



HR Manual

Dear Colleagues,

Gifting Ideas has grown from a single product company to now over thousands of products. It has carved out a niche for itself in the Gifting industry. Teamwork is what has brought us where we are today. This became possible because we have been focused on meeting the needs of our clients and fulfilling our commitments. Gifting Ideas is one of the first gifting companies in the country to become the exclusive or authorized representative of international catalogues such as Intermed (PF Concepts Group), BIG Catalogue (Spain), XINDAO (Holland), LEXON (France) and PRODIR (Switzerland). Without doubt, we have the best collection of products and catalogues in the gifting industry in India. This is widely acknowledged by our corporate clients and other gifting companies too.

In the recent years, we have embarked on increasing our team strength. We value stability and security for our employees. This is evident from the fact that over 69% of our current strength has been with the company for over 1 year. Over 55% have been with us for more than 2 years, over 46% for greater than 3 years, and over 37% of our total employee strength has been with us greater than 5 years!! Around 13% of the employees have left to work elsewhere and then come back to work with us again! Gifting Ideas is committed to being the most admired gifting company in the country. The employees recognize and contribute to this effort. This makes it possible for us to continue to add value to our clients and vendors in the work that we do.

Gifting Ideas believes in retaining good talent. The policies in this manual have been formulated keeping in mind employee benefits, growth and overall development. This manual lays down all the policies of Gifting Ideas Pvt. Ltd. All employees of the company are expected to follow these guidelines in their day to day working as well as in their interaction with clients and vendors. These policies have been formulated keeping in mind the Mission, Vision and Values of the company. This Manual introduces you to our self imposed code of conduct and a set of policies and procedures to help us with day-to-day tasks. Needless to say, this Manual is updated from time to time. Should there be exigencies of the business, policy changes may be done without prior communication.

Every person counts. You are an important part of Gifting Ideas - treat it as your own. Together we can redefine the concepts of team spirit, creativity and innovation, and continue to take Gifting Ideas to greater heights. We strongly hope that your contribution would go a long way in enriching the values of our company and realizing our common goals as we deal with our clients & vendors.

Suvir Khullar
Director

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1. [Introduction](#)

OUR Mission

'To meet the gifting needs of our clients with complete trust, consistency and excellence'.

OUR Vision

'To be the preferred gifting partner for key clients as a result of our unwavering investments in them'.

OUR Values

Gifting Ideas is a company that is built on the foundation of three core values:

- **Building lasting relationships**
- **Customer-centricity**
- ***Reliability***



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Mission statement

To meet the gifting needs of our clients with complete TRUST of our long-time clients that we can understand and fulfil their gifting needs reliably. Also by maintaining CONSISTENCY in meeting those needs with efficiency and to their satisfaction every time & with EXCELLENCE in the quality of our merchandise and service towards each order - whether big or small.

Vision

Our vision is to be the preferred gifting partner for key clients as a result of our unwavering investments in them. That is the investment of our time and effort in key clients in always making them feel that they are special and important to us and provide them with sincere service so that they in turn, provide us with repeat orders and choose us over other suppliers to meet their gifting needs every time.

OUR Values emphasizes on

- Building lasting relationships with all clients, new or old, and ensuring that the bond remains strong over years and years.
- By being Customer centric i.e., by wearing the customer's hat to provide an experience that exceeds expectations
- Reliability in the excellent quality of our merchandise and services, order after order.

Our Business Models

Online Sales

This is an online platform, integrated with multiple payment options and other advance features. The online sales SBU can be divided into GiftZone and the Rewards & Recognition Programme. The GiftZone is an online brand shop, where employees can buy merchandise branded with their company logo. Once you tie-up with a company for GiftZone, you potentially acquire the entire employee base of that company as a target customer, to whom you are positioned as a preferred vendor. The Rewards Program is a platform which clients use to reward and motivate their employees or channel partners. The biggest advantage that we enjoy apart from having a highly advanced online platform is that we also offer a wide range of products i.e. over 10000 gift items for our clients to choose from.

Channel Sales

We are building a network of committed Dealers and Partners who will help us increase our distribution and reach, leading to faster turnaround on stocks carried. This will drive down our purchase costs, and give us better negotiating powers with our vendors.



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Direct Sales

This is our direct interaction with customers. This is the biggest SBU currently in terms of sales. We play the role of a Promotional Consultant, advising our customers on what they may need. This gives us immediate reactions on products, market trends, price acceptability etc. Within the direct sales SBU we focus on Key Accounts and approach other companies by geography. For the Key Accounts, we sometimes go out of our way to source what they may need. For all other clients our commitment is to sell the products that are in stock and in our catalogue

Our Achievements

Over the years we have formed associations with leading brands of the world. The current relationships in place are:

- Exclusive representative for Intermed (Hong Kong), part of the world's largest gifting company, the PF concept Group
- Exclusive representative for India for Midoceanbrands (The BIG Catalogue) since 2007.
- Exclusive representative for Lexon (France) since 2008.
- Authorised representative for Chili (France) 2008.
- Exclusive representative for Xindao (Netherland) 2009
- Authorised representative for Prodir Pens (Switzerland) 2010
- Authorised representative for the luxurious gift collection from Plastoria (France), giving us access to leading brands such as Hugo Boss, Cerruti 1881, Ungaro, Nina Ricci etc

On 1st April, 2008, we formed a Private Limited company, and are since known as Gifting Ideas Pvt. Ltd. We also manage physical merchandise stores for our clients, with Microsoft being the first one. Over the years we have supplied gifts to over 1000 corporates across industries. To service our customers better, we have presence in Mumbai, Bangalore, Hyderabad, Gurugram & Pune. We have a warehouse in Bhiwandi to carry inventory and for our operational activities.

Client Testimonials

Few of our clients Testimonials are as follows

"It was great working with Suvir and team for our gifting requirements. They have always executed every requirement at a high standard with enthusiasm and commitment. Gifting Ideas is an organization you can trust to carry the full responsibility of planning, managing, packaging and delivering gifts efficiently without any hassle. With a wide range of gifting options, they have a great eye for detail and know exactly what gift will suit their client's requirement."

Anchal Bhatia
Infosys



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"Their product catalogue has always included the best quality products at competitive prices. It has been a delight to work with the team at Gifting Ideas. "

Radhika Shastri
Assistant General Manager
Tata Consultancy Services

We are pleased to inform you that services provided by your team from pre sales to post sales stages were excellent. Your staff is responsive and courteous. We wish you a great success!

Dinesh More
Hydac India

"Gifting Ideas, has a good range of products/items to select from, for corporate events, we have purchased a number of items from them and have been extremely satisfied with the good products and services. Look forward to continue using their services."

Christine Rebeiro
KPMG

Gifting Ideas has always catered to our needs & customised our requirements hence would appreciate the effort taken by the team I would say the delivery timeline & internal coordination can be improved to give it an overall 5 rating that it deserves as we are in a digital world where time and service plays a very important role.

Rashida Darukhanawala
Executive Assistant
RBS Services

"It has been a pleasure working with Gifting Ideas. Service is prompt and efficient, relationship management - very responsive - excellent work done by the sales as well as production team. Work process - very good. Many thanks for all your efforts. As we go along, look forward to more exclusive customisation through the year and not only during festival times."

Sanobar Pradhan
Manager - Dept of
Sales & Marketing
UTI Asset Management
Company Ltd, Mumbai



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"It was thoroughly a wonderful experience working with Gifting Ideas. The rate of responsiveness is really worth appreciating. The range, cost & variety of your products & services have suited us aptly for all our requirements. All the best."

Hitesh D
Deputy Manager – HR
TATA Group, Mumbai

"We have had a very good experience with Gifting Ideas in every aspect, including quality, cost, flexibility and a plethora of gifting solutions. We definitely intend to continue using your services in our future employee incentive and recognition initiatives as well as corporate gifting. What we really liked was the quality of gifting options that was offered. The people of your organisation, who we have interacted with, are very co-operative, polite and professional. I would like to extend my best wishes for the team and look forward for the support in times to come."

Ayaz Danish
Marketing Manager
Global Markets Group
ICICI Bank Ltd, Mumbai

"I have had a good experience working with your team. We have placed multiple orders for trophies in the past month and have been more than satisfied with the quality. I also had a pleasant experience working with my Relationship Manager, since he has always been prompt in communicating a professional image about your company. In the gifting space, I find the variety and range that Gifting Ideas brings very refreshing."

Ashish Joseph
Sr. Manager Marketing
Franklin Templeton Asset Management (I)
Mumbai

Since my 4 years of experience I have not found such good range of products which your company has. The products are very good at quality, attractive, innovative and designer types which will be easily differentiated from others. Also the promotional activities done at your end is amazing. The team which you have is very co-operative and customer centric. Gifting ideas has products which people would like to recommend others. Courteous and prompt service, good quality of products and huge range of products.

Niyati Shah Manager – Sales & Development
ICICI Prudential Life Insurance

Please visit www.giftingideas.com for over 75 client testimonials.



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Testimonials from Employees

I have been working with Gifting Ideas for over 8 years now and must say the best company I have worked with. Company has a good and friendly work culture which allows you to learn and grow your skills with a good career growth. Gifting Ideas offers you great learning opportunities and understands the potential, abilities and talent in you when you are employed with them. Joined this company at a very junior position and after 8 years I have seen myself grown to the Head of Department position rapidly. This is an employee oriented company and the management always keeps in mind that the employee's career should be growing along with the growth of the company. The best part is they give professional training's on regular basis and encourage employees to keep learning new skills. I have worked in various departments in these many years and always received management's support which helped me to build my career here. Financially too, I have got an amazing growth and recognition's. Excellent work culture, employees are welcomed and treated as family members. In my tenure I have seen many ex-employees joining back in Gifting Ideas after leaving and working with some other companies. Even though the company is little over 24 years old, there are also people who are employed for 12, 10, 7 years here. Director is always supportive and encourages you to achieve more. Salaries, bonuses, incentives, appraisals, etc. are always given out on time. HR always ensures that employee engagement activities, professional training's, fitness activities, appraisals, etc. are done on time. I will anytime recommend working with Gifting Ideas and seeing your career growing higher. I am happy and feel myself blessed working with this company. Cheers Gifting Ideas!

Uneza Shaikh
General Manager – Marketing
Oct 5, 2011

When I joined 15 years back here I thought I would come on a temporary basis. Initially I faced a lot of difficulty but later on I realized there is a lot of recognition for talent and I was able to be exposed to the corporate environment. I learnt to write professional mails as I used to interact a lot with corporate clients through mails. I am thankful to Gifting Ideas, as it gave me opportunity to rise to the VP – Webservices & IT role. I am handling a lot of responsibility because I was able to build that trust in the company. Even today, if I am given additional responsibilities I am happy and willing to take it up for the company. I have personally seen gradual growth in the company. I want to wish all our new joiners the very best and hope to see you have the same vision as I have."

Santosh Pawaskar
VP – Technology &
Web services
Dec 3, 2004



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"I have learnt a lot from the company. Working under my superiors I have learnt a lot. Gifting Ideas has helped me in my overall growth, both on the work wise and personally as well. I have learnt to prioritize my work."

Shatrughan Singh
Giftzone Operations
Oct 23, 2005

I am a part of support staff however, Gifting Ideas saw potential in me and has enrolled me in English & computer course so that I take learn and take more responsibility.

Ankush Kharwar
Support Staff Executive
Sep 3, 2013

I have been working with Gifting ideas from the last 2 years and it has been great working with the company so far. I have been fortunate to have been surrounded by great individuals and wish only the best for our continued success in providing services to our clients.

Diksha Oberoi
Senior Executive-
Customer Service
Jul 27, 2018

[2. Code Of Conduct](#)

Objective of the Code

The purpose of this code is to educate all internal employees of Gifting Ideas Pvt Ltd about the ethical values that we, the Company, espouse and follow. It is an honest attempt at building a culture of "fairness" in management practices that would go a long way in building a value driven organization.

The Gifting Ideas Pvt Ltd Code of conduct aims to achieve the following objectives:

- To demonstrate to the public that the ethics are soundly managed
- To describe standards of business conduct
- To guide employees on how to resolve potentially difficult situations and conflicts of interest
- To promote principles of respect and fairness in the workplace and in dealings with the public



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Why do we need a Code of conduct?

At Gifting Ideas Pvt Ltd the most important assets are our clients. They rely on us to safeguard their promotional objectives and it is critical that we maintain their trust. The Code helps us fulfill our commitment to them by providing guidelines for high standards of ethical professional behavior.

Applicability of the Code

It is applicable to all employees who are on the payroll of the company as well as those who are on contract.

Seamlessness

Always strive to work in synchronization with your team members and all employees across the organization. Proper co-ordination with all departments should be met in letter and spirit. In addition, always try to expand your knowledge horizons and take responsibility of updating yourself on the rules, regulations and information that may affect your job.

As you may rely on your colleagues to accomplish your goals, some of your colleagues will rely on you for information known only to you, to do their job with standards expected of them. Co-operate and provide information to them as and when asked for, so that a smooth function can be maintained in the organization.

Speed

Respond to internal and external customers with a sense of urgency by continuously seeking to crash timelines and choosing the right rhythm to optimize organizational efficiencies. You must set service delivery agreements within the team and adhere to them. You should encourage people to share knowledge and reduce the learning curve.

Passion

You must relentlessly pursue individual and organizational goals and objectives with the highest level of energy and enthusiasm that is voluntary and spontaneous. You must display proactive approach and innovation in everything you do. As an employee you should create a conducive environment of active support and encourage transformation that is in accordance with Gifting Ideas Pvt Ltd's interest.

Employee Entitlements

At the time of appointment or promotion of a team member, you will provide him/her accurate and complete information on his/her entitlements.



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You will ensure that all entitlements due to your team members are disbursed proactively and gracefully without them having to remind you or the accounts department for the same. As an accountant, you will ensure that an employee who has resigned receives his/her dues in the shortest possible time.

Competency Development

You will recognize Training Programmes as a Competency development tool and release nominated team members.

You will invest time in your own personal development through measures such as referring to books, networking with professional colleagues, proactively identifying your training needs.

Open Environment

- You will encourage open and honest information sharing/discussion/ feedback
- You will discourage gossips and loose talk and will yourself not indulge in the same.
- You will convey any disagreement with your performance appraisal directly to your manager or HR department.
- You will accept an idea generated by your team member, if it is better than your own judgment.

Fairness in The Workplace

We are committed to fairness in the workplace and recognize that a diverse workforce allows us to serve our customers most effectively. We will not tolerate any form of discrimination or harassment directed at any individual or group.

Specifically, you may not discriminate against co-workers, clients/customer or anyone else you encounter in the course of your work, on the basis of their race, colour, religion, sex, sexual orientation, national origin, citizenship, creed, age, marital or family status or disability. Sexual or other harassment or offensive behaviour such as verbal abuse, un-necessary physical contact or unwelcome remarks are also prohibited. These violations of the code may result in disciplinary action or termination of employment.

Avoiding conflicts of Interest

Gifting Ideas Pvt Ltd trusts us to act in their best interests. This means distinguishing between your personal interests and Gifting Ideas Pvt Ltd interest and avoiding any conflict between the two. Any action you take on behalf of Gifting Ideas Pvt Ltd must not be influenced by the possibility of gain for yourself or for anyone personally associated with you. It is also important to avoid any appearance of a conflict. Many situations could give rise to a potential conflict of interest, or to the appearance of a conflict.



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Receiving Benefits from Suppliers & Clients

You should ensure that you are independent, and are seen to be independent, from any business organization that has a contractual relationship to provide goods or services to Gifting Ideas Pvt Ltd. For this reason, you should not invest, or acquire a financial interest, directly or indirectly, in any organization if that might influence, or create the impression of influencing your decisions on behalf of Gifting Ideas Pvt Ltd. Unless specifically provided under the terms of your employment or engagement you may not receive a commission or other compensation related to the sale of any product or service to Gifting Ideas Pvt Ltd.

Accepting Gifts or Favors

It is possible that you may be offered gifts or favors in the course of your work. In limited circumstances, you may accept them, after informing the Director about the same. In each case, you should consider the value of the gift or favor and the circumstances in which it is offered.

You should not accept gifts or favors that could in any way influence, or appear to influence, your business decisions. You should not accept frequent gifts from one source, even if they are only of nominal value. Of course, you may not engage in conduct that could be interpreted as directly or indirectly seeking, receiving or providing a bribe. You must inform your Manager and Director, every time you receive such a gift.

Customer Relationships

If your job puts you in contact with any company customers or potential customers, it is critical for you to remember that you represent the company to the people with whom you are dealing. Act in a manner that creates value for our customers and help to build a relationship based upon trust.

Using Other Assets Appropriately

You may use Gifting Ideas Pvt Ltd assets only for legitimate business purposes and are required to use good judgment in spending Gifting Ideas Pvt Ltd funds. You must also follow internal policies and procedures for handling and protecting the company's assets. This includes being careful not to breach any copyright laws or regulations when making copies of documents or software. You should not reveal company secrets and permit others to use Gifting Ideas Pvt Ltd assets, such as its trademarks, without appropriate consent. Any visiting cards obtained by you or collected by you of people met during the course of your work, whilst working with Gifting Ideas Pvt Ltd, always remain the property of Gifting Ideas Pvt Ltd, during and after your tenure with Gifting Ideas Pvt Ltd. You are not permitted to take a copy of the same with you, under any circumstances.



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Use of Computer Hardware/ Software and Electronic Communication

Using Technology Appropriately

- The Internet, our intranet and e-mail are increasingly important business resources and provide unprecedented access to information. However, it is possible that this technology may be abused. Gifting Ideas Pvt Ltd electronic communications systems are Gifting Ideas Pvt Ltd property and should be used primarily for Gifting Ideas Pvt Ltd business purposes. Incidental appropriate personal use is not permitted. It may be permitted only with prior permission from the Director. To monitor personal use, certain employees are authorized to check individual activity periodically. You should not expect that any of your e-mail or Internet communications are private. It is the responsibility of the employee to switch off his/her PC before leaving for the day in order to help protect the environment which will help save electricity. Reading/replying to mails that are confidential and sensitive which are not written to you or the ones that you are not authorized to read is a serious offence.

Computer Viruses

All personal computers have been configured to scan hard disk as part of the booting process. Users are prohibited, from by passing, skipping or disabling the virus-scanning program.

Use of the Common Printer/Scanners

Shared resources like printers' scanners, etc., need to be used optimally. At the same time, care should be taken to ensure that the documents printed by the concerned individuals are collected promptly thereby not leaving the documents unattended on the printer. More than reflecting negatively on the individual and his/her function it causes a lot of nuisance for others who have printed documents.

You shall refrain from creating liability for Gifting Ideas Pvt Ltd on account of your personal expenditure i.e. not corporate expenditure.

Maintaining Privacy

Respect for privacy is necessary to build strong business relationships. We accumulate a considerable amount of information from vendors, clients and employees. You are required to keep this information confidential in the course of your employment. You should collect, use and disclose personal information only with the knowledge and permission of the concerned person unless otherwise permitted by local laws. People have the right to ask if Gifting Ideas Pvt Ltd holds any personal information about them and, if so, to see that information. They also have the right to know how we collected the information, how we are using the information, and to whom we have disclosed the information. Personal information may only be used for purposes for which it was originally



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collected, unless otherwise permitted by local laws or the concerned person specifically authorizes you to use it in another way. In addition, access to personal information within Gifting Ideas Pvt Ltd generally is restricted to those Gifting Ideas Pvt Ltd employees with legitimate business reasons to review the information. We may communicate this information to agents or service providers, but only if they have agreed to be bound by our rules governing privacy and confidentiality, and their compliance with these rules is monitored.

Elevator Talk or Staircase Talk

All employees of Gifting Ideas Pvt Ltd are requested to refrain from discussing organization practices on sensitive subjects like compensation, specific incidents involving people and events in the organization or about specific individuals in the organization while using the elevator/staircase. Company issues should be dealt with within the company. Reasonable care should be exercised to ensure that outsiders unwittingly do not get a running commentary about issues unique to Gifting Ideas Pvt Ltd.

Confidentiality

You are required to strictly maintain the secrecy of and not divulge or communicate in any manner, any information regarding your remuneration/terms of employment to any other employee of the Company except your immediate superior. Any such disclosure is a serious case of indiscipline and would render you liable for termination with immediate effect, notwithstanding other terms and conditions mentioned in the appointment letter.

During your services with the company or after its termination an employee should not communicate or divulge to any person, information detrimental to the interest of the company. The terminated or resigned employee should not take away information from the company designs, visiting cards, database, copies of the invoices, accounts, sales, accounts statistics, codes of other information and records connected with the business of the company or associate companies without obtaining the company's sanction in writing from the Director.

Ethics & Integrity: Dealing With Other People and Organizations

Acting Fairly and Professionally

Our reputation is built upon the value created by each employee in his/her daily interaction with vendors, clients, employees, regulators. You can build the value of Gifting Ideas Pvt Ltd by meeting the highest standards of professional conduct.

Escorting Visitors and Guests - Courtesy should be foremost when any representative of Gifting Ideas Pvt Ltd deals with visiting officials or guests. Genuine warmth and regard should be clearly evident, without it turning into a demeaning display of excessive servility. Irrespective of the standing of the individual he/she/they should feel at ease. On conclusion of the meeting, the concerned employee should escort the visitor/s to the main door of the office or branch and see him/her/them off, irrespective of the outcome of the meeting.



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Honesty

You are required to deal with the Company's money, material and documents with utmost honesty and professional ethics. At any point of time if an employee is found dishonest in dealing with the Company's money/material/documents or has stolen any valuables from the office premise your services would be terminated with immediate effect notwithstanding other terms and conditions mentioned in the appointment letter. Any losses incurred by the company, due to such actions, will have to be borne by you.

General

Gifting Ideas Pvt Ltd strives to achieve complete, accurate and timely communications with all parties with whom it conducts business, as well as government authorities. We also encourage prompt internal communication within the organization.

A prompt, courteous and accurate response should be made to all proper requests for information. Any complaints should be dealt with in accordance with internal procedures established by various operating areas of Gifting Ideas Pvt Ltd and by any applicable laws. When communicating on matters that involve Gifting Ideas Pvt Ltd business, you should not speak for Gifting Ideas Pvt Ltd to any external agency unless you have been authorized to do so.

We should communicate with our clients/prospects about our products, services and other details as required by the customer.

Hard copies on the Work station

A clean desk is the sign of an organized employee. It should be the endeavor of every employee to make sure that no loose papers are lying unattended on his/her desk, when he/she is ready to leave for the day.

Other than ensuring that no paper, however, insignificant, comes to the attention of anyone else, other than the concerned employee, it would also contribute towards building a culture of orderliness. It would require a little effort, but it would be well worth it, particularly, considering the fact that the management shall take rounds in the common work station areas.

Safety and Accident

Gifting Ideas Pvt Ltd provides a clean, hazard free, healthy, safe environment in which to work. As an employee, you are expected to take an active part in maintaining this environment. You should observe and use safe equipment where required. Your work place should be kept neat, clean and orderly. It is your responsibility to learn the location of all safety and emergency equipment, as well as the appropriate safety contact phone numbers. As an employee, you have a duty to comply with the safety rules of Gifting Ideas Pvt Ltd in maintaining the hazard free environment. An employee should report any accident or injury unsafe equipment, working



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condition, process or procedure, at once to the supervisor. To ensure safety, we insist that all employees wear helmets while driving two wheelers and the seat belts while driving a four wheeler.

House Keeping:

Gifting Ideas Pvt Ltd shall strive to provide a hygienic place to work and shall maintain the housekeeping of the office. However, the employees shall ensure that the place of work as well as the common area is neat and clean and that the workstation is tidy.

Our Commitments To You

The Gifting Ideas Pvt Ltd. code of conduct requires important commitments from you as an individual. In its turn, Gifting Ideas Pvt Ltd. has made important commitments to you. Some of these commitments, and the ways in which you can help us fulfill them, are set out below:

Health And Safety

Gifting Ideas Pvt Ltd. is committed to taking reasonable precautions to ensure a healthy and safe work environment for all employees. If you become aware of circumstances relating to Gifting Ideas Pvt Ltd. operations or activities which pose a real or potential health or safety risk, kindly report the matter to your Manager/department head, HR Department.

Business Continuity Plan (BCP) – Gifting Ideas Pvt Ltd. is working towards instituting a full fledged BCP running through every function and area of its operations. As a responsible employee of Gifting Ideas Pvt Ltd. you are called to provide all support to be a part of the BCP team and adhere to the rules of BCP as communicated from time to time.

Policy on Anti-Substance Abuse and Smoking – Gifting Ideas Pvt Ltd takes seriously the problem of drug and alcohol & tobacco abuse and is committed to provide a "substance abuse" free work place for its employees. This policy applies to all employees of Gifting Ideas Pvt Ltd. The employee is not allowed to use, possess, sell, transfer or purchase any drug or other controlled substance which may alter an individual's mental or physical capacity.

Employees who violate the Anti-Substance Abuse Policy will be subject to disciplinary action, up to and including termination. Gifting Ideas Pvt Ltd. endeavors to provide a healthy environment, therefore prohibits any form of tobacco consumed in office premises. Additionally, smoking is allowed outside the office premises for 3 times in a day not exceeding the time frame of 10 minutes each time. Employees who are found violating the same will be marked half-day for the day.



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Disciplinary Actions

The matters covered in this code are of utmost importance to the company, its stockholders and its business partners and are essential to the company's ability to conduct its business in accordance with its stated values. We expect our employees, suppliers, contractors and consultants to adhere to these rules in carrying out their duties to the company.

The company will take appropriate action against any employee, suppliers, contractors or consultant whose actions are found to violate this code or any other policies of the company. Disciplinary action may include immediate termination of employment or business relationships at the company's sole discretion. Where the company has suffered loss it may pursue its remedies against the individuals or entities responsible. Where laws have been violated the company will cooperate fully with the appropriate authorities.

Waivers

Any Waiver of any provision of this code for a member of the company's board of Directors or an executive officer must be approved in writing by the company's board of director and promptly disclosed. Any waiver of any provision of this code with respect to any other employee, supplier or contractor must be approved in writing by the company's management committee.

Protection of The Environment

Gifting Ideas strongly believes in making our work and work place sustainable. To make our surrounding sustainable, Gifting Ideas has taken the following steps:

- Enabled power saving mode in computer systems to save electricity
- Reduced the usage of plastics
- We re-use A4 sheets (reverse side) & also we are have started using A5 sheets to save paper
- We offer sustainable & eco-friendly products option to clients proactively wherever possible
- We use sustainable packaging & packing solutions. All master cartons sourced by us are made from 100% recycled materials
- We use cotton bags for transportation of samples and documents instead of plastic
- We have installed LED Bulb for energy saving

We avoid multiple deliveries to one location to reduce the carbon footprint

Telephone Etiquette:

- Telephone is the most used mode of business communication and hence telephonic ethics are very important. Your voice over the phone is often the first or only impression that a person gets about you



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and of the organization that you represent. Gifting Ideas Pvt Ltd. employees are requested to follow some of the guidelines given below. All calls should be answered by the second or third ring unless or otherwise.

- Identify yourself and the company e.g. this is Name from Gifting Ideas Pvt Ltd, how can I assist you?
- Use the call pick-up facility to take calls which otherwise are going unanswered. Professional etiquette demands that you put in extra effort to attend to calls.
- Speak slowly and clearly into the mouthpiece. Do not chew gum, eat or drink while talking.
- Let your voice communicate that you are interested in the caller. Be friendly, but do not waste time.
- Be a good listener and pay attention to the person at the other end. Take notes.
- Remain calm during the conversation, even if the person on the other end is not.
- If the call needs to be transferred, politely ask who is calling and take the caller's telephone number, before transferring the call. Do not leave the caller on hold for too long.
- End the conversation with a courteous comment such as "Thank you" Or Have a nice day". Then replace the receiver gently.
- Return all phone calls promptly, preferably within half an hour. At the very least call and inform the caller that you are working on providing them the information, and will revert again later with more details, as the case may be.

Mobile Phones

Mobile phones are allowed to be used in office but the ringer tones to be kept on a low volume with a civilized ringer tone. Loud ringers with film songs are strictly not permitted within the office

Personal Phones

Personal calls entertained by you during office hours must only be limited to urgent and important calls. If someone is noticed talking regularly on personal calls, appropriate action will be taken. The use of company phones, whether mobiles or land lines are not permitted for personal calls.

Acknowledgement of the Code

All the existing designated employees shall receive a copy of this code, read and acknowledge complying with the code.

New joiners joining the Company must receive, read, and acknowledge confirming that he/ she has understood and will abide by this code of Conduct.

3. Recruitment

Recruitment forms an important part of every organization as it brings in valuable human assets into the organization.

Recruitment Process Flow

Given below is the flow chart of the recruitment process at GIPL

Process	Process Steps	TAT	Responsibility Centre	Remarks
Pre-Recruitment	Identify Vacancy	T day	Department Head	
	Prepare Job Description and person Specification			
Recruitment	Sourcing the candidate: consultant, job portal, advertisements	T+1	HR team	Depends on the availability of the interviewer and the interviewee Unless short listed for another position
	Managing the Response	T+3		
	Screening of candidates	T+4		
	Interviewing the candidates	T+ 5		
	Decision Making	T+5		
	Convey The Decision	T+7		
Post – recruitment	Generation of offer	4 days post the joining/ & the	HR team	Depends on the training date

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		reference check		Depends on joining date as per convenience of the candidate
	Induction		Joining details / HR	

Recruitment Policy

As a rapidly growing organization we need to recruit the right person at the right time so that the resource requirements of the company are well managed and the business does not suffer due to lack of competent manpower.

Objective

The Recruitment System at Gifting Ideas will serve the following purposes:

- Ensure that the most suitable candidate occupies the positions in the company.
- Promote a culture of merit and transparency
- Enhance the vibrancy of the whole organization and support the business.

The Recruitment process is the same as stated in the above table.

Time frame for selection based upon the position

From sanction to offer, the recruitment shall be completed within three rounds and within set time frame as mentioned below:

- Junior Level – 30 days
- Middle level – 30 days
- Senior Level – 30 days

Pre-joining communication

After the employment offer is made, the HR shall communicate to the selected candidate about the following:

- Acknowledged copy of submission of resignation by /email within two days if applicable



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- Copy of resignation acceptance at the earliest, if applicable.
- Date of joining

Reference Check

The Reference check for all the employees joining the company should be done before they are given the offer letter. It shall be done with focus on grey areas and on the competencies in case there is a doubt. Any adverse remarks received during the reference check would be handled very carefully by the HR Department.

Job Rotation

Objective

At Gifting Ideas we believe in enhancing our knowledge and maintaining business continuity.

This policy will give the employee a chance to learn new skills, work with a different set of colleagues as well as try his/her hand at something new. The company will look forward to benefiting from fresh ideas and new energy.

Applicability

All employees who have completed 2 years in his/her current profile with Gifting Ideas are eligible. Exceptions can be considered basis Management's approval.

Policy

Under this policy, an employee who has completed 2 years in his/her current profile is eligible to select a different profile within any other department*. If the employee wishes to explore any other role within the organisation he/she can speak to their reporting manager for a change of role.

The employee is expected to have a basic understanding of the profile that they would be interested in.

*The suitability of the employee to the new profile will be finally decided by the management.

4. Terms of Employment

Employment Agreement

The Letter of Appointment - every employee must read and understand all the terms of employment and in case of any queries, doubts or clarification, get in touch with HR department at the corporate office or they can send an e-mail to HR@giftingideas.com



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The Code of Conduct

Understand that non-compliance with the same could result in disciplinary action up to termination of employment services as well as criminal or civil penalties.

Unethical Practices

1. Employees are not allowed to hold outside jobs even in non-related supplier/customer community and society or professions regardless of whether the employee has met the performance standards of their job description. Unless otherwise approved by the Company, employees engaged in alternative work (part time or full time); will be subject to the Company's disciplinary action or termination of employment.

During the course of employment, employees cannot engage with Gifting Ideas' clients for any personal gain. Doing this is a serious violation and will be considered as unethical and lead to disciplinary action or termination.

Joining Formalities

Every new employee needs to submit the following documents within 3 working days of joining for employee records:

- Bio-data/ CV
- Duly signed copy of the appointment letter
- 2 Recent passport size photographs
- 2 Postcard size family photographs for ESIC (incase salary is equal to or less than Rs. 10,000/- per month)
- Copies of educational (10th, 12th, Graduation, Post Graduation)
- Copy of any other professional certification
- Relieving letter from previous employer
- Last drawn pay slip/salary certificate
- Photo identity proof (PAN Card, Passport, Voters ID, Driving License)
- Proof of Residential Address (Current and Permanent)
- Income tax certificate from previous employer
- Other forms enclosed in the Welcome kit.

Any change in the residential address or telephone numbers or other material personal details of the employee should be immediately reported to HR Department by way of email: HR@giftingideas.com

The Bank account form has to be filled by the New Joinee on his date of joining or within 5 days of joining.

Please note thumb impression and signature is a must on the Personal Information Sheet (PIS)



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Probation

You will be on probation for the first 6 months. If you leave during your probation period, you must give a 2 months' notice or 2 months salary in lieu thereof. At the discretion of the Management, the probation period can be extended for the employee.

Job Transfer

The Company may, in the best interest of business or employee's career, transfer an employee to any of its offices within India or from one job to another job, or from one department to another department or to any branch or any establishment at any location of the company, its affiliates, or customers/ vendors within India as and when required by the Management.

Transfer Of Employees Within The Company

- Your services are liable to be transferred, at the sole discretion of Management, in such other capacity as the company may determine, to any department / section, location at any place in India whether existing today or which may come up in future at the same terms and conditions.
- Those who wish to relocate themselves should apply to the HR Department of the Organization. The HR will discuss this with the Director and in turn the Director will discuss the case with the concerned person. The reply will be given to the employee concerned within a month of the receipt of application.
- If the application is accepted for relocation he will be required to shift to the new location within the stipulated period mentioned in the letter.
- In terms of the transfer of an employee there will be no changes in the compensation structure of the employee.

Separation Policy Objective

Provide guidelines for implementation of the separation process at Gifting Ideas Pvt Ltd

Applicability

Applicable to all employees of Gifting Ideas Pvt Ltd.

Separation may be of the following types

Employee Initiated: The employee desires to leave the services of the organization due to personal or professional reasons. This is by means of Resignation.



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Employer initiated: The reasons here could be non performance or misconduct of the employee or non conformance to the company policies or any ethical or integrity issues.

Abandonment of employment by employee: The employee abandons his/her contract of employment with the company. This may be construed if an employee does not attend office for a continuous duration of over 7 days without informing his/her immediate reporting authority or the company.

Retirement: The retirement age for the employees of the organization will be sixty years. An employee is not required to submit a resignation; instead the organization will issue a retirement order one month in advance of the date of retirement.

Death of employee: Due to the death of an employee while in employment with the company.

Guidelines regarding Relieving process

- In the case of an Employee initiated Resignation, the employee is required to serve 60 days as notice period or two month's salary in lieu thereof. This notice should be in writing. For all purposes, the date of intimation of resignation will be the start date for computing the notice period duration.
- Notice period may be waived in full or part based on the discretion of the management
- The notice period is provided to assist with the handover of charge/ responsibilities to the next incumbent.
- Employee who has resigned/ or has been terminated will not be eligible for any incentives /bonus earned during their tenure.
- The employee who resigns will be required to update all the leave details and close any outstanding dues towards (any) company loan or any salary advance prior to date of leaving. All outstandings, company property, samples, visiting cards etc have to be handed over to the company authorities
- Handovers should be given to the reliever authorized by HR to receive the handover in order to continue with the smooth business from all clients / vendors / co-workers.
- The handover given must be complete, detailed and to the satisfaction of the senior Reporting Manager and the Director.
- Prior to leaving, the HR should facilitate an exit interview of the resigned employee with one level up in the business or with an authorized person in HR. This will be conducted to gather feedback and recommendations of the outgoing employees.
- Exit interview is a one to one discussion where voluntary views and suggestions are taken from the outgoing employee on his/her experience while working with the organization and his/her reasons for leaving the company.
- For the employer initiated separation, an exit interview may not be necessary but all the other formalities need to be completed.

Full & Final Settlement

- The Full and Final amount is paid to the employee within 45 days of recovering in good condition all assets (mobile phones, laptops, tabs, data cards and any other assets) given to the employee,

advances/outstanding dues, samples given to outsiders if any. This will be subject to the employee concerned having completed handing over formalities to the satisfaction of his Senior Reporting Authority and the Director, and having obtained clearance from all concerned departments as given in the clearance form.

- In case of resignation/termination, the salary of the employee will not be paid any more on the usual monthly cycle. All dues will be settled only in the full & final process.
- After the resignation, if you are in custody or possession of Company's assets, you are bound to surrender the same to the Company.
- The business card, product data, customer data, pricing information, images or any other data of any type or form which has been collected during your tenure with us, exclusively belongs to the Company. Taking out the same or its copies, without the knowledge and consent of the Company in writing, is strictly prohibited and is a punishable offence and the employees will be charged for the same. **The following formalities will be followed in case of an employee's death while in employment with the company.** The date of death will be construed as the last date of employment. The date of death will be as specified on the death certificate.
- The salary in this case will be computed for the last month up to and including the last date of employment and will be credited to the deceased employee's (or his / her nominee's) salary account.

Responsibility of the Immediate Reporting Authority

The Immediate Reporting Authority (RA) will inform HR of the employee's exit via mail. Email should indicate the name of the exiting employee, date of taking initiative, exit date and notice period details.

Responsibility of HR

- HR receives exit request from immediate reporting authority (RA)/ employee.
- The exit form will not be accepted by the HR without prior approval from the manager concerned. In case if the exit form is not properly filled or signed by the authorized person, HR should send back the form to concerned person.
- HR can mark the employee 'exit' on the basis of the email sent by RA as intimation of the exit move.
- Once the formalities are over, HR marks exit in HR system.
- Please note that, relieving letter can only be issued to exiting employee only on having approval from his/her manager and after ensuring that all exit formalities have been completed.
- HR has to ensure that the assets & belongings of the company that are in the possession with the employee are taken back on his/her last day of working in company.

It is HR's responsibility to ensure that the exit formality i.e. exit form & exit interview questionnaire are properly filled and duly signed by the Manager & sent to HR dept before the final exit date. In order to complete the exit formalities HR will take care of the following:

- Confirmation from concerned Reporting Manager.

- Exit form properly filed and duly signed by the manager and exiting employee.
- Exit interview is conducted, and reason for exit properly recorded.
- Job responsibilities handed over to the person assigned by HR
- Company's assets & belongings handed over to HR / person nominate by HR
- Mail Id disconnected.
- Server and other confidential password changed.
- ZOHO is deactivated
- Notice period served/waived.
- Any /loan taken from Finance.
- Compliance with clearances formalities.
- Abiding by any bond/undertakings with the organization.
- Cost towards upgraded mobile phone/cost of mobile as per company policy
- Clearance certificate duly filled
- Company provided laptops, mobiles, data cards, SIM cards etc.
- Visiting Cards of clients, visiting cards of self, samples etc. to be given to HR

Work Place Rules

Objective

This policy defines standard guidelines for disciplined behavior to be inculcated into Gifting Ideas culture and also at the same time create an environment, which will keep employees motivated at all times in performing their responsibilities. This policy applies to all employees on the regular payroll of the organization.

The company expects all employees to conduct themselves in a professional manner during their employment. This includes practicing good attendance habits. All employees should regard coming to work on time as scheduled and leaving at the scheduled time (as per exigencies of the job)

Applicability

This policy applies to all employees on the regular payroll of the organization.

Working Hours

Offices	Working Day(s)	Office Timings	Weekly Offs
All Offices	Monday to Saturday	9:30 a.m. to 6:30 p.m.	2nd & 4th Saturdays* & Sundays

* Employee(s) may be expected to work on all Saturdays or on rotational Saturdays at the discretion of the head of the department based upon the work exigencies.



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- All employees should be punctual in reporting to work and must be at the work place before the start time. 30 minutes buffer time is allowed.
- If due to working late on a particular day, you are unable to come to office on time, then you must take permission from your Manager / HR to be excused for coming late on that day.
- In case if you come between 10 am to 10:15 am will be marked late and 3 such late marks will result in a half day salary deduction.
- In case an employee comes between 10:15 am to 10:30 pm will be marked late and 2 such late marks in a month will result in a half day deduction.

Good Attendance Habits

Good Attendance Habits form an integral part of every employee's job description. The following good practices must be adhered to.

- Appearing for work earlier than 15 minutes prior to the start of the office timings.
- Remaining at your workstation unless the needs of the job require you being elsewhere, except during authorized breaks (including restroom breaks).
- Taking only the time normally allowed for breaks.
- Remaining at work during your entire duty unless ensured by a manager.
- Calling in personally to notify your manager or any senior member of the team, if you are going to be either late or absent, unless a verifiable emergency makes it impossible for you to do so.

General Guidelines

Lunch time shall be typically between 1:00 p.m. to 2 p.m. However this may vary based on the nature of work.

Exigencies at work may necessitate an employee to stay in office beyond their work timings and even work on paid holidays.

Attendance Protocol

In case an employee has to travel on an official tour he/she needs to write a mail to HR keeping the accounts & the immediate reporting authority in cc two days before commencing the travel.

Employee(s) availing of a leave for a day or more, have to inform the HR department keeping the accounts & the immediate reporting authority in cc.



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When ill or unable to report to work, the employee should inform his/her immediate reporting authority /manager before the start of the duty. In case the leave for sickness exceeds 3 days or more a satisfactory medical certificate may need to be produced to the HR Department on resuming of duty.

In case an employee is absent without notice for 7 days in a row, he/she will be considered as having abandoned his/her job, and the company shall process the employee's work separation as a voluntary resignation on the employee's part. In such cases legal action will be taken.

Attendance through Biometrics System

The Biometrics Attendance Machine is available at all our offices. It is located at the entrance gate and at the reception. Every employee has to place your registered finger on the scanner at the time of entering and leaving the office premises.

You must never enter or leave the office without recording your movements on the attendance machine.

Working on Paid Holidays/Weekly Offs:

- In case if an employee works on a paid holiday/weekly off i.e on a non working Saturday or Sunday, he can avail a compensatory Off for the same based on the discretion of his/her department head. .

Personal Records

- Important events in each employee's history with the company are recorded and kept in the employee's file. Performance reviews, change of status records, commendations, disciplinary warnings and educational attainment records are examples of such records maintained.
- Employees must submit their permanent and current address proof on the day of joining. Also during the course of employment if there is change in address then such information needs to be reported to the HR department.
- As a practice every few months the salary will be sent by cheque to the official address on the company's records of each employee.



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Appearance & Attire Policy

Objective

As our professionalism and sales continue to grow, staff members need to exhibit the look that confirms our professionalism for our customers, our partners, and our co-workers. We expect our employees to project the image of trustworthy, respectable and knowledgeable business professionals for the clients who seek our guidance, input, and professional services.

Applicability

This policy applies to all employees and associates on the regular payroll of the organization.

Attire at the workplace

Employees are expected to be clean and formally dressed on weekdays (Monday to Friday). For all those who go to meet clients, ties are not mandatory for gents and formal wear for ladies.

Women must be dressed in formal western/Indian attire.

Illustratively, week days dressing and grooming should include:

Men's Dress Code	Men's Grooming
Long/ short sleeved shirt properly ironed with collar	Must be clean shaven and moustache, if kept must be neat and well-trimmed.
Polished Leather shoes and socks are essential.	Hair must always be in good condition and well styled. Hair length must be above the shirt collar. Gel/ Mousse permitted, however must not look greasy.
	Side buns not longer than mid ear, not shorter than top of the ear.
	Watch should be worn, but large flashy watches are not permitted.
	Men are not allowed to wear earrings at work.

Women's Dress Code	Women's Grooming
Dressy two piece knit suits or sets.	Hair should always be in good condition and well-styled.
Skirts that are below the knee.	Watch should be worn, large flashy watches not permitted.
Shirts with matching trousers.	Make-up if applied must be subtle and applied carefully.
Salwar kameez/ Churidar kameez/ Saree	

Dress Down Days

Dress Down

Days can be observed on Saturdays. On such days wearing casuals are permitted. This would allow employees to experience the advantages of a more casual and relaxed work atmosphere on Saturdays.

Casuals can include (Dress Down Day's attire):

Men Casuals	Women Casuals
Casual shirts, T shirts, sweaters, denims, corduroy pants.	Casual shirts, T-shirts, kurtas, casual dresses, skirts that are below the knee, denims, corduroy pants.
Conservative athletic or walking shoes, sneakers.	Conservative athletic or walking shoes, sneakers.

Attire that is unacceptable at the workplace:

For Men

- Polo neck T shirts on weekdays.
- Shorts/Bermuda shorts.
- Shirts with potentially offensive words, terms, logos, pictures, cartoons, slogans
- Flashy athletic shoes, flip-flops, slippers, boots are not allowed.



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For Women

- Patch work on jeans.
- Inappropriate slacks, capris or pants include jeans, sweatpants, exercise pants, Bermuda shorts, and shorts.
- Dress and skirt length should be at a length below the knee level at which you can sit comfortably in public.
- Mini-skirts, sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for the workplace.
- Tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders; unless they are worn under another blouse, shirt, or jacket
- Flashy athletic shoes, flip-flops, slippers, boots are not allowed.

General Guidelines

- In our work environment, clothing should be properly ironed and never wrinkled. Dirty and frayed clothing is unacceptable. All seams must be finished. Any clothing that has words, terms, or pictures that may be offensive to employees at the workplace are unacceptable. No appearance & attire policy can cover all contingencies so employees must exert a certain amount of judgment in their choice of clothing to wear to work.
- If you experience uncertainty about acceptable, professional formal business attire for work, please ask your supervisor or consult the HR department.
- If clothing fails to meet these standards, as determined by the employee's supervisor and Human Resources staff, the employee will be asked not to wear the inappropriate item to work again. The employee may be sent home and marked absent for that day.
- Progressive disciplinary action will be applied if dress code violations continue.

Company Property

- Gifting Ideas Pvt Ltd office space, equipment, materials and other properties shall be used only for Gifting Ideas Pvt Ltd business. Employee who uses the Company's portable property such as Mobile Phones, Laptop, Video Projector, Camera and Video Camera are responsible for the safekeeping of these equipment's.
- The employee will be held responsible for any theft, loss or damage to the company's properties. Cost of replacement or repair will be borne by the Employee.



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- Employees will be issued a laptop based on the nature of their work.
- Data cards may also be given to Directors, General Managers and Sr. Managers traveling extensively for official work. Prior approval from the Director is necessary for the same. When leaving the organization, employees will have to return the laptops and data cards.
- All laptops acquired for or on behalf of the company shall be deemed to be Company's property.
- Each employee issued with a laptop is responsible for the security of that laptop, regardless of whether the laptop is used in the office, at the employee's residence, or in any other location such as a hotel, conference room, car or airport
- Employees' assigned laptops /Data card/Phone & sim have to sign an undertaking to abide by the terms and conditions under laptop usage policy.

Mobiles phone policy

Sim card will be to whom mobile is considered necessary for carrying out official work. Handsets will be given only at the discretion of the management. Reliance Jio is the approved mobile vendor for all connections for all locations in India. The Admin & accounts team of Gifting Ideas is responsible for all matters relating to mobile connections/usage/billing payments

No personal calls are allowed from mobile or landlines. You may be asked to pay the entire bill amount, if any personal calls are detected on the bill.

All amounts over and above the authorized limit will be paid by the employee by way of automatic deduction from his salary. In case of any queries regarding the above please get in touch with the Accounts team.

Accessing Social Media

Accessing any social media such as Facebook, personal WhatsApp, Instagram, web browsing, playing games, watching videos is strictly prohibited during office hours except during lunch breaks.

Domestic Travel Policy

Applicability

Employees of Gifting Ideas Pvt Ltd

Objective

At times the employees' are required to travel to other locations for business purposes. The objective of this policy is to:

- Define the mode of travel within and outside India.
- Reimburse eligible employees with the cost of transportation, lodging, boarding, conveyance and sundry expenses in the course of travel.

Travel Within India

- The broad frame work of our travel policy is developed on the following company beliefs.
- Tasks are to be performed in an effective and efficient manner. Employees who travel for official work will be reimbursed reasonable actual expenses, within the prescribed limits.
- There is no 'perk' element built into the travel expenses policy. It is meant to, as far as possible reimburse actual expenses and ensure that the employee does not go out of pocket. Employees, who spend more than the prescribed limits, do so of their own choice and such additional expenses will not be reimbursed unless for a valid reason. Reimbursement beyond specified limits must be sanctioned by the Director.
- Of the different modes of travel that an employee is eligible for is that he should choose the one which is most cost effective. Within city limits travel by auto rickshaw / suburban railways are popularly used. For longer distances, a combination of public transport like local railways or buses and taxis / auto rickshaws is advisable.' Rent-a-car' services are expensive and should be restricted to business needs involving prestigious clients or unless when prior permission has been obtained. If the employee uses his own vehicle for company work, he will be reimbursed at the prescribed rates.
- From the airport you should take a pre-paid taxi / auto rickshaw. If the employee uses his own vehicle for company work, he will be reimbursed.
- If an employee has a relative staying in the same location the employee should try to accommodate himself at the relative's place. In this case the employee will get Rs 500/- for (Mumbai, Delhi, Bangalore, Hyderabad) and Rs 250/- for other cities in lieu of a hotel, per night.
- Ladies are advised to travel at safe hours.

Transportation

Employees who undertake travel on Company business shall be eligible to travel as below:

Grade	Mode/Class Of Travel
Senior Level	Air (Economy Class)
Middle	Air (Economy Class) / Train for journeys within 2000 km

- **Junior Leave** Train (III AC)/AC Chair CarSenior/Middle employees can (and are) desirous of under taking travel by road they may do so by AC coach or sharing a taxi.
- In case of business exigencies or when justified by time constraints, employees in lower grade can avail higher grade Mode/Class of travel only with prior permission of management.
- All expenses incurred in connection with reservation of journey tickets and advance booking of journey to be undertaken will be borne by the company.
- The Director will use his discretion to advise the employees who are permitted to travel by air to undertake journey by rail if it is more advantageous to the company from the point of view of time, distance and cost.

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Local travel can be undertaken by the employees at the out-station place in the modes of transport enumerated below:

Grade	Mode/Class Of Travel
Senior Level	Auto rickshaw / Taxi / Local Train (I class)
Middle	Auto rickshaw / Local Train (II class) (Or Taxi in case Auto rickshaw is not available in that vicinity)
Junior Level	Trains (II class)/Bus/Shared Taxi/Shared Auto rickshaw

Lodging & Boarding

- When an employee is away from the corporate office on business, he will be entitled to actual lodging and boarding expenses as applicable to him/her. Employee shall choose economical and convenient lodging arrangements within the prescribed limits.
- Employees shall be eligible for reimbursement of actual expenses of lodging and boarding within reasonable limits. Bills must be produced for reimbursement in order to claim the expenses.
- In all cases except where the employee is availing the daily allowance, all expenses as far as possible should be supported by vouchers / paid bills.
- Employees on tour should ascertain the check out time of the hotel and plan their stay in a manner to minimize the hotel expenses.
- Employees on tour are not entitled to any overtime payment during the duration of their tour.
- The employee concerned who has gone on business tour shall submit his expense statement together with the necessary supporting vouchers in the approved Travel Expense Statement form within 10 days after their return.
- These rules are subject to review, modifications and amendments at any time at the discretion of the management. In case the employee uses his credit card for payment or even if they use their credit card for booking their tickets they will be reimbursed for the same.

Foreign Travel Policy

Purpose Of Foreign Travel:

- Training / Study Tour / Familiarization or exposure to new technology.
- Attending Seminars and Exhibitions.
- Business trips including visits to manufacturers.
- Export marketing.
- Other special assignments.



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- Any business purpose of the company

Medium cost countries

Central American Countries, South American Countries, Caribbean Countries, East European Countries, Russia, West Asian Countries, Middle Eastern Countries (except Kuwait, Saudi Arabia & Bahrain), South Africa, Egypt, Mauritius, Taiwan, New Zealand, Korea, China, Malaysia, Philippines are all medium cost countries.

Low cost countries

Burma, Bangladesh, Nepal, Pakistan, Indonesia, Vietnam, Afghanistan, Sri Lanka, Maldives, Thailand, Cambodia, Laos, Countries in the African Continent, (Except South Africa and Egypt) are low cost countries.

When an employee is traveling with the Director, different limits may apply, as cost of food etc may be borne by the Director. In those cases, some daily allowance will be given to the employee; the actual expenses need to be approved by the Director.

High cost countries

American countries, Western Europe regions, Australia, Canada, Japan, Hong Kong, New Zealand, Kuwait, Saudi Arabia, Bahrain, and Singapore are all high cost countries.

Sanction

- Employees are permitted to undertake overseas travel only after obtaining a written sanction for the purpose from the Director.
- The employee shall forward an application in the prescribed format to the Director., who will forward the application to the Accounts department for further processing.

Outfit Reimbursement:

In order to meet the outfit requirement of the traveling employee, the employee may be paid an outfit reimbursement once in every three years.

Grade	Amount
Junior Level Upto managerial level	Up to max. of Rs.5,000/-
Senior Management	Up to max. of Rs.7,500/-

- Advance will be paid after approval. Actual expenses against bills produced will be reimbursed.
- It is clarified that the outfit reimbursement was introduced principally for employees who proceed on foreign tour where warm clothing is required. However, the outfit allowance is not applicable to employees on foreign tour to tropical countries or south East Asian having the same climate as India e.g. Sri Lanka, Bangladesh, Pakistan, Burma etc.

Travel Baggage

- The company head may authorize the purchase of one suitcase for the person traveling abroad.
- It is expected that a person who is traveling frequently will be able to use a suitcase for a period of 3 years. Depending on the wear and tear of the suitcase the company head may authorize a replacement of the same before 3 years.

Travel Baggage

Up to maximum value of Rs. 5,000/-

Grade	Low cost countries amount in US \$ Per Day	Medium cost countries amount in US \$ Per Trip	High cost countries amount in US \$ Per Trip
Junior Level	10	15	20
Middle Level	20	25	30
Senior Level	30	35	40

On producing bills for clearing the above shall be disbursed

Mode Of Travel

- All employees traveling overseas on company assignment shall be entitled to travel by air.
- Employees should travel by economy class by the shortest and the most cost-effective route and airline.

Allowances

- The traveling employee should in consultation with the Director prepare a budget for the trip showing the foreign exchange required. This budget on approval shall be the maximum entitlement of the employee.

- When two or more employees of the same sex proceed together on foreign tour, expenses will be coordinated and curtailed where possible, i.e. share a room in a hotel, transport etc.
- Budget should be prepared and sent for approval in the specified format to the Managing Director.
- Expenses incurred will be supported by a voucher where applicable, when finalizing the foreign tour account.
- The foreign travel expenses will be authorized by the Director.
Allowances applicable while on foreign travel are as under: -

Discretionary Allowance

- Discretionary allowance is to meet sundry expenses while on tour and this is applicable only when the tour is less than seven days, this need not be supported by an expenses voucher.
- It should be borne in mind that the various allowances are to help the employee to meet his sundry expenses while in a foreign country. Trips should be planned with care to get best business results with least expenses, e.g. one should not reach a country on a weekend or holiday when no work can be accomplished.

Boarding /meals expenses

Boarding reimbursement limits are for actual expenses incurred by the employee while on tour abroad. The details are to be given on Hotel / Restaurant bills to support these expenses.

Boarding (meals) expenses reimbursement:

Grade	Upper limit on actual – per day		
	Low cost countries US \$ per day	Medium cost countries US \$ per day	High cost countries US \$ per day
Junior Level	20	25	40
Middle Level	25	35	50
Senior Level	30	40	60



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Boarding expenses includes all boarding expenses for a day. The total amount spent should not exceed the applicable amount for the entire day. This amount will not be paid if meals are included in the hotel package and if meals are paid by the Director during his trip.

Boarding (meals) Allowance

- Boarding allowance is in lieu of boarding reimbursement.
- Boarding allowance can be claimed without supporting vouchers.
- Boarding allowance cannot be split for part of the day. In other words either one should claim boarding reimbursement for the full day or boarding allowance for the full day.
- In case company provides accommodation in a transit flat / guest house this allowance will be reduced to 50%
- When claiming boarding allowance no expense related to food and beverages can be claimed for that day.

Lodging

The traveling employees should choose hotels which is cost effective and in keeping with the business purposes. The cost of lodging should be as budgeted.

Extension Of Stay

The employee should strictly adhere to the approved programme. However, if extension of stay is required due to workload, he should obtain a sanction by phone/ email/ from the Director.

Leave

The employee may avail privilege leave, subject to prior approval during his stay abroad. The employee will not be eligible to any allowances for this period.

Communication



HR Manual

The employee shall confirm his safe arrival at his destination to the department head. He shall also reconfirm his contact numbers/address. **Foreign Travel Tax / Airport Tax / Visa Charges:**

The company shall bear all statutory expenses over and above his eligible allowances.

Local Conveyance

Cost effective mode of local conveyance should be used. Taxis /Uber can be used only after taking necessary approvals... Usage of cabs should be limited to exceptional circumstances. Valid reasons will need to be provided, when claiming reimbursement.

As far as possible, Public transport should be used at all times. Two wheelers can be used when necessary. For personal cars approvals are mandatory. Two wheeler & four wheeler and will be reimbursed as per the below rates

Reimbursement Limits For Using own four wheeler & two wheeler

Type of vehicle	Rate
Car	Rs 5 per km.
Scooter / Motor cycle	Rs.2.5/-per km (Delhi) /2.75/- (Bangalore)/2.75/-(Mumbai, Pune) /2.75/- (Hyderabad)*

*This is subject to eligibility & criteria.

Expense Statement

On return to India, the employee shall submit a detailed expense statement within 10 days. Till such time the account is not cleared, the entire amount given to the employee including the foreign exchange would be treated as suspense against his name.

Tour Report



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The employee shall submit a detailed tour report along with his expense statement.

Policy against Sexual Harassment

- Sexual harassment is dealt with very sternly at Gifting Ideas Pvt Ltd. Any sexual advances which are verbal or physical, which constitute sexual harassment when directed towards an individual because of the gender will be taken into cognizance and dealt very strictly by the management
- All complaints of sexual harassment will be fairly and promptly investigated and, if confirmed, appropriate disciplinary action will be taken.
- If any employee is subjected to or notices sexual harassment at Gifting Ideas Pvt Ltd he/ she are requested to report the matter immediately to the Director in writing or through email. Such matters will be investigated immediately in line with the Supreme Court ruling on the subject and will be kept confidential to the extent possible

Disciplinary Action

Violations of any of the work rules could result in disciplinary action including termination of services. Management reserves the right to review each violation in its entirety and based on the severity, to use whatever form of disciplinary action it deems necessary for the elimination and non-reoccurrence of the infraction. In arriving at a decision for the same, the following will be considered:

- Seriousness of violation
- Track record of the employee
- Circumstances surrounding the matter

Errors/ offences that seem petty or inconsequential frequently result in huge losses of time and money. Hence, careless behavior displayed during the course of work or reckless mistakes committed either due to impulsiveness, lack of caution or non-compliance with company policies will result in 'charitable penalty' being levied on employees. A few examples of such behavior are:

- Not shutting down the PCs, printers, scanners, etc while leaving office
- Reaching late for meetings unless intimated
- Repeatedly coming late to office, in spite of warnings being given
- Taking un-authorised leaves
- Wearing improper/ casual dress to work
- Substance abuse
- Violating the Gifting Ideas Mantras



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Leave Policy

Objective

As a policy, our organization encourages employees to take their privilege leave every year. This is in line with Gifting Ideas strategy to ensure sound business continuity planning which requires:

- That the system should not become overly dependent on an individual. Any individual may suddenly become unavailable for a number of reasons including sickness, resignation, etc. If each individual is compelled to be away for a length of time, the system gets stress tested for non-availability of every individual.
- From an internal control perspective, we should endeavor that every job/responsibility including interaction with outside vendors/ partners is handled by different individuals, which ensures a fresh thought and approach. This increases probability of discovering any inefficiencies, lapses etc in the system/process.

Types of Leave

Number of leaves will be applicable as per the leave policy of the company.

Leave Type	Tenure < 5 years	Tenure > 5 years
Privilege leave	1.75 per month	1.75 per month
Paternity leave	3 days	5 days
Maternity leave	6 months	6 months
Wedding leave	1 day	7 days

Guidelines for Leaves:

- For Privilege leaves, financial year will be taken into consideration
- Every employee will earn 1.75 leaves per month that is a total of 21 leaves per annum
- Employees are encouraged to take at least 11 days of leave in one financial year in order to relax and have a good work life balance. However Privilege leaves should be planned well in advance.
- Maximum of 10 days leaves can be carried forwarded to the next year.
- For Maternity leave, six month's basic salary will be considered and the payout of the maternity leave will be done two months post resuming from the maternity leave.
- If employee wants to take more than the authorized leave for their Wedding or for Paternity or for maternity events then the Privilege leave can be adjusted, if any available.
- Maternity & Paternity Leave can be availed only twice during the services of the employee.

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- Unutilised paternity, maternity leave & wedding leave cannot be used for any other leave purposes and will not be encashed.
- Half days are allowed. In case of Half days, 0.5 leaves will be deducted from the Privilege leaves
- The employee can come late / leave early according to the adjustment of someone else's availability. You may take 2 half days instead of a full one day leave, so as to maintain a good work life balance.
- In the event of an employee leaving the service of the organization by way of resignation, leave will be adjusted or encashed on a case to case basis. Unutilized leave greater than 30 days will not be encashable.
- The employee may be allowed to leave the office 2 hours early or come to office 2- hours late based upon the discretion of the department head. In such cases a mail has to be sent to the HR department, accounts dept keeping the reporting authority informed. This gives flexibility for the employee to complete his/her personal work that may not be able to be completed on a week off eg. Bank work etc.
- An employee may avail a half day leave in case of a birthday/wedding anniversary in the family eg. spouse, parents, children's' birthday and even on your own birthday and wedding anniversary. This leave can be availed only if the family member is in the same city.
- All leaves should be applied by sending email to the reporting manager and marking leaves@giftingideas.com in cc.
- Management reserves the right to deny leave to any employee basis exigencies of work, work performance and discipline of the employee.

Public Holidays

Employees are entitled to customary paid festival and national holidays as outlined by the Company and displayed at the beginning of each year.

Leave without pay

Leave without pay must be applied for exceptional circumstances. An employee can apply for leave without pay only when there is no leave remaining to the employee's credit. All such leaves must be sanctioned by the concerned manager & then the Director.

Leave without pay for an employee is authorized based on exceptional circumstances and attentive to the business impact.

No components of the employee's salary and/or benefits are paid during this period, and the employee is not granted any benefit linked to attendance during the duration of the unpaid leave.



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In case a leave has not been authorized by the superior that leave shall be considered as leave without pay.

General Guidelines

Extension of leave

If the employee wishes to extend an Privilege leave, he/she is required to write an email to the reporting authority, accounts team & the HR team. The employee may also inform the sanctioning authority via telephone or by any other methods, but prior to the expiration of the current leave period. The reporting authority sends a mail to the employee indicating whether the extension is approved or rejected.

Please note: If the employee does not receive any such reply in writing, the application for the extension of leave is treated as rejected and the employee is required to resume duties on completion of leave originally granted.

Leave during notice period

Employees please note that leaves cannot be adjusted against the notice period.

If an employee remains absent without approved leave or overstays without approval from the sanctioning authority for a period of seven (7) consecutive days or more, disciplinary action including termination from service, may be initiated against the employee by the Company. His/her salary shall be put on hold till he/she returns and informs the reason of such absence in a satisfactory way to his supervisor/HR.

Responsibility of the Employee

Employees are required to apply well in advance for approval of long Privilege leave.

Employees have to keep his/her immediate reporting informed in case of any extension of leave. An act of proceeding on leave without approval in writing will be treated as an act of misconduct and the employee will be liable to disciplinary action, if deemed necessary.

In cases of approved leave without pay on medical grounds, the employee has to provide all the relevant medical documents to HR within 7 days from the start of such leave.

Responsibility of the Immediate Reporting Authority/HOD



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The immediate reporting authority has to inform the HR Team in case of leave without pay and absconding cases within seven (7) days from the start of such leave.

It is the responsibility of the immediate reporting authority to inform the HR department, if an employee does not report to office, after using the sanctioned leave within three (3) days from the end of such leave.

Responsibility of the HR

On receiving approval from the HOD, HR approves of the leave & updates the same in the employee's records.

Work from home policy:

- If necessitated / at the discretion of the Management, an employee may be asked to work from home.
- Each employee has to ensure that they have the infrastructure at their home to facilitate this.
- A high speed internet connection suitable for doing their work efficiently will be the responsibility of the employee.
- Computers will be provided by the company.
- It will be employees' responsibility to work diligently without compromising on the quality of work, deliverables & expectations.
- Reporting, online meetings and calls to be strictly adhered to as expected by the Reporting Manager and the Management.
- During the course of employment, the employee must not indulge in any other employment/freelancing activities
- Data security must be treated with great seriousness. None of the company's should be shared with outsiders, including family and friends.
- All other terms and conditions will remain same.

Identity Card Policy

This policy defines standard guidelines for obtaining an Identity Card and utilizing it in an appropriate manner.

Applicability

All employees on the payroll of Gifting Ideas Pvt Ltd

All employees are provided with a identity card which bear the following details.

- Name
- Area
- Blood group
- Issuing Authority Signature
- Gifting Ideas Head Office Address



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In case an employee has any discrepancy in swiping the access card, the same has to be reported to the HR Department. For the successful implementation of the access card machine, it is mandatory for every employee to swipe the Identity Card cum Access card to the access doors at the Corporate Office both at the entry and exit times from the office.

The HR Department has to ensure that they provide an Identity card /Identity card cum access card to all New Joiners within 7 – 14 days from their date of joining.

All employees must carry their Identity card/Identity card cum access card & display the same while at work.

In case an employee forgets to carry his/her Identity card cum access Card to office; he/she should send a mail to Accounts, HR with a cc to their reporting authority.

Identity Cards are issued to employees located at the Bangalore, Delhi, Hyderabad offices including our warehouses at Vasai & Lower Parel.

Personal Belongings

All Employees are responsible for their own personal belongings and properties left at the office. Gifting Ideas Pvt Ltd assumes no liabilities for any loss or damage to personal belongings and property.

Supplies, Expenditure, Obliging The Company

Only authorized persons may purchase supplies in the name of Gifting Ideas Pvt Ltd. No Employee whose regular duties do not include purchasing shall incur any expense on behalf of the Company or bind the Company by any promise or representation without written approval from Management. Please contact the Administration Department for the same.

Visitors In The Workplace

- To provide for the safety and security of Employees, visitors, and the Company's facilities, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards Employee welfare, and avoids potential distractions and disturbances.



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- All visitors must enter through the main reception area, accompanied by the staff that is playing host to the visitor.. Authorized visitors will be escorted to their destination and must be accompanied by an Employee at all times. The visitors must not wander around the office unaccompanied.

Skill Development and Career Path

Training

Induction and Training

Applicability

Employees of Gifting Ideas Pvt Ltd.

Objective

The objective of this policy is to provide continuous up gradation of employees' competencies so as to benefit both the organization as well as the employees.

Identification Of Training Needs

Training needs will Be identified through the process of Performance Appraisals and other suitable processes. Additionally, HR can have discussions with the Departmental Heads and the Divisional Head for assessing the common training needs of the division.

Drawing Up Of Training Calendar

The HR department should draw up their calendar once a year after the Annual Appraisal based on the training needs identified.

Methods Of Training

In-house Training:

- In-house training programmes organized should, as far as possible, be outside the office so that there is minimum disturbance to the participants.
- The faculty may be drawn from within the organization or outside specialists.
- At the end of the training feedback should be obtained from each of the participants in a standard format and it should be discussed with the concerned HOD.

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- A note should be maintained into each participant's personal file indicating name of the programme, name of the organization conducting the programme, name of the programme director, duration and venue and a copy of the evaluation form i.e. if the person gained value from the programme and has it had an effect on his/her performance.
- The training record of the individual in the prescribed format should be updated.

External Training

- Management may sponsor employees for external programmes within the overall training programmes drawn up for the year and within their financial limits.
- The participant of external training programme should give a written feedback on the programme in the prescribed format to the HR Department within a week of completion of the programme.
- The HR department and the Director should have a brief discussion with the participants on the training programme and if found desirable he could share his insights with an appropriate group in the organization such as the department head.
- The handouts received at the training programme should be shared for future reference. The employee may keep a copy for himself.
- The feedback form should be put into the personal file of the participants. The training record of the individual in the prescribed format should be updated from time to time.

On The Job Training

- Immediate superiors are responsible for drawing up suitable on-the-job training for their trainees with the help of the Personnel Manager.
- This should be a time-bound programme and should be monitored by the HR department. The training programme should provide for receiving feedback from the trainees after each module of training.

Manager as A Trainer

- No amount of external training or in-house training can be a substituted for the training given by the immediate superior. Therefore it is the responsibility of every superior to train his subordinates.
- What matters is what has been learnt, not what has been taught

Induction Program

HR shall make an induction program of 1-4 days and circulate the induction program of the employee 1 day before his joining date. The objective of the induction program is to

- To make the new employee feel at home.
- To ease him into the new job.



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- To make him aware of companies policies and procedures.

The induction programme should clearly indicate the person in each department that the new employee will meet and the approximate time that he would spend with him and a brief description of the areas of discussion.

The Programme should include:

- Organization structure and reporting relationships.
- Introduction to Company, their products.
- HR policies and procedures
- Over view of the market.Product lines

Performance Appraisal System

Applicability

All Employees of Gifting Ideas Pvt Ltd.

Objective

The objective of the Performance Planning and Evaluation System is to help individuals in setting their goals in consonance with the Organizational goals and get periodic feedback on their performance. The system is also used to administer the annual increments/promotion of the individuals.

Procedure

The performance appraisal cycle of the person will be divided into four parts:

- On completing one month the person will have a feedback session with his reporting manager to understand better where he stands in terms of his performance.
- On completing three months the person will have his first phase of appraisal where he will be rated on the basis of his performance in last quarter.
- Thereafter on completing six months the person will have his second phase of appraisal where he will be rated on the basis of his performance in the last quarter.
- Thereafter on completing one year the person will have his third phase of appraisal where he will be rated on the basis of his performance in last quarter.
- Further an average of all the phases will be taken into consideration and on this basis the person will be appraised in terms of salary and position.

Potential Appraisal policy

- Potential appraisal is an important part of the appraisal process. Appraising an employee's potential will help to evaluate his/ her capability for growth and development, greater challenges, responsibilities and higher positions in the organizational hierarchy.
- The purpose of Potential Appraisal is to determine an employee's strength and weaknesses with a view to use this as a predictor of his future performance. Assessment of the managerial potential would help to determine the promotability of an employee to a higher position and progress towards achievement of individual and organizational growth and goals
- As long as an employee is viewed as being able to handle increased or different responsibilities, he/ she would be considered to have potential (either latent or visible) provided they are adequately qualified and have required experience.

Procedure

- The department head will present the case for promotion to the corporate management in the promotion format. The accepted cases for promotions will be signed by the Managing Director based on the recommendations placed by the department head.
- The approved forms will be handed over to the HR department for making the fitment, preparation of the promotion letter etc.
- On promotion the person gets an increment which is a promotional increment plus other allowances and perquisites as applicable to the new grade.
- The effective date of the promotion will be the first day of the following month from the date it was approved unless otherwise stated.
- Promotion to the employee is based on the discretion of the Director.

Applicability

Employees of Gifting Ideas Pvt Ltd

Objective

The main objective of this policy is

- To have people in different levels to demarcate on the basis of the seniority in the company
- To motivate the employee to do a better job

The process for this is as follows



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- The employees are to be placed in the respective grades on the basis of the salary band, their seniority in the company, nature of work and responsibilities in the company and their previous experience.
- All new employees coming in the company can be graded on the salary and role that they are offered. (The salary is offered on the basis of the salary that they are existing in and also on the basis of their previous designation, and their experience for the relevant/particular profile)
- An employee's salary may get revised based on his performance appraisal scores. There are a set of benefits that an employee enjoys in each and every level based on his seniority in the company.
- Each and every time the level or the grade of the employee changes the person will get a letter briefing his grade and also the level that he is currently in.

Incentives Policy

From time to time the company may offer incentives and schemes to the employees to motivate them to achieve business results. In exceptional cases, at the discretion of the Management such payouts may be reduced or cancelled, owing to prevailing circumstances related to the employee, the company or the business environment.



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Award Policy

Applicability

All employees of Gifting Ideas Pvt Ltd

Objective

The main objective of this policy is

- To acknowledge the good work of the employee
- To motivate the employee to do a better job

Award Committee

Senior Managers from the following department will be part of the Awards Committee.

- Procurement
- Operations
- Designing
- Marketing
- Human Resources

The various awards given are listed below:

Award Name	Frequency
Employee of the Month	Monthly
Attitude & Initiative Award	Quarterly
Ideas at Work Award	Quarterly
Employee of the Year	Yearly
Leadership Award	Yearly
Special Award	Yearly

Performance Improvement Plan (PIP)

The Performance Improvement Plan is a mechanism instituted to ensure that unsatisfactory performers are tracked, counseled, assisted and monitored for enhancing their performance.

The Objective of the Performance Improvement Plan Process note is to bring awareness about the process to be followed for PIP and to bring in standardization and accountability.

- For all employees of Gifting Ideas Pvt Ltd
- Even though an employee is not under any appraisal cycle and is not performing, PIP process can be initiated. (**Case 1**)
- Those employees who have been rated **as below average** in any Appraisal cycle will be considered as part of the Performance Improvement Plan. (**Case 2**)

Process & Documentations: (Case 1) – PIP Anytime during the year

- Performance Improvement Plan (PIP) can be initiated once the Immediate Reporting Authority (RA) / Department head documents and explains why the employee needs to be put under this plan and keep the Director informed. This information has to be sent to HR also.
- Performance Improvement Plan (PIP) is for duration of 1-3 months, depending upon the gaps observed. PIP should have a proper and formal commencement date. HR to review the appraisal documents of the candidate for whom PIP has been initiated and to highlight any discrepancy with reference to the appraisal form to the department head
- Tasks expected to be executed by the person under PIP should be discussed and reduced in writing using any of the KRA templates. These tasks should have clearly defined KRA along with measurement criteria.
- New KRA to be set within 1 Week of the initiation of PIP. The documented KRAs to be sent to all concerned, that is employee, his RA and HR. Performance of the employee has to be monitored and measured on a weekly/monthly basis & feedback also has to be given on a weekly/monthly basis. These have to be reduced into writing. The document has to be sent to HR at the end of every week/month.
- At the end of the duration of the PIP there should be consolidated assessment and it should also be reduced into writing. During this consolidated assessment the assessor should clearly specify whether there was considerable improvement in the performance of the person and whether he/she has improved or has remained the same as earlier. The RA needs to keep the Director informed. The consolidated appraisal at the end of the duration should be done using the appropriate appraisal template and completed appraisal document needs to be sent to the HR.

Process & Documentations: (Case 2) – PIP during Appraisal Cycle

- The process of PIP begins when the RA informs the concerned employee that he/ she is now on a Performance Improvement Plan.

- Performance Improvement Plan (PIP) is for duration of 1-3 months. PIP should have a proper and formal commencement date. The PIP Process is to be initiated once the decision has been made that he is an under performer.
- Tasks expected to be executed by the person under PIP should be discussed and reduced in writing using any of the KRA templates. These tasks should have clearly defined measurability as per the KRAs.
- KRA to be set within 1 Week of the initiation of PIP. This has to be seen and approved by Reporting Authority as well. The documented KRAs to be sent to HR as well. Performance of the employee has to be monitored and measured on a weekly/monthly basis & feedback also has to be given on a weekly/monthly basis. These have to be reduced into writing. The document has to be sent to location HR at the end of every week/month.
- At the end of the duration of PIP, there should be consolidated assessment and it should also be reduced into writing. During this consolidated assessment the assessor should clearly specify whether there was considerable improvement in the performance of the person and whether he/she has moved up the ladder or the employees' performance has remained the same as earlier. This should have immediate RA's approval.
- The consolidated appraisal at the end of the duration of PIP should be done using the appropriate appraisal template and completed appraisal document needs to be sent to HR as the case may be.

Exceptions: If the employee who has been put under PIP resigns from the company before the completion of his PIP period then the documentation wouldn't be necessary.

Health and Retirement Benefits

Group Health Benefit

Objective

Group Health Benefit brings to you a comprehensive health insurance plan that ensures the safety of your entire family under one policy. With cashless hospitalization with the network hospitals.

Applicability

Policy covers reimbursement of hospitalization expenses incurred for diseases contracted or injuries sustained in India.

Pre-hospitalization: Medical expenses upto 30days

Post – hospitalization: Medical expenses upto 60 days

Sum Insured of Rs.1, 00,000/- for self



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Exclusions : Pre Existing Diseases, Cost Of Spectacles / Contact Lenses, Dental Treatment, AIDS, Pregnancy and certain specified diseases during first year of the policy.

IMPORTANT: Please take private insurance for yourself and your family for diseases that may not be covered under the group health policy. Consequences arising from non-disclosure of pre-existing diseases will be the responsibility of the employee. The final decision on settling the claims will be of the insurance company. Gifting ideas Pvt Ltd will not be responsible or liable to reimburse the employee, if the claim is declined by the insurance company for any reason.

Provident Fund

Objective

The purpose is to make some provisions for the future of the employees after he/she retires. This would also benefit the employee's dependents in case of an early death.

Applicability

As per the Provident Fund (PF) rule, it is mandatory to apply for PF if the basic salary of an employee is Rs. 15100 or less. In Gifting Ideas Pvt Ltd, PF is optional for those employees whose basic salary is more than Rs 15, 100 i.e. employee will decide whether he wants to enjoy the facility of PF or not .

In order to avail the facility employees have to update the status in IWIN. Once the application for opting for PF is made it cannot be discontinued.

Contribution

12% of Basic Salary - employee contribution

*** Additional EDIL + Admin Cost (0.51 % of basic) is borne by the employee

Procedures for Applying For Provident Fund

All New Joinees willing to opt for the PF should submit the nomination declaration Form 2) to avail of the PF benefit.



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Procedures For Withdrawal

Provident Fund

The Provident Fund can be withdrawn only after 60 days from the date of leaving the organization. Normal PF withdrawal processing takes 45 days from submission of PF form in PF office. Normally the entire PF withdrawal procedure takes three & half months.

Pension

Pension withdrawal procedure is same as that of PF withdrawal. Employees who have completed minimum six months to less than 10 years in the organization is eligible for Pension withdrawal benefit

Forms For Withdrawal

Form 19 is to be filled for the PF withdrawal. Form 10C is required for Pension withdrawal.

Benefits

Employee's Pension Scheme Benefit

To avail of the Pension benefit, employees must have contributed to the Provident Fund for a minimum 10 years. The employee has to fill Form 10D to avail pension benefit. After completion of 58 years of age, employee will get a monthly pension.

PF Transfer Benefit

If any employee wishes to transfer his/her PF contribution from his previous employer's PF account to Gifting Ideas Pvt Ltd the PF account number will have to be entered in Form 13 and submitted to Gifting Ideas Pvt Ltd.

PF against Loan

Form 31 is for PF against Loan (PF Refund). This enables employees to avail a refund on the PF amount. Only those employees who have completed minimum 5 years in the organization are eligible for PF against Loan benefit.

Permanent Total Disablement Pension Benefits:

An employee who meets with an accident during employment and as a result thereof is permanently and totally disabled to do all work which he was capable of performing at the time of the accident is entitled to get permanent total disablement pension for his life time. To be entitled, the employee need not have rendered any pensionable service but he must have made at least one month's contribution to the Pension Fund.

Benefit to the family member in case of the death of the employee

Benefits to the family - On the death of member –

Widow Pension Benefit

If the member passes away while in service and has paid at least one month's contribution to the Pension Fund.

After leaving the service but before attaining the age of 58 years having rendered eligible service to be entitled for receiving pension and till his death he has not claimed reduced pension after the age of 50 years.

PF Related Forms

Sr.No.	Type of PF Forms	Benefits
1	NSSN Form	National Social Security Number
2	Pf Form No. 2	PF Nomination & Declaration
3	PF Form No.19	PF Withdrawal Form

4	PF Form No 10C	Pension Withdrawal form
5	PF Form No.13	PF Transfer Form
6	PF Form No.10D	Widow Pension Form
7	PF Form No. 20	Death
8	PF Form No. 5(If)	While in service death
9	PF Form No. 31	PF Against Loan

Gratuity

- The company will cover all employees eligible for gratuity who have completed 5 years of service as per the scheme devised and modified from time to time
- In the event of the death of an employee, the amount of gratuity is payable to his/ her nominee even before completion of 5 years of service with the organization
- The amount is payable to the employees after his/ her separation from the organization, along with the final settlement of his/ her dues by the company
- In case of death, the amount will be given to the family member(s) as per the nomination made by the employee

Loans/Cash Advances

To provide financial support to the employees on emergencies.

Eligibility

At least 1 year in the company

Applicability

All Employees of Gifting Ideas, basis approval

Grades	Remarks
Tenure > 1 year, monthly salary	Not exceeding Rs 50000, interest @ 12% p.a., for amts

multiplier	> 30000.
Tenure > 3 year, monthly salary multiplier	Not exceeding Rs 75000, interest @ 12% p.a., for amts > 30000.
Tenure > 5 year, monthly salary multiplier	Not exceeding Rs 100000, interest @ 12% p.a., for amts > 30000.

1. Please note that salary advance are given subject to the approval from the Reporting Manager/Director/HR. They may not be given to all employees and should not be presumed to be a right.
2. Loan facility will not be given to the employees who are drawing salary more than 5 lakhs per annum.
3. Loans and salary advances are not given to employees who are found to be lacking in discipline and / or performance. All loans must be paid back in equal installments, in a period not greater than 6 months. Loans may be pre-paid by the employees if they are able to. In some conditions, the employee may need to return the loan in a period lesser than 6 months.
4. The loan facility can be utilized by the employee only one time in a financial year.
5. Postdated cheques for paying back the loans must be given by the employee at the time of taking the loan from the company.

8. Compliance

Process compliance

- Compliances with internal process is mandatory. Strict action will be taken incase if deviate from the process.
- Due to any deviation from the process if there is any cost implication, then the employee will have to bear the loss.

ZOHO compliance

- ZOHO allows us to measure and analyse our performance. It also enables smooth order flow. Hence 100% with ZOHO is mandatory.
- Employees who have been given ZOHO access will have to ensure that the timely updation of data, work done, milestone reached, etc. are captured.
- Compliance of ZOHO will be checked before payroll processing.
- Any delays/error in ZOHO compliance could lead to delay in salary or will have cost implication depending on the deviation.

6. [Communication](#)

Helpdesk @ your rescue

Name	Phone No.	Extn. No.
Mumbai Board Line	022-43494349	
Reception	022-43494349	26/27/77
Sales Department	022-43494349	75/53
Directors Desk	022-43494349	21/22
Operations	022-43494349	23/24/39/40
Procurement	022-43494349	23/24/97
Accounts Department	022-43494349	33/74/34
Marketing Department	022-43494349	39
Human Resources	022-43494349	35
Designing Department	022-43494349	56

Complaints and Grievance Procedure

- The Complaints and Grievance policy provides for a transparent and sensitive process for handling employee grievances and ensures speedy and objective resolution. It ensures that complaints are resolved in an efficient and professional manner to ensure employee satisfaction. Attempts should always be made at resolving the complaint at local level by the respective leader that could be Manager or the Department Head.
- Depending on the gravity of the problem, it should be escalated to the immediate higher level as per the escalation process. If the issue is not resolved to the satisfaction of the employee, he/ she can mail HR@giftinideas.com
- At Gifting Ideas Pvt Ltd, we understand the grievance handling and resolution is an important function and so we have a dedicated cell which handles the same. The grievance could be related to any issue or concern at work or even personal in nature.
- A Turn-Around-Time is maintained for resolving the grievance at the earliest.
- When the grievance is received from an employee the problem is defined, required data is gathered, analysis is done and the best solution is chosen & implemented.
- We continue to improvise it even further.
- The cell resolves the matter or routes the same to the concerned department.
- A final analysis is made and presented to the Director.

All complaints/ grievance received by HR Department will be logged in and referred to the concerned Manager. The HR Department can also undertake investigation of an issue on its own. The decision on the dispute will be communicated to the respective employee within 7 working days.



HR Manual

Frequently Asked Questions

Q: My ZOHO is not working?

A: Contact VP – Web Services & Technology

Q: My hardware / software is not working?

A: Send a mail to IThelpDesk@giftingideas.com detailing the problem(s) being faced

Q: I need a Virtual Catalogue to be sent to the client?

A: Contact the Marketing team in Mumbai

Q: I need to report a quality problem with an order?

A: Inform the Project Manager

Q: You need images of our products?

A: The images are available ZOHO. For more information, you may contact VP – Web Services & Technology in Mumbai.

Q: The sales person needs an updated stock of products?

A: Contact the Sales Co-ordinator in Mumbai.

Q: I want to know more about the GiftZone?

A: Contact the Marketing Department.

Q: The employee would like to report a grievance/suggestion?

A: You can write to hr@giftingideas.com

Q: You need to know your salary break-up for the month?

A: Contact HR in Mumbai



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Q: How many leaves do I have pending?

A: Contact HR in Mumbai.

Q: I have lost my company given SIM Card. What should I do?

A: Write to ITHelpDesk@giftingideas.com to block the Sim. Also inform your Reporting Manager and HR. You should receive a new SIM card in 4 working days.

Q: I have incurred out-of-pocket expenses during the course of my work? How do I get reimbursed?

A: Prepare a voucher and present the invoice to your Approving Authority. If sanctioned, it will be reimbursed. Do note that prior permission is needed before the spend is incurred.

Q: How can I declare my investments and to whom?

Upon completion of your probation, you may declare your investments to the Accounts department in Mumbai. You can declare your investments in IT declaration form available with HR

Q: When is TDS going to be deducted from my salary?

A: TDS will be deducted when you have earned more than 2.40 Lakhs per annum, in the Financial Year. This includes salary, performance bonus and incentives. It does not include reimbursement given to you on conveyance incurred for meeting clients, vendors or during the course of your daily work.

Q: If I plan to make personal investments to reduce my individual tax liability, then by when should I do so?

A: You are advised to make your investments and inform the Accounts department in Mumbai, no later than the last week of January.



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Q: Can I leave samples behind with the clients?

A: Yes, but with prior permission from your Reporting Authority. With pharmaceutical companies, we do not leave samples of I-design items. If samples are not collected back within 1 month of your giving them, their cost may be deducted from your salary.

Q: Do we offer the same selling prices to all other gifting companies?

A: Yes, our prices for Dealers are fixed.

Q: My customer has a requirement for Rewards & Recognition (R&R) programme? Who do I inform?

A: The Director

Q: Where is our warehouse?

A: Our primary warehouse is in Bhiwandi , near Thane. This is where we carry inventories of all our stock. also where the GiftZone, R&R and other dispatches are sent out from.

"There are few, if any, jobs in which ability alone is sufficient. Needed, also, are loyalty, sincerity, enthusiasm and team play."

--William B. Given, Jr.