



INSTITUTE OF MANAGEMENT, GURGAON

Global Mindset - Indian Roots

EMPLOYEE HANDBOOK

ON

PRACTICES & POLICY

GREAT LAKES INSTITUTE OF MANAGEMENT GURGAON

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ABOUT US

Great Lakes Institute of Management, Gurgaon has been established in 2010 in the corporate hub of Gurgaon in Delhi NCR to cater to the dynamic business needs of a fast changing global and Indian economy. It has been consistently innovative and has offered cutting edge programs leveraging deep engagement with the industry facilitated by its location close to businesses ranging from start-ups to consulting firms and large MNCs. Great Lakes, Gurgaon, benefits from exceptional faculty with excellent academic track record and extensive industry experience. The world class fully residential campus in Gurgaon is a nurturing ground for future business talent and has been recognized by leading organizations in the country which recruit the graduate's year after year.

MISSION

To foster managerial excellence and human capital development that best serves the evolving needs of the business world through teaching, applied research and executive programs.

VISION

Become an Academic Centre of Excellence that helps students and organizations navigate the economic, social and environmental challenges posed by a rapidly changing 21st century world.

ABOUT THE HANDBOOK

The Handbook Contains general information and guidelines for all employees. 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 employment, nor does it guarantee any fixed terms and conditions of your employment.

The procedures, practices, policies and benefits described herein may be changed, modified or discontinued as per the management policy making decision. We will try to inform you of any changes as they occur.

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.

The Handbook shall be circulated to you at the time of your joining. You are requested to go through the same and get in touch with the Human Resources Department at hr.ncr@greatlakes.edu.in for any queries on the same.

GENERAL POLICIES AND APPLICABILITY

a. Equal Employment Opportunity

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.

b. 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

- (i) Great Lakes is committed to providing all its employees an environment free of gender-based discrimination and harassment. It has zero tolerance for harassment, intimidation or humiliation of a sexual or gender-based nature and is dedicated to ensuring enactment, observance and adherence of guidelines and best practices that prevent and prosecute acts of sexual harassment.
For the purposes of this policy, sexual harassment is defined, 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.

- (ii) 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).

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] before the conduct becomes severe or pervasive. Individuals should not feel obligated to file their complaints with their immediate supervisor first.

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.

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.

c. 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.

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.

d. 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 the Director 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 organizations 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 who 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 employment 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.1000/-), 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/ Director. Approval will not be given unless the relationship will not interfere with the employee's duties or will not damage the Institute's relationship.

e. 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

a. 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 a confirmed employee. No employee shall be deemed to be a confirmed employee until and unless confirmed in writing.

b. Employee Categories/Conditions of Service:

- a. Employees in Probation: Those who have not completed six months of service are in probation. This period may be extended twice for a period of 3 months at a time, at the discretion of the management. The management may also, in its absolute discretion, confirm the services of the probationer before the stated period of probation on the basis of outstanding performance. These probation rules supersede whatever may be written in the appointment letter regarding probation.
- b. Confirmed Employees: Employees who have completed six months of service or any extended period thereof and have been explicitly confirmed in writing.

c. Transfers and Promotions:

GREAT LAKES encourages employees to assume higher-level positions or lateral transfers for which they qualify. 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.

Promotions are based on performance and decisions are taken by the Management in conjunction with the Human Resource Department.

Employees who wish to apply for a transfer/promotion 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.

JOINING FORMALITIES

All employees at the time of joining are required to furnish the following

- a. Joining Report
- b. Latest resume which was submitted at the time of interview.
- c. 2 latest passport size photographs
- d. Copies of educational certificates (attested)- } Originals should be shown and
will be returned after verification
- e. Copies of experience certificates (attested) – } Originals should be shown and
will be returned after verification
- f. Relieving certificate from the last employer
- g. PAN No. issued by the Income Tax Department
- h. Any other document/paper as required by the management.

COMPENSATION

a. 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.

b. Appraisal and Reviews

Reviews of all employees will take place twice a year and appraisals once a year. Two time periods in the year will be set aside for reviews and appraisals. Everyone will have a review during these two time periods and appraisals will happen on one of these two time periods depending on the joining date of the employee. Those joining in October to March will have their appraisals in April and those joining in April to September will have their appraisals in October. Employees may receive constructive work reviews. Appraisals will take place based on self-assessment/manager review and reviewing authority inputs. In all cases the reviewing authority shall be the final decision maker w.r.t. the increment to be awarded to the employee.

b.1 Rating Scale and corresponding increment percentages:

Employees are rated on a scale of 1-5 as mentioned below:

5 - Excellent - Consistently exceeds expectations on all KRAs, has consistently demonstrated self-initiative and innovation.

4.5 - Very Good - Exceeded expectations on some KRAs, met expectations on all the other KRAs and has occasionally demonstrated self-initiative and innovation

4 - Good - Overall good performance and met expectations on all KRAs, but has potential to excel by paying attention to some areas and taking more initiative

3.5 - Above Average - Met expectations on most KRAs and missed expectations on one or a few areas and can get better by being more consistent

3 - Average - Acceptable performance with need for significant improvement in one or more areas

2 and 2.5 - Poor - Performance not up to our standards and needs to be put on a performance improvement plan or on notice

1 - Unacceptable - Not suitable to be part of our team

b.2 Corresponding increment percentages:

A. For overall CTC less than 30 lakhs, the increments will be:
5 - 15%, 4.5 - 12.5%, 4 - 10%, 3.5 - 8%, 3 - 6%, less than 3 - 0%

B. For overall CTC greater than 30 lakhs, the increments will be:
5 - 10%, 4.5 - 9%, 4 - 8%, 3.5 - 7%, 3 - 6%, less than 3 - 0%

The percentages are subject to change as per management decision and appropriate communication of the same shall be made to the employees by the Human Resources department.

c. 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. Payslips are updated timely to help understand the salary payments made and statutory deductions if any.

d. 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.

Violations of this policy may result in appropriate disciplinary action, up to and including immediate discharge.

e. 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

EMPLOYEE WORKING DAYS/HOURS AND LEAVE BENEFITS

a. Scope

The scope of this document is to cover the working hours and 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. Casual Leave**
- c. Medical Leave**
- d. Maternity Leave**

b. Working Days

The Institute follows a six-day work week. Employees, whose role and job requirements allow it, can work a five-day week.

Employees may need to come in to work on Sundays and declared holidays as per requirements that come up from time to time. In such a case they will be entitled to take compensatory off in lieu thereof within 30 days. The compensatory leave that will accrue is one day for working 5 or more hours and half a day for working less than 5 hours

c. 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.

d. Type, Entitlement and Accrual

Type of Leave	Annual Entitlement	Maximum Accrual
Earned Leave	15	30
Casual Leave	9	0
Medical Leave	7	28
Maternity Leave	As described below	

a. Earned Leave (EL)

Once an employee is confirmed after the probation period, they will receive 1.25 ELs per month. This will be credited to their account at the end of every month. If an

employee completes their probation during a given month, EL at the end of the month will be credited on a prorated basis depending on when in the month the employee's probation period ended. During the probation period an employee is not eligible for any EL. Accumulation of ELs is permitted till it reaches a limit of 30 after which no further accumulation will occur. Encashment of ELs are permitted at the time of termination/resignation of service or retirement. ELs can be adjusted in the notice period.

b. Casual Leave (CL)

All employees will receive 0.75 CLs per month including during the period of probation. 4.5 CLs will be credited to the employees' accounts in advance for the next 6 months on January 1 and July 1 of each year. For employees who join at any given time during a year the number of CLs to be credited will be prorated at the rate of 0.75 CLs per month for the time remaining till the next CL crediting date. CLs can accumulate during a calendar year but lapse at the end of the calendar year. No encashment of CLs are permitted.

c. Medical Leave Policy

Once an employee is confirmed after the probation period, they will receive 7 MLs per year. This will be credited to their account in advance for the year on January 1 of each year. For employees who join at any given time during a year the number of MLs to be credited will be prorated at the rate of 7 CLs per year for the time remaining till the next ML crediting date. During the probation period an employee is not eligible for any ML. Accumulation of MLs is permitted till it reaches a limit of 28 after which no further accumulation will occur. No encashment of MLs are permitted.

For medical leave of more than 3 days at a stretch, a recognized Doctor's certificate is essential to get the leave granted or a discharge certificate in the case of hospitalization.

e. Maternity leave

- All female employees who have worked for more than 80 days (including probation period) in the twelve months immediately preceding the date of her expected delivery, is eligible for maternity leave with full salary.
- All women employees of the organization are eligible for 26 weeks of maternity leave for the birth of their first two children. Such leave may commence upon delivery of the child or a maximum of 8 weeks prior to the estimated delivery date.
- For the third child - Maternity benefit is limited to 12 weeks
- The intended date of commencement of such leave must be communicated at least two weeks in advance.
- Adoption Leave – Woman employee who legally adopts a child below the age of 5 years or a Commissioning Mother shall be entitled to Maternity Benefit for a period of

12 weeks from the date the child is handed over to the adopting mother or the commissioning mother.

f. Leave without Pay (LWP)

Any non-medical leave taken by an employee after exhausting all CLs and ELs will be treated as LWP. Any medical leave taken after exhausting all MLs can be adjusted against available CLs and MLs and once they are also exhausted then it will be treated as LWP.

g. Taking Leave

Weekends, declared holidays falling within the leave period will not be counted as leave and only working days will be counted in the case of CLs and MLs. For ELs, however, weekends and declared holidays falling within the leave period will be counted as leave.

Any leave that is to be taken should be communicated to the supervisor in advance. For leave of 1 day the communication should be at least 3 days before. For leave between 2 to 5 days at least 1-week advance notice should be given. For leave of more than 5 days, at least 2 weeks advance notice should be given.

In the case of emergencies where the leave is not planned information must be given on the morning of the day the leave is being taken. This information can be to the supervisor through a phone call, email or a text message. If leave is taken with no communication whatsoever to the supervisor then 5 days leave without pay will be charged for each day of uninformed leave taken.

h. Study Leave

Study leave for a maximum period of two years may be available on recommendation of the Director and approved at the discretion of the Board only after the employee has completed four years of service post the probation period. During the period of study leave the employee will not be entitled to draw any salary, but his/her position will be maintained on return after the leave period. The employee will also not be automatically entitled for promotion as a result of receiving any advanced degree during the course of study leave.

i. Calendar Holidays

Twelve holidays, including national holidays, festivals, and others will be given that do not fall on Saturdays or Sundays. These will be published before the beginning of the year. These shall include restricted holidays.

EMPLOYEE DESIGNATIONS

Employees in the organization fall under one of two categories – *Academic Staff* and *Non-Academic staff* with the following hierarchy of designations.

Academic Staff

Research Officer
Senior Research Officer
Research Fellow /Associate/ Lecturer
Research Fellow /Associate/ Senior Lecturer
Assistant Professor
Associate Professor
Professor

Non-academic staff

Executive
Senior Executive
Officer Senior
Senior Officer
Assistant Manager
Manager
Senior Manager
Assistant General Manager
Deputy General Manager
General Manager Assistant
Director Associate
Director Senior Associate
Director Department
Director

Research Fellow / Lecturer and above in the academic staff are considered as *faculty*.
Assistant Manager and above in the non-academic staff are considered as *managerial staff*.

EMPLOYEE BENEFITS

a. 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.

b. Health Insurance

GREAT LAKES currently offers Group Health insurance to regular full-time employees' who have been in the employment with GREAT LAKES. 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 (below 25years) only.

c. Accident Insurance

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

d. 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.

e. Employee Advance Scheme

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

Quantum – 1 month's Salary, or higher subject to Approval

Advance will be interest free.

Repayment – Next Pay month 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.

f. Employee Pool Car Transport Facility

The Institute provides pool car facility to its employees for pick up and drop at the Institute from and to designated pick up points and routes in the city of Gurgaon. The Administration department is the point of contact for this facility. This facility is free of cost for the employees as per existing management policy. The employee on joining has to let HR know whether she/he will be availing this facility. HR with Admin shall work to see which route best suits the employee needs.

g. Fully functional Medical Center for staff.

The Institute operates a fully functional medical center for its staff. The Centre is well equipped with a Nurse and frequent visits from a trained doctor. The Center provides first aid facilities in case of emergencies and facilitates hospital consultation in case further aid. First aid medicines are free for all staff. This facility is free of cost for all the Institute's employees as per existing management policy.

h. Scheme for Faculty to attend National and International Seminars/Workshops etc.

i. Extra Teaching Hours Payment to Faculty

Faculty is entitled to additional payments for extra hours taught during the academic year apart from their annual fixed compensation. This is provided to recognize and reward additional effort put in by the faculty towards Institute teaching activities. The Program Office in consultation with the faculty and Director's office is the custodian of all data pertaining to teaching hours for the faculty. The HR department is the disbursal department for such payments.

j. Free Mess Facilities

All employees are provided freshly cooked hygienic meals along with refreshments at designated hours in the mess of the Institute. This service is entirely free of cost to all faculty and staff. Meals are served four times during the day. The Institute additionally maintains pantry service for refreshments which is also an Institute borne expenditure. Apart from this, there are paid meal providing stations to cater to the employees.

k. Free Psychologist Counseling Sessions:

The Institute also recognizes the need for the attention towards maintaining a good mental health report card for all its employees. In view of the same the Institute provides free counseling sessions from practicing empaneled psychologists. Employees are encouraged to discuss their issues and problems and all consultations are kept strictly confidential.

l. Employee Recognition and Reward:

The Institute acknowledges the need to motivate employees by recognizing and rewarding exemplary contribution and performance. Apart from the annual increment policy, the Institute in consultation with the Board of Governors has instituted awards in the form of "Best Employee Award" and "The Spirit of Great Lakes" which are bestowed annually to recognize and reward exemplary performance.

The Institute also takes cognizance of long service recognition and has constituted recognition and reward at the 5 and 10-year service milestones for all its employees.

m. Policy for Issue Of Laptop For Official Use

1. Laptop Allocation:

- a. Every faculty/ staff (detailed as below in Table A) at Great Lakes Institute of Management Gurgaon/NCR will be issued one laptop at the time of joining for official use.

- b. Ownership / Accountability of laptop will be with the faculty/staff. In the case that the laptop is issued as a shared resource it shall be with the head of concerned department.

2. Laptop Requisition:

- a. The HR department will initiate Laptop Requisition form, to IT dept.
- b. For the Laptop request to be processed, approval from the Admin Head of the Institute is to be acquired in the same mail.
- c. On approval, procurement will be done based on the below table , after finalization of the lowest relevant quotation from at least three different suppliers.

The minimum configuration for Laptop will be as per the format below:

Employee	Configuration	Maximum Cost
Director of the Institute	I 5 processor, 8 GB RAM	Rs. 50,000
Faculty(Assistant Professor and above)	I 3 processor, 4/8 GB RAM	Rs. 32,000
Staff (Manager and above)/ Research Scholars	I 3 processor, 4/8 GB RAM	Rs. 32,000
Staff (designation of above officer but below Manager)/ Teaching assistants.	I 3 processor, 4 GB RAM(old/used but not more than 5 years).	NA

3. Laptop Usage:

- a. It is mandatory for dedicated Laptop users to sign Laptop Usage Agreement to adhere with the software policy of the Institute. Reporting Manager needs to sign Laptop Usage Agreement for Laptop issued as a shared resource.

4. Upgradation Policy:

Only applicable to Faculty members. Faculty on completion of their 4th Year of service will be eligible to apply for upgrading their laptop. The request for the same has to be made to the Director of the Institute. The Director in consultation with the faculty

member and the IT department shall approve the request on grounds where the request made is genuinely a functional requirement to help the faculty to discharge his/her basic deliverables/duty (includes research activities) in a better manner.

The upgraded configuration for Laptop will be as per the format below:

Type	Configuration	Maximum Amount
Faculty(Assistant Professor and above, who has completed 4 years of service with great lakes)-(subject to the approval of the Director)	I 5 processor, 8 GB RAM	Rs. 40000

n. Annual Retreat/ Offsite

The Institute organizes an annual off-site/retreat for its employees in order to cater to the recreational needs. Apart from recreation, strategical discussions, roadmap to the future and employee feedback /suggestions are also discussed in such meets.

o. Free Use of Guest House Facilities

Employees who are required to stay back on campus for Institute related activities are entitled to free use of Guest House. The Administration department is the custodian of all such requests and facilities.

EMPLOYEE CONDUCT

Code of Conduct

All employees are expected to behave in a manner that befits a professional workplace and not indulge in practices that are damaging to the organization and other employees. While not intended to list all forms of behavior that are considered unacceptable in the workplace, the following are examples of misconduct that may result in disciplinary action, including termination of employment. The consequences of failure to adhere to the code of conduct is entailed in detailed under “Dismissal” further in the policy.

- Theft or inappropriate removal or possession of organization owned property Working
- under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of organization owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules Smoking
- in the workplace
- Any form of harassment of other employees
- Excessive absenteeism
- Unauthorized disclosure of confidential information

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.

ON THE JOB

a. 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 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 to be absconding or have voluntarily resigned. A careful record of absenteeism and lateness is to be 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.

b. 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.

c. 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.

d. 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.

e. 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.

f. 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.

g. 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.

h. 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.

i. 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.

j. 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 Email 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 appropriate authority/immediate supervisor/Director/HR.

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.

- 1. 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.
- 2. 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.
- 3. 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.
- 4. 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.
- 5. 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.
- 6. 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.

- 7. 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.
- 8. 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.
- 9. 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.
- 10. 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.
- 11. 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.

k. 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.

l. 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.

m. 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.

n. 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.

o. 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.

p. 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 Director/GM Administration. 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

a. 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, then:

A confirmed employee may resign from the services of the institute by giving notice for the period specified in the appointment letter or by payment of salary for the notice period. Earned leave available with the employee may be adjusted in the notice period. The notice period may be reduced at the discretion of the management after discussion with the employee.

During probation period and / or extended period of probation, every employee is liable to be terminated at any time without any notice or assigning any reason(s) thereof.

b. 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
- 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. 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.

c. 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.

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

e. Retirement

Faculty and staff will retire from services of the institute on attaining the age of superannuation fixed at 65 years and 60 years, respectively.

TRAVEL POLICY

1.0 General

For the purpose of the travel policy of employees, four categories from A1 to A4 will apply as follows:

A1-	Chairman/Vice Chairman/Director	-
A2-	Faculty/Department Directors/Associate Directors	
A3-	All other academic staff and managerial staff	
A4-	Non-managerial staff	

2.0 Travel Advance

Non-managerial staff may take an advance, which should be calculated keeping in view the destination and amount of expenditure one is likely to incur. Travel advance should be adjusted within 7 days after completion of travel by submitting all travel related bills. If this is not done, the institute will have a right to recover the advance from the salary of the employee.

Academic staff and managerial staff are expected not to take any advance but claim reimbursements later on expenses incurred.

3.0 Entitlements for travel

Category	Hotel	Meals	Travel mode	Local Conveyanc
A1	Not exceeding Rs. 8,000 per night	Reimbursed on actuals	Less than 6 hours travel time: Air travel Economy class More than 6 hours travel time: Air travel	Taxi
A2	Not exceeding Rs. 6,000 per night	Reimbursed on actuals	Air travel Economy class or II AC Train	Taxi
A3	Not exceeding Rs. 4,500 per night	Reimbursed on actuals	Air travel Economy class or III AC Train	Taxi
A4	Not exceeding Rs. 3,000 per night	Reimbursed on actuals	Air travel Economy class or III AC Train	Taxi

4.0 Local Conveyance

For the use of personal vehicle for official work following reimbursements would be paid:

Two Wheelers:	Rs. 5.00 /KM
All 4 Wheelers:	Rs. 12.00 /KM

Employees can use a point to point radio cab for local work related travel. A cab can be rented for half a day or a full day if it comes out cheaper than a point to point cab or if a number of stops need to be made that necessitates having access to the same cab throughout the trip.

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

1.0 Objective and Scope

- 1.1 This SOP provides the guidelines for allotment, usage and other rules governing the Faculty and staff accommodation/quarters inside the Campus.
- 1.2 This covers the whole of the faculty and staff who intend to avail the facility of residential facility inside the campus.

2.0 Administrative Responsibility

Administration department is responsible for administering this SOP. Exceptions in any specific case will have to be approved by the Executive 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 (3BHK), Type B (2 BHK) & Type C (Bachelor accommodation in One room/sharing facility).
- 3.2 Personnel with annual remuneration (CTC basis) of Rs 20 lakhs and above are eligible for Type A Quarters, annual remuneration (CTC basis) between Rs 7.5 Lakhs and Rs 20 lakhs are eligible for Type B Quarters and annual remuneration (CTC basis) below Rs 7.5 Lakhs are eligible for Type C accommodation.

4.0 Allotment

- 4.1 Allotment will be done purely on availability basis and 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 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.

	Type C	Type B & A
Non-Transferable	1. Air Conditioner – 1 no 2. Fans – 3. Light Fittings Common Kitchen 4. cabinet 5. Wardrobe – 1 Room. 6. Curtain rods 7. Shared Toilet	1. Air Conditioner – 1 no (Master Room) 2. Fans – All rooms 3. Light Fittings – All Rooms 4. Kitchen cabinet 5. Wardrobes – 6. Curtain rods 7. Dedicated Toilet

6.0 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 Per Flat.	Rs.2000*,(max 2 people in a room)	Rs 3000/-	Rs 5000/-

*Waiver is permitted if approved by Director.
Rules governing other facilities & recoveries thereof

7.0 Other Charges:

7.1 All quarters are provided with individual electricity meters and allottees have to pay the charges at tariff at present Rs.10 per Unit on actual usage. In absence of individual meters, the recovery will be as below

	Type C	Type B	Type A
Recovery Per Month Per Flat.	Rs 1000/- (distributed between no. of people residing, max 2 people in a room)	Rs 1250/-	Rs 1500/-

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: Rs.200 PM Rs.500 PM Rs.750 PM

7.4 Telephone expenses –At present no telephone connection is there.

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.

8.0 Food and 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.

9.0 Other Rules and 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

Mobile/Internet Allowance

Employees who are required to be out of the office frequently and during that time need to use their personal mobile phone for official work may be provided a mobile phone reimbursement of up to Rs. 1000 per month.

Employees who are required to be out of the office frequently and during that time need email access on their laptop for official work may be provided with a data card.

Reimbursements

Payments to employees as reimbursements of expenses incurred will be made on submission of bills where available and self-certification where bills are not available. These payments will not be taxable as these are reimbursements and not salary.