



HUMAN RESOURCES POLICY MANUAL

Release Date – 1st September 2022

Revision Date – 1st October 2022

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Dear Employee,

Welcome to IKF Home Finance! We are excited to have you as part of our team. You were hired because we believe you can contribute to the achievement of our goals and to the bottom line of success, and share our commitment to our vision and mission statement.

As part of the team, you will discover that the pursuit of excellence is truly a rewarding aspect of your career with us. As a team member, you must "own" the results of your productivity. This employee policy manual contains the key information on guidelines and expectations of IKF Home Finance; and other information you will need as part of our team.

Every job is essential to provide the highest level of quality customer service every day to more people who "trust and respect" us. We achieve this through dedicated hard work and commitment from every employee. It is the desire of the management, from top to bottom, to have all employees succeed in his/her job, and assist in achieving our goals.

You should use this policy manual as a ready reference. At IKF Home Finance, we strive to recognize the contributions of all employees.

Welcome aboard. We look forward to your contribution.

Sincerely,

Aryendra Kumar

CEO

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Introduction

This policy manual is designed to acquaint you with **IKF Home Finance Limited** and provide you with information about working conditions, benefits, and policies affecting your employment.

The information contained in this Policy manual applies to all employees of IKF Home Finance Limited. Following the information and policies described in this Policy manual is considered a condition of continued employment. However, nothing in this Policy manual alters an employee's status. The contents of this Policy manual shall neither constitute nor be construed as a promise of employment or as a contract between the Company and any of its employees. The Policy manual is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding, and complying with the provisions of this Policy manual. Our objective is to provide you with a work environment that is constructive to both your personal and professional growth.

Changes in Policy: This Policy manual supersedes all previous employee manuals and memos that may have been issued from time to time on subjects covered in this Policy manual. However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees of these changes. Changes will be effective on the dates determined by the Company, and after those dates all superseded policies will be null.

No individual supervisor or manager has the authority to change policies at any time. If you are uncertain about any information, guideline, policy or procedure, speak with your direct supervisor or HR manager.

About Us: IKF Home Finance Limited

IKF Home Finance started as an independent entity in the Financial Year 2015-16 to offer affordable housing loans to the underserved segment.

Currently, the home finance business has a network of 40+ branches spanning over 6 states viz. Telangana, Andhra Pradesh, Tamil Nadu, Karnataka, Maharashtra, and Gujarat.

IKF Home Finance offers Home loan, Composite home loan, Home improvement loan, Loan against property and MSME for the affordable segment.

Purpose, Vision & Mission

Purpose:

Transforming Lives through Flexible Financial Solutions

Vision:

To be the most preferred & trusted housing finance company that helps people build their dream homes

Mission:

Provide housing finance assistance through customized products to underserved segment

Core Values

We have some core values which act as guiding principles that are the deeply ingrained and serve as the cultural foundation. In all our actions we will be bound by the following Core Values in relation to all our stakeholders:

Commitment

Deliver on our promises to all stakeholders, provide value in every interaction, and exceed the expectations of our customers – through commitment to quality, service excellence & professionalism.

Passion

Make a positive difference and create sustainable impact – by bringing energy & enthusiasm to everything we do, staying focused on long-term goals, and going the extra mile in making our customers successful.

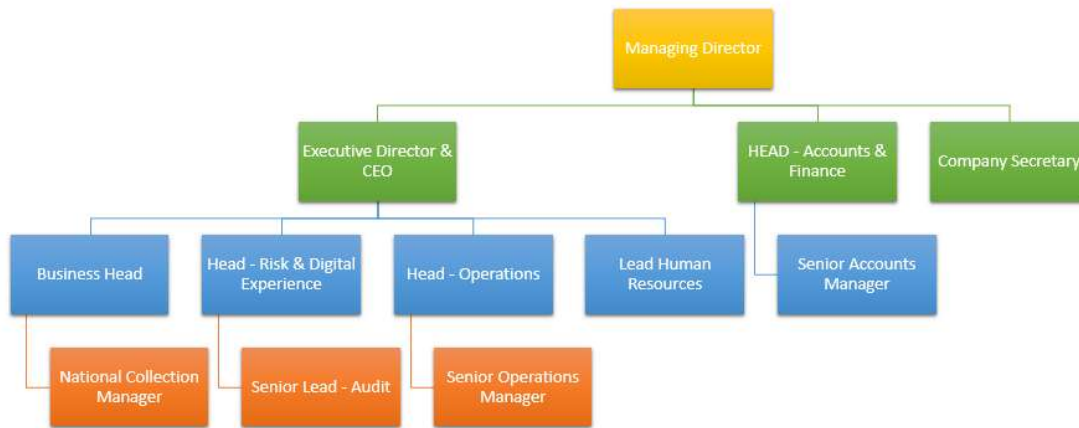
Transparency

Foster a culture of fairness, openness and process-orientation. Drive all our actions, decisions and behaviours with the highest standards of Integrity, Ethics and Compliance.

Empowerment

Encouraging employees to take ownership and accountability that enables them to realize and give their best. Enabling and enriching the lives of the all our stakeholders through our best efforts.

Organization Structure



Please note that this structure is subject to further changes based on strategic planning and business requirements. Any changes in the structure would be decided by the senior management and HR and notified to employees.

Employee Code of Conduct & Ethics

IKF Home Finance has a Code of Conduct to ensure that every employee of the organization behaves in a professional, responsible and business-like manner at work, in the office premises, and whenever representing the company externally.

This Code has been given to you at the time of your joining. You are accountable for reading, understanding and adhering to this Code. Further, compliance with all laws, rules and regulations related to Company activities is mandatory and your conduct must be such as to avoid even the appearance of impropriety. Failure to do so could result in disciplinary action, up to and including termination of employment.

If you are uncertain about what to do, refer to the relevant section of this Code. If you are still unsure, speak with your supervisor or manager under whom you are functioning and alternatively, you may reach out to the human resources department for resolution of your issue. If you have any doubt at any point in time with regard to the understanding and adherence of this code of conduct, seek the help of either your supervisor or HR department.

Recruitment

Recruitment forms an important part of every organization as it brings in valuable human assets into the organization. There are various channels of sourcing for hiring and a particular selection process is followed for recruiting talent into the organization. You may refer employees for positions however; there are guidelines on referral and policy on hiring relatives etc.

Employee Referral Program

We place great importance on referrals because we trust our employees know what's best for our company. The Employee Referral Program Policy explains important aspects of our employee referral procedures. We want to make this process as smooth as possible for our employees and those who they refer.

Objective:

The objective of employee referral program is to attract right candidate for the right jobs which can best be done when an employee acts as an ambassador for the company.

Scope

This Employee Referral Program Policy applies to every employee of our company. The employee after noticing the requirement looks into their network and refers to a candidate if it is found suitable.

Eligibility Criteria

All employees are eligible to participate in our referral program except for:

- a) Senior management (Managing Director, CEO and HODs)
- b) HR Department
- c) Immediate supervisor

Guidelines for employee referral

1. The employees should mention their name and code while referring a candidate.
2. At the time of payment, both the referee and the referred employee should not be serving notice with the organization.
3. FOS referral amount will be paid on completion of 2 months from the date of joining of the candidate.
4. 1st Line, 2nd Line, and Leadership referral amount will be paid on completion probation period of the new joinee from the date of joining of the candidate.
5. The resume sourced by an employee will be valid till as mentioned in the job advert.
6. If 2 employees have referred the same candidate, only the employee who first referred the candidature will be eligible to receive referral amount.
7. Reference will be recorded in the name of the employee who forwarded the CV to HR.
8. The interview and selection process will happen on merit basis only
9. No special advantages would be given to the referred candidate.
10. Candidate directly approaching the HR for submission of resume will not be considered for employee referral.
11. An employee however as per the "referral policy" cannot refer any next of kin.
12. Also, no referral will be considered in case the candidate resume exists already in the database.
13. All Hiring decision will be kept confidential.
14. The referee will be informed only once the referred candidate has been on-boarded.

15. The referral amount is paid along with the employee's salary.
16. If a new joinee is separated from the organization within 6 months from his DOJ owing to an integrity issue, the paid referral bonus will be recovered from the referee in the following month.

Additional rules for rewards:

There is no cap on the number of referrals an employee can make. All rewards will be paid accordingly.

Referrers are still eligible for rewards even if a candidate is hired at a later time within 3 months from the date of resume shared through the referral program, or gets hired for another position.

Pay out Matrix

Level	Referral Amount (in rupees)
FOS ¹	4,000
1 st Line ²	8,000
2 nd Line ³	10,000
Leadership ⁴	20,000

Definition of levels

1. FOS – RO, SRO, Collection Officer etc
2. 1st Line – BM, CPA, BCM, Ops Manager etc
3. 2nd Line – CSM, ASM, RSM, CCM, ACM, RCM, etc
4. Leadership – ZMs, HODs

Accountability:

1. HR team must ensure that the employee referral process is followed in the most transparent way.
2. All employees while making any referral must adhere to the company defined recruitment policy.
3. The effectiveness of policy is monitored by the HR team to ensure the policy is applied fairly.

Revision of the policy

The company reserves the right to revise, modify any or all clauses of this policy depending upon demand of business.

Policy of Hiring relatives

Objective: To ensure that wherever employees related to each other are working in the organisation, they are not in a position to influence the jobs, performance or career progression of one another.

Scope: All employees on the rolls of the company.

The company's recruitment philosophy is hiring purely on equal employment opportunity. There is no restriction on hiring of relatives till such time it does not create a potential conflict of interest and also it needs to be declared and known to the organization. Example of relatives, for the sake of understanding is Parents / In-laws, Spouse, Children, Siblings etc. However, the list is not limited to relations defined above.

In order to avoid potential conflict of interest and to reduce the possibility of favouritism or appearance of favouritism, the following guidelines must be followed:

- No one is assigned to a position where he/she has the opportunity to check, process,

- review, approve, audit or otherwise affect the work of the other related employee
- No one is assigned to a position where he/she can influence the salary progress or
- promotion of the related employee
- In case any employee knows of a situation that appears to be an opportunity for one
- employee to show favouritism to his/her relative, he/she should contact the HR
- All new hires must declare in their joining kit, if they have any relatives working with the company to the best of their knowledge.
- All employees when they send referrals through the employee Referral Program also declare in case they refer any relative.
- During the course of employment, if you come to know about any of your relative joining the organization, you would have to immediately declare in the Conflict of Interest form and notify the HR department.

Terms & Conditions of Employment

Every employee is bound by the entire content of this document (EH) and more specifically by:

- Appointment Letter - Terms of employment are set out in the appointment letter. The terms of employment are as per the details contained in the appointment letter. The company reserves the right to amend, alter, change any or all the terms and conditions governing employment. The company will also be the sole judge of the meaning and interpretation of all or any of these terms and conditions and its decision thereon shall be binding on all employees. The employment contract is a contract between the individual employee and the company and the terms of contract are individual to each employee. Hence, you are required not to share the terms of contract with others including other employees.
- Employee Code of Conduct – You must have read and understood the Code. 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.
- The Non-Disclosure / Confidentiality Agreement - Relating to confidential information that you come across during your association with the company.

Joining & On -boarding

The idea is to ensure that the new joiner has a smooth and hassle free joining experience and settles down comfortably in the organization within a short period of time.

Joining Process

Following documents needs to be submitted on the date of joining.

- Certificates supporting academic/professional qualifications as follows:
 - 10th Class: Certificate along with the mark sheets
 - 12th Standard: Certificate along with the mark sheets
 - Diploma – Certificate along with the mark sheets
 - Bachelor’s Degree: Certificates along with the semester/year wise mark sheets
 - Master’s / Professional Degree - Certificates along with the semester/year wise mark sheets
 - Any other relevant academic certificates
- Latest three months’ salary slip / Salary Certificate
- Relieving letter from last employer (within 60 days from date of joining)
- Service Certificate / Proof of Employment from last two employers
- Form 16 (OR) Taxable Income Statement duly certified by the previous employer
(Statement showing the deductions & Taxable Income with break-up)
- 4 recent passport size colour photographs
- Photocopy of the PAN Card & AADHAR Card
- UAN number
- Photocopy of the Provisional Offer as sent by IKF Home Finance
- Physical fitness certificate from a civil surgeon/MBBS registered practitioner (if applicable)
- Background Verification Consent (signed copy)

In case of pendency of any document/s, HR would follow –up and ensure to get all pending documents within reasonable timelines with a maximum of two months from the employee’s date of joining.

Appointment letter: the soft copy of the appointment letter will be sent over email to the new joiner by the HR.

The HR & Administration would coordinate on the visiting cards and salary account opening formalities for you. In case of any challenges or delays, please reach out to the concerned department.

First salary: Once HR collects all joining documents, the necessary inputs are shared with the payroll team to process salary for the new joiner. There can be two scenarios as follows:

- a) In case a new joiner joins prior to 20th of the month, the new joiner will get the salary in the same month.
- b) In case a new joiner joins post 20th of the month, the new joiner will get the first salary in the following month.

The salary would be credited in the account details provided by you till the time that the corporate salary account gets opened.

On -boarding Process

The manager ensures that the induction plan and details are handed over and explained to the new joiner and shares a copy with HR. The HR shares the soft copy of the Employee Policy manual with the employee and takes a session

with him / her as part of the two/three week Individual Induction Plan. (For outstation candidates, session would be on call). The HR manager would inform and cover all information on employee policies.

The HR will organize 1-day corporate induction in the first month of joining (or maximum in the first two months of joining).

Probation and Confirmation

All employees, except sales and collection FOS, will be on probation for a period of 3 months across all grades / levels in the organization.

The review at the end of the probation period will be in accordance to the company's Performance Appraisal System.

The probationer needs to raise self-appraisal through the HRMS App to the manager, and manager will have to approve/ reject confirmation request depending on the employee's performance during the probation period.

On successful completion of probation, the employee's services will be confirmed.

The probation period may be extended if the employee fails to perform to the expected level during probation period.

Extended probation period is typically not more than three months. In case a probationer fails to perform to the expected level even after getting an extended probation, the company may decide to take appropriate action including termination of service. The company is not bound to share the appraisal records with the employee.

Work Rules

Dress Code

A professional appearance is important at the workplace. Employees should be well groomed & dressed appropriately.

The general rule of dress code to be followed is:

Monday to Friday – Formals

Saturday – Casuals

Dress Code for Male Employees:

Appropriate Dressing

1. In all working days (except for Saturdays) in the office, a full sleeved or half sleeved shirt, properly tucked in with a full pant, clean leather shoes with matching socks.
2. For Business / Functional Heads and above - A suit in all types of business meetings with clients/customers, meetings with top management, external seminars /conference and corporate events/functions.

Inappropriate Dressing

1. Slippers
2. Sheer Clothing
3. T-Shirts without Collar
4. Kurta Pyjamas
5. Short Pants / Capri

Dress Code for Female Employees:

Appropriate Dressing

1. In all working days (except for Saturdays) in the office: -
 - a) Saree with pleasant colour
 - b) Salwar Kameez or Churidar
 - c) Formal Trousers with formal shirt or top
2. For Business / Functional Heads and above: A Suit / Saree in all types of business meetings with clients / customers, meetings with top management external seminars /conference and corporate events / functions.

Inappropriate Dressing

1. Slippers
2. Sheer Clothing

3. T-Shirts

4. Short Pants / Capris

5. Spaghetti - strapped tops

6. Tank Tops or revealing shirts

7. Short mini skirts

Please note: In case of external and customer meetings, it is mandatory to wear formals even on Saturdays that is professional and business-like and makes a favourable impression on visitors and business associates. Sales colleagues and managers can choose to have a set of ties in the office in case needed.

Requests for advice and assistance in administrating or interpreting this guideline should be directed to HR department.

Monitoring




Managers are responsible for monitoring and enforcing this policy and decorum on dress code. If questionable attire is worn in the office, the relevant manager will hold a personal & private discussion with the employee to advice and counsel the employee regarding the inappropriateness of the attire.

Attendance

Work Timings:

- 9 hours per day including a 60-minute lunch break
- 6-day work week (Mon – Sat and 1st Sat off)
- Office work hours
 - Corporate Office: 09:30 AM to 06.30 PM including 60 minutes for lunch
 - Branch Office: 10:00 AM to 07.00 AM including 60 minutes for lunch

It is mandatory for all employees to mark attendance through the HRMS app or portal. The following legends would represent various forms of attendance on the roster page of the app.

-  - Present
-  - Leave/ Absence
-  - Holiday/Weekend

Employees are requested to regularise any anomaly or discrepancy related to attendance/ leave etc. without pendency's to avoid any impact on salary.

Falsifying of attendance or giving proxy is a serious offence, which will result in dismissal of the employee involved in recording the proxy attendance.

Personal Records

Important events in each employee's history with the company are recorded and kept in the employee's personnel file / records. Performance reviews, change of status records, commendations, disciplinary warnings and educational attainment records, etc are examples of such records maintained.

Employee must notify the Human Resources Department (**along with supporting documents**) of any changes in their current status. Example: Marital Status, Change in Residential Status, Parental Status, Educational Qualification etc.

Use of Computer Hardware/ Software and Electronic devices

- No unauthorized/ pirated software should be loaded in the computer. No employee should use any other employee's account or conduct any personal business.
- Employees who are provided with email facility, are directed to use email in a responsible and judicious manner. Use of offensive language and sending anonymous emails are strictly prohibited.
- Accessing personal e-mail accounts and use of non- work related websites is prohibited.
- Downloading of offensive/obscene material is strictly prohibited and can lead to severe punishment, including termination of services of the employee involved.

Identity Card

- You are supposed to wear the Company Identity Card during working hours in the office premises.
- In case of official visits representing the company, wearing of ID cards are mandatory.
- In case you misplace your Identity card; you need to notify immediately to the supervising manager and the HR & admin. The HR & Admin manager would help to obtain a new card.
- In case of multiple times loss (more than twice) of the Identity Card by an employee, to obtain a new Card, the employee would be charged for the same which would be deducted from his/her monthly salary

Employee PAN Card

- It is mandatory for each employee of IKF Home Finance Limited irrespective of whether they fall under the tax bracket or not to have a PAN Card.
- Any employee who does not have a PAN card can obtain the same and submit the PAN Card details to HR once received.
- New Joiners are requested to submit their PAN Card details at the time of joining irrespective of whether he/she falls under taxable bracket.

Information Security

At IKF Home Finance, critical information is handled and therefore there is an Information Security Policy in place which helps to classify and safeguard information.

Information Asset

- Information includes computer data, documents, files, images, voice recordings or even removable media devices

- Hardware and software which supports them
- Has a specific business value.

Security

Some critical areas and key points on IS are as follows:

- Do not discuss work in Public
- Have strong passwords
- Clear your desk & screen
- Escort visitors, question strangers, & do not allow piggybacking
- Dispose securely
- Promptly report Incidents
- Update Anti- Virus
- Physically secure info assets
- Surf and transact e-mail correctly and responsibly

Personal Belongings

You are responsible for your own personal belongings and properties left at the office. IKF Home Finance Limited assumes no liabilities for any loss or damage to personal belongings and property.

Company Property

- IKFHF's office space, equipment, materials and other properties shall be used only for sole purpose of IKF Home Finance Limited's business.
- Employee who uses the Company's portable property such as Laptop, Video Projector, Camera and Video Camera are responsible for the safekeeping of these equipment.
- The employee will be held responsible for any loss or damage to these portable properties. Cost of replacement or repair will be borne by the employee.

Supplies, Expenditure, Obligating the Company

Only authorized persons may purchase supplies in the name of IKF Home Finance Limited. 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. The HR & Admin Department needs to be contacted 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. All visitors must enter through the main reception area, accompanied by the staff that is playing host to the visitor. The staff should ensure that the visitors have been provided with the visitor ID card. 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. The security personnel / receptionist should ensure that the personal details of the visitor, whom he or she proposes to meet and in what connection are recorded in the register maintained in the Reception/Security gate.

Smoking Policy and Use & Consumption of Drugs, alcohol at workplace

Smoking on IKF Home Finance Limited's premises is strictly prohibited. Smoking means use of lit cigarette, cigar, pipe or any other lit tobacco product. Nobody should be under the influence of alcohol or illegal or controlled substances when reporting to work, while on the job, or in connection with carrying out official responsibilities.

Weapons & other prohibited items in the workplace

Items or objects that have been brought into the workplace that are not authorized and create or could create a risk of violence are prohibited. Examples of such items include but are not limited to: Firearms, Explosives, Chemicals or biological substances, other objects or materials capable of causing death or serious injury. Possession of weapons or engaging in workplace violence is prohibited by Company regulations and may lead to disciplinary action, up to and including termination. In addition, a referral may be made to law enforcement authorities that may result in framing of criminal charges and registering case before the appropriate court of law.

Gifts & Entertainment

Employees should refrain themselves from receiving any gifts or favours from customers or vendors in cash or kind.

There are policy guidelines for employees on how to conduct themselves on receipt of gifts. Please reach out to the HR manager or your supervising manager for more details on the policy.

Entertainment of clients

At times business may demand dining with and entertaining clients. In all such cases it would be imperative that prior approval of your Business / Functional Head and CEO is sought for such cases. Any expenses incurred for such occasions needs to be claimed through the reimbursement policy & process.

Desktop / Laptop

All employees would be provided with either desktops or laptops & data cards based on their role & requirement

Any loss or damage caused to desktop /laptop and / or data card will have to be reported to HR & Admin and IT team and the employee may be charged an amount for the loss as per the company's policy

Reimbursements

- Any expenses incurred by employees for official purposes can be reimbursed through expense claim form as per the process and guidelines mentioned in the policy.
- Employees need to raise a consolidated expense claim form for all reimbursements consolidated like mobile, local travel, domestic travel, birthday, other reimbursements permitted as per policy as applicable for that month.
- Please reach out to the HR manager or your supervising manager for more details on the relevant policies.

Leave Policy

Objective: The objective is to define the leave entitlement for all employees. The policy outlines the, applicability, rules and procedures with regard to availing and approval of leave.

Scope: This policy covers all employees of IKF Home Finance Limited.

Office Timings:

Corporate Office – 9:30 AM to 6:30 PM

All other locations – 10:00 AM to 7:00 PM

Lunch Break: 60 Minutes (1:30 PM - 2:30 PM - In a Staggered manner)

Leave Calendar Year: January – December (accrual is Calendar month basis)

ANNUAL LEAVE

Total Leave entitlement for a calendar year – 36

1. 3 days of leave will be accrued to all employees every month.
2. Leaves will be accrued pro-rata basis for all new joinees. Leave cycle is as per calendar month.
3. All Sick Report should be informed either by the employee or the next of kin to the employee's manager on the day the employee reports sick. Absence due to Sickness beyond 3 days compulsorily requires medical certificate at the time of resumption
4. Any leave above 3 days at a stretch (apart from sick report) should be informed at least 7 days ahead and approval needs to be obtained from competent authority
5. 6-day leave once a year must be taken at a stretch – Mandatory Leave
6. Any weekend/ Public Holiday falling in between a leave period is included in the leave period
7. If a leave period covers both Sundays, one at the beginning and one at the end of the leave period, no Sunday will be included in the leave period
8. Leaves not availed during a year can be carried forward up to 12 days at the end of every year and up to a maximum of 36 days. Any leave accrued but not availed beyond 36 days will be lapsed.
9. Accrued but not availed leaves may be adjusted against notice shortfall under specific approval from the management
10. Accumulated leaves can be attached to maternity leave if need be
11. All male employees will be entitled to 5 days of Paternity Leave on the birth of their new-born. The same would be applicable in case of adoption of a child. Paternity Leave should be applied 2 days prior to the date of birth of the baby/ the day an adopted child is brought home.

Compensatory Leave

In case an employee is required to attend office for minimum 5 hours on any non-working Saturday/ Sundays/ Public Holidays, the employee will be eligible for one compensatory leave. The employee should get an approval from Reporting Manager before availing compensatory leave. The said compensatory leave needs to be utilised within 5th & 20th of the same or next month (whichever is applicable as the case maybe).

Maternity / Adoption Leave:

All female employees would be eligible to avail themselves of maternity leave as per the provisions of the amended Maternity Benefit Act, 1961

Holidays:

The employees are entitled to the list of published holidays (which includes paid customary festival and national holidays) as per the company policy.

This list of holidays should include the compulsory national public holidays (Republic Day, Independence Day & Gandhi Jayanti) and also the other holidays may differ for different states based on the regulatory and cultural requirements. The list would be published at the beginning of every year. The total holidays would be 14 out of which (7 would be common for all across locations and 7 holidays would be based on the states).

Common Leave Pool

Employees can donate 2 days of leave from their annual leave balance and a pool will be created with everyone's contribution

Any employee run out of yearly leave balance and would still require more leaves under any medical emergency of self or immediate family can avail leaves from the common pool under specific approval from the management.

One employee can avail maximum of 15 days leave from the common pool in a year.

Necessary medical documents along with supervisor recommendation should be forwarded to HR for review and approval from the management

Exception: All deviations to the above Leave Policy will need the approval of CEO/MD and HR Head.

Unauthorized absence from the work:

- Please note that any unauthorised absence from work will be termed as a serious act of misconduct and will attract disciplinary action.
- Any employee who remains absent on unauthorised leave beyond 5 days, salary processing will be put on hold till further inputs are received from the Reporting Manager.
- As per the Terms & Conditions of Employment, if the employee absents himself/herself without intimation / sanctioned leave or remain absent beyond the period originally granted or subsequently extended, she/he shall be considered as having voluntarily abandoned his/her employment without giving any notice and disciplinary action will be taken such as termination unless the employee resume his/her duties within 8 days from the commencement of such absence and provide explanation to the satisfaction of the Company for such absence.

Leave without Pay

Leave without pay must be applied under 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 Regional/Zonal/Functional/Business Head or CEO (as the case maybe), in agreement with the HR.

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.

Some general guidelines on leaves

- All leave applications, recommendations, approvals and refusals must be applied through HRMS app/portal.
- The organisation urges the employees plan well in advance on their leaves. Specifically, if an employee is expected to be away from work for a continuous period of 7 or more days, the approval for the same needs to be obtained at least 15 days prior to the commencement of the leave.
- Employees have to keep his/her Supervisor/Functional Head informed in case of any extension of leave. An act of proceeding on leave without approval will be treated as an act of misconduct and the employee will be liable for disciplinary action, if deemed necessary.
- All leaves should be taken with prior approval. In case, a sick leave has to be taken in an emergency situation, the employee or his/her next of kin must make best efforts to communicate his/her immediate supervisor/functional head on the first day of such sick leave.
- The immediate reporting manager has to inform the HR in case of leave without pay and absconding cases after three (3) days from the start of such leave.

- The immediate reporting manager has to inform the HR, if an employee does not report to office, after using the sanctioned leave after three (3) days from the end of such leave.
- Additionally, Regional/Zonal/Functional Heads should ensure to the employees in their team apply their leaves within the ongoing payroll cycle.
- HR would ensure updating of leave records for employee's file & records and also appropriate inputs to be sent to payroll.

Maternity Benefits for Female employees

All female employees would be eligible to avail themselves of maternity leave as per the provisions of the amended Maternity Benefit Act, 1961.

- Under the provisions of the Act, 26 weeks paid leave would be granted, including the pre-natal and post-natal period. This is applicable for a female employee for two surviving children and 12 weeks for more than two children. On the expiry of the mentioned leave the employee would be required to resume work. However, for non-core/critical roles, the employee can request the management to facilitate 'work from home'. It would entirely on the discretion of the management to grant the same.
- 12 weeks Maternity Benefit to a 'Commissioning mother' and 'Adopting mother'.
- In case of miscarriage or medical termination of pregnancy, an employee shall, on production of such proof as may be prescribed, be entitled to leave with wages at the rate of maternity benefit, for a period of six weeks immediately following the day of her miscarriage. Absence due to further complications would need approval of the Business Head, CEO and HR only.
- Maternity leave is not encashable in any manner, under any circumstance. It cannot be accumulated or used in instalments.
- The employee must submit a scanned copy of the leave application form with the maternity leave start date & end date to the Regional / Regional / Zonal/Functional / Business Head & a copy of the same should be given to the HR Department. Along with application, the employee needs to also submit duly filled Form 1 (provided as Annexure 4)

Domestic Travel Policy

Objective

The objective of the Company travel policy is to lay down guidelines which are to be followed by employees on domestic or local travel for official work and to ensure that the travel of employees is effectively managed.

Local Travel Guidelines

These rules shall apply to journeys where the travel is within the city limits or suburbs/upcountry work for official work within 100 Kms from the office and not entailing overnight stay.

Employees have two options:

The tables below show the eligibility for each option across different grades/ levels.

Use public transport to commute

Grade / Level	Reimbursement Eligibility
P& Director	Call Taxi (On Actuals)
SVP & EVP	Call Taxi (On Actuals)
VP, DVP, AVP, & SM	Call Taxi (On Actuals)
AM, DM, M	Auto Fare (On Actuals)
E& SE	Bus / Auto / Metro fare(On Actuals)

Use own vehicle (2/4-wheeler)

Grade / Level	Mode of Transport	Reimbursement Eligibility (INR x/km)
P& Director	Own car (4-wheeler)	Rs. 10/km
SVP & EVP	Own car (4-wheeler)	Rs. 10/km
VP, DVP, AVP, SM	Own car (4-wheeler)	Rs. 10/km
AM, DM, M	Own vehicle (2-wheeler)	Rs. 4/km
E& SE	Own vehicle (2-wheeler)	Rs. 4/km

In case employees are availing the b) option i.e., owns vehicle then prior approval for usage of personal vehicle for official purpose have to be approved by the Functional Head/ CEO.

Below is the cap on the reimbursement for Sales, Credit & Other functions

Grade /Level	Maximum Amount (in Rs)
Executive/Sr Executive	3500
AM, DM, M & SM	4500
AVP & above	6000

Below is the cap on the reimbursement for Collections only

Grade /Level	Maximum Amount (in Rs)
Ex/Sr Ex	4000
AM, DM, M & SM	5000
AVP & above	7000

Also, for employees in the Sales function at Level 1a & 1b, their Local travel allowance would be linked to their incentive structure but with the caps/ maximum limit as mentioned in the table above.

Domestic Travel Guidelines

The following rules would cover all areas related to domestic travel (as per definition above) for any employee for business / official purposes.

Travel Plan

All managers are required to prepare a quarterly travel calendar.

Travel plan for the next month needs to be approved by their HOD at least 10 calendar days ahead and necessary bookings/ reservations has to be done immediately upon receipt of approval from the HOD.

Any domestic travel required to be undertaken with less than 10 days' notice (ideally due to work exigency) would require CEOs approval.

Mode of Travel

The following would be the modes of travel at different Grades/Levels:

Grade/Level	Class of Travel		
	Railways /Bus	Air Travel	Local Transport
P& Director	2 nd AC/ AC Bus	Economy Class	Hired Car/ Cab
SVP & EVP	2 nd AC/ AC Bus	Economy Class	Hired Car/ Cab
VP, DVP, AVP	2 nd AC / AC Bus	Economy Class	Hired Car/ Cab
AM, DM, M, & SM	3 rd AC / AC Bus	Not eligible	Auto /Cab
E& SE	3 rd AC /AC Bus	Not Eligible	Auto / Bus / Metro

- If Journey is more than 500 kms, air travel can be considered. Otherwise, other modes of travel should be given first preference
- Traveling by personal vehicle for any distance more than 100 KMs is allowed for grades Senior Manager & above OR roles Cluster level leadership and above. Any deviation to this needs to be duly approved by the ED & CEO prior to the travel. Post facto approval will not be considered for reimbursement unless there is an absolutely pressing reason.
- Travel fare will be reimbursed on actual expense incurred and should be substantiated with ticket or proof of payment.
- In exceptional circumstances, if the employee is required to travel by a higher class than what is eligible, then the same should be approved by the respective Head of Department/ CEO.

Lodging / Accommodation

Employee can stay in a company arranged accommodation /hotel or has the choice to make his /her own stay arrangement. Please note that one cannot avail both the options at the same time.

Hotels – at corporate rates

Grade / Level	Occupancy	Indicative Tariffs (inclusive of Taxes)	
		Category I *	Category II
P& Director	Single	5000 – 6000	3500 – 4500
VP, SVP & EVP	Single	5000 – 6000	3500 – 4500
AVP, DVP	Single	4000 – 5000	2500 – 3500
AM, DM, M & SM	Single**	2000 – 3000	1500 – 2500
E& SE	Single **	1500 – 2000	1000 – 1500

***Category 1:** Metros/ Coimbatore/ Hyderabad/Vijaywada/Pune/Nagpur/Ahmedabad/ Bangalore and Surat

Category 2: All locations other than the ones mentioned in Cat 1.

** Employees at these grades may be asked to share rooms in case of colleagues travelling together

Self-Arranged Accommodation

In case of this option, employees would be eligible for a per diem of as follows:

Grade / Level	Maximum Limit (on a per day basis in INR)
AVP, & above	1000
AM, DM, M & SM	800
Ex & Sr Ex	500

Local conveyance and Food expenses can be separately claimed as per the policy.

Meals

Meal Expenses that are supported by bills and receipts:

Grade / Level	Food expenses (per day basis)
SVP & above	INR 3000
AVP, DVP & VP	INR 2000
AM, DM, M & SM	INR 1500
Ex & Sr Ex	INR 1000

Meal Expenses that are not supported by bills and receipts:

Grade / Level	Food expenses without bill (on a per day basis)
SVP & above	INR 1500
AVP, DVP & VP	INR 1000
AM, DM, M & SM	INR 600
E & SE	INR 400

Miscellaneous/Out of pocket expenses

Grade / Level	Max. Limits (per day)
DVP, VP, SVP, EVP, P& Director	INR 300
AVP, SM M, DM, AM, Ex & Sr Ex	INR 200

The above out-of-pocket expenses can be claimed for the incidentals like Tips, Portage, Newspaper, Laundry, and other expenses.

No Voucher/ Receipts need to be attached to claim these expenses.

Official Entertainment

For some senior grades (AVP & above) in case they need to entertain some employees/customers, they need to take prior approval for the same from Business/Functional Head/ CEO and get the reimbursement based on approved amount.

Travel Advance

Those employees whose job involves frequent travel will be given a cash advance as per the grid below. This advance would be issued by Accounts Department and would need to fill in a form for the same.

This will be used as a cash advance and will be used for all travel requirements.

Grade / Level	Max. Limits (per day)
SVP & above	Need based
VP, DVP & AVP	INR 10,000
AM, DM, M & SM	INR 5,000
Ex & Sr Ex	INR 3,000

General rules & regulations

- ALL domestic travel needs to be approved by HOD/CEO in advance.
- Conveyance expenses beyond Rs.50/- should be supported by vouchers wherever possible.
- Out of pocket/ Miscellaneous expenses will be payable if travel / business duration exceeds 8 hours and in blocks of 24 hours.
- Outstation assignments beyond 10 days will require to be approved by CEO /Director.
- No further travel advance will be allowed unless all previous travel advances have been settled by the employee.
- All expenses incurred during domestic travel like lodging, food, local conveyance, out of pocket expenses are to be claimed/ settled together in the approved format within 10 working days from the date of return to the base location.
- Employees must not indulge in consuming alcohol during working hours in both base location and location of travel. Even after the business hours, menace created on account of consumption of alcohol will be violation of organization's code of conduct.
- Management reserves the right to modify/withdraw the above policy without notice to the employees.

For Women Employees

- Women employees are encouraged to plan their travel itinerary such that they can reach their final destination latest by 8pm in the evening.
- Women employees may be provided with a hired/ owned private vehicle for local travel, if required, when on Outstation Travel.

Compensation & Benefits

Salary Structure

The total compensation structure for an employee at IKF Home Finance Limited has been designed to contain various elements which include both in the cash and non- cash form.

- Annual Gross Salary
- Variable Pay
- Other Perquisites & Benefits

Annual Gross Salary (AGS)

There are two types of Pay under Annual Gross Salary:

1. Fixed Pay - Under AGS, some Fixed Pay components and amount are pre-decided by the company.
2. Flexible Pay - Under AGS, Flexible Pay Components can be opted by the concerned employee as per his / her choice and eligibility criteria.

The pay structure has been designed in a way to provide some flexibility to employees to make tax saving options and at the same time meet the legal /statutory requirements.

Some guidelines are followed for Fixed and Flexible Pay as follows:

1. Fixed Pay (Pay components are pre-decided by the company & mandatory to all):

Fixed Pay comprises Basic and HRA.

Basic Salary: Basic Salary is a fixed percentage of AGS. Presently it is 40% of AGS.

House Rent Allowance - HRA: In case an employee is occupying a Rented Accommodation, he/she can opt for HRA exemption under applicable Income Tax Act. The amount available to allocate towards HRA is 40% of Basic Salary.

2. Flexible Pay (Pay Components available as per the choice of the employee for availing tax benefits)

Balance amount of AGS minus Fixed Pay & PF is called Flexible Pay which will normally be available as Special Allowance if not flexible elements are opted by default. The following salary components are available in structure.

Statutory Bonus: This is paid to the employees with monthly basic salary less than or equal to Rs. 21000. It is derived from minimum wage applicable to current location of posting of an employee. Statutory Bonus is paid as advance in monthly salary.

Leave Travel Allowance (LTA): LTA is part of Flexible pay and it is paid on monthly basis. Yearly LTA is equivalent to one month of Basic salary. Tax exemption under LTA can be claimed after 11 months of service with the company. LTA amount will be a part of Tax saving benefits and Tax exemption will be applicable after the employee submits proof of travel.

LTA Guidelines and Claim process

LTA entitlement can be claimed once in a financial year. However, for tax exemption purposes LTA is exempt only twice in a block of 4 calendar years as defined by the Government.

If LTA is not claimed during the financial year, the same shall be carried forward to the next financial year.

The actual train fare for AC first class/Economy air fare for the employee and dependent family members by the shortest route to the destination of travel is exempt from tax. Original train tickets for train travel or the original air ticket along with boarding pass for air travel must support the claim. No travel agent bill/photocopied tickets shall be

accepted. In case of travel by road the employees need to attach the LTA Declaration Form along with his/her claim. In case the place of travel is not connected by train/air and is undertaken by road, an amount equivalent to AC first class fare for the distance of the journey by shortest route is reimbursable on the basis that the journey has been performed by rail. Original taxi bills shall be required as proof of travel in this case.

Employees need to avail a minimum 5 working days leave to claim LTA. All LTA claims must be supported by the approved leave application and documents as mentioned in the policy.

Process

LTA claims do not need the supervisor's signature and should be sent directly to the Accounts department.

The LTA claim should contain an Expense Claim along with the following supporting documents:

If the journey is undertaken by air, then the original tickets along with boarding passes.

If the journey is undertaken by railway, then the original train tickets.

If the journey is undertaken by road, then the details need to be filled in a subscribed format.

LTA claims shall not be processed if Photocopies of bills/tickets are sent, Tickets are not sent with claim form, or the claim form is incomplete, only a travel agents bill without tickets is given

The Accounts Department would also process LTA claims for employees and the timeline and process needs to be agreed and finalised with them.

Special Allowance: This is a part of the flexible pay component. $AGS - (Fixed Pay + LTA + Advance Statutory Bonus) = Special Allowance$.

3. PF Contribution: Provident Fund Contribution is mandatory under the Employee Provident Fund & Misc. Provisions Act, 1952. IKFHF has opted for a restricted PF option as per the amendment in PF Act (September 2014) for its employees. In this option, PF contribution is calculated as a derivative of $(AGS - Basic Salary - Advance Statutory Bonus)$.

If the $(AGS - Basic Salary - Advance Statutory Bonus)$ is greater than Rs. 15,000 monthly, PF contribution is calculated as $15,000 \times 12\%$.

Else, PF contribution is calculated as 12% of $(AGS - Basic Salary - Advance Statutory Bonus)$.

Variable Pay

Variable Pay is an element in the total compensation which is either paid annually or as monthly incentives. This element is performance based pay. For variable pay, the pay is linked to the employee's performance. An employee can either be in the monthly, quarterly or annually variable pay. Usually employees in the sales function (from Relationship Officer till Branch Manager Level) are on a monthly variable pay i.e. monthly incentive and Cluster Sales Managers on a quarterly incentive scheme. Other roles in Sales and also non- sales functions are on an annual Performance Linked Incentive (PLI).

Performance Linked Incentive: Employees apart from the sales designations mentioned above come under the purview of PLI scheme. PLI is calculated as a percentage of AGS depending on the employee's performance rating. PLI is paid twice a year, pro-rated, basis half yearly performance appraisal rating. An indicative PLI figure is shown as part of total CTC at the highest rating for the role subject to company performance.

Incentive Pay: The Sales Incentive Plan (SIP) would be designed and based on certain principles:

From Relationship Officer till Branch Manager Level are on a monthly variable pay i.e. monthly incentive. Cluster Sales Manager would be in the quarterly incentive structure.

Senior Supervisory and other senior roles would not be a part of this plan (Area Sales Manager upwards) who would otherwise be covered by the PLI structure of the company.

The evaluation criteria would comprise maximum of 3 to 4 parameters. Maximum monthly incentive payout is Rs 50,000.

The employee has to be on the rolls at the time of payout to get this incentive payment

Any changes in the interim in an existing plan will be intimated to HR.

Other Benefits

Apart from the Annual Salary and Variable Pay, the company also provides for other perquisites and benefits to employees which are as follows:

a) Gratuity

b) ESIC (for those applicable)

a) Gratuity Contribution: Gratuity is a Retirement Benefit as per The Payment Gratuity Act, 1972. This is payable to an employee only on Completion of 5 years of continuous service (can pay after 4 years 9 months of full time service) with the employer (minimum 240 days a year). His separation by way of superannuation / resignation / retirement will be covered under this. Present contribution rate is 4.81% of Basic Salary. Gratuity Contribution is compulsory for all employees and is provisioned by the employer and the way to calculate is, (Last drawn basic salary /26 * 15* No. of years of service or part thereof in excess of 6 months).

Maximum Limit:

Employees covered under the Act are entitled for maximum amount of gratuity of Rs. 10,00,000/- which is tax exempted. However, any amount exceeding the maximum prescribed limit of gratuity (Rs. 10,00,000/-) becomes taxable in the hands of the recipient.

Forfeiture of Gratuity:

(1) The gratuity of an employee, whose services have been terminated for any act, wilful omission or negligence causing any damage or loss to, or destruction of, property belonging to the employer, shall be forfeited to the extent of the damage or loss so caused;

(2) The gratuity payable to an employee shall be wholly forfeited- (a) If the services of such employee have been terminated for his riotous or disorderly conduct or any other act of violence on his part, or (b) If the services of such employee have been terminated for any act which constitutes an offence involving moral turpitude, provided that such offence is committed by him in the course of his employment.

b) Employee State Insurance Corporation (ESIC) is applicable to all employees of IKF Home Finance Limited having a gross salary below Rs 21,000 per month

In the case of IKFHF, the company pays 3.25% of gross salary. Out of the entire ESIC amount the deduction of employee contribution is done at 0.75% of gross salary contribution taken from the employee.

The ESIC Declaration Form No.1 must be filled within 10 days of the joining date.

Within 15 days of submission of declaration form, temporary ESIC card will be issued, which will be valid for only three months. The Permanent ESIC card will be issued after the completion of three months of service. (this needs to be confirmed with the IKF Labour Consultant and the sentence modified as appropriately wherever required)

ESIC related all details and queries can be obtained from the HR manager.

Employee Emergency Welfare Benefits

The Employee Emergency Welfare policy is intended to provide immediate relief to eligible employees with financial assistance during any medical emergency that place undue financial stress on them. This policy will benefit the employee by reducing the financial burden during the period of medical emergency.

The company offers the following welfare support to the employee in need:

1. Monetary benefit
 - a. Emergency Loan advance
 - b. Emergency Cash advance
2. Non-Monetary benefit
 - a. Group Health insurance
 - b. Group Term Life insurance

Emergency Loan Advance

1. ELIGIBILITY FOR ADVANCE

- All employees who are confirmed and completed 6 Months of tenure in the organization shall be eligible for Emergency Loan Advance.

2. LOAN AMOUNT & REPAYMENT

- Employee can avail a loan of 2.5 times of her/ his monthly gross salary or Rs. 1,50,000 whichever is lower.
- The loan needs to be repaid in 12 months from the month of loan disbursed.
- The applicable Rate of Interest is 6 % flat per annum.
- The mode of repayment shall be through salary deduction.

3. PROCEDURE

- Applicant needs to send a mail request for fund along with other supporting's mentioned in the checklist. In case employee is hospitalized and not in position to apply, she/he has to put the request through the supervisor, who, in turn, will make application on behalf of the employee with witness of next of kin. The request form is thereafter forwarded to HR department with respective department head's recommendations on it.
- The HR Department verifies the eligibility amount and forwards the application along with the necessary approvals to the Finance Team, who, in turn, processes the loan amount and advice payroll on applicable EMI Deduction.
- Post discharge, the employee needs to submit the bills and execute the loan agreement within 15 days to HR.
- If an Employee is serving notice period with the organization before the completion of repayment of the full loan amount, the employee is liable to close the loan before being relieved. Otherwise, FFS will be put on hold.
- If an Employee leaves the organization before making the repayment of the full loan amount, the employer will have right to initiate any legal action/remedy to recover such amount from the employee.

4. CHECKLIST

- Request Mail from Employee to immediate reporting authority (IRA).
- Approval mail from IRA followed by Recommendation from HOD.
- Authorization Letter and KYC from employee.
- Demand Promissory note with 3 security cheques and NACH Forms.

- Medical Certificate and related diagnosis report from doctor.
- Relationship Proof in case loan is used for dependants.
- In case employee is hospitalised he/she shall submit above documentation within 15 days of discharge. (Till such time his/her spouse/parents in case the employee is not married) can raise request

Employee Emergency Cash advance

Summary: Employee welfare fund is the “Voluntary Fixed Contribution” by the employees from their respective salaries every month. The welfare fund shall be pooled from employees who have monthly gross salary of greater than or equal to Rs. 40,000. The company shall provide contribution equal to the monthly pool amount at the discretion of the management.

Eligibility: All the employees who are confirmed and completed 6 month’s tenure with the organization.

Note: Any employee earning greater than or equal to Rs. 40,000 monthly gross but is not willing to contribute towards the fund, shall not be eligible to utilize the fund.

Process: HR shall initiate and take the declaration from employee(s) earning greater than or equal to Rs. 40,000 monthly gross, that he/she shall be part of this fixed voluntary contribution (i.e. Rs 300 to Rs 800 per month) and contribution will be deducted from their salaries every month. The same shall be sent to Payroll for deduction.

This fund will be parked as Employee Emergency fund and will be maintained by Accounts Team.

This fund will be available to employees after three month of continuous pooling, this is to ensure that substantial amount is available in the pool so that considerable impact is seen.

Terms and Conditions:

- The fund need to be utilized only for medical emergency of employee or immediate dependents (i.e; Spouse/Children/Parents/dependents).
- A Three-member committee will be formed comprising representative of HR, one senior member of leadership and one representative from Finance/ Accounts/ Secretarial.
- The Committee will evaluate the request of the employee in a non-discriminatory manner and decide upon the amount based on the availability of funds. Maximum amount capped is Rs. 30,000.
- The emergency cash is 50% recoverable without interest over period of 12 months.
- The committee will recommend to CEO for approval.
- The company shall provide its contribution from its end at the discretion of the management.
- The employee can utilize the fund only once per twelve months.

Group Health insurance

Group Health Insurance Policy usually covers a reimbursement or cashless settlement of medical expenses incurred during hospitalization due to disease, illness and bodily injury due to accident. Also Maternity expenses due to hospitalization are covered.

Note: Refer to the inforce policy detail uploaded in the portal.

Group Term Life insurance

IKF Home Finance cares for its employees and believes in their wellbeing. It also provides benefit of life insurance coverage for all the employees. Group term life insurance policies play an important role in the employee welfare and retention scheme and it offers financial security to the family even in the absence of the employee. Group term life insurance schemes offer financial independence to the concerned employee’s family in the event of death. It is intended to provide monetary guarantee to the beneficiary of the covered under the group term life insurance plan in the case of death of the insured. Most of the group life insurances are simple and flexible. There is also no need to undergo a medical examination by the employees to be covered under this policy.

The employer pays for the basic coverage and the employee needs to pay himself if he needs an extended coverage. The coverage of the group policy is available to the employee until his continuity of the job with the company or the expiry of the coverage. Also, there are no maturity benefits of these policies.

Sum Assured (in Rupees)	Level Of Grade
10,00,000	Upto Assistant Manager
12,00,000	Upto Senior Manager
15,00,000	AVP & above

Transfer & Relocation Policy

Objective

To ensure optimum manpower utilization, upgrade skills & support creating knowledge based organization, to meet organizational developmental needs, employees' aspiration and future organizational requirements and to lay down the guidelines for reimbursing expenses on transfer / relocation.

Scope

All new joiners relocating from a different city at the time of joining IKFHF and all employees on rolls with the organization and not serving notice period

Types of Transfer:

Intra City Transfer/ Branch Transfer

When an employee is moved from one branch to another within the same city, such transfers will be guided by the Intracity Transfer or Branch Transfer policy.

Inter City and Interstate Transfer

When an employee is moved from one branch to another branch belonging to a different city or different state, such transfers will be guided by the intercity transfer policy.

Transfer Initiated by:

Employer Initiated

If a vacancy occurs for a given position, any employee who is serving a similar capacity may be transferred based upon the needs for the efficient functioning of the department.

In such transfer, an employee is required to report to her/ his new allocation by 1st working day of the following month, if the transfer order is issued within 20th of the preceding month.

Employee Initiated

If an employee initiates a transfer request basis his/her personal requirement like shifting of family or spouse, but not limited to, will be considered as employee initiated transfer.

Transfer Benefits

Following benefits are applicable for the Employer Initiated & Intercity/ Interstate transfers only. Benefits are applicable to the Employee & Immediate Family – Spouse & dependent children only.

Travel Eligibility – The following would be the modes of travel at different Grades/Levels:

Grade/Level	Class of Travel		
	Railways /Bus	Air Travel	Local Transport
P& Director	2 nd AC/ AC Bus	Economy Class	Hired Car/ Cab
SVP & EVP	2 nd AC/ AC Bus	Economy Class	Hired Car/ Cab
VP, DVP, AVP	2 nd AC / AC Bus	Economy Class	Hired Car/ Cab
AM, DM, M, & SM	3 rd AC / AC Bus	Not eligible	Auto /Cab
E& SE	3 rd AC/AC Bus	Not Eligible	Auto / Bus / Metro

- If Journey is more than 500 kms, air travel can be considered. Otherwise, other modes of travel should be given first preference
- Traveling by personal vehicle for any distance more than 100 KMs is allowed for grades Senior Manager & above OR roles Cluster level leadership and above. Any deviation to this needs to be duly approved by the ED & CEO prior to the travel. Post facto approval will not be considered for reimbursement unless there is an absolutely pressing reason.
- Travel fare will be reimbursed on actual expense incurred and should be substantiated with ticket or proof of payment.
- In exceptional circumstances, if the employee is required to travel by a higher class than what is eligible, then the same should be approved by the respective Head of Department/ CEO.

Accommodation

An employee on transfer can avail company provided accommodation for a maximum of 7 days upon reaching the new posting location. Later the employee is required to arrange his own accommodation. Family moving with the employee are also eligible to be accommodated along with the employee.

Employee can stay in a company arranged accommodation /hotel or has the choice to make his /her own stay arrangement. Please note that one cannot avail both the options at the same time.

Hotels – at corporate rates

Grade / Level	Occupancy	Indicative Tariffs (inclusive of Taxes; on a per day basis in INR)	
		Category I *	Category II
P& Director	Single	5000 – 6000	3500 – 4500
VP, SVP & EVP	Single	5000 – 6000	3500 – 4500
AVP, DVP	Single	4000 – 5000	2500 – 3500
AM, DM, M & SM	Single**	2000 – 3000	1500 – 2500
E& SE	Single **	1500 – 2000	1000 – 1500

***Category 1:** Metros/ Coimbatore/ Hyderabad/Vijaywada/Pune/Nagpur/Ahmedabad/ Bangalore and Surat

Category 2: All locations other than the ones mentioned in Cat 1.

Self-Arranged Accommodation

In case of this option, employees would be eligible for a per diem of as follows:

Grade / Level	Amount (on a per day basis in INR)
AVP, & above	1000
AM, DM, M & SM	800
Ex& Sr Ex	500

Meals

Reasonable expenses incurred on meals during the first 7 Days of transfer will be reimbursed to the employee and family as per below grid supported by bills and receipts:

Grade / Level	Amount (on a per day basis in INR)
SVP & above	3000
AVP, DVP & VP	2000
AM, DM, M & SM	1500
Ex & Sr Ex	1000

Transfer Advance

An employee upon transfer will be eligible to draw salary advance to help her/ him settle down in the new location. The advance will be paid to the employee with salary upon reporting to the new location and is recoverable over next 5 salaries.

Grade	Amount
Up to Deputy Manager	30,000
Up to AVP	40,000
DVP & above	50,000

Household Movement

An employee upon transfer will be eligible to claim reimbursement of household movement upon submission of valid receipt from the transporter.

The employee should obtain at least three quotations from Packing & Forwarding Agents, which should be sent to Human Resources for approval. The quotations should include cost of freight for household goods and car, packing, forwarding, uploading / loading and insurance details.

On receipt of the quotation, HR will give an approval to the quotation with the minimum amount.

The employee is expected to make the payment directly to the vendor. This would be reimbursed to the employee on production of actual bills.

Grade	Amount
Up to Deputy Manager	30,000
Up to AVP	40,000
DVP & above	50,000

Approvals related to above mentioned benefits are to be obtained from the CEO by the HR Department upon receipt of a transfer requirement well ahead of the movement of the employee.

Travel tickets & Lodging will be arranged by the Administration department.

Meals and Household movement expenses are to be claimed by the employee upon submission of valid receipts.

Employee Initiated/ Request Transfer

Upon receipt of a location transfer request from an employee, HR will validate if there is a vacancy suitable to employee's request. In case, there is one, the employee will be transferred to her/ his requested location after the position has been replaced.

In request transfer, employee will not be eligible to claim any transfer benefits.

Also, the employee will have to spend at least 1 year at the current location before placing any request for location transfer.

City Compensatory Allowance (CCA)

CCA is offered to an Employee as a compensation for the high costs of living in a metropolitan or Tier-1 city. It is computed as a fixed percentage of the Employee's basic salary. CCA doesn't apply on new joiners.

City categories are as follows

Category A+: Chennai, Hyderabad, Pune, Ahmedabad, and Bangalore

Category A: Coimbatore, Vijayawada, Nagpur, Surat

Category B: All locations other than the ones mentioned in the above 2 categories.

	Category A+	Category A	Category B
Category A+	No CCA	No CCA	No CCA
Category A	15%	No CCA	No CCA
Category B	20%	10%	No CCA

Approval Matrix

Following approvals are to be obtained before any transfer is effected.

Location Transfer Approval

Grade	First approval	Second approval
FOS & First Line Employees	State/ Regional level Leadership	Zonal / National Level Leadership
2 nd Line Employees	Zonal Level Leadership	National Level Leadership
Leadership	CEO	MD

Department Transfer Approval

Clearance By	First approval	Second approval	Third Approval	Final Approval
Current Manager	State/ Regional level Leadership of the current department	Zonal / National Level Leadership of the current department	State/ Regional level Leadership of the proposed department	Zonal / National Level Leadership of the proposed department

HR will process necessary transfer order upon receipt of the approvals in the above mentioned matrix.

Performance Management

Performance Management helps us deliver results and develop people. Purpose of Performance Management is to **align, drive and develop** individual performance towards organizational goals. Organization's strategy translates into organization objectives to team objectives to individual objectives.

The performance management cycle consists of the following elements as depicted in the picture below:



Performance Cycle and Reviews

7.1.1. Objective Setting: The performance objectives are set at the beginning of the year. (Objectives, KPIs and measurements). At this stage, for sales, target setting could be frequent process including monthly or quarterly process based on the certain factors including company's performance in the prior months and overall targets for the year.

7.1.2. Performance Dialogues: The idea is to have regular reviews and performance dialogues for boosting engagement and development, and "staying tuned" on performance to avoid last minute surprises. All functions would have regular reviews e.g. weekly / every fortnight/ monthly / quarterly based on the function.

7.1.3. Performance Appraisal : This is a formal review process holistically assessing the past year's or last 6 months performance. IKF Home Finance follows both a Mid-Year Appraisal and Annual Performance Appraisal process.

- All employees on rolls of the company will be eligible to participate in the performance appraisal process; however, cut off dates for Mid-Year and Annual Appraisal is March & September respectively. Employees who have joined on or before 31st March would be eligible for the Mid-Year Appraisal in October. Employees who have joined on or before 30th September would be eligible for the Annual Appraisal in April.
- The appraisal year is defined as the financial year i.e. April to March.

- The process commences with a performance planning/goal setting exercise in which the Key Performance Indicators for all individuals are defined at the beginning of the year through a discussion between the employee and supervisor.
- Performance is measured on: Overall Performance, Values & Leadership. The measurement is through a 5-point rating scale for performance and 3-point rating scale for Values & Leadership.

7.1.4. Performance Reward

Reward could be both monetary and non-monetary. Monetary rewards are primarily in the form of:

- a) Salary changes or Increments
- b) Performance linked incentive and
- c) Promotions (if eligible)

HR would inform about the guideline and criteria for increments, bonuses and promotions. Based on these guidelines, criteria and process, the final decision is taken.

Various schemes and award programs are run as a part of non-monetary reward programs from time to time based on the requirements.

7.2. Performance Improvement Plan (PIP)

The Performance Improvement Plan is a structured, time - bound approach (2 months) for managing 'performance below expectations'. The process helps to ensure that unsatisfactory performers are tracked, counselled, assisted and monitored for enhancing their performance.

PIP could be two types:

Case 1 – where the employee's performance is below expectations at any point of time during the year and not as part of the appraisal cycle

Case 2 – where employee's performance is below expectations (2 rated) as part of the annual/mid-year appraisal process

For further details, please refer to the policy and guidelines and/ or reach out to your HR manager or supervisor.

7.3. Individual Development Plan (IDP)

The employee development discussions are held as a separate process and not part of the performance management process.

The supervising manager discusses about the relevant development areas and agrees with the individual on a plan for development. Individual developmental needs are highlighted in a structured form in the IDP also keeping in view career aspirations. The manager and employee agree on a regular review (e.g. once a quarter) to ensure traction on the plan.

Separation Policy

Exit Process

Separation may be of the following types:

- a) Employee Initiated
- b) Employer Initiated
- c) Other cases

Employee Initiated

This is at the instance of an employee, when he submits resignation to the post held by him. The employee desires to leave the services of the organization due to personal or professional reasons. It is a voluntary separation initiated by the employee. If an employee desires to leave the services of the organisation, he has to serve the notice period, as stipulated in the appointment order or if he wants to get relieved immediately, he has to pay salary in lieu of the notice period, but this would be based on approvals and not for all cases.

Process

- Resignation should be applied through HRMS portal
- The Supervisor must discuss with Regional/Zonal/ Business / Functional Head/ CEO (as applicable) and accept the resignation through HRMS; specify the last working day of the employee as per notice period policy.
- HR after resignation puts the last month salary on hold. The salary is processed along with the full and final settlement.
- Last working day should be based strictly on the notice period policy. Any waiver needs to be approved by respective HOD.
- In cases where an employee named in whistle blow resigns, the practice would be to received; however, acceptance to the resignation and relieving the employee will be on hold until the investigation is complete.
- The manager has the right to withhold the acceptance of the resignation if any dues are recoverable from the employee or if the employee is under suspension or if any disciplinary proceedings are pending against the employee or for any other reasons.
- HR sends a clearance form to the employee who obtains the relevant clearances and sends back to HR on his/her last working day or 1 day prior to last working day.
- Prior to the employee's separation, an exit interview needs to be conducted and feedback documented. All exit interviews are done by HR.
- HR gets gratuity claim forms filled by the separated employee (in case eligible) and sends the same along with the other separation inputs including notice period, leave balance calculations and recoveries (if any) to payroll team for Full and Final settlement processing of the employees.
- HR dispatches the Settlement amount, the settlement details and relieving letter to the employee subject to receipt of the completed clearance form.
- HR files the exit interview form, with the interviewer's comments, resignation letter, and clearance form and other exit related documents in Employee Personal File.

Employer Initiated

The reasons here could be non-performance, retrenchment, or misconduct of the employee or non - compliance to the company policies or any ethical or integrity issues.

Non - Performance

In case an employee is considered a non-performer, the employee needs to be made aware of the same and opportunity and time needs to be given to the employee by organization through the process of Performance Improvement Plan.

Even after the PIP, if the employee does not improve and meet the mutually agreed expected level of performance, then the employee could be asked to leave the organization with a month's notice given to him/her in writing.

Retrenchment

In cases, where there is some restructuring due to consolidation or other business related decisions, there the impacted employees could be asked to leave with full pay in lieu of notice period or a severance pay.

Misconduct / Integrity

If an employee commits any misconduct or integrity issue, either financial or non-financial in nature, IKF Home Finance Limited may terminate the services of an employee without notice or payment in lieu thereof under the provisions of Company's Disciplinary Action Policy.

Upon termination of employment, the employee is expected to immediately transfer and hand over to the company all documents, information, assets belonging to the company, which the employee holds by reason of his/ her position in the company.

Management reserves the right to terminate an employee's service without statement of cause in order to protect the integrity and reputation of the company.

Absconding cases

IKFHF considers an employee as absconding in case:

An employee fails to return to duty from an approved leave of absence on agreed date without informing the supervisor or the company.

An employee does not attend office for a continuous duration of over 3 (Three) days without informing his/her immediate reporting authority or the company.

In such cases the company would try contacting the employee and in case does not hear back within the stipulated time limits, reserves the right to terminate the employment.

In such cases, company will send two recall notices to the absconded employee's personal email ID asking the employee to resume work within 24 hours. If the employee fails to respond to second recall notice the company has the right to terminate the absconded employee.

Other cases

Retirement

The retirement age for the employees of the organization will be 58 years or as fixed by the government at that time. 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.

Early retirement can be contemplated on the grounds of illness, inability to discharge the assigned task for any reason whatsoever.

The management has the right to declare Voluntary Retirement Scheme (VRS) for all employees or specific group/ grade of employees depending on the need of business whenever situation demands.

Death of employee

Due to the death of an employee 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 salary account or his / her nominee's account.

Abandonment post resignation

This is a situation where the employee absconds and does not serve the agreed complete or remaining notice period after resignation.

In such cases, the employee would be tried to be contacted through personal email and phone and asked to serve the notice period in writing and report to work. In case of no response, HR would be sending a notification by registered post to his/ her permanent address with some timeline to respond. In case of no response, the HR can send a termination letter to the employee and not issue a relieving letter. It is important to keep all the relevant documentation properly for records.

Some Important points

- Various exit processes are followed based on the kind of exit
- The Notice Period Policy clearly lays out the rules to be followed in various scenarios pertaining to notice period
- All exits related documentation needs to be properly kept and maintained in the Employee Personal File.
- All exits and related information needs to be intimated to HR to be handled appropriately depending on the nature of the case.
- Any deviations or exceptions to the process and policy would require discussion and approval from the CEO and Director.

Notice Period

Grade	On Probation	On Confirmation
Up to Assistant Manager	30 days	60 days
Deputy Manager & Above	30 days	90 days

Probationary period: Either party to this contract shall be at liberty to terminate the same by giving in writing and on giving 30 days' notice or without any notice on payment of 30 days' salary (on Annual Gross Salary basis) in lieu of the notice period.

On Confirmation: On satisfactory completion of the probation period and confirmation of your services, this contract can be terminated by either party by giving to the other 60-days' notice for up to Assistant Manager level and 90 Days' notice for Deputy Manager and above, in writing or compensation (on Annual Gross Salary basis) in lieu thereof. Provided that, such notice or compensation in lieu of shall not be payable by the Company to you in the event of any contravention or violation by you, of any of the provisions set forth in this appointment letter. Final decision on relieving an employee in case of insufficient notice period or compensation in lieu thereof, vests with the Company

Prevention of Sexual Harassment

Sexual harassment and other discriminatory harassment are illegal and violate Company policies. Actions or words of a sexual nature that harasses or intimidates others are prohibited. Similarly, actions or words that harasses or intimidates based on race, color, religion, gender, sexual orientation, age, national origin, disability, marital status or any other unlawful basis are also strictly prohibited.

All complaints of sexual harassment will be fairly and promptly investigated and, if confirmed, appropriate disciplinary action will be taken. Please reach out to the HR manager or your supervising manager for more details on this policy.

Employee Discipline

The policy is intended to make employees aware about the different kinds of indiscipline and misconduct and appropriate action taken by the Company with respect to any action that in the opinion of management is below the standards set by the Company or which could result in harm to the Company's employees, assets, interests or reputation.

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 behaviour 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 various actions on employees depending on the case. All incidents of indiscipline are handled by the approved Disciplinary Action Committee appointed by the Company.

Grievance Redressal fourteen

Employees have the right to raise a grievance without any prejudice or fear of victimization. All grievances would be handled by individuals with the relevant authority as per the current Company procedure and be resolved quickly and, where possible and appropriate, to the satisfaction of all concerned. There is a defined process and resolution matrix for the same.

Whistleblowing

Employees can raise their concerns anonymously about any malpractice, impropriety, abuse or wrongdoing at an early stage and in the right way, without fear of victimization, subsequent discrimination or disadvantage.

If you are aware of any illegal or unethical behaviour or if you believe that an applicable law, rule or regulation or this Code has been violated, the matter must be promptly reported to your supervisor or the company executives. Your supervisor is normally the first person you should contact if you have questions about anything in this Code or if you believe that the Company or an associate is violating the law or the Company policy or engaging in conduct that appears unethical. Under some circumstances, it may be impractical or you may feel uncomfortable raising a matter with your supervisor. In those instances, you may contact the Head of Risk & Credit Compliance or CEO / HR or the ombudsperson. All reports of alleged violations will be promptly investigated and, if appropriate, remedied, and if legally required, immediately reported to the proper governmental authority.

Conclusion

We would like to thank you for taking the time to thoroughly read our Employee Policy manual. It is mandatory for you to go through the Employee Policies. Please contact your HR manager or direct supervisor for those details. We expect everyone to abide and follow the policies and guidelines as set forth and described. However, all employees are encouraged to bring forward their suggestions and ideas that will make us a better place to work, and improve our services to our clients. When you see an opportunity for improvement, please bring it to your manager. Your manager can help you bring your idea to the attention of the people responsible for possibly implementing it. All suggestions are valued and will be listened to.