



Airconditioners Pvt Ltd.



Airconditioners Pvt Ltd.

Employee Handbook



Welcome

To This handbook

This handbook gives us an opportunity to connect with all employees, provides an easy reference to employees for all important matters. This is a quick guide to navigating employees through useful information.

We believe that each employee should have the right opportunity to develop his skills, and chart his career path, adding value to himself and the company.

We also believe that each employee can realize his potential, achieve professional excellence, and become a responsible employee and member of society.

We do firmly believe that each employee contributes directly to the success and growth of the company.

Employees should become familiar with the contents of the employee handbook. It will answer many questions about the employment with “**Mercury Air Conditioners**”

We believe that professional relationships are easier when all employees are aware of the processes, culture and values of the organization. This guide will help you to better understand our vision for the future of business and the challenges that are ahead.

We hope that your experience here will be challenging, enjoyable and rewarding.

We hope you will take pride in being a member of our team.

Wish you a great career

Director

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WHO WE ARE

Established in the year 1989-1990, MERCURY AIR-CONDITIONERS PVT.LTD is engaged in Assembling, Sales, and servicing of Window & Split Acs. We have graduated in handling Cassettes, Ductables, Chillers, VRV, VRF systems, and all other types of Air Conditioners.

We provide services for the design, sales, installation, repair and maintenance of a wide range of air conditioning equipment for Corporate, Industries, computer rooms, offices, shops, Hotels and other retail premises, with our experienced technicians providing a quality of service and attention to detail that we are confident. We are supervised by professionally experienced engineers. Our deep product and system knowledge has enabled us to deliver our client's exact demands. We are committed to provide our clients with a first-class installation service and follow it up with both comprehensive and preventative Maintenance system.

We have been awarded for best Quality Installation in VRV Segment for the year 2009 to 2010 from Daikin Air Conditioners India Ltd. Each and every team members are experienced and have in-depth process knowledge. We have installed advanced machinery and equipment for delivering our clients flawless and damage free products within the committed time frame.

We have a sophisticated state-of-the-art infrastructure, well maintained and supervised by our well-experienced, qualified professionals to cater to the industry requirement in the Lalbaug area with Design Office, Sales and an in-house fully equipped workshop. We conduct Sales, Maintenance and repair jobs with requisite testing equipment. In addition to the Brands mentioned above, we also deal in other branded Air Conditioners on case-to-case basis to provide specific requirements.

Our Vision, Missions

Our Vision:

- 1) To provide the best comfort situation for each customer at a reasonable cost
- 2) To provide superior service accurately and timely
- 3) To ensure our company is the best place for employers to work, learn and grow, and to be the most reputable company we can be.
- 4) We are the partner of choice for environmental control solutions that are based on lifetime affordability.
- 5) To be the preferred supplier, trusted for providing quality products and superior after-sales service.

Our Mission:

By Radiating the passion and pride we feel for the Dealers of Air Conditioners Systems in Mumbai, a benchmark of quality in its own right, our professionalism, Integrity, Honesty, and mutual respect administrates how we liaise with our customers and colleague thus solidifying our commitment to each other.

All the while considering and minimizing our environmental impact as we strive towards maintain service excellence to ensure sustainable growth that with allow us to reach our goals, both personally and professionally.

LEAVE POLICY

Leave Entitlement:

Total leaves per employee for the year:

- 15 days Paid Leave
- 8 days of Casual leave
- 26 weeks of Maternity Leave
- 8 days Public Holidays

Policies:

- Employees will be granted leave as per the leave policy, keeping the exigencies of work in mind. Leave applied for will be subject to approval by your Reporting manager/management. The tenure of such applied /approved leave can be changed to accommodate work requirements.
- For the purpose of leave administration, the year for all types of leave is the calendar year i.e. from 1st January to 31st December.
- In the first year of employment – Paid leave will only be earned and cannot be taken. Only casual leave can be taken as 2 casual leave per quarter, in the first year of employment as and when it accrues.
- On the 1st of January any leave balance from the previous year will be credited to the employee's leave account
- Employees can only avail leave that has been accrued to them and leave beyond accrual will be considered as leave without pay
In case an employee exits the organization during the year, the leave availed will be calculated as
 - 1.25 paid leaves (PL) per month
 - Quarterly 2 casual leaves (CL)
- Any leave taken over and above will be recovered as a part of full & final settlement, on the Gross Salary.

Accumulation, Encashment & Application of Leave:

Accumulation:

- No Casual leave will be accumulated
- Unutilized casual leave will lapse at the end of the calendar year
- Unutilized Paid leave can be carry forwarded to next year, but limited to the maximum accumulation of 45 days.
- Any utilized Paid leave beyond 45 days will lapse.

Encashment:

- Leave Encashment will not be allowed at the end of the year. Only allowed in case of resignation or retirement.
- Leave Encashment will be on Basic salary only.

Leave Application timeliness –

- For less than 3 days leave: Minimum 48 hours before the applications should be given
- Any leave above 3- 7 days: Minimum 2 weeks before the application should be given
- Any leave above 7 days: Minimum 1 month before the application should be given

Leaves during Probation & Notice period:

Probation:

- While under probation, employees are eligible for only 2 days of casual leave, through the term
- In case of resignation /termination during the probation period, the accrued leave, if any, will lapse.

Notice Period:

- While on notice period, employees are eligible for only 2 days of casual leave, through the term
- Employees can use their existing or accumulated paid leaves to shorten their notice period at the time of exit, subject to Management approval. The quantum of leaves that can be adjusted against the notice period rests solely with the organization. Casual leaves cannot be used for this purpose.
- Leave without Pay (LWP) LWP will be granted when no other leave of any kind is due. There will be no remuneration payable for such leave. LWP will be considered on an exceptional basis and approval will be subject to the discretion of the organization. Any leave taken above the entitlement or not sanctioned would also be considered as LWP and will lead to a salary deduction. Apart from salary deduction the employee will also be liable for disciplinary action for such conduct on a case-to-case basis.

Maternity Leave:

Eligibility :

- A Permanent Employee
- All female employees who have completed 80 working days in the past 12 months preceding the date of application for maternity leave.

Rules:

- First and second delivery; A maximum of 26 weeks of which not more than eight weeks shall precede the date of her expected delivery.
- Maternity leave given when the number of children exceeds two, is a maximum of 12 weeks of which not more than 6 weeks shall precede the date of her expected delivery.
- Maternity leave of 12 weeks is applicable to commissioning mothers. The “commissioning mother” is defined as the biological mother who uses her egg to create an embryo implanted in any other woman.
- In case of adoption, maternity leave of 12 weeks is applicable to women adopting a child below the age of one year.
- To avail the Maternity Leave Benefit, a female employee needs to submit a Maternity Leave Application specifying the starting date of her absence from work and expected date of delivery should be shared as per the leave application timelines.

- In case of miscarriage or medical termination of pregnancy, a female employee can avail maximum of 4 weeks leave from the date of miscarriage or termination of pregnancy provided medical documents are submitted to HR.
- If a female employee, who has been granted Maternity Leave, is found working in any other establishment or engages herself in any activity for remuneration during the period of her Leave, her claim for Maternity Leave shall stand forfeited and her behavior would warrant disciplinary action.

Extension of Maternity Leave:

In case any illness/special needs that may arise out of pregnancy or medical termination of pregnancy, maternity benefit shall be extended for an additional period of 1 month. This additional leave will be adjusted against the employee's accrued leave.

- If the employee requires an extension of Maternity Leave, the same should be requested for, at least 2 weeks in advance.
- The extension of maternity leave will be adjusted against the leave balance of the employee.
- Any leaves over and above will be treated as Leave without pay (LWP).
- The extension will be applicable post completion of the entitled maternity leave

Holidays:

The company shall observe 8 holidays in a calendar year, the list of which shall be circulated in the month of Dec, for the following year.

GENERAL EMPLOYEE POLICIES

This document covers all the general employee policies that will govern your employment at Mercury.

Joining & Onboarding:

All employees are required to share their personal data as mentioned below for company records. This data will be kept confidential and will not be shared with a third party.

- Educational Certificates (X, XII, Graduation, Post-Graduation, Any other)
- PAN Card Copy
- Address proof copy (Passport, Aadhar etc.)
- Past experience letters
- Photographs
- Last drawn salary slip
- Relieving letter from previous employer (if available immediately or to be submitted at a later date)
- Form 16 for tax liability

You will go through the company's standard induction process as laid down and subject to change from time to time.

As long as you are an employee of the Company, you agree not to enter into or hold any other remunerated employment or engagement – either full time or part-time.

Working Hours:

Office Staff

All offices at all locations will follow a six-day work week; all Saturdays are half day and all Sundays are off.

Field Staff & workshop

Field staff will follow a 6-day working week. The weekly off can be Sunday if there is no urgent assigned work. But in case the Field staff has worked on Sunday the weekly off can be taken on any other day of the week post a discussion with the management.

The Guidelines to be followed are as follows-

Core Time:

The core time hours will be 9:30 am to 6:30 pm.; meaning, during the “Core Time” all employees should be present at work.

Lunch Break:

- Lunch break must be 45mins has been allotted for lunch break and can be take anytime between 1pm and 4pm.
- Employees can take their lunch break in two slots such that there the work desks are not completely unmanned.

Late Remarks:

- Employees get 15-minute grace meaning they can clock latest by 9.45 am to allow for small delays.
- A late mark is when an employee is delayed beyond 15 minutes.
- An employee is allowed 2 late marks in a month; thereafter half a day would be deducted for every late mark.
- Half-day present would be considered when an employee clocks in a minimum of 4 and half hours of work. Not including lunchtime. Any lesser working hours would be considered as full day leave.

Payroll processing:

- The attendance cycle for payroll processing is from the 1st to 30th /31st of the month.
- Payroll will be executed based on the attendance captured by the biometric machine / mobile application
- The monthly salary will be paid directly into your bank account on or before the 10th of each month for the previous month.

Probation Period:

- All the employees are required to complete a probation period of 90 days, unless explicitly stated otherwise at the time of hiring. Probation can be extended beyond 90 days if the Management team or the reporting manager deems so.
- On the expiry of the probationary period, you will be intimated by email regarding confirmation to a permanent employee. If not intimated then an extension of probation period is deemed.
- While in probation employers can terminate the employee by giving two-week (14days) notice period in case of poor work performance/outcomes.

- Similarly, while in probation employees will be expected to service a 2-week notice period.

Age:

The company shall, in terms of Child Labour (Prohibition and Regulation) Act, 1986, not employ any person under the age of (18) years. The engaging child labour is strictly prohibited at all locations.

Performance Reviews:

- The company follows a formal Annual Performance Review process. The review will be based on your job expectations communicated to you at the start of your employment. These reviews may be used to decide any increment to your salary. Increments to your salary are subject to your performance and not a guarantee. The company, at all times, seeks to reward good performance.
- At any point of time during the year, if for some reasons, your performance is found to be falling short of the required levels, the organization along with your reporting manager, will work with you to identify reasons for short performance and ways to improve. You will be put on a performance improvement plan with clearly defined outcomes. The performance review plan of the organization is subject to change from time to time.
- The organization is free to provide and you are free to seek informal performance feedback, at any point through the year and not restricted to the formal review process.

EMPLOYEE BENEFITS:

PROVIDENT FUND (PF):

- All permanent employees in the company are covered under the Provident Fund scheme maintained with the Regional provident fund commissioner. As per the scheme company contribution along with employee contribution is being deposited with a regional provident Fund Commissioner.
- New establishments are required to register with EPFO on crossing the eligibility threshold – 20 or more employees. Once the company achieves this threshold, the company will register under PF. The Human Resources team will assist individual employees to create new/ transfer EPF accounts; provided they have activated their UAN and have linked their Aadhaar, bank account details with the IFSC code and mobile number it.
- In case of early termination, the employee needs to obtain a “No Dues” clearance from HR/ Reporting Managers to initiate the transfer/withdrawal process

GRATUITY:

The benefit of Gratuity is extended to all employees from the date of joining their services with the company under the Gratuity Act 1972

Eligibility –

- Employee who resigns after continuous service of not less than 4 years 9 months

- Dies whilst in service

Payment Process:

- The amount of gratuity payable is, 15days salary for every year of completed service in the company, calculated based on 26 days a month on the last basic salary drawn immediately preceding the date with the employee becomes entitled for gratuity under the scheme.
- No Gratuity is payable if the services of an employee are terminated due to disciplinary action or any action inquiry or legal suit is pending against the employee at the time of his leaving the service with the company.
- If an employee dies while in the services of the company the amount of Gratuity payable in such an event is made payable to the employee’s nominee as per company record.

Separation Policy:

Overview:

The separation policy is applicable to all the employees of the organization, whether trainee, on probation, or permanent.

Following are the types of separation from employment:

Voluntary Separation

- Resignation
- Abandonment
- Retirement
- End of contract (Retainership)

Involuntary Separation

- Termination due to Non-performance / Misconduct etc.
- Death

Voluntary Separation – Resignation

- An Employee maybe separated from the organization if they decide to resign, for any reason
- Employees who wish to resign from the services of the organization at any point of time must submit a formal resignation letter / email, from their company mail id, to their reporting manager.

Notice Period:

Employment Status	Notice Period
All Permanent Staff	90 days
On probation	14 days

- The employee is expected to serve the notice period calculated (as mentioned above) from the date of the resignation email.
- Any exception to notice period should be approved by Reporting Manager/Management. Any shortfall in notice period will be adjusted against the balance leave and, if the balance leave is insufficient then the remaining shortfall will be adjusted against the Full and Final amount to be paid.
- If the last day of notice period served by an employee falls on a national holiday, then the day prior to the national holiday will be taken as the last working day, with no impact on notice period served.

- The last month salary either in full or part thereof, as the case may be, will be paid along with Full and Final settlement dues.
- The Full and Final amount is paid to the employee within 45 days after recovering all advances /outstanding dues, if any.
- Once the resignation is accepted, the Reporting Manager /HR will arrange an Exit Interview of the employee, a week before the employee's last working day.
- Completion of full and final settlement and issue of relieving letter will be subject to the employee having completed handing over formalities to the satisfaction of their immediate reporting manager and having obtained clearance from all concerned departments.

Voluntary Separation – Abandonment

- An Employee who absents themselves from work for 3 consecutive working days, without the prior intimation to or approval from their Reporting manager will be liable to have their services terminated.
- A notice (Email / Message / Registered post) would be sent to the employee on the 4th day of continuous absence, asking the employee to call or report to work. If the employee does not resume work, then 5th day a termination letter will be sent.
- Full & Final settlement and Experience Letter/Relieving letter will not be provided in such cases
- If the employee resumes work, continued employment would be subject to management review.

Voluntary Separation – Retirement

- An employee will retire from the services of the company on attaining the age of i.e. 60 years, as per company records.
- The Reporting Manager/HR personnel will intimate, in writing to the retiring employee, three months in advance, about the employee's impending retirement.
- The Management may, at its discretion, grant an extension beyond the age of superannuation to an employee. Alternatively, the employee concerned may be engaged on a contract basis, on mutually agreed terms and conditions.
- The full and final settlement dues will be processed by the HR as per the company guidelines.

Voluntary Separation – End of Contract

- Employees hired on contract will be separated from the organization on the last date of the contract.
- The Reporting Manager/ Management reserves the right to decide whether the contract period needs to be extended. If the Reporting Manager/ Management deems it necessary to retain the contract employee on permanent basis, they may do so.
- The Employee can encash pending leave calculated as against the Basic salary if the terms of the contract stipulate leave allowed.

Involuntary Separation – Termination

The organisation can terminate the employee immediately (without notice) or salary in lieu of notice in the event of one or more of the following:

- If any declaration given or information furnished by the employee to the organization proves to be false or if they are found to have wilfully suppressed any material information.
- Upon conviction by a court of law or if found guilty of conduct which constitutes to failure to conscientiously attend to their employment, insubordination or disobedience of lawful instructions.
- Frequent absenteeism
- Upon failure to comply with any of the provisions of the employment agreement
- Non -performance by employees, after warnings / PIP (Performance Improvement Plan)
- In case of immediate termination, the full and final settlement will be done in 45 working days from their term, after recovering all the advances and outstanding dues.

Involuntary Separation – Death

- In case of death of an employee, HR representative would communicate with the family/ nominated beneficiary and, in consultation with finance, ensure that all dues are paid to the nominated beneficiary in the shortest possible time and the process is carried out smoothly so that the family is not inconvenienced.
- In case the employee passes away without making a valid nomination or the nomination made by them becomes invalid due to them subsequently acquiring a family and not revising the nomination, dues shall be settled in consultation with legal adviser either following the family definition as per the PF/Gratuity Acts or asking the claimants to obtain succession certificate from a competent court of law.

Return of Property:

- Employees must return all company property at the time of separation in all forms.
- Failure to return some items will result in deductions, based on replacement cost incurred at current market rates, from the employee's full & final payout.
- If the market cost of replacement is more than the Final payout, the employees has to clear all pending dues and obtain a No Due Certificate from the Reporting Manager to get the Exit documents.
- In some circumstances, Company may pursue criminal charges, for failure to return company property.

Relieving / Service certificate

- A relieving/service certificate would be issued to the employee upon separation subject to the condition that all dues/company property etc. has been returned to the company.
- In case of negative settlement during full and final payout, the employee has to clear the dues by paying the same through cheque or NEFT within 7 working days from intimation.
- The relieving letter will be issued post clearing all Full and Final dues.

IT HARDWARE POLICY

This Policy is a guide for the use of Computers, Operating and Applied Software, and other equipment/accessories provided during the course of employment at Mercury Air Conditioners Pvt. Ltd.

- Mercury Air Conditioners Pvt. Ltd., provides employees with a host of Electronic Technologies and Services, including Computers, E-Mail, Printing and Internet services, and other equipment/accessories.
- These technologies and services are intended to be used for business purposes only and are meant to assist employees in completing job responsibilities as effectively as possible.

Computer/Desktop/Laptop Policy

Scope

These procedures apply to all employees who use Company-owned laptops/desktops or other electronic equipment. Each employee is responsible for any electronic equipment assigned to them and is asked to use such equipment with care.

1. Registration of Equipment:

Every employee assigned equipment shall sign a sheet indicating details like the make, model, serial number, etc.

2. Equipment Security:

Laptops must be secured in a locked drawer when not in use. When in the office, lock the Laptop/Desktop working screen so that no other person can use it for any purpose. Employees are advised to use the equipment with the right level of care and caution.

3. Use of IT Hardware:

Employees should use the computer systems assigned to them, for business purposes only.

Employees should be careful when installing any unauthorized software or any malicious software, which may cause problems to the functioning of the Laptop/Desktop.

Each employee is responsible for the content of all text, audio or images that they place or send over the Internet.

Messages stored and/or transmitted by voice mail or e-mail must not contain content that may reasonably be considered offensive or disruptive to any employee. Offensive content would include, but not be limited to, sexual comments or images, racial slurs, gender-specific comments or any comments or images that would offend someone on the basis of his or her age, sexual orientation, religious or political beliefs, national origin or disability.

In the event the company is investigating any form of employee misconduct - the company has the right to search and review the laptops and other electronic devices.

4. Reporting a Theft:

If Company-owned equipment is stolen, the employee should immediately file a theft report with the local police station and the Company.

5. Recovery of damage to Company Equipment:

In case of misplaced or damaged equipment, the Company shall adjust the replacement cost of a part or the whole instrument at market rates, from the salary of the employee.

6. Illegal Copying:

Users may not illegally copy material protected under copyright law or make that material available to others for copying. You are responsible for complying with copyright law and applicable licenses that may apply to software, files, graphics, documents, messages, and other material you wish to download or copy

7. Communication of Trade Secrets:

An employee should not send, transmit, or otherwise distribute proprietary information, data, trade secrets, or other confidential information belonging to the Company.

8. Returning of Company Equipment:

Employees shall return all the equipment to the Company in the following situations

- Separation from the Company, and
- As and when required by the Company

If any employee is unwilling to hand over the Company property during separation, then the Company has the right to recover the market cost of the equipment from the full & and final settlement amount.

If the market cost of replacement is more than the settlement amount then, the employee has to settle the amount and obtain the No Due Certificate from the respective Manager to get the Exit documents.

USE OF GENERAL COMPANY EQUIPMENT

All Company property – including desks, storage areas, work areas, lockers, file cabinets, cabins, computer systems, office telephones, cellular telephones, and laptops– must be used properly and maintained in good working condition.

Prevention, Prohibition & Redressal of Sexual Harassment of Women at Workplace

Objective:

To ensure compliance with the law on “The Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 as well as fulfill the requirement of Mercury Air Conditioners Pvt. Ltd., code of conduct.

To create a safe and healthy work environment for all women employees, to enable them to work without fear of prejudice, gender bias, and sexual harassment.

The company believes that employees must be treated with dignity. Sexual harassment at the workplace or any other location connected to the workplace is a grave offense and is, therefore, punishable.

Scope & Effect:

This policy extends to all employees of Mercury Air Conditioners Pvt. Ltd. in India and as per law, also covers all contract workers, temporary workers, interns and visitors or business associates visiting the

company premises. It is deemed to be incorporated in the service conditions of all employees with immediate effect.

Definition:

Relevant definitions as provided in the law are captured as follows:

“Aggrieved Woman” means a woman, of any age, whether employed or not, who alleges to have been subjected to any act of sexual harassment by the respondent as per section 2 (a) of the Sexual Harassment of Woman at Workplace (Prevention and prohibition Redressal) Act, 2013

“Employee” means a person employed at a workplace for any work on regular, temporary, Adhoc or daily wage basis, either directly or through an agent, including a contractor, with or without the knowledge of the principal employer, whether for remuneration or not, or working on a voluntary basis or otherwise, whether the terms of employment are express or implied and includes a co-worker, a contract worker, probationer, trainee, apprentice or called by any other such name as per section 2 (f) of The Sexual Harassment of Women at Workplace (Prevention and prohibition Redressal) Act, 2013

“Respondent” means a person against whom the aggrieved woman has made a complaint under this policy.

What constitutes Sexual Harassment?

- Unwelcome sexual advances, requests, or demands for sexual favors, either explicitly or implicitly, in return for employment, promotion, examination or evaluation of a person towards any company activity.
- Unwelcomed sexual advances involving verbal, non-verbal or physical conduct such as sexually colored remarks, jokes, letters, phone calls, e-mails, gestures, showing of pornography, lurid stares, physical contact, or molestation, stalking, sounds, display of pictures, sign, verbal, or non-verbal communication which offends the individual’s sensibilities and affects the performance.
- Eve teasing, innuendos and taunts, physical confinement against one is will.
- An act or conduct by a person in authority which creates a hostile/ intimidating/ offensive environment at the workplace
- Conduct of such an act at workplace or outside in relation to an employee or vice versa during employment and any unwelcome gesture by an employee having sexual overtones

Redressal Committee:

- A committee shall be constituted to redress complaints of Sexual Harassment which will act as an Internal Complaints Committee (ICC)
- ICC members have been appointed after considering the geographical spread of the company across India. As far as possible, ICC members based at the relevant locations will actively participate in the redressal mechanisms for complaints by location.
- The committee comprises a group of employees of which 50% will be women employees and an external representative.
- The chairperson of the IC will be common for all committees and will operate out of the corporate office of Mercury Air Conditioners Pvt. Ltd
- A quorum of a minimum 3 members is required to be present for the proceedings to take place.

- Presiding Officer: A woman employed at a senior level in the organization or workplace
- At least 2 members from amongst employees, committed to the cause of women and or having the legal knowledge/training
- One external member, familiar with the issues relating to sexual harassment
- No person who is a complainant, witness, or defendant in a particular sexual harassment case shall be a member of the committee.
- Any committee member charged with sexual harassment in a written complaint must step down as a member during the inquiry into that complaint.
- The term of each committee member shall be three years.

Sexual Harassment:

- Any aggrieved woman is required to make, in writing a complaint of sexual harassment at the workplace to the internal committee within a period of 3 months from the date of the incident and in case of a series of incidents, within a period of three months from the date of last incident.
- In case such a complaint cannot be made in writing, the members of the committee shall render all reasonable assistance to the woman for making the complaint in writing and the same shall be authenticated by the aggrieved woman under her dated signature or thumb impression.
- Complaints made to any committee member must be received and recorded by the committee members, who shall then inform the suitable representative of the company.
- The representative shall then call a meeting of the committee. The committee will maintain a register to endorse the complaint received by it and keep the contents confidential.
- All meetings of the committee will be called at a notice of at least 5 working days. In exceptional cases, an emergency meeting may be convened as per the requirement.

Conciliation

- Total confidentiality with respect to the complainant, inquiry and other related processes will be maintained as per provisions of the law.
- The internal complaints committee may before initiating an inquiry, at the request of the aggrieved woman, take steps to settle the matter between her and the respondent through conciliation, provided that no monetary settlement shall be made as a basis of conciliation.
- Where a settlement has been made through conciliation, the committee shall record the settlement so arrived at and forward the same to the company management/representative, to act as specified in the recommendation.
- No further inquiry shall be conducted by the internal committee, where the settlement is arrived at under the conciliation.
- If the respondent fails to comply with the condition of settlement, the committee may then initiate the inquiry into the complaint or forward the complaint to the police.

Inquiry into complaint:

- The committee shall immediately proceed with the inquiry and communicate the same to the aggrieved woman and the respondent against whom the complaint is made. The committee shall prepare and hand over the complaint to the respondent and give the said person an opportunity to submit a written explanation within 7 days of receipt of the same.

- The aggrieved woman shall be provided with a copy of the written explanation submitted by the respondent against whom the complaint is made.
- The aggrieved woman as well as the respondent can choose to provide witness / (es). The name of the witness / (es) needs to be communicated to the committee in writing. The committee can call the witness / (es) as required.
- If the aggrieved woman desires to tender any documents by way of evidence before the committee, she shall supply original copies of such documents. Similarly, if the respondent desires to tender any documents in evidence before the committee, original copies of such documents should be supplied. Both shall affix their signature on the respective documents to certify these to be original copies.
- The committee shall provide every reasonable opportunity to the aggrieved woman and respondent to put forward and defend their respective case. The complainant & and the respondent shall not be allowed to have any legal practitioner represent them at any stage of the proceedings. They may, however, be accompanied by a colleague solely to provide emotional support. Such colleagues shall not be permitted to speak or interfere with the proceedings of the inquiry.
- All witnesses and colleagues who are part of the inquiry will be required to sign a confidentiality agreement. In the event, that the complaint does not fall under the purview of sexual harassment or the complaint does not mean an offense of sexual harassment, the same would be dropped after recording the reason thereof.
- The committee shall complete the inquiry within a reasonable period but not beyond three months and give a copy of its findings to both parties and its recommendations for action to the company management /representative.
- The report of the committee shall be treated as an inquiry report on the basis of which an erring employee can be awarded appropriate punishment straightaway.
- The Company management/representative will direct appropriate action in accordance with the recommendation proposed by the committee.
- In case the complaint is found to be false, the complainant shall, if deemed fit, be liable for appropriate disciplinary action by the company management/representative.

Appeal:

- Any person aggrieved from the recommendations made under the relevant sub-section of The Sexual Harassment of Women at Workplace (Prevention and Prohibition Redressal) Act, 2013 or non-implementation of such recommendations may prefer an appeal to the court or tribunal in accordance with the provisions of the service rules applicable.
- Such an appeal is preferred to be made within a period of 90 days of the recommendations.

Determination of Punishment:

- In case the committee finds the degree of offence coverable under the Indian Penal Code, then this fact shall be mentioned in its report. The complainant can be advised to lodge a police complaint accordingly. The company management /representative will provide the necessary assistance for doing the same as per relevant provisions of the act.
- The committee may recommend to the company management /representative, action/s, which may include termination, transfer, or any of the other appropriate disciplinary action in accordance with provisions of the law as well as the relevant employee code of conduct of the company.

Determination of Compensation:

For determining the sums to be paid to the aggrieved woman under this policy, the committee shall consider

- The mental trauma, pain suffering, and emotional distress caused to the aggrieved woman
- The loss in career opportunities due to the incident of sexual harassment
- The income and financial status of the respondent
- Feasibility of such payment in lump sum or in instalments.

Protection against retaliation:

- Regardless of the outcome of the complaint, the person lodging the complaint and any person providing information or any witness will be protected from any form of retaliation.
- Any unwarranted pressure, retaliatory or any type of unethical behavior from the respondent against the complainant during the investigation should be reported to the committee immediately. Disciplinary action will be taken against any such complaint with malicious intent
- If the ICC arrives at a conclusion that the allegation is malicious, or any false or misleading statement or documents are presented – the ICC through the company management/representative can take suitable action.

Complaint made with malicious intent:

If the ICC arrives at a conclusion that the allegation is malicious, or any false or misleading statement or documents are presented – the ICC through the company management/representative can take suitable action.

Miscellaneous:

- Any information relating to the reconciliation, enquiry proceedings, recommendations of the committee and the action taken shall not be published, communicated, or made known to the public, press/media in any manner whatsoever
- Where any person entrusted with handling the complaint, inquiry, recommendations, or action to be taken contravenes then such person shall be liable for disciplinary action as determined by the company management/representative
- The company management/representative shall provide all necessary assistance for the purpose of ensuring full, effective, and speedy implementation of this policy.
- The committee shall analyse and put-up report on all complaints of this nature at the end of the year for submission to the company management/representative
- In case the complaint is found to be false, the complainant shall, if deemed fit, be liable for appropriate

Code of conduct

Objective:

This Code of Conduct Policy ("Policy") has been formulated in order to promote ethics, honesty, and professionalism within the company and among its employees.

Above all, it is to create a good work culture and promote good work ethics in the organization.

The matters covered in this Code are of utmost importance to the employees

Responsibility of Employees:

- The Company's reputation is its most valuable asset. How we conduct ourselves with each other, our customers, and our shareholders forms the basis of the value system of the Company
- Maintaining the highest standard of integrity and professional behavior at all times is non-negotiable.
- The action of every employee affects the reputation of the Company.
- The employees of the Company must comply with applicable laws, rules, and regulations & and promote ethical conduct of the business.

Responsibility of Senior Management:

- All HODs / Reporting Managers are responsible for driving a culture of integrity, honesty, and ethical and law-abiding behaviour among other employees in the organization and are expected to lead by example.
- They should encourage honest communication, and respectful redressal of issues and foster a positive and collaborative work environment.

Standards of Conduct:

Ownership and Accountability:

All employees are expected to perform their duties with a high level of ownership and accountability. What this means for employees is

Complete their daily tasks in a productive manner with full attention and focus

Pay attention to the details and ensure accuracy in your work

Take ownership of the expected result from the activity and do not only focus on the activity

Proactively improve the scope of work under your purview in order to grow year-on-year

Be available in person and on your phone, or computer during work hours

For any business-critical reasons, the company will depend on you to be available/contactable during non-working hours as well

Honesty and Integrity

Every employee is a representative of the company and hence expected to behave with utmost professionalism, integrity, and uncompromised ethical standards.

All employees, vendors, and service providers shall be selected on the basis of merit, with no conflict of interest or favouritism.

Appropriate disclosures should be made wherever required to maintain transparency of operations.

Respect for all

Respect is non-negotiable. All employees should conduct themselves courteously, treat their colleagues, clients, vendors, and suppliers fairly, respectfully and without any biases at all times.

Open Door Communication

We expect all employees to foster an open-door culture at the workplace, where all employees have access to other employees regardless of their position or influence in the organization.

To facilitate and encourage communication between all levels of the organization.

To help sort out issues, implement new and improved processes, and to help increase productivity at the workplace

An employee can approach the Reporting Manager/ Management and speak up regarding issues; suggestions or ideas that will help make the workplace more conducive and beneficial for all the employees

Equal Employment Opportunity

We are an equal opportunity employer and do not discriminate against any person because of their gender, caste, religion, age (within statutory limits), marital status, nationality, ancestry, ethnicity, sexual orientation, disability, or any other trait protected by law, with respect to any terms of employment such as hiring, promotion, transfer, compensation & benefits, career development opportunities, etc.

Prospective employees will be reviewed and selected on the basis of their merit alone.

Existing employees are welcome to provide a reference for any position; however, the candidate will be chosen solely on the basis of their capability and eligibility against the company criteria.

Conflict of Interest

Any situation involving or potentially involving a conflict of interest with the Company should be disclosed to the Reporting Manager/Management immediately, who shall then decide the next appropriate action.

If an employee's immediate family member or relative is employed by a client or potential client or otherwise involved in or is in a position to influence a client or potential client's procurement of the Company's product or services, the employee is required to notify the Management regarding this relationship.

Each employee must fully and frankly inform the Company of any personal or external business interest that may lead to an actual or potential conflict of interest or duty. The organization will take appropriate steps to eliminate or minimize such conflicts of interest at the earliest. In addition to this, employees must not exploit for their own personal gain the opportunities that are discovered through the use of the company's property, information, or position.

Acceptance of Gifts and other benefits

Employees should not give or accept gifts, considerations of monetary value, or any other personal benefits or privileges that would in any way influence or appear to influence any business decision.

Technicians should not accept any tips or payment in cash from clients during on-site visits or otherwise.

Accepting money, gifts, entertainment, or any other benefits or preferential treatment from any existing or potential customer, supplier or business associates of the company is strictly prohibited.

Employees should discourage their clients/ vendors/ suppliers from offering personal benefits of any kind including gifts, loans, fees, cash etc.

In case any employee is unsure whether to accept a gift or not, they should discuss the same with the Management or with HR immediately.

Prohibition of substance abuse

Smoking, taking drugs (except when these substances/ drugs are medically prescribed by a licensed Medical practitioner) and drinking within the premises of the office, during work hours, or during any official business meeting is prohibited.

Buying, selling or distribution of these substances is prohibited at all times.

If an employee finds a co-worker to be purchasing, selling, in possession of, and taking drugs, they are expected to report to the company authorities immediately.

Prohibition of Corruption

The Company is strictly against any form of corruption and does not encourage its employees to accept or give bribes.

Employees must not make/ receive any payment to/ from anyone including any government/ public servant for the purpose of obtaining or retaining business or for obtaining any favourable action.

Employees shall not engage in any corrupt practices including:

1. Offer/ accept bribes
2. Give false incentives to customers/ vendors etc.
3. Indulge in theft/ fraud
4. Embezzle funds
5. Indulge in personal monetary transactions with customers/ vendors/ suppliers
6. Indulge in personal-level entertainment with customers/ suppliers/ vendors etc.
7. Falsify the organization's records and/ or information
8. Solicit gifts and advantages
9. Compromise integrity in any manner whatsoever

Confidentiality of Information

All employees are required to sign a Non-Disclosure Agreement.

Employees who improperly use or disclose trade secrets or confidential business information will be subject to legal action including termination, even if they do not actually benefit from the disclosed information.

During the course of work, employees may obtain sensitive and confidential information, and undergo new innovation. All such information relating to the business of the company must be kept confidential and not disclosed to any outsider.

Employees should also not use such innovations, knowledge and confidential information for their personal use or for any other purpose not pertaining to the business of company. Any person found guilty of disclosing such information will face punishment even up to termination of service.

Even after termination / resignation from service, as per the Employment Agreement and NDA signed, the person is prohibited from releasing or disclosing the knowledge, innovation & sensitive information for next 12 months from the date of termination/ resignation. Legal action may be taken against the person who discloses such information.

The employees should maintain confidentiality of information/innovations entrusted to them in carrying out their duties and responsibilities. The company's confidential and proprietary information shall not be inappropriately disclosed or used for personal gain or advantage of any employee. Given the nature of the company's business, we promise almost confidentiality and

data security to all our customers. The company expects all its employees to maintain this confidentiality at all times.

Interaction with Media

Only Management and persons officially designated/ authorized for such interactions should engage with any member of press and media in matters concerning the company. Any requests for interaction should be directed to such authorized persons.

No employee of the organization shall discuss matters related to the Company, answer any questions, or provide any personal opinion, whether favourable or unfavourable about the organization or its clients in any article / in radio/ TV broadcast/ to outsiders/ etc. unless expressly granted permission by the Management / concerned authorities.

Reporting an Incident

It is imperative that we do not ignore misbehaviour, or acts of non-compliance with stated policy by employees/groups of employees and report these promptly to the management for suitable action.

For the report to be reliable and actionable it is required to be in writing and via email, and for the sake of clarity in a prescribed format.

A report shall be made by the Manager in whose team the irregular act has been committed. Failure to report by the concerned Manager shall be considered as the omission of their key duties and be dealt with accordingly.

Private practice / Independent consulting is prohibited

All employees are prohibited from private practice/independent consultation through the entire duration of their employment with Mercury Airconditioners Pvt. Ltd. unless permitted otherwise by the management under special circumstances.

One cannot advertise through word of mouth or on any form of media or make any commercial gains from private practice, either directly or indirectly.

Dress Code:

All employees are expected to maintain a decent dress code that conveys professionalism at all times

Review of Policy:

The Management reserves the right to amend this policy at any time. Leave list standard 8 days circulated internally.

THANK YOU

To,
Mercury Air Conditioners Pvt. Ltd.
Peru Chawl No 5, Shop No 1-7,
Compound, Mumbai Gas Ln,
Lal Baug, Mumbai, Maharashtra 400012

Date:

Awareness against Prevention of Sexual Harassment at Workplace Policy

I have attended the Induction Training on Mercury - Awareness against Prevention of Sexual Harassment Policy'. Further details regarding the policy are available in the Handbook for reading & I will ensure that I will go through it in detail.

I acknowledge that as an employee of Mercury Air Conditioner Pvt.Ltd., I am required to comply with the guidelines prescribed therein, and failure to do so may subject me to disciplinary action, up to and including termination and, if applicable, to criminal or civil proceedings

I am fully aware of my responsibilities as an employee of Mercury Air Conditioner Pvt.Ltd., and I am committed to building and maintaining a work environment that is safe, secure, and conducive to performance.

I understand that if I have a concern about a violation or a potential violation about the safety and security of the work environment, I must promptly report to the Human Resources or designated authority of my Company

Signature:

Name:

Airconditioners Pvt Ltd.

Employee Number:

Location:

Date:

To,
Mercury Air Conditioners Pvt. Ltd.
Peru Chawl No 5, Shop No 1-7,
Compound, Mumbai Gas Ln,
Lal Baug, Mumbai, Maharashtra 400012

Letter of Disclaimer

Dear Sir,

I _____, have joined Mercury Air Conditioner Pvt.Ltd.,
on _____.

I hereby confirm that I have received a copy of the Employee Handbook.

I also hereby understand & accept all the terms that will apply to me during my tenure with the organisation.

I will abide by all the organizational SOPs mentioned in it.

Thanks & Regards

Signature:

Name:

Employee Number:

Location:

Date: