification from the Human Resources Department. I understand that GREAT LAKES is an "at will" employer and as such employment with GREAT LAKES is not for a fixed term or definite period and may be terminated at the will of either party, with or without cause, and with prior notice. No supervisor or other representative of the Institute (except the DEAN/ ASSOCIATE DEAN/ CAO) has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above. In addition, I understand that this Handbook states GREAT LAKES's policies and practices in effect on the date of publication. I understand that nothing contained in the Handbook may be construed as creating a promise of future benefits or a binding contract with GREAT LAKES for benefits or for any other purpose. I also understand that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time.

Please sign and date this receipt and return it to the Human Resources Department.

Date: _____

Signature: _____

Name: _____

Mission

The mission of the institute is: “to develop future ready business leaders and entrepreneurs with analytical mindset, prepared for current and future market needs, through contemporary and high quality teaching, research and social engagement”.

Vision

The vision of GL is: “to be a world class management institute to develop socially sensitive, business ready leaders and entrepreneurs with futuristic orientation and commitment towards innovation and excellence through cost effective programs”.

Introduction

1. Equal Employment Opportunity Policy statement

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at GREAT LAKES, where employment is based upon personal capabilities and qualifications without discrimination because of race, color, religion, sex, age, national origin, disability, or any other protected characteristic as established by law.

This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions of employment.

The Human Resources Department has overall responsibility for this policy and maintains reporting and monitoring procedures. Employees' questions or concerns should be referred to the Human Resources Department.

Appropriate disciplinary action may be taken against any employee willfully violating this policy.

2. Non Discrimination & Anti-Harassment Policy

GREAT LAKES is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, GREAT LAKES expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment.

Definitions of Harassment

- a. Sexual harassment constitutes discrimination and is illegal under local law. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example: (i) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (ii) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (iii) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, catcalls or touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects or pictures (including through e-mail); and other physical, verbal or visual conduct of a sexual nature. Sex-based harassment that is, harassment not involving sexual activity or language (e.g., male manager yells only at female employees and not males) may also constitute discrimination if it is severe or pervasive and directed at employees because of their sex.

- b. Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, national origin, age, disability, citizenship status, marital status, creed, or any other characteristic protected by law or that of his/her relatives, friends or associates, and that: (i) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (ii) has the purpose or effect of unreasonably interfering with an individual's work performance; or (iii) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to: nicknames, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail).

Individuals and Conduct Covered

These policies apply to all applicants and employees, and prohibit harassment, discrimination and retaliation whether engaged in by fellow employees, by a supervisor

or manager or by someone not directly connected to GREAT LAKES (e.g., an outside vendor, consultant or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

Retaliation is prohibited

GREAT LAKES prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action.

Complaint Procedure

Reporting an Incident of Harassment, Discrimination or Retaliation

GREAT LAKES strongly urges the reporting of all incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe they have experienced conduct that they believe is contrary to GREAT LAKES's policy or who have concerns about such matters should file their complaints with [their immediate supervisor or Human Resources Department, or the CAO] before the conduct becomes severe or pervasive. Individuals should not feel obligated to file their complaints with their immediate supervisor first before bringing the matter to the attention of one of the other GREAT LAKES designated representatives identified above.

Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. Therefore, while no fixed reporting period has been established, GREAT LAKES strongly urges the prompt reporting of complaints or concerns so that rapid and constructive action can be taken. GREAT LAKES will make every effort to stop alleged harassment before it becomes severe or pervasive, but can only do so with the cooperation of its staff/employees.

The availability of this complaint procedure does not preclude individuals who believe they are being subjected to harassing conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that it be discontinued.

The Investigation

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly, thoroughly and impartially. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Responsive Action

Misconduct constituting harassment, discrimination or retaliation will be dealt with promptly and appropriately. Responsive action may include, for example, training, referral to counseling, monitoring of the offender and/or disciplinary action such as warning, reprimand, withholding of a promotion or pay increase, reduction of wages, demotion, reassignment, temporary suspension without pay or termination, as GREAT LAKES believes appropriate under the circumstances.

Individuals who have questions or concerns about these policies should talk with the Human Resources Department.

Finally, these policies should not, and may not, be used as a basis for excluding or separating individuals of a particular gender, or any other protected characteristic, from participating in business or work-related social activities or discussions in order to avoid allegations of harassment. The law and the policies of GREAT LAKES prohibit disparate treatment on the basis of sex or any other protected characteristic, with regard to terms, conditions, privileges and perquisites of employment. The prohibitions against harassment, discrimination and retaliation are intended to complement and further these policies, not to form the basis of an exception to them.

3. With Disabilities Act Policy Statement

It is the Institute's policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job. Consistent with this policy of nondiscrimination, the Institute will provide reasonable accommodations to a qualified individual with a disability, who has made the Institute aware of his or her disability, provided that such accommodation does not constitute an undue hardship on the Institute.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact the Human Resources Department. GREAT LAKES encourages individuals with disabilities to come forward and request reasonable accommodation.

Procedure for Requesting an Accommodation

On receipt of an accommodation request, a member of the Human Resources Department and your supervisor will meet with you to discuss and identify the precise limitations resulting from the disability and the potential accommodation that GREAT LAKES might make to help overcome those limitations.

GREAT LAKES will determine the feasibility of the requested accommodation considering various factors, including, but not limited to the nature and cost of the accommodation, the availability of tax credits and deductions, outside funding, GREAT LAKES's overall financial resources and organization, and the accommodation's

impact on the operation of the Institute, including its impact on the ability of other employees to perform their duties and on GREAT LAKES's ability to conduct business. GREAT LAKES will inform the employee of its decision on the accommodation request.

An employee or job applicant who has questions regarding this policy or believes that he or she has been discriminated against based on a disability should notify the Human Resources Department. All such inquiries or complaints will be treated as confidential to the extent permissible by law.

4. Conflict of Interest and Conflict of Commitment - Outside Employment statement

The Institute expects our employees to conduct business according to the highest ethical standards of conduct. Employees are expected to devote their best efforts to the interests of the Institute. Business dealings that appear to create a conflict between the interests of the Institute and an employee are unacceptable. The Institute recognizes the right of employees to engage in activities outside of their employment which are of a private nature and unrelated to our business. However, the employee must disclose any possible conflicts so that the Institute may assess and prevent potential conflicts of interest from arising. A potential or actual conflict of interest occurs whenever an employee is in a position to influence a decision that may result in a personal gain for the employee or an immediate family member (i.e., spouse or significant other, children, parents, siblings) as a result of the Institute's business dealings.

Although it is not possible to specify every action that might create a conflict of interest, this policy sets forth the ones which most frequently present problems. If an employee has any question whether an action or proposed course of conduct would create a conflict of interest, he or she should immediately contact the Human Resources Department to obtain advice on the issue. The purpose of this policy is to protect employees from any conflict of interest that might arise.

A violation of this policy will result in immediate and appropriate discipline, up to and including immediate termination.

Outside Employment

Employees are required to obtain written approval from their supervisor before participating in outside work activities. Approval will be granted unless the activity conflicts with the Institute's interest. Employees are not allowed to take part/participate in any other commercial activities apart from working at GL. However, employees' can work in NGO/CSR/Religious organisations after office hours provided it does not impact the working at GL and not involve any commercial transaction. They are discouraged from being a member of any political party/activity. They should not indulge in any activity which are considered as antisocial and antinational by the law of the land. Should not get involved in any criminal activity both within and outside Great Lakes. The Institute reserves the right to terminate the employment of such individuals whose are involved in such activities

In general, outside work activities are not allowed when they:

- prevent the employee from fully performing work for which he or she is employed at the Institute, including overtime assignments;
- involve organizations that are doing or seek to do business with the Institute, including actual or potential vendors or customers; or
- violate provisions of law or the Institute's policies or rules.

From time to time, Institute employees may be required to work beyond their normally scheduled hours. Employees must perform this work when requested. In cases of conflict with any outside activity, the employee's obligations to the Institute must be given priority. Employees are hired and continue in GREAT LAKES's employ with the understanding that GREAT LAKES is their primary employer and that other employment or commercial involvement which is in conflict with the business interests of GREAT LAKES is strictly prohibited.

Financial Interest in Other Business

An employee and his or her immediate family may not own or hold any significant interest in a supplier, customer or competitor of the Institute, except where such ownership or interest consists of securities in a publicly owned Company and that securities are regularly traded on the open market.

Acceptance of Gifts

No employee may solicit or accept gifts of significant value (i.e., in excess of Rs.500/-), lavish entertainment or other benefits from potential and actual customers, suppliers or competitors. Special care must be taken to avoid even the impression of a conflict of interest.

An employee may entertain potential or actual customers if such entertainment is consistent with accepted business practices, does not violate any law or generally accepted ethical standards and the public disclosure of facts will not embarrass the Institute. Any questions regarding this policy should be addressed to the Human Resources Department.

Work Product Ownership

All GREAT LAKES employees must be aware that GREAT LAKES retains legal ownership of the product of their work. No work product created while employed by GREAT LAKES can be claimed, construed, or presented as property of the individual, even after employment by GREAT LAKES has been terminated or the relevant project

completed. This includes written and electronic documents, audio and video recordings, system code, and also any concepts, ideas, or other intellectual property developed for GREAT LAKES, regardless of whether the intellectual property is actually used by GREAT LAKES. Although it is acceptable for an employee to display and/or discuss a portion or the whole of certain work product as an example in certain situations (e.g., on a resume, in a freelancer's meeting with a prospective client), one must bear in mind that information classified as confidential must remain so even after the end of employment, and that supplying certain other entities with certain types of information may constitute a conflict of interest. In any event, it must always be made clear that work product is the sole and exclusive property of GREAT LAKES. Freelancers and temporary employees must be particularly careful in the course of any work they discuss doing, or actually do, for a competitor of GREAT LAKES.

Reporting Potential Conflicts

An employee must promptly disclose actual or potential conflicts of interest, in writing, to his or her supervisor. Approval will not be given unless the relationship will not interfere with the employee's duties or will not damage the Institute's relationship.

5. Confidential Nature of Work

All GREAT LAKES records and information relating to GREAT LAKES or its customers are confidential and employees must, therefore, treat all matters accordingly. No GREAT LAKES or GREAT LAKES-related information, including without limitation, documents, notes, files, records, oral information, computer files or similar materials (except in the ordinary course of performing duties on behalf of GREAT LAKES) may be removed from GREAT LAKES's premises without permission from GREAT LAKES. Additionally, the contents of GREAT LAKES's records or information otherwise obtained in regard to business may not be disclosed to anyone, except where required for a business purpose. Employees must not disclose any confidential information, purposefully or inadvertently through casual conversation), to any unauthorized person inside or outside the Institute. Employees who are unsure about the confidential nature of specific information must ask their supervisor for clarification. Employees will be subject to appropriate disciplinary action, up to and including dismissal, for knowingly or unknowingly revealing information of a confidential nature.

Employment

1. Initial Employment Period

Every new employee goes through an initial period of adjustment in order to learn about the Institute and about his/her job. During this time the employee will have an opportunity to find out if he/she is suited to, and likes, his/her new position.

Additionally, the initial employment period gives the employee's supervisor a reasonable period of time to evaluate his/her performance. The initial employment period is six months. Initial Employment depends on each position and Grade

During this time, the new employee will be provided guidance from his/her Supervisor. He/she may be discharged at any time during this period if his/her Supervisor concludes that he/she is not progressing or performing satisfactorily. Under appropriate circumstances, the initial employment may be extended. Additionally, as is true at all times during an employee's employment with the Institute, employment is not for any specific time and may be terminated at will, with or without cause and with prior notice.

At the end of the initial employment period, the employee and his/her supervisor may discuss his/her performance. [or; At the end of the initial employment period, his/her Supervisor will provide a work review to him/her.] Provided his/her job performance is "satisfactory" at the end of the initial employment period, he/she will continue in our employment as an at-will employee.

2. Employee Categories

Based on the conditions of employment, employees of GREAT LAKES fall into the following categories:

- Full-Time
- Part-Time
- Temporary Employees

Full-Time - An employee who works the standard working hours of the Institute each week (for these purposes, 8 hours per day, 5 days per week).

Part-Time - Part-time employees work on a regular schedule of 20 hours or more but less than 30 hours per week.

Temporary Employees - A temporary employee is hired for a specified project or time frame and works an irregular schedule of less than 30 hours per week. Temporary employees do not receive any additional compensation or benefits provided by the Institute.

3. Transfers and Promotions

GREAT LAKES encourages employees to assume higher-level positions or lateral transfers for which they qualify. Toward this end, GREAT LAKES has a job posting program that offers employees the opportunity to bid for certain positions within the Institute.

Generally, employees must be in their job for at least one year before applying for a change in position. In addition, employees must have good performance, attendance and punctuality record.

Each employee requesting a transfer will be considered for the new position along with all other applicants.

Each transfer is judged on an individual basis, depending on the needs of both departments involved.

All final decisions regarding transfers will be made by Management, in conjunction with the Human Resources Department.

Employees who wish to apply for a transfer should discuss it first with their supervisor/manager and the Human Resources Department so that it may be determined if their skills fit the requirements of the desired job. Employees should also feel free to discuss their career aspirations with their supervisor/manager or the Human Resources Department at any time.

If an employee fits the basic criteria for the position, the Human Resources Department will make arrangements to set up an exploratory interview with the other department.

Compensation

1. PPe

1. Performance Management and Compensation Programs

In order to attract and retain a highly qualified and competent work force, GREAT LAKES has instituted a performance management program to compensate employees in a fair and equitable manner based upon demonstrated job performance, and in accordance with its Equal Employment Opportunity policy.

Through this program employees will receive constructive work reviews designed to address performance and skill developmental needs and interests. Upon an employee's anniversary date, an employee becomes eligible for consideration of a salary review.

2. Performance Management Program Schedule

Employees may receive constructive work reviews on the following schedule:

Full Time Professional Level Employees:

- a. annual work and salary review

Part Time Employees:

- a. annual work and salary review

Under usual and appropriate circumstances, employees should receive a performance review annually. If an employee's job responsibilities change substantially at any time after the annual work review, however, another may be performed before the next annual review, after the new assignment has begun.

3. Payment of Salary

Salary payment is made on the last working day of the month.

It is the Institute's policy that employee paychecks will only be transferred electronically to their respective salary account.

If the normal payday falls on a Institute-recognized holiday, paychecks will be distributed on last workday prior to the aforementioned schedule.

A statement of earnings is given each pay period to employees indicating:

- Gross Pay
- Statutory Deductions
- Voluntary Deductions

Except for extreme emergencies no salary advances will be made. The DEAN/ASSOCIATE DEAN/CAO will be the deciding authority.

4. Time Records

The attendance of all employees is recorded daily. Our attendance records are Institute records, and care must be exercised in recording the hours worked, and absences. Employees are not to clock or sign in or out for other employees. Violations of this policy may result in appropriate disciplinary action, up to and including immediate discharge.

Lunch time is **30 Minutes** unless otherwise indicated in the space provided on the time register (subject to your supervisor's approval on a daily basis).

Once an employee clocks or signs in, work is to commence immediately. Failure to do so is considered falsification of timekeeping records.

If an employee forgets to clock or sign in or out, he or she must notify his or her supervisor immediately so the time may be accurately recorded for payroll.

Employees are not required to sign in or out while on business trips, vacation, sick and personal days must be recorded on the attendance sheet by the employee designated to monitor attendance.

5. Personal Records

To keep necessary Institute records up to date, it is extremely important that you notify the Human Resources Department of any changes in:

- Name and/or marital status
- Address and/or telephone number
- Number of eligible dependents
- Person to contact in case of emergency

Time Off

1. Personal Time

SCOPE

The scope of this document is to cover different types of leave available for employees of GREAT LAKES in India and the procedures to apply for the same. The leave types covered in this document are:

- a. Earned Leave
- b. Sick Leave
- c. Maternity Leave

RESPONSIBILITY

The Reporting Manager of the employee is responsible for approving/ rejecting the leave/s applied by an employee. It is the responsibility of the Human Resource personnel to enter/ delete the names of the new and ex-employees into and from the Software/ Database system accurately and monitor the system periodically.

PROCEDURE

Every employee will be entitled to 2 days of leave per month worked in a year totalling to 24 days per annum. This is inclusive of casual leave.

The year for the purpose of this guideline is the Calendar Year i.e. From January 01 to December 31.

Leave will accrue to the employee as mentioned above at the rate of 2 days for every month worked. However for administrative purposes, the records will be updated with a credit once in six months, i.e. leave will be credited for all employees on 1st Jan and 1st July of every year.

Leave accrued in a year will have to be taken before 30th June of the following year.

Leave entitlement starts from the date of joining on a pro-rata basis. (except for probationers and trainees). Probationers and Trainees will be entitled for a leave of one day per month only, during the probation. Leave will be credited on pro-rata basis i.e. those who join on or before 15th of a month will be eligible for on day's leave for the month others are not eligible for leave for that month. Upon confirmation, they will be eligible for leave as per the policy. The administration and procedures will be the same as that for all permanent employees.

Any leave has to be sanctioned by the immediate reporting manager by filling up the Leave Application Form should be submitted online using tcs-ion, other wise it will be considered as leave without permission and salary would be deducted for the period . In case of medical or any other emergencies the leave application with approval can be submitted on the next working day.

Employees will be entitled to en cash 50% of the leave accrued and outstanding in a year up to a maximum of 12 days on or before 30th June of the succeeding year after which the leave accrual for the earlier year will lapse.

At the time of severance of service, encashment of leave is permissible for employees subject to a maximum of 12 days.

No half-a-day leave for employees' working in the Campus.

Leave encashment will be calculated based on Gross salary on the date of submission of submission of the claim. Like wise LOP will be calculated based on Gross Salary for the month. This will be effective October 1 2016.

Maternity leave

Maternity Leave Benefit for the woman employees.

- i. Women employees expecting a new entrant in the family, as mother, they are eligible for 26 weeks of Maternity Leave in all.
- ii. Commissioning mothers and working women adopting a baby are eligible for 12 weeks of Maternity Leave in all.
- iii. Maternity Leave could be combined along with Privilege Leave or Sick Leave with prior sanction.
- iv. For the calculation of this leave, the weekends and the declared holidays that fall within this period will be included in the day count.
- v. Employee is required to provide Medical, Commissioning or Adoption certificate before availing this leave.
- vi. For an employee to avail maternity benefit, she should have worked atleast 80 days with the employer in the preceding 12 months. The woman will be entitled to spread the 26 weeks in the manner convenient for her. However she cannot

avail more than 6 weeks before the actual date of delivery. Also immediately after delivery such maternity leave shall be availed.

- vii. Nursing mothers are eligible for the work from home option, provided the nature of your work allows for it. The duration of the work from home period needs to be mutually agreed between you, your Reporting Officer and HR.

Any leave taken over and above the normal eligible maternity leave will be without salary.

Salary: It means all remuneration paid or payable in cash to the employee, if the terms of employment were fulfilled and includes all cash allowances (including HRA). The leave period will not be considered while calculating the annual incentive.

An employee who during the period of her authorized absence from work, takes up employment in any other establishment for any period, is liable for termination of services and shall forfeit all the benefits extended by the Institution and reimburse to the Institute all the Maternity benefits availed. Also if an employee decides to sever the employment with GL any time during the maternity leave or within three months of rejoining shall forfeit all the benefits extended by the Institution and reimburse to the Institute all the Maternity benefits availed .

MEDICAL LEAVE POLICY

Every employee who have completed the probation period will be entitled to 10 days medical leave per annum

The year for the purpose of this guideline is the Calendar Year i.e. From January 01 to December 31.

The pay during leave will be given as full paid leaves.

The leave can be carried over up to a maximum of 20 days.

Minimum 3 days are eligible for Medical leave

Any employee who was hospitalised and on a discharge advised rest by the doctor will be eligible for this leave. However, date of admission and fitness certificates are to be produced. Also staff who are affected by any communicable diseases like chicken pox/measles, conjunctivitis, swine flu etc., and those who are immobilized by fracture etc.,

A recognized Doctor's certificate is essential to get the leave granted.

Any leave has to be sanctioned by the immediate reporting manager by filling up the Leave Application Form and submitted to HR Department.

Compensatory Leave

Employees who are drawing less than 15,000/ salary per month only are eligible for CPL ie Asst. Managers and above are not eligible for CPL.*

An employee who works on a Sunday/Saturday or any of the declared Holidays for more than three hours and less than 6 hrs is eligible for half a day Compensatory leave (Applicable for City Office) and if he/she works for more than six hours is eligible for one day Compensatory leave.

Employee should have the prior approval of the Functional Head for working on a Holiday and the same should be submitted to the Admin/HR Dept.

In case emergencies the approval can be submitted on the next working day.

HR/Admin will verify the in/out timings and credit the CPL to the employees account.

Overnight stay will not be considered for CPL

CPLs can be clubbed but they can not be clubbed with normal leave or holidays.CPL can not be prefixed or suffixed with other leave or holidays.

CPL can be accrued for a maximum period of two months beyond which It will lapse.

CPL cannot be en cashed.

Management's decision on leave sanctioning and encashment is final and binding.

2. Holidays

All full-time employees (including those in initial employment period) are eligible for 10 paid holidays per year from the below mentioned list :

- New Year's Day
- Pongal
- Republic Day
- Tamil New Year
- Good Friday
- May Day
- Krishna Jayanthi
- Independence Day
- Ganesh Chaturthi
- Onam
- Ramzan
- Gandhi Jayanthi
- Saraswathi Puja
- Diwali
- Christmas

At the end of each year the holiday schedule for the coming year will be posted on the Bulletin Board. The decision of management on list of holidays will be final and binding.

Employee Benefits

1. Disclaimer

The Institute has established a variety of employee benefit programs designed to assist you and your eligible dependents in meeting the financial burdens that can result from illness and disability, and to help you plan for retirement. This portion of the Employee Handbook contains a very general description of the benefits to which you may be entitled as an employee of the Institute. Please understand that this general explanation is not intended to, and does not, provide you with all the details of these benefits. Therefore, this Handbook does not change or otherwise interpret the terms of the official plan documents. Your rights can be determined only by referring to the full text of the official plan documents, which are available for your examination from the Human Resources Department. To the extent that any of the information contained in this Handbook is inconsistent with the official plan documents, the provisions of the official documents will govern in all cases.

Please note that nothing contained in the benefit plans described herein shall be held or construed to create a promise of employment or future benefits, or a binding contract between the Institute and its employees, retirees or their dependents, for benefits or for any other purpose. All employees shall remain subject to discharge or discipline to the same extent as if these plans had not been put into effect.

As in the past, GREAT LAKES reserves the right, in its sole and absolute discretion, to amend, modify or terminate, in whole or in part, any or all of the provisions of the benefit plans described herein, including any health benefits that may be extended to retirees and their dependents. Further, the Institute reserves the exclusive right, power and authority, in its sole and absolute discretion, to administer, apply and interpret the benefit plans described herein, and to decide all matters arising in connection with the operation or administration of such plans.

For more complete information regarding any of our benefit programs, contact the Human Resources Department.

2. Health insurance

GREAT LAKES currently offers Group Health insurance to regular full-time employees' who have been in the employment with GREAT LAKES for a minimum of 6 months.

The Human Resources Department will assist you in making the necessary arrangements for enrollment. A complete description of the plans is provided to each employee as Summary Plan Descriptions and appropriate supplements.

GREAT LAKES pays 100% of the premium for individual coverage for all eligible employees and family. Family includes Spouse and Two dependent Children only.

3. Accident Insurance

The Institute offers regular full-time employees who have been employed by GREAT LAKES accident insurance coverage from the date of joining.

4. PF & Gratuity

All Eligible employees' are covered under Provident Fund Act and the contribution made by the employee and employer is deposited with the Regional Provident fund office.

All Eligible employees' upto the Normal Retirement Age, are covered under Payment of Gratuity Act and the contribution made by the employer is deposited with an Approved fund.

5. Policy on continuing Education for Employees

It is the goal of the organization to encourage employees to broaden their educational backgrounds to become more proficient in their job and ensure a growth path within the Institute. In order to achieve this goal, it is the policy of the Institute to financially assist employees who choose to further their education. Such education and training may prepare employees for change, enhance their own well being, and create an important network of support, which can benefit the employee, the unit or department, and the Institute as a whole. It would also like to encourage employees to obtain skills, knowledge, and abilities that increase the effectiveness of work performance in their present positions and improve their career opportunities within the organization.

Courses Covered

Broadly speaking, any course or program that an employee wants to pursue which could be related to the kind of work performed by the employee or the kind of skills required in the other functions or to acquire skills relevant for the organization.

Policy

- a) All confirmed employees who have completed 24 months service, post confirmation in the Institute could draw benefits from this plan.
- b) Eligible employees are entitled to subsidization of not more than three courses during their tenure. There should be a clear gap of one year between each course
- c) The employee will be given 7 days leave for studies and examinations. Any additional leave taken would be from the normal Casual Leave / Privilege Leave entitlement available to the employee.
- d) Employees will be subsidized for the following expenses: 75% of the total fees (course, tuition, registration, examination and any other such fees) or the amount decided by the steering committee.

- e) The Institute will advance upto 50% of the course fee, as per eligibility, before enrolment and the remaining 50% would be reimbursed on successful completion of the course.
- f) Employees will have to take prior approval from their Supervisor and HR before enrolling for a course, to be eligible for reimbursement.
- g) In case the employee leaves the services of the Institute within one year of the course completion, or if the course is not completed during the stipulated period, the employee will have to return the amount at the time of final settlement and the same cannot be waived.

Course Selection and Approval Procedure

Course selection may be made by the employee himself or may be recommended by the Employee's superior. Courses may also be justified on the basis of needs identified in the employee's performance review or the employee's potential to undertake higher order jobs in the Institute.

Courses would be approved only if its benefits both the employee and the Institute, through enhanced contribution by the employee towards fulfilling the Institute's requirements and objectives.

- **Position-Related Programs**
Position-related programs are directly related to the work assignments of the employee's current position. For example, supervisory training is a position-related program for an employee whose current position includes supervisory responsibilities.
- **Career-Related Programs**
Career-related programs are related to the development of skills, knowledge, and other qualifications that prepare an employee for other positions within the Institute or other divisions for which an employee (as evaluated by the supervisor, department head, and HR) might be an effective competitor. For example, supervisory training is a career-related program for an employee whose current position does not include supervisory responsibilities but who is interested in competing for future job openings that require supervisory ability.

Responsibilities

- **Position-Related Programs**

In improving performance or mastering responsibilities in the present job, the supervisor takes the lead by identifying developmental objectives along with corresponding action plans. This is done in conjunction with the performance/progress review process.
- **Career-Related Programs**

In career planning and development, the employee takes the lead by self-assessing skills, values, career interests, and choices. After completion of the self-assessment process, the employee communicates to the supervisor areas of interest to be

developed. The supervisor is encouraged to act as the coach and advisor to the employee, helping to map out agreed-on developmental objectives along with corresponding action plans.

6. Employee Loan Scheme

Only Confirmed employees and who have completed 1 year of service, post confirmation are eligible

Quantum – 1 month's Salary, subject to Approval

Loan will be interest free.

Repayment – 10 Equated Monthly Instalments or as decided by the Management.

Only one Loan will be sanctioned during a Financial Year

Sanctioning of the Loan will be at the Sole discretion of the Management.

On- The Job

11. Attendance, Punctuality and Dependability

As GREAT LAKES depends heavily upon its employees, it is important that employees attend work as scheduled. Dependability, attendance, punctuality, and a commitment to do the job right are essential at all times. As such, employees are expected at work on all scheduled work days and during all scheduled work hours and to report to work on time. Moreover, an employee must notify his/her supervisor or the Human Resources Department as far in advance as possible, but not later than one hour before his/her scheduled starting time if he/she expects to be late or absent. This policy applies for each day of his/her absence. An employee who fails to contact his/her immediate supervisor or the Human Resources Department may be considered as having voluntarily resigned. A careful record of absenteeism and lateness is kept by the employee's supervisor and becomes part of the personnel record. To the extent permitted by law, absenteeism and lateness lessen an employee's chances for advancement and may result in dismissal.

2. Drug and Alcohol Abuse

Manufacture, distribution, dispensation, possession, or use of any illegal drug, alcohol, or controlled substance while on Institute premises is strictly prohibited. These activities constitute serious violations of Institute rules, jeopardize the Institute and can create situations that are unsafe or that substantially interfere with job performance. Employees in violation of the policy are subject to appropriate disciplinary action, up to and including dismissal. Additionally, GREAT LAKES reserves the right to require an employee to undergo a medical evaluation under appropriate circumstances.

3. Appearance and Conduct

GREAT LAKES expects employees to maintain a neat, well groomed appearance at all times. Employees should avoid extremes in dress.

The Institute requires order and discipline to succeed and to promote efficiency, productivity and cooperation among its employees. The orderly and efficient operations of GREAT LAKES require that employees maintain proper standards of conduct at all times.

Employees who fail to maintain proper standards of conduct toward their work, their co-workers or the Institute's customers, or who violate any of the Institute's policies, are subject to appropriate disciplinary action, up to and including discharge.

All instances of misconduct should be referred to the Human Resources Department immediately.

4. Anti-Nepotism Policy

Members of an employee's immediate family will be considered for employment on the basis of their qualifications. Immediate family may not be hired, however, if employment would:

- Create a supervisor/subordinate relationship with a family member;

- Have the potential for creating an adverse impact on work performance; or

- Create either an actual conflict of interest or the appearance of a conflict of interest.

This policy must also be considered when assigning, transferring, or promoting an employee. For the purpose of this policy, immediate family includes: spouse, parent, child, sibling, in-law, aunt, uncle, niece, grandparent, grandchild, members of household. This policy also applies to romantic relationships.

Employees who become immediate family members or establish a romantic relationship may continue employment as long as it does not involve any of the above. If one of the conditions outlined should occur, attempts will be made to find a suitable position within GREAT LAKES to which one of the employees will transfer. If employees become immediate family members or establish a romantic relationship, the Institute will make reasonable efforts to assign job duties so as to minimize problems of supervision, safety, security or morale. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign. If the employees cannot make a decision, the Institute will decide in its sole discretion who will remain employed.

For purposes of this policy, the term "close relative" includes the following relationships, whether established by blood, marriage, or other legal action; mother, father, husband, wife, son, daughter, sister, brother, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, step-child, aunt, uncle, nephew, niece or cousin.

When a situation occurs which results in a violation of this policy (whether because of the marriage of two employees or some other circumstance), one of the employees involved will be required to resign or otherwise be discharged. Employees will be permitted to determine which of them will resign and will be required to inform the Institute of their decision within a two-month period after

the violation begins. If the employees cannot make a decision, the Institute will decide in its sole discretion who will remain employed.

This policy does not apply to "close relatives" who already are employed by GREAT LAKES as of the effective date of this policy. This waiver, however, may not be used as a basis for further exceptions subsequent to the effective date of this policy.

5. Violence in the Workplace

The Institute strongly believes that all employees should be treated with dignity and respect. Acts of violence will not be tolerated. Any instances of violence must be reported to the employee's supervisor and/or the Human Resources Department. All complaints will be fully investigated.

The Institute will promptly respond to any incident or suggestion of violence. Violation of this policy will result in disciplinary action, up to and including immediate discharge.

6. Accidents and Emergencies

Maintaining a safe work environment requires the continuous cooperation of all employees. The Institute strongly encourages employees to communicate with fellow employees and their supervisor regarding safety issues.

All employees will be provided care, first-aid and emergency service, as required, for injuries or illnesses while on GREAT LAKES premises. Employees should contact their supervisor, the nearest supervisor, in the event of an accident or emergency.

7. Open Door Policy

GREAT LAKES promotes an atmosphere whereby employees can talk freely with members of the management staff. Employees are encouraged to openly discuss with their supervisor any problems so appropriate action may be taken. If the supervisor cannot be of assistance, Human Resources is available for consultation and guidance. GREAT LAKES is interested in all of our employees' success and happiness with us. We, therefore, welcome the opportunity to help employees whenever feasible.

8. Internal Complaint Procedures

To foster sound employee-employer relations through communication and reconciliation of work-related problems, GREAT LAKES provides employees with an established procedure for expressing employment related concerns.

In situations where employees feel a complaint is in order, the following steps should be taken:

If an employee believes that he/she has a legitimate work-related complaint, the employee is encouraged to first attempt to resolve the issue(s) through discussions with his/her immediate supervisor.

If the situation is not resolved within five working days from the time the complaint is discussed with the employee's immediate supervisor, barring extenuating circumstances, it should be brought to the attention of the next level supervisor or a representative in the Human Resources Department with written documentation. The Institute will attempt to resolve the complaint within a reasonable period of time while preserving the confidentiality and privacy of those involved to the extent feasible.

9. Solicitations and Distributions

Employees may not solicit any other employee during working time, nor may employees distribute literature in work areas at any time. Under no circumstances may an employee disturb the work of others to solicit or distribute literature to them during their working time.

Persons not employed by GREAT LAKES may not solicit GREAT LAKES employees for any purposes on Institute premises.

10. E-Mail and Internet Policy

Every GREAT LAKES employee is responsible for using the electronic mail (E-mail) system properly and in accordance with this policy. Any questions about this policy should be addressed to the Human Resources Department.

The E-mail system is the property of GREAT LAKES. It has been provided by GREAT LAKES for use in conducting Institute business. All communications and information transmitted by, received from, or stored in this system are Institute records and property of GREAT LAKES. The E-mail system is to be used for Institute purposes only. Use of the E-mail system for personal purposes is prohibited.

Employees have no right of personal privacy in any matter stored in, created, received, or sent over the GREAT LAKES mail system.

GREAT LAKES, in its discretion as owner of the E-mail system, reserves and may exercise the right to monitor, access, retrieve, and delete any matter stored in, created, received, or sent over the E-mail system, for any reason and without the permission of any employee.

Even if employees use a password to access the E-mail system, the confidentiality of any message stored in, created, received, or sent from the GREAT LAKES E-mail system still cannot be assured. Use of passwords or other security measures does not in any way diminish GREAT LAKES's rights to access materials on its system, or create any privacy rights of employees in the messages and files on the system. Any password used by employees must be revealed to GREAT LAKES as E-mail files may need to be accessed by the Institute in an employee's absence.

Even though GREAT LAKES has the right to retrieve and read any E-mail messages, those messages should still be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or

read any E-mail messages that are not sent to them. Any exception to this policy must receive the prior approval of GREAT LAKES management.

GREAT LAKES's policies against sexual or other harassment apply fully to the E-mail system, and any violation of those policies is grounds for discipline up to and including discharge. Therefore, no E-mail messages should be created, sent, or received if they contain intimidating, hostile, or offensive material concerning race, color, religion, sex, age, national origin, disability or any other classification protected by law.

The E-mail system may not be used to solicit for religious or political causes, commercial enterprises, outside organizations, or other non-job related solicitations.

The E-mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization from GREAT LAKES management. Employees, if uncertain about whether certain information is copyrighted, proprietary, or otherwise inappropriate for transfer, should resolve all doubts in favor of not transferring the information and consult the management.

Employees are reminded to be courteous to other users of the system and always to conduct themselves in a professional manner. E-mails are sometimes misdirected or forwarded and may be viewed by persons other than the intended recipient. Users should write E-mail communications with no less care, judgment and responsibility than they would use for letters or internal memoranda written on GREAT LAKES letterhead.

Because E-mail records and computer files may be subject to discovery in litigation, GREAT LAKES employees are expected to avoid making statements in E-mail or computer files that would not reflect favorably on the employee or GREAT LAKES if disclosed in a litigation or otherwise.

Any employee who discovers misuse of the E-mail system should immediately contact the Network Infrastructure Head.

Violations of GREAT LAKES's E-mail policy may result in disciplinary action up to and including discharge.

GREAT LAKES reserves the right to modify this policy at any time, with or without notice.

Certain employees may be provided with access to the Internet to assist them in performing their jobs. The Internet can be a valuable source of information and research. In addition, e-mail can provide excellent means of communicating with other employees, our customers and clients, outside vendors, and other businesses. Use of the Internet, however, must be tempered with common sense and good judgment.

If you abuse your right to use the Internet, it will be taken away from you. In addition, you may be subject to disciplinary action, including possible termination, and civil and criminal liability.

Your use of the Internet is governed by this policy and the E-Mail Policy.

Disclaimer of liability for use of Internet. GREAT LAKES is not responsible for material viewed or downloaded by users from the Internet. The Internet is a worldwide network of computers that contains millions of pages of information. Users are cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. In general, it is difficult to avoid at least some contact with this material while using the Internet. Even innocuous search requests may lead to sites with highly offensive content. In addition, having an e-mail address on the Internet may lead to receipt of unsolicited e-mail containing offensive content. Users accessing the Internet do so at their own risk.

Duty not to waste computer resources. Employees must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing games, engaging in online chat groups, printing multiple copies of documents, or otherwise creating unnecessary network traffic. Because audio, video and picture files require significant storage space, files of this or any other sort may not be downloaded unless they are business-related.

No expectation of privacy. The computers and computer accounts given to employees are to assist them in performance of their jobs. Employees should not have an expectation of privacy in anything they create, store, send, or receive on the computer system. The computer system belongs to the Institute and may only be used for business purposes.

Monitoring computer usage. The Institute has the right, but not the duty, to monitor any and all of the aspects of its computer system, including, but not limited to, monitoring sites visited by employees on the Internet, monitoring chat groups and news groups, reviewing material downloaded or uploaded by users to the Internet, and reviewing e-mail sent and received by users.

Blocking of inappropriate content. The Institute may use software to identify inappropriate or sexually explicit Internet sites. Such sites may be blocked from access by Institute networks. In the event you nonetheless encounter inappropriate or sexually explicit material while browsing on the Internet, immediately disconnect from the site, regardless of whether the site was subject to Institute blocking software.

Prohibited activities. Material that is fraudulent, harassing, trolling, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, or otherwise unlawful, inappropriate, offensive (including offensive material concerning sex, race, color, national origin, religion, age, disability, or other characteristic protected by law), or violate GREAT LAKES's equal employment opportunity policy and its policies against sexual or other harassment may not be downloaded from the Internet or displayed or stored in GREAT LAKES's computers. Employees encountering or receiving this kind of material should immediately report the incident to their supervisors or the Human Resources Department. GREAT LAKES's equal employment opportunity policy and its policies against sexual or other harassment apply fully to the use of the Internet and any violation of those policies is grounds for discipline up to and including discharge.

Illegal copying. Employees may not illegally copy material protected under copyright law or make that material available to others for copying. You are responsible for complying with copyright law and applicable licenses that may apply to software, files, graphics, documents, messages, and other material you wish to download or copy. You may not agree to a license or download any material for which a registration fee is charged without first obtaining the express written permission of Vice President – Products and Solutions.

Accessing the Internet. To ensure security and to avoid the spread of viruses, employees accessing the Internet through a computer attached to GREAT LAKES's network must do so through an approved Internet firewall. Accessing the Internet directly by modem is strictly prohibited unless the computer you are using is not connected to the Institute's network.

Virus detection. Files obtained from sources outside the Institute, including disks brought from home; files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to e-mail; and files provided by customers or vendors may contain dangerous computer viruses that may damage the Institute's computer network. Employees should never download files from the Internet, accept e-mail attachments from outsiders, or use disks from non-Institute sources, without first scanning the material with Institute-approved virus checking software. If you suspect that a virus has been introduced into the Institute's network, notify the Help Desk immediately.

Sending unsolicited e-mail (spamming). Without the express permission of their supervisors, employees may not send unsolicited e-mail to persons with whom they do not have a prior relationship.

Amendments and revisions. This policy may be amended or revised from time to time as the need arises. Users will be provided with copies of all amendments and revisions.

Violations of this policy will be taken seriously and may result in disciplinary action, including possible termination, and civil and criminal liability. Use of the Internet via GREAT LAKES's computer systems constitutes consent by the user to all of the terms and conditions of this policy.

11. E-Mail and Internet policy acknowledgement form

I acknowledge that I have received a copy of GREAT LAKES Institute's E-Mail and Internet Policy. I agree to read it thoroughly, and agree that if there is any policy or provision in the policy I do not understand, I will seek clarification from the Human Resources Department.

I understand that my use of GREAT LAKES's E-mail system constitutes my consent to all the terms and conditions of that policy.

In particular, I understand that (1) the E-mail system and all information transmitted by, received from, or stored in that system are the property of GREAT LAKES, (2) the system is to be used only for business purposes and not for personal purposes, and

(3) I have no expectation of privacy in connection with the use of the E-mail system or the Internet or with the transmission, receipt, or storage of information in that system.

I agree not to use a code, access a file, or retrieve stored communications unless authorized. I acknowledge and consent to GREAT LAKES's monitoring my use of the E-mail system and the Internet at any time at its discretion, including printing and reading all E-mails entering, leaving, or stored in the system.

Date: _____

Signature: _____

Name: _____

12. Employer Information and Property

The protection of GREAT LAKES business information, property and all other Institute assets are vital to the interests and success of GREAT LAKES. No GREAT LAKES related information or property, including without limitation, documents, files, records, computer files, equipment, office supplies or similar materials (except in the ordinary course of performing duties on behalf of GREAT LAKES) may, therefore, be removed from the Institute's premises. In addition, when an employee leaves GREAT LAKES, the employee must return to the Institute all GREAT LAKES related information and property that the employee has in his/her possession, including without limitation, documents, files, records, manuals, information stored on a personal computer or on a computer disc, supplies, and equipment or office supplies. Violation of this policy is a serious offense and will result in appropriate disciplinary action, up to and including discharge.

13. Voice Mail Policy

Every GREAT LAKES employee is responsible for using the Voice Mail system properly and in accordance with this policy. Any questions about this policy should be addressed to the Human Resources Department.

The Voice Mail system is the property of GREAT LAKES. It has been provided by GREAT LAKES for use in conducting Institute business. All communications and information transmitted by, received from, or stored in this system are Institute records and property of GREAT LAKES. The Voice Mail system is to be used for Institute purposes only. Use of the Voice Mail system for personal purposes is prohibited.

Employees have no right of personal privacy in any matter stored in, created, received, or sent over the GREAT LAKES Voice Mail system.

GREAT LAKES, in its discretion as owner of the Voice Mail system, reserves and may exercise the right to monitor, access, retrieve, and delete any matter stored in, created, received, or sent over the Voice Mail system, for any reason without the permission of any employee and without notice.

Even if employees use a password to access the Voice Mail system, the confidentiality of any message stored in, created, received, or sent from the GREAT LAKES Voice Mail system still cannot be assured. Use of passwords or other security measures does not in any way diminish GREAT LAKES's rights to access materials on its system, or create any privacy rights of employees in the messages and files on the system. Any password used by employees must be revealed to GREAT LAKES as Voice Mail messages may need to be accessed by the Institute in an employee's absence.

Employees should be aware that deletion of any Voice Mail messages or files will not truly eliminate the messages from the system. All Voice Mail messages are stored on a central back-up system in the normal course of data management.

Even though GREAT LAKES reserve's the right to retrieve and read any Voice Mail messages, those messages should still be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or listen to any Voice Mail messages that are not sent to them. Any exception to this policy must receive the prior approval of GREAT LAKES management.

GREAT LAKES's policies against sexual or other harassment apply fully to the Voice Mail system, and any violation of those policies is grounds for discipline up to and including discharge. Therefore, no Voice Mail messages should be created, sent, or received if they contain intimidating, hostile, or offensive material concerning race, color, religion, sex, age, national origin, disability or any other classification protected by law.

The Voice Mail system may not be used to solicit for religious or political causes, commercial enterprises, outside organizations, or other non-job related solicitations.

Users should routinely delete outdated or otherwise unnecessary Voice Mails. These deletions will help keep the system running smoothly and effectively, as well as minimize maintenance costs.

Because of the storage space required for Voice Mail messages, employees should not send a Voice Mail message to a large number of recipients without prior approval from their supervisor.

Employees are reminded to be courteous to other users of the system and always to conduct themselves in a professional manner. Voice Mails are sometimes misdirected or forwarded and may be heard by persons other than the intended recipient. Users should create Voice Mail communications with no less care, judgment and responsibility than they would use for letters or internal memoranda written on GREAT LAKES letterhead.

Employees should also use professional and courteous greetings on their Voice Mail boxes so as to properly represent GREAT LAKES to outside callers.

Because Voice Mail records and messages may be subject to discovery in litigation, GREAT LAKES employees are expected to avoid making statements in Voice Mail that would not reflect favorably on the employee or GREAT LAKES if disclosed in a litigation or otherwise.

In order to avoid accidentally disclosing message contents to unauthorized listeners, employees should not listen to Voice Mail messages while using the speaker phone feature.

Any employee who discovers misuse of the Voice Mail system should immediately contact the Human Resources Department.

Violations of GREAT LAKES's Voice Mail policy may result in disciplinary action up to and including discharge.

GREAT LAKES reserves the right to modify this policy at any time, with or without notice.

Employees are required to sign a Voice Mail Policy Acknowledgment Form as a condition of employment. The form is to be signed on acceptance of an employment offer by GREAT LAKES.

14. Voice Mail Policy Acknowledgement Form

I acknowledge that I have received a copy of GREAT LAKES Institute's Voice Mail Policy. I agree to read it thoroughly, and agree that if there is any policy or provision in the policy I do not understand, I will seek clarification from the Human Resources Department.

I understand that my use of GREAT LAKES's Voice Mail System constitutes my consent to all the terms and conditions of that policy.

In particular, I understand that (1) the Voice Mail system and all information transmitted by, received from, or stored in that system are the property of GREAT LAKES, (2) the system is to be used only for business purposes and not for personal purposes, and (3) I have no expectation of privacy in connection with the use of the Voice Mail system or with the transmission, receipt, or storage of information in that system.

I agree not to use a code, access a file, or retrieve stored communications unless authorized. I acknowledge and consent to GREAT LAKES monitoring my use of the Voice Mail system at any time at its discretion, including listening to all Voice Mail entering, leaving, or stored in the system.

Date: _____

Signature: _____

Name: _____

15. Use of Institute Equipment and Computer Systems

The Institute provides equipment and materials necessary for you to perform your job. These items are to be used solely for the Institute's purposes. Employees are expected to exercise care in the use of Institute equipment and property and use such property only for authorized purposes. Loss, damages or theft of Institute property should be reported at once. Negligence in the care and use of Institute property may be considered grounds for discipline, up to and including termination.

The Institute's equipment, such as telephone, postage, facsimile, copier machine etc., are intended to be used for business purposes. An employee may only use this equipment for non-business purposes in an emergency and only with the permission of his or her supervisor. Personal usage, in an emergency, of these or other equipment that results in a charge to the Institute should be reported immediately to your supervisor or accounting so that reimbursement can be made.

Upon termination of employment, the employee must return all Institute property, equipment, work product and documents in his or her possession or control.

An employee's occasional use of GREAT LAKES's computer facilities to type a term paper for an educational course or prepare an announcement for a charitable event is acceptable. However, in order to keep these uses to a reasonable level, approval to use the system in such a manner must be given by the employee's supervisor. Moreover, please be aware that GREAT LAKES may purge files on its computer at any time, without notice.

The use of the system for such personal efforts must occur outside of business hours, and any files created are to be deleted at the end of the project. Also, because of the normal heavy load on the system, these outside projects will not receive priority over late evening operational requirements, system maintenance, or file back-up.

Using the computer facilities for other than educational or charitable activities, following the procedures described above, is not permitted.

A large percentage of our business is conducted over the phone, it is essential to project a professional telephone manner at all times.

Although GREAT LAKES realizes that there are times when an employee may need to use the telephone for personal reasons, it is expected that good judgment will be used in limiting the length and frequency of such calls. Additionally, no long distance personal calls may be made on Institute phones without prior approval from the employee's supervisor.

16. Internal Investigations and Searches

From time to time, GREAT LAKES may conduct internal investigations pertaining to security, auditing or work-related matters. Employees are required to cooperate fully with and assist in these investigations if requested to do so.

Whenever necessary, in the Institute's discretion, work areas (i.e., desks, file cabinets, etc.) and personal belongings (i.e., brief cases, handbags, etc.) may be subject to a search without notice. Employees are required to cooperate.

The Institute will generally try to obtain an employee's consent before conducting a search of work areas or personal belongings, but may not always be able to do so.

17. Reference Checks

All inquiries regarding a current or former GREAT LAKES employee must be referred to the Human Resources Department.

Should an employee receive a written request for a reference, he/she should refer the request to the Human Resources Department for handling. No GREAT LAKES employee may issue a reference letter to any current or former employee without the permission of the Human Resources Department.

Under no circumstances should any GREAT LAKES employee release any information about any current or former GREAT LAKES employee over the telephone. All telephone inquiries regarding any current or former employee of GREAT LAKES must be referred to the Human Resources Department.

In response to an outside request for information regarding a current or former GREAT LAKES employee, the Human Resources Department will furnish or verify only an employee's name, dates of employment, job title and department. No other data or information regarding any current or former GREAT LAKES employee, or his/her employment with GREAT LAKES, will be furnished unless the employee authorizes GREAT LAKES to furnish this information in a writing that also releases GREAT LAKES from liability in connection with the furnishing of this information or GREAT LAKES is required by law to furnish any information.

18. Smoking Policy

In order to comply with government regulations, GREAT LAKES has prohibited smoking throughout its workplace.

Employees are protected from retaliatory action or from being subjected to any adverse personal action for exercising or attempting to exercise his/her rights under the smoking policy. Any violation of this policy may result in appropriate corrective disciplinary action, up to and including discharge.

Any questions regarding the smoking policy should be directed to the Human Resources Department.

19. Tape Recording Policy

It is a violation of GREAT LAKES policy to record conversations with a tape recorder or other recording device unless prior approved. Any such recording has to be approved by the DEAN/ASSOCIATE DEAN/CAO and has to be written and kept on record for the Board to verify

The purpose of this policy is to eliminate a chilling effect on the expression of views that may exist when one person is concerned that his or her conversation with another is being secretly recorded. This concern can inhibit spontaneous and honest dialogue especially when sensitive or confidential matters are being discussed.

Violation of this policy will result in disciplinary action, up to and including immediate termination

Leaving Great Lakes

1. R1R1. Resignations

When an employee decides to leave for any reason, his/her supervisor and the Human Resources Department would like the opportunity to discuss the resignation before final action is taken. GREAT LAKES often finds during this conversation that another alternative may be better. If, however, after full consideration the employee decides to leave, it is requested that the employee provide the Institute with a written two-month advance notice period (bear in mind that Earned Leave / Sick leave or any other Leave may not be included in the notice period). The Institute will only compensate employees for unused Leave when the employee works throughout the notice period, and is not terminated for gross misconduct or cause; otherwise, unused vacation will be forfeited.

2. Dismissals

Every GREAT LAKES employee has the status of "employee-at-will," meaning that no one has a contractual right, express or implied, to remain in GREAT LAKES's employment. GREAT LAKES may terminate an employee's employment, or an employee may terminate his/her employment, without cause, and with or without notice, at any time for any reason. No supervisor or other representative of the Institute (except the President) has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above.

The following guidelines may be applied at the discretion of GREAT LAKES's management

Immediate Dismissals / Misconduct

Any employee whose conduct, actions or performance violates or conflicts with GREAT LAKES's policies may be terminated immediately and without warning.

The following are some examples of grounds for immediate dismissal of an employee:

- Breach of trust or dishonesty
- Conviction of a felony
- Willful violation of an established policy or rule
- Falsification of Institute records
- Gross negligence
- Insubordination
- Violation of the Anti-Harassment and/or Equal Employment Opportunity Policies
- Time card or sign-in book violations
- Undue and unauthorized absence from duty during regularly scheduled work hours
- Deliberate non-performance or work Larceny or unauthorized possession of, or the use of, property belonging to any co-worker, visitor, or customer of GREAT LAKES.
- In possession of weapons in the premises.
- Unauthorized possession, use or copying of any records that are the property of GREAT LAKES
- Unauthorized posting or removal of notices
- Excessive absenteeism or lateness.
- Marring, defacing or other willful destruction of any supplies, equipment or property of GREAT LAKES.
- Failure to call or directly contact your supervisor when you will be late or absent from work.
- Fighting or serious breach of acceptable behavior
- Violation of the Alcohol or Drug Policy
- Theft
- Violation of the Institute's Conflict of Interest/Outside Employment Policy and/or Confidentiality Policy.
- Gambling, conducting games of chance or possession of such devices on the premises or during work hours
- Leaving the work premises without authorization during work hours.
- Sleeping on duty
- Possessing drugs, Alcohol and other banned substance.

This list is intended to be representative of the types of activities that may result in disciplinary action. It is not exhaustive, and is not intended to be comprehensive and does not change the employment-at-will relationship between the employee and the Institute.

In the event of dismissal for misconduct, all benefits end at the end of the month.

Discipline other than Immediate Termination

All employees are expected to meet GREAT LAKES's standards of work performance. Work performance encompasses many factors, including attendance, punctuality, personal conduct, job proficiency and general compliance with the Institute's policies and procedures.

If an employee does not meet these standards, the Institute may, under appropriate circumstances, take corrective action, other than immediate dismissal.

The intent of corrective action is to formally document problems while providing the employee with a reasonable time within which to improve performance. The process is designed to encourage development by providing employees with guidance in areas that need improvement such as poor work performance, attendance problems, personal conduct, general compliance with the Institute's policies and procedures and/or other disciplinary problems.

Written Warnings

The supervisor should discuss the problem and present a written warning to the employee in the presence of a Human Resources representative. This should clearly identify the problem and outline a course of corrective action within a specific time frame. The employee should clearly understand both the corrective action and the consequence (i.e., termination) if the problem is not corrected or reoccurs. The employee should acknowledge receipt of the warning and include any additional comments of their own before signing it. A record of the discussion and the employee's comments should be placed in the employee file in the Human Resources Department.

Employees who have had formal written warnings are not eligible for salary increases, bonus awards, promotions or transfers during the warning period.

3. Post Resignations / Termination Procedures

Exit Interview

Human Resources is responsible for scheduling an exit interview with a terminating employee on the employee's last day of employment and for arranging the return of Institute property including:

- Laptop
- Picture Identification Card
- Office keys
- Institute-issued credit cards
- Institute manuals
- Insurance ID cards
- All passwords for Files and Computers

Any additional Institute-owned or issued property

Employees leaving the Institute must return office keys, corporate credit cards, etc., before their final paycheck can be issued. This final paycheck will be mailed during

the next normal pay period. If there are unpaid obligations to the Institute, the final paycheck will reflect the appropriate deductions.

Retirement

You will retire from the services of GREAT LAKES on your attaining the age of 60 years.

Travel Policy

LOCAL CONVEYANCE

POLICY

To lay down equitable standards and ensure consistent and fair treatment to all employees, who travel on company's business and to provide employees their entitlements and procedures for reimbursement of Local Conveyance who use their own vehicles for field visit in Working days and on holidays for official purpose & Mobile Communication Reimbursement .

SCOPE

1. This policy applies to all employees of the company.
2. This covers Local Conveyance and Mobile Communication Conveyance Reimbursements only.

ADMINISTRATIVE RESPONSIBILITY

Finance Department is responsible for ensuring the compliance and Administration Department is responsible for the administration of any amendment of the same.

1.1.0 ENTITLEMENT FOR LOCAL TRAVEL – USAGE OF OWN VEHICLE

| Category | Type of Vehicle | Travel Expenses |
|-----------------|------------------------|------------------------|
| A, B&C | Two Wheeler | Rs.4 Per/Km |
| | Four Wheeler | Rs.12 Per/Km |

1.2.0 Following is the Category definition for the purpose of this policy

- A. Associate Dean, ED, CAO, CFO, Functional Head, Permanent Faculty.
- B. Managers upto the level of GM and Permanent Faculty.
- C. All others covered Under A & B above

2.0.0 LOCAL CONVEYANCE REIMBURSEMENT STATEMENT

- 2.0.1 Employees are expected to claim reimbursement on the prescribed format duly approved by their functional Head.
- 2.0.2 Must normally be submitted on weekly basis to the finance department.
- 2.0.3 Time limit for submission of claims:- Every employee should submit their claims on weekly basis, failing which approval of Executive director is required.
- 2.0.4 A local conveyance report in brief should accompany the statement, which has to be reviewed and approved by the sanctioning authority.
- 2.0.5 This reimbursement is not applicable for coming to City office and going back to residence for which employee has to make their own arrangements
- 2.0.6 For all those who operate from city office, Institute will not provide vehicle for coming to city office.
- 2.0.7 Beyond 8 Kilometer the employees' could avail the services of Call taxis and claim reimbursements or use their own vehicles and claim reimbursement as per the travel policy.
- 2.0.8 This will be applicable for official visits, airport pick up and drop while going on tour etc.

3.0.0 Approvals

- 3.0.1 All travel expense statements shall be approved as below

| Category | Recomm ending Authority | Approving Authority |
|----------|-------------------------|---------------------------------|
| A,B&C | Reporting Officer | Respective (Head (A Category)) |

GREAT LAKES INSTITUTE OF MANAGEMENT

LOCAL CONVEYANCE REIMBURSTMENT STATEMENT

NAME : _____

DESIGNATION :

FROM : ____/____/____ Time: _____
 Time : _____

TO : ____/____/____

A. Statement of Expenses towards Local Conveyance Reimbursement

| Sl. No. | Date | Mode of travel | From | To | Amount (Rs.) |
|------------------|------|----------------|------|----|--------------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| TOTAL (A) | | | | | |

Total Amount Spent (A)

Rs.

Amount Payable to employee / (Amount Refund to Company)

Rs.

Prepared by

Verified by

Approved by

MOBILE COMMUNICATION REIMBURSEMENTS

1.1.0 ENTITLEMENT FOR LOCAL TRAVEL

1.2.1 Where the Employee Mobile Communication requirement is approved by steering committee Expenses allowance per month as follows can be claimed:

| Category | Amount per Month |
|----------|--|
| A | Rs. 1500/- or Actuals which ever is less |
| B, | Rs. 1000/- or Actuals which ever is less |
| C | Rs. 500/- or Actuals which ever is less |

1.2.2 Following is the Category definition for the purpose of this policy

- A. Associate Dean, ED, CAO, CFO, Functional Head, Permanent Faculty.
- B. Managers upto the level of GM.
- C. All others covered Under A & B above

1.2.3 Approvals

Claim statements shall be approved as below

| Category | Recomm ending Authority | Approving Authority |
|----------|-------------------------|---|
| C | Reporting Officer | Director- Admin / Associate Dean |
| B | Reporting Officer | |
| A | Reporting Officer | |

1.2.4 Any expenditure

incurred over and above the approved limit will be sanctioned on case to case by ED/Director (Administration).

2.1.0 MOBILE EXPENSES STATEMENT

- 2.1.1 Employees are expected to claim reimbursement as per entitlement, payment will be made against submission of the Mobile Bill duly approved as per the entitlement.
- 2.1.2 Time limit for submission of claims:- Every employee should submit their claims on monthly basis , failing which approval of Associate Dean / Director (Administration)is required.

3. TRAVEL AND TOUR – DOMESTIC

POLICY

To lay down equitable standards and ensure consistent and fair treatment to all employees, who travel on company's business and to provide employees their entitlements and procedures for travel, boarding and lodging facilities.

SCOPE

- 1. This policy applies to all employees of the company.
- 2. This covers domestic travel only. Separate policy is available for Foreign Travel.
- 3. This does not cover the travel and reimbursements for Interviews.

ADMINISTRATIVE RESPONSIBILITY Finance Department is responsible for ensuring the compliance and Administration Department is responsible for the administration of any amendment of the same.

POLICY DETAILS Entitlement Entitlement to Class/Mode of travel and authorized scale of expense is specified under

- 1.0.0 Submission of Travel Plan Employees planning for an official trip should submit a travel plan in the form - TR atleast two days before the commencement of journey duly approved by the respective business heads.
- 1.1.0 Travel Advance
 - 1.1.1 After getting the approval for travel as well as the ticketing / advance requirements from the concerned Head one copy of the form should be submitted to Finance Dept for arrangement of tickets and drawal of Advance
 - 1.1.2 If settlement of earlier advance is pending from an employee no further advance will be released.

1.2.0 ENTITLEMENT FOR TRAVEL AND TOUR – WITHIN INDIA

| Category | Boarding & Lodging Expenses | Travel Expenses | Conveyance |
|----------|---|--|---|
| A | Actual on self certification basis | Actual on self certification basis | Actual on self certification basis |
| B | A Cities Rs. 6,000/- per day B Cities Rs.3,000/- per day | Air fare (Economy) class 1st Class or II AC Train Fare Train journey should be preferred for places covered by over night journeys. In such cases proper justification is required for taking Air Travel | Taxi (Point to Point or hiring for specific time period if this works out economical) |
| C | A Cities -Per day Max Rs. 3000/- Other Cities – Per day Max. Rs 2000 | 1st Class or II AC Train Fare If III tier AC is not available | Auto rickshaw (Point to Point) |

1.3.0 Employees making own arrangements:

1.3.1 Where the Employee makes his own arrangements with respect to Boarding & Lodging Expenses then per day allowance as follows can be claimed:

| Category | Amount per Day |
|----------|-----------------|
| A | Rs 750/- |
| B | Rs 750/- |
| C | Rs 500/- |

1.4.0 Following cities are construed as A Cities for the purpose of this policy Four Metros, Bangalore, Hyderabad, Pune, Ahmedabad. All others are categorized as “B” cities

1.5.0 Following is the Category definition for the purpose of this policy

- A Dean, Chairman. Board Members
- B ED, CAO,CFO, Functional Head ,Permanent Faculty
- C All others not covered in AB above

1.5.1 For the sake of clarity functional heads who are also members of the Board of Directors shall continue to be governed by the stipulations mentioned under Category B.

1.5.2 For consultants and external personnel the fitment into the category would be decided prior to their appointment.

1.6.0 ACTUALS

1.6.1 The limit for Boarding & Lodging expenses as mentioned in the table above, cover total expenses incurred for both boarding and lodging which must be supported by bills / vouchers.

1.6.2 The travel expenses reimbursement will be made against furnishing of copy of Train/Air tickets.

- 1.6.3 Miscellaneous expenses like tips; portage and laundry charges etc., for which receipts may not be available, may be claimed to a maximum of Rs100/- per day upon specific mention of the same in the Expense Statement.
 - 1.6.4 Expenditure on cigarettes and alcoholic beverages is not reimbursable.
 - 1.6.5 Entertainment of guests during travel is permitted only for category A & B except permanent faculty.
 - 1.7.0 MODE OF TRAVEL
 - 1.7.1 Under normal circumstances, travel shall be subject to limits mentioned in the table above.
 - 1.7.2 Journeys less than 8 hours shall be generally by Train or bus only. Air travel in these sectors would require prior specific approval from CAO/ED.
 - 1.7.3 Hiring of Taxi on inter-city travel is not permissible under this policy. Prior approval required for exceptions from CAO/ Associate Dean.
 - 1.8.0 GENERAL
 - 1.8.1 All expenses incurred on travel shall be claimed in the prescribed Travel expenses statement accompanied by supporting bills/receipts. In respect of certain items, e.g., tips, local conveyance, laundry, it may not always be possible to attach bills and receipts. In such cases, however, complete details should be furnished in the appropriate column.
 - 1.8.2 While on tour actual excess baggage charges can be claimed, if the employee is required to carry Company's material.
 - 2.0.0 TRAVEL EXPENSES STATEMENT
 - 2.0.1 Employees are expected to claim reimbursement as per entitlement or actual whichever is lower, on the prescribed format.
 - 2.0.2 Time limit for submission of claims:- Every employee should submit their travel claims on the first working day of joining duty, failing which approval of CAO/AD is required.
 - 2.0.3 The departure and the arrival timings from / at different locations are to be specifically mentioned in the Expense Statements.
 - 2.0.4 While submitting the expense reports, employees must ensure that the amounts spent by the Company are specifically indicated.
 - 2.0.5 Further, these reports must bear running serial number for each employee to be allocated by the employee himself.
 - 2.0.6 A tour report in brief should accompany the statement, which has to be reviewed by the sanctioning authority.
 - 3.0.0 Approvals
-

3.0.1 All travel requisitions shall be recommended & approved as below.

3.0.2 All travel expense statements shall be approved as below

| Category | Recommending Authority | Approving Authority |
|----------|------------------------|---------------------|
| C | Reporting Officer | Reporting Officer |
| B | Reporting Officer | CAO/ Associate Dean |
| A | Not Applicable | Self Certification |

GUIDELINES & RULES FOR ALLOTMENT AND USAGE OF RESIDENTIAL QUARTERS FOR FACULTY & STAFF

1.0 Objective & Scope

- 1.1 This SOP provides the guidelines for allotment, usage and other rules governing the Faculty and staff quarters inside the Campus.
- 1.2 This covers the whole of the faculty and staff who intend to avail the facility of residential quarters inside the campus.
- 1.3 This does not cover the residence of Dean, Guest house and Married Students Hostel

2.0 Administrative responsibility:

HR & Administration department is responsible for administering this SOP. Exceptions in any specific case will have to be approved by the steering committee with a positive vote from the Chairman of the Committee.

3.0 Eligibility

- 3.1 The residential quarters at present are divided into three types based on the area and building type – viz Type A, Type B & Type C.
- 3.2 Personnel with annual remuneration (CTC basis) of Rs 25 lakhs and above are eligible for Type A Quarters, annual remuneration (CTC basis) between Rs 10 Lakhs and Rs 25 lakhs are eligible for Type B Quarters and annual remuneration (CTC basis) below Rs 10 Lakhs are eligible for Type C Quarters.
- 3.3 AD/ ED quarters will be Type A1.

4.0 Allotment

- 4.1 Allotment will be done on an application made by the interested faculty/ staff and generally on a first come first served basis and No of Years of service in Great Lakes.
- 4.2 In case of multiple applications allotment will be done on the following parameters in that order of priority.
- 4.3 Power to allot AD's quarter's rests with the Dean.

| | Type C | Type B | Type A |
|----------|--|--|---|
| Priority | No of years of service with Greatlakes Faculty Staff | No of years of service with Greatlakes Head of center's Function Faculty Staff | No of years of service with Great lakes Faculty Staff |

- 4.4 Though the allotment will be on the basis of the number of years of services rendered in GL, the institute reserves the right to allot the quarters on out of turn priority taking into consideration the need for doing so. When the type of quarters entitled is not available, a lower type of quarters may be offered by the Management.
- 5.0 Furnishings provided along with the accommodation: 5.1 Following facilities are provided along with the accommodation which is either "Non Transferable" or "Transferable" as mentioned herein below in the table. 5.2 Non Transferable assets are provided at the cost of the Institute and forms part of the building and are the property of the Institute permanently. Transferable assets denote the assets that may be procured by the occupant at his/her option based on their eligibility and other conditions mentioned in para 6.0 below. 5.3 Furnishings for A1 (ED's quarters) will be decided by the Steering Committee

| | Type C | Type B | Type A |
|------------------|---|---|---|
| Non-Transferable | 1. Air Conditioner – 1 no 2. Fans – All rooms 3. Light Fittings – All rooms 4. Kitchen cabinet 5. Chimney 6. Wardrobes – All rooms 7. Curtain rods 8. Cable connection* | 1. Air Conditioner – 1 no 2. Fans – All rooms 3. Light Fittings – All rooms 4. Kitchen cabinet 5. Chimney 6. Wardrobes – All rooms 7. Curtain rods 8. Cable connection* | 1. Air Conditioner – 1 no 2. Fans – All rooms 3. Light Fittings – All rooms 4. Kitchen cabinet 5. Chimney 6. Wardrobes – All rooms 7. Curtain rods 8. Cable connection* |

*Monthly / Yearly Subscription to be paid by the occupant

Recovery of rent from the occupant

- 6.1 The occupants will not be entitled for HRA from the date of occupation of the Quarters. The HRA forming part of their remuneration will be converted as “Campus Allowance”.
- 6.2 The Institute will recover the following amounts towards the cost of accommodation & furnishings. For Income Tax purposes the perquisite value of free accommodation and furnishings provided to the occupants as per the valuation rules prescribed under the Income Tax Act 1961 for the time being in force will be computed and appropriate tax deducted.

| | Type C | Type B | Type A |
|--------------------|-----------|-----------|-----------|
| Recovery Per Month | Rs 2000/- | Rs 3000/- | Rs 5000/- |

Rules governing other facilities & recoveries thereof

- 7.1 All quarters are provided with individual electricity meters and allottees have to pay the charges at domestic tariff as per the actual usage.
- 7.2 The Institute will not provide any packaged drinking water.
- 7.3 For common Area maintenance (inclusive of electricity in common areas) following flat fee will be recovered Type C Type B Type A & A1 Rs.200 PM Rs.300 PM Rs.500 PM
- 7.4 Telephone expenses –Actual bill for the number allotted will be recovered from the occupant.
- 7.5 Conveyance – The institute will not provide any conveyance to go to city or any place otherwise than on official duty. However, the occupant may choose to travel by the regular staff vehicle, subject to availability of seats, for which no charges will be recovered.
- 7.6 Vehicle/Ambulance would be provided to go to the specific hospital with whom the Institute is having arrangement, in case of any emergency.
- 7.7 Internet expenses would be borne by the Institute.
- 7.8 All local taxes like property tax, land tax, municipal tax etc. would be paid by the institute.

Food & Beverages

- 8.1 The Institute does not undertake to serve food and beverages in the residence. The faculty & staff on rolls are entitled to take food in the canteen, as applicable to all employees of the Institution during working hours on Normal working days.

- 8.2 In case of exigencies, if the food is requested to be served in the residence, the occupant will be charged at the rate of twice the cost the Institute actually incurs.

Other rules & Regulations

- 9.1 All the NON TRANSFERABLE fixed assets provided by the Institute would be maintained by the institute.
- 9.2 All TRANSFERABLE furnishings have to be maintained by the occupants.
- 9.3 Occupants shall not remove any of the fixtures and fittings from their original position and shall not use them for any purpose other than they are intended.
- 9.4 Occupants shall keep all the assets in good condition. All electrical and plumbing consumables have to be replaced by the allottees as and when required.
- 9.5 If there be any breakage or damages to the property the replacement cost of the same would be recoverable from the occupant
- 9.6 While vacating, the occupants shall leave all electrical, sanitary and plumbing gadgets/fittings like the bulbs/fans/geyser etc. in good working condition.
- 9.7 The Occupants shall not make any structural alterations/changes to the building.
- 9.8 The premises are for residential purpose only. It shall not be used for commercial or any other purpose. The occupants shall not have powers to sublet the quarters in full or part thereof.
- 9.9 Occupants shall permit the representatives of the institute to inspect the quarters at reasonable time of the day.
- 9.10 Occupants shall inform the institute the details of their guests and their duration of stay.
- 9.11 All visitors and guests of the allottees shall abide by the rules and regulations of the institute.
- 9.12 Occupants and their guests shall not indulge in any activities which are unlawful, immoral or prohibited and are against the rules of the institute and/or laws of the land.
- 9.13 Occupants shall not store/ keep any hazardous / banned material in the quarters.
- 9.14 Occupants shall keep the quarters and the surrounding clean and tidy and will not dispose the garbage and waste materials in the open space. They will assist in keeping the environment green and free from any kind of pollution.
- 9.15 The institute reserves the right to ask the allottee to vacate the quarters without any prior notice for non-observance of any of the aforesaid conditions.
- 9.16 On cessation of service with the institute for any reason the occupant shall vacate the quarters within fifteen days of such cessation. In case of extended stay upon

approval from appropriate authority, the occupant shall pay the rent as may be fixed by the institute from the expiry of fifteen days and till the day of final vacation of the quarters and handing over possession of the same.

- 9.17 The Institute is not responsible for any security and safety of personal belongings of the occupants or their guests or visitors.
- 9.18 In case if any disputes Institute's decision would be final and binding.
- 9.19 All disputes are subject to Chennai jurisdiction only.
- 10. Compliance
 - 10.1 Occupants are required to sign a declaration to the effect that they are aware and will abide by the Rules & Regulations for the time being in force.
 - 10.2 The Institute reserves its right to add or amend any of the above guidelines, rules and regulations as it may think fit from time to time. Annexure Prevailing rules under the Income Tax Act 1961 in force as of 2016, in respect of valuation of rent for accommodation and furnishings is provided in the Annexure.

Annexure

Rules for valuation of perquisites in respect of accommodation and furnishings:

1. Rental Value- 7.5 % of gross salary & allowances (excluding non-taxable allowances)
2. Value of furnishings- 10% P.A. of the actual cost of furnishing paid or incurred by the employer.

Guidelines for selecting Employee of the quarter

Objective: The award is to recognize outstanding accomplishments, exemplary individual contribution in their jobs and duties beyond their own offices.

Selection Committee: The selection committee will consists of Dean, ED & CEO, Associate Dean and Director-Admin

Eligibility:

1. Must be a confirmed employee
2. Must have worked at least one year in GL
3. This scheme is open only to staff and not for directors and functional heads

Award:

The award would have

1. Cash prize of Rs.20,000/- (twenty thousand only)
2. Letter of appreciation from the Dean

3. Name of the employee engraved on a plaque which would be prominently displayed (hall of fame)
4. Two days one night stay at the campus for the entire family as the guest of the Institute ,the transportation from and to the house (Chennai) would be provided by the institute.

Parameters for selection :

The nominees would be evaluated on the following

1. Passion for excellence –Initiative, concern for quality, Delivery, Attention to details
2. Solution Mindset –Knowledge, Innovative, Acts as an advisor, Long term solution
3. Team Work –Helps the team, Simply listens, Team Interaction
4. Customer orientation-Communicates with customer, Understanding their needs, maintaining relationship, Feedback to the customer

Each sub clause would be rated on a five point scale

This evaluation would be done at two levels one by the immediate supervisor or the functional head and other by the members of the committee individually.

All scores would be added and the topper would be selected for the award.

The committee can fix minimum points for eligibility and if no one scores above the bench mark the award would not be given to anyone for the particular quarter.

In case of a tie Dean's decision would be final and person who loses out would be automatically nominated for the next quarter subject to satisfying all parameters

Over and above these points the selection committee can also look at the following before finalizing the award

1. Active participation in the institute's events
2. Going extra mile in the work
3. Displaying positive attitude
4. Volunteering when need arises
5. Representing the institute in any event outside the institute as an ambassador

All nominations have to reach the committee by 2nd week of the first month of the quarter and the award would be announced by the last month of the quarter.

The evaluation is for the preceding quarter only and not prior to that.

Once an employee gets the award he/she would not be eligible for nomination for the next three quarters.

The management reserves the right to withdraw the award scheme without assigning any reasons.

If the selected employee indulges in any illegal and anti-organizational activities in the future the institute would withdraw the award given to that employee.

Kindly use evaluation form for filling in the details while recommending for EOQ.



STANDARD OPERATING PROCEDURE AND EMPLOYEE HANDBOOK

Property of Great Lakes Institute of Management, Chennai

For Internal circulation only

