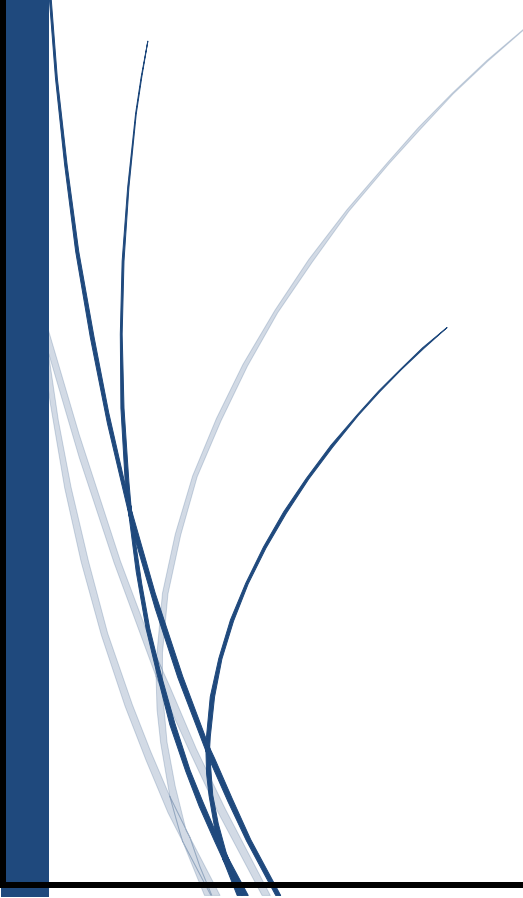


Shree Sai Occupational Health Care
Employee Induction and
Orientation Policy





A. Purpose: To ensure the successful implementation of a uniform procedure for introducing new employees and help new employees to feel them as part of the team at Shree Sai Occupational Health Centre by providing timely information and assistance.

B. Scope: All cadres of the employees working at Shree Sai.

C. Responsibility: Induction of new employees will be the responsibility of the L & T Department, HR Department & the Departmental HOD.

D. Definition

D.1 Induction means introduction of the Shree Sai Group and its general policies and procedures through presentations.

D.2 Orientation is the practical overview of the Company.

E. Policy

E.1 All employees will undergo formal induction immediately upon joining the organization.

E.2 For all employees, general Induction must be completed within 3 days and the departmental induction to be completed within 15 days of joining of new employee.

E.3 HR Department shall inform HOD about the date of joining of new employee prior to the joining.

E.4 The HOD shall ensure the work place for the new joining.

F. Procedure

F.1 General Induction Procedure

F.1.1 The HR Department will welcome all new employees on the date of joining.

F.1.2 The HR Department will carry out joining formalities of new employees, which will include:

1. Collection of required documents/certificate.
2. Filling up of relevant HR forms and applications.
3. Information regarding bank application, Provident fund, gratuity, Security deposits, hostel application.
4. Punching (Biometric) Formalities.

F.1.3 The new employees will be inducted on following topics:

1. Introduction about the Shree Sai Group & Occupational Health Centre.
2. Vision and Mission of the Shree Sai.
3. Organization Structure of the Shree Sai.
4. Management of the Shree Sai.
5. Name and titles of key executives
6. Employee rights and responsibilities
7. Client rights and responsibilities
8. Service Standards



9. HR Policies and procedures/ Administrative Procedures
10. Code of conduct
11. Grooming Standards
12. Awareness to Quality Standards & Accreditation
13. Appraisal System
14. Health care needs
15. Communication
16. Safety aspects - All safety codes & Evacuation
17. Disciplinary and grievance handling procedures
18. Cardio-Pulmonary Resuscitation (CPR)

F.1.4 After completion of induction, orientation will be conducted, and the employee will be introduced to the respective departments during the orientation program.

F.1.5 After orientation, departmental induction will be given by respective departmental head.

F.1.6 Information about the joining of any new employee will be provided by HR department to the CEO & Director, Center Manager, respective Head of Department and HR Team.

F.1.7 The HR department will ensure for issuance of the Appointment letter, Employee Code, Identity Card, Temporary card and Visiting Card. The HR Department will also ensure for the completion of bank account process.

F.1.9 The HR Department will make entry of new employees in Software.

F.1.10 The HR Department will inform to Administration Department for issuing CUG Connection (if required), Identity card, name plates, Hostel facility and visiting card. The HR department will also inform to IT department for generating the Email Id and requirement of computer of respective person.

F.1.11 After orientation on relevant department head will provide training to staff related to departmental policy and procedure

F.2 Departmental Induction:

F.2.1 The HOD will ensure that the employee completes the induction as planned.

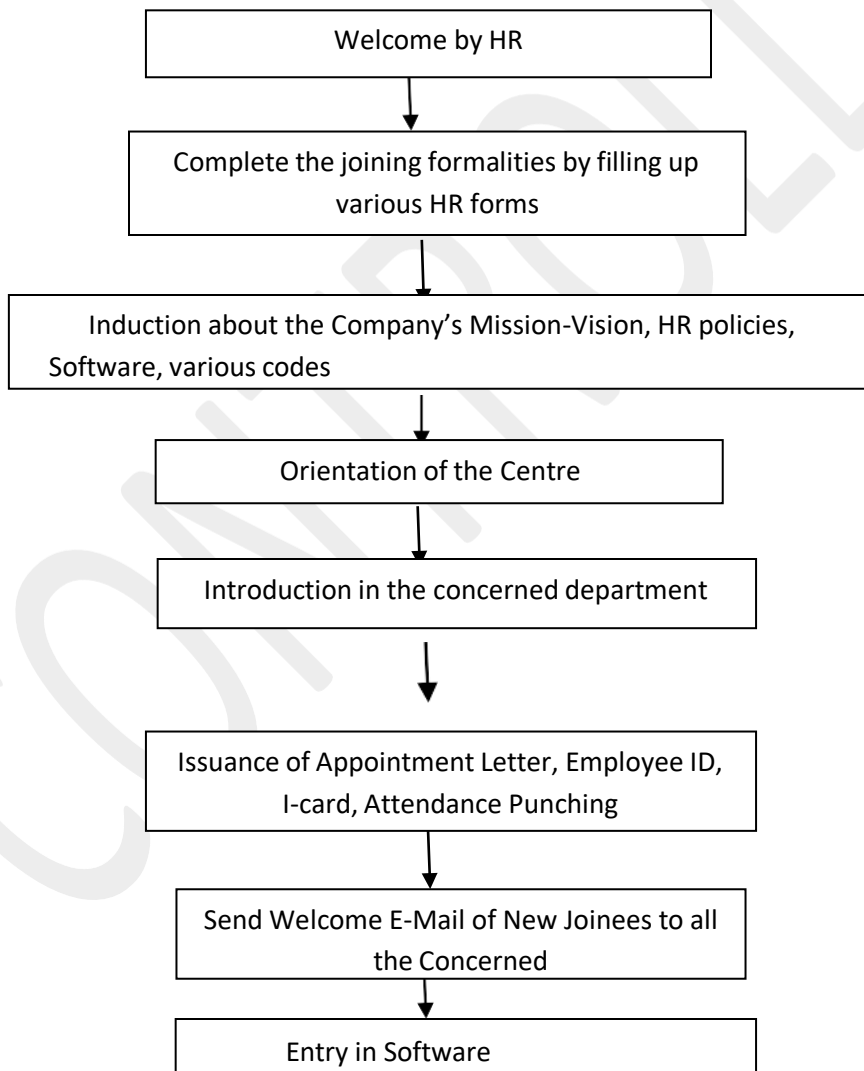
F.2.2 Apart from the general induction, it shall be the responsibility of the HOD of respective Department to conduct an orientation program to familiarize the employees with the departmental environment in which they shall be



working. Also, the HODs would ensure that new employees:

1. Has been introduced to all the members of his or her department.
2. Clearly understands his or her job reporting channel.
3. Has a clear understanding of the function of the department.
4. Is fully aware of his or her job description and responsibility.
5. Is clear about his or her level of financial authority and responsibility.
6. Is aware of the process of decision making in the hierarchy of the Company and in his or her departmental.

G. Process Flow





Shree Sai Occupational Health Care

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Review By: -

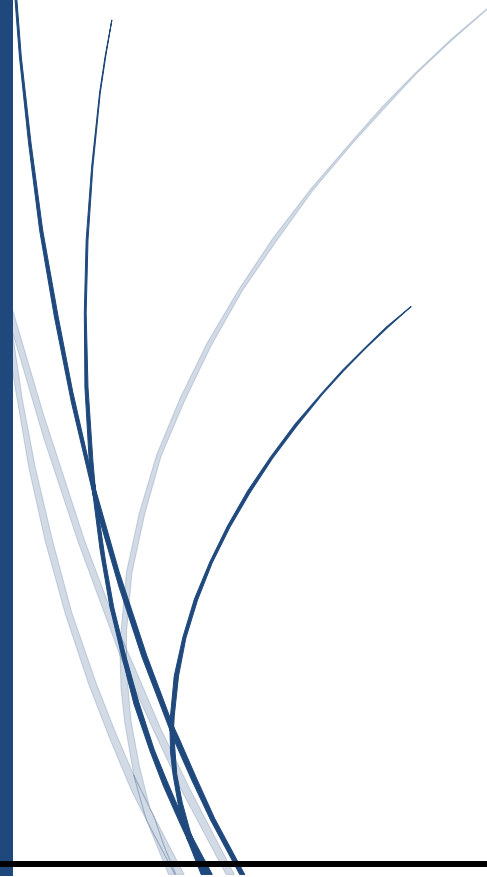
Name	Designation	Signature & Date
Dr Vijay Pandya	Honorary Chief Advisor	

Approved by: -

Name	Designation	Signature & Date
Dr Nikhil Patel	Director	



Shree Sai Occupational Health Care Training and Development Policy





A. PURPOSE: The policy is to promote organizational vitality by providing progressive training and development opportunities that support lifelong learning and assist individuals in working together within their departments/units. The main purpose of training is to build a skilled, well-trained and professional workforce, to strengthen organizational leadership; and to adopt leading-edge management practices to encourage innovation and continuous improvements in performance.

B. SCOPE: The scope of this policy is to help employees to contribute their best performance in the organization with the help of training.

C. RESPONSIBILITIES: The responsibility for implementing this policy shall lie with Head – HR & respective departmental HODs.

D. DEFINITIONS:

D.1 Learning and development refers to the practice of providing training, arranging workshops, coaching, mentoring, or other learning opportunities to employees to inspire, challenge, and motivate them to perform the functions of their position to the best of their ability and within standards set by organization guidelines. Training is again divided into two types-internal training and external training

D.2 External training refers to those training programs which are not designed or carried out within the organization. Companies carry out external training because it is less time consuming and they might not have the resources to train in-house. The opposite of external training is internal training, where new employees are trained within the environment they'll be working in and by people employed by that same company.

D.3 Internal training simply means training taken up by one of the employees in the organization and scheduled at company premises.

E. POLICY & PROCEDURE:

E.1 Induction- General Induction, Departmental Induction:

General Induction – Induction is given as a first preparation upon taking up a post. Its main objective is to assist new employees get to the level of performance expected from the organization. It contains information which deals with the layout of an organization's facility, health and safety measures, HR Policies, Infection control training, accreditation & Certification, policies and standards. Etc.

Departmental Induction – This would be done for the new joiner on his/ her first day in their respective department which includes team meeting by HOD involving introduction to all the team members.

Types / Areas of Training:

- Skill development training: Training relating to the enhancement of skills for an employee's current position. These include internal and external courses providing technical training, and functional training relating to the skills that employees require for their job towards efficient departmental functional delivery
- Behavioral training: Training that has a specific management or supervisory focus. This training is geared



- towards developing the soft skills of employees. These include internal and external courses on manager development, supervisory skills for reporting managers, and leadership development program.
- The Administrative head is responsible for raising the functional training need which will be facilitated / organizing by the training team.
- L&D department is responsible for organizing and imparting Behavioral training.

Training Need Identification:

- The training need Identification is collated annually & on joining for the new joiners by training team to form the basis for the organization's forward learning and development plan.
- Each employee's training need identification is the responsibility of his/her admin head during the performance appraisal.
- Once a training need is identified and agreed upon by an employee his / her admin head, the employee is responsible for ensuring that he/she undergoes the training. The Training team is required to facilitate and provide any necessary support for such training.

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Training Plan / Calendar:

- Training Department is responsible for creating the training plan/ calendar for all training and ensuring the effective delivery of training.
- Administrative Heads are responsible for creating the training plan/ calendar for departmental functional training. The same should be shared with the training department.

Nomination of the Employee:

- An employee can be nominated for training by his/her admin heads and can also be self-nominated. Self-nomination should be requested through the Administrative Heads.
- The Training team organizing the training will track attendance against nominations and circulate the same to the nominated employee's Administrative Heads.

Attendance for Training:

- Training sessions are regular, scheduled assignments that must be fulfilled as would any other scheduled commitment.
- Training sessions require the employee to participate completely throughout the duration of the session.
- Any absence during a course must be communicated to the training department and the departmental heads, and early departures from training session require prior approval by an employee's immediate in-charge.

Pre & Post Tests:

- To ensure the efficacy of the training, all the employees will be required to complete a pre-test prior to the session and a post-test after the session is over. These pre & post tests are based on the session itself.
- Analysis of the pre & post-test will be done to assess how much the employee's knowledge has improved after attending the session. If the scores achieved in the post tests are not improved as compared to the pre-tests, the L & T department will take actions to improve its efficacy.



Training & Trainer's effectiveness feedback:

- On completion of training the employee will complete a training feedback form and return it to the Training Department prior to leaving the training location.
- Analysis of the evaluation forms gathered will be undertaken by the Training head and used to improve the effectiveness of the Training.
- Pre & Post training analysis to be prepared by the admin heads to evaluate the effectiveness of the training on each participant. The same must be shared with the training department.

Establishing and Maintaining Training Record:

- Training Head must maintain a monthly record of all the trainings such as behavioral and functional for both internal and external training that is conducted for all staff members.
- Records must include Employee ID number, name, designation, department, training name, date, timing, type, category, mode, vendor, name of the trainer, cost and location.

External training:

- External Training covers activities where learning and development takes place, skills are enhanced and / or knowledge is gained to improve performance and completed training would be entered into the employee's training record.
 - Seminars
 - Workshops
 - Conferences

External training nomination & Process:

- Departmental head shall nominate employees for external training program which will add value to their department. The amount for the external training program has been defined / shown in Annexure-1.
- Centre Manager and Head HR can nominate employees for already identified training program.
- Where an employee has been nominated for an external program, a specific sanction for such nomination shall be obtained from the Admin heads on approval; the training department will send a formal letter/email to the employee concerned intimating therein.
- Employee shall sign an undertaking before attending the training program.
- A feedback from shall also be enclosed with the letter which the concerned employee shall return to training department duly filled after his return from such program.
- Once nominated; employee must attend the training. In any case if the employee is not attending the training and the payment has been made, the same would be recovered from the employee's next salary.
- If the employee exits before 12 months after completion of the training the training cost would be recovered fully from the employee during full and final settlement.
- Employee after attending the training program shall produce the certificate issued by the authorities to the training department within 1 week from the date of attending the program. The certificate shall be filed in the employees' personal file.
- In case the employee does not provide the certificate, it shall be deemed that he/she has not attended the training program and the amount spent on the training shall be deducted from his/her next salary.



- Employee is entitled for official leave for the training period. In case trainings are on Sundays or public holidays, he/she will be entitled to take compensatory off with his / her Admin heads / HODs approval.
- Employee is entitled for accommodation and meal expenses as per the policies prevalent at that time.

Training Hours

- **Training Hours:** At least 36 hours of training in three months i.e. on quarterly basis and total of 72 hours in one year is mandatory for all employees.

For External training program:

- The CEO would be the signing authority to sanction any amount for any external training program.

Training as per Job Description:

- Staff involved in blood transfusion services are trained on the handling of blood and blood products.
- Staff are trained related, how to handling patients.
- Staff are trained related, how to control and restraint techniques.
- Staff are trained related, what are the healthcare communication techniques.
- Staff involved in direct patient care are provided training on cardiopulmonary resuscitation periodically.
- Staff are provided training on infection prevention and control.

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