

HR POLICIES

A. RECRUITMENT POLICY

It is Hospital's policy to recruit qualified applicants from both internal and external sources. Selection will be based upon job description and qualifications. Length of previous service will be considered when two or more applicants have equal qualifications for the job.

Vacancies will be posted in the newspapers, website from time to time. As the need arises vacancy/requirement is also displayed on notice board. The Department of Human Resources is also responsible for liaising with Human Resources consultants to fill the vacancies.

From time to time it may be necessary to transfer individual employees within the Hospital in order to meet the needs of the Hospital and to obtain maximum utilization of their skills. However, it is the Prerogative of the management to effect transfers as and when deemed fit.

If an employee is selected for promotion or transfer, the date of transfer will be decided upon by the heads of the two departments involved. Normally the transfer will occur within two weeks of the date of notification. Depending upon the exigencies of service, the employees are liable to be transferred from one department to another as per the hospital requirements.

B. PRE EMPLOYMENT HEALTH CHECK UP POLICY

All employees prior to joining our organization have to undergo the Pre employment health check up.

Purpose:

To assess the medical fitness of selected candidates prior to joining. All efforts will be taken to ensure proper health status of the employees being recruited and facilitate staff welfare.

Procedure

- Before issuing the Appointment Letter the candidate is informed about the medical check up and given the Pre

Employment Health Check up Performa.

- Pre Employment Health Check up is to be done prior to date of appointment as mentioned in LOI.

C. INDUCTION POLICY

The induction process is the welcoming process to make the new employee feel at home and generate in him a feeling of belongingness to the organization. It is a process of introducing the new employee to his work group,

Supervisor, and the organization.

1. The very first step is to explain employee the Hospital glorious history so that he should be well versed with the Vision, Mission & Values of the hospital.

2. Further the employees were made aware about the various departments & services provided in the hospital and team of doctors.

3. After this, various HR policies and procedures are told to the employee for e.g. appraisal policy grievance policy, leave policy discipline policy etc.

4. The safety measures are explained to the new joining employee.

5. Then the employee is explained with the rights and responsibility of an employee, also aware him about the patient right & responsibilities.

6. After that the employee is introduced to the top management and middle level management of the organization and other senior officials of the hospital.

7. Then the employee were oriented with the hospital premises.

8. Finally, induction assessment is carried out.

Note: Induction classes are mandatory for all staff member otherwise shall be marked absent.

D. APPRAISAL POLICY

Employee performances are evaluated through annual appraisal program. It is done to motivate the staff's attitude, behavior development, communicate organizational aims, and fostering positive relationships between Management and Staff.

It is based on key responsibilities areas mentioned in the appraisal form, few points are as follows:

- Specific Job Knowledge
- Quality of Work
- System orientation
- Punctuality & Discipline
- Trainings (Outside & Indoor)
- Communication & Co-ordination
- Leadership Quality

This system also brings to lightened the organizational training needs through performance appraisal form.

Appraisal Procedure

The appraisal is done on yearly basis (continous service) by the reporting officer and HOD. They analysis the employee on the basis of his performance during the whole year. The employee signed that form as consent for observation.

Then this Form comes to the HR Dept. and HR Head will review & forward to CAO / MS / MD for final approval.

E. PROMOTION POLICY

The objective of the promotion policy is to ensure that high performance levels are recognized and rewarded.

OPERATING AUTHORITY :

Immediate Supervisor

HOD

Head HR

FINAL AUTHORITY:

1. Medical Director

2. VP

3. MS

OPERATING PROCESS:

A promotion is a career opportunity for an employee that involves greater responsibility, and may also involve an increase in salary, and a change in title. Promotions are intended to and may occur only within the employee's unit; an employee may be promoted to a

position outside his or her unit provided the employee has required skills or education prerequisite for the post.

Employee has to complete at least a minimum of 1 year prior to being eligible for any kind of promotions or case may be.

The criteria of evaluation are as follows:

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On Basis of performance appraisal scores.

Attendance (excluding privilege Leave).

Competencies

Works Experience

Education

Honesty and sincerity

Commitment towards organization

NOTE:

Only permanent employees can be promoted. No employee can claim as a right to promotion and he has only right to be considered for promotion.

F. GRIEVANCE POLICY

Generally, a grievance is a complaint or dispute arising out of the contract related to terms and conditions of employment. A grievance can involve an individual or a group of two or more.

Metro Hospital management believes in the philosophy of an open door policy in the matter of Redressal of grievances. If any employee is having a grievance then he she can contact his / her HOD. If he /

she is not satisfied by his / her decision then he / she will contact HR Head to redress the problem. If the problem is still not resolved then the aggrieved employee can appeal to the grievance committee, members are as follows:

1. Medical Director
2. VP
3. MS
4. HR Head
5. HOD

Purpose

- To settle grievances of the employees in shortest possible time, at lowest possible level of authority.
- To provide for various stages of escalation so that the aggrieved employees grievances are resolved/ answered within a defined period.

G. DISCIPLINE POLICY

Disciplinary Policy at Metro Hospital , Faridabad has been put in place to discourage employees from indulging in any kind of activity which acts as a deterrent to the department in any form whatsoever.

Purpose:

- To maintain discipline in the organization.
- To follow the principles of natural justice.

The nature of punishment may be decided by the management based upon the nature of misconduct. Actions to be taken in case of indiscipline:

- Verbal Warning: By the HOD and effective for one week

Written Warning: By the HOD & effective for one week

- Written Warning: By the HR Dept. and effective for one week
- Suspension: suspension for 7 days
- Termination

The hospital will generally take disciplinary action in progressive manner. It reserves the right in its sole discretion to decide whether and what disciplinary action will be taken in a given situation.

The committee comprises the following members:

Dr. Neeraj Jain - Chairperson

Ms. Sana Tariq - Member

Dr. Manjinder Bhatti - Member | Head HR - MemberHOD

2. Medical Director

3. MS/AMS

4. HR Head

5. VP

6. HOD

2. Code of Conduct :

Proper standards of conduct are necessary in order to maintain uninterrupted services and care for patients; to protect the health and safety of employees patients, and visitors and to protect the Hospital's goodwill and property.

The Hospital expects the employees to assume personal responsibility for his / her appropriate conduct. What follows is a list of basic guidelines, which is not intended to be all inclusive:

i. Employees should enter and leave the hospital only through the employee entrance.

ii. It is compulsory for employees to wear the I D Card /

Badge at all time while in the Hospital premises. ili. Employees should be punctual in reporting for duty

otherwise disciplinary action will be taken.

iv. Employees should report to their department in uniform & with Identity card.

v. Employees should arrive 15 minutes prior to their shift and be ready for work at the start of their shift. They should not leave until the shift ends and their reliever arrives.

vi. Telephone lines are for business use only. Personal calls, either outgoing or incoming, are not permitted.

vii. Employee are not allowed to entertain their relatives/ friends during working hours at work place.

viii. Employees should not enter or visit other departments, public areas, or patients rooms unless their duties require their presence.

ix. Employees will maintain confidentiality at work place and will not disclose/share any information of the hospital/ patient or employee related with any person.

X. No one, while in Hospital employment, may engage in other work or employment that may be construed as creating a conflict of interest.

xi. Employees will be liable to be searched by the Security Staff upon entering or leaving the Hospital or while inside the Hospital premises. Female employees will be searched by female guards only,

and in absence of female guards, their belonging can be searched in the presence of another female

xii. It is not appropriate for a hospital employee to criticize the Hospital, its policies with outsiders. Suggestions or any constructive criticism should be discussed with the appropriate Department Head or the Department of Human Resources. Comments and suggestions of all employees are welcome.

3. Misconduct

"Misconduct" shall mean an act of omission or commission whether specified herein or otherwise either singly or in collaboration with others, provided the instances mentioned here -in under shall not be regarded as exhaustive.

- Any act of omission or commission, which in any manner is detrimental to the interest of the business, or discipline or reputation or prestige of the hospital, the Management and the Establishment, shall amount to misconduct whether committed within or outside the Establishments.
- An employee who is found guilty of misconduct shall be liable to be punished in accordance with the provisions of these Standing Orders. For the purpose of these Standings Orders without prejudice to the general meaning of the term.
- Without prejudice to the above general meaning of the term "misconduct, it shall be deemed to include the following:
 - Impertinence, insubordination, dereliction of duty, disobedience or refusal to work or obey, whether alone or in combination with others, any lawful or reasonable regulation of superior including an regulation which may be issued under the service Rules.

- Refusal to receive any communications served by the hospital.
- Wearing badge not supplied by the hospital or wearing arm bands or distribution or exhibiting any handbills, pamphlets and posters, etc. causing them to be displayed by means of signs or writing or other visible representations, any matter without the previous sanction of the Manager.
- Failure to maintain essential services.
- Deliberate failure to observe safety instructions, unauthorized removal interference or damage to machinery, guards, fencing, and other safety device installed in the hospital.
- Causing deliberate harm to any patient under care of a Care-giver of the hospital.
- Proxy punching / registering of attendance or abetting in the act of punching / registering attendance of another employee.
- Assault, riotous or disorderly or indecent behavior or any other act subversive of discipline including hunger strike, go slow. Dharna, Gherao picketing, stay-in strike for any reason whatsoever committed within the premises or precincts of the Establishment.

PROVIDED that any such act committed even outside the premises / precincts of the Establishment would be a misconduct, if the said act has notional connection with the employment of the employee.

- Delivering derogatory speeches, inciting employees to misbehavior, or indulging in any act or intimidation/ coercion and against any Officer/co-employee/supplier/ customer/etc.
- Striking work either singly or with others in contravention of these staff regulations or agreement, or any statute, law, rule or enactment for the time being in force or participating or inciting any

employee to strike work or bring about activities detrimental to the hospital's interests or any interruptions in the work whatsoever.

- Indulging, whether alone or in combination with others, in any unfair labour practice as defined illustrated in the Industrial Disputes Act, 1947 and / or rules there under.
- Violent demonstrations within one hundred meters of the precincts of the Establishments.
- Failure to attend work on holidays or Sundays / weekly off days when notified to do so or failure to work overtime when required to do so, without reasonable cause.
- Possession of any lethal weapon or any article prejudicial to the security of the hospital or other employees inside the premises.
- Failure to notify the hospital of any change in his address.
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Availing un-authorized rest.

Refusal to accept order of transfer from one job to another / department or section.

- Failure to report at once to his Manager / Officer any defect which the employee may notice in any machine or equipment connected with his work.
- Entering, leaving or attempting to enter or leave the premises of the establishment, by force or otherwise than in accordance with the rules of the hospital.
- Use of offensive or vile or abusive language or remarks against the Management and / or any of its Managers /

Officers or co-employees.

- Preferring any false complaint to any authority against the Management and / or any superior officer.
- Restraining and / or confining any Manager / Officer or employee with a view to making him concede to his / their demands.
- Spreading false rumours or giving false information which tend to disturb the functioning of the Establishment or its officers or employees, or spreading panic amongst the employees.
- Carrying outside the premises of the Establishment, any books, equipment, document or other property of the hospital relating to the affairs of the hospital / Management, unless specifically authorised in writing by the Management.
- Theft, fraud or dishonesty in connection with the Establishment/business or property of a customer or the theft of property of another person or employee on the premises of the Establishment, possession of any customer property / hospital property in the storage facility provided for the employees.
- Willful falsification, defacement or destruction of any records of the hospital maintained by himself or other employees.
- Mistakes or errors in the maintenance of records and or giving incorrect information for preparing them with malafide intention.
- Carrying un-authorized passengers in hospital's vehicle.
- Malingering or abuse of any leaves privileges or concessions or benefits for the time being in force.
- Loitering, leaving the work spot without permission, idling or wasting time during working hours or being within the hospital outside the authorized hours of work without previous permission.

Disclosing to any unauthorised person information in regard to the processes drawings, programs, formulas plans etc. of the Establishments which may come into possession of the employee in the course of his employment.

Collection, without the written permission of the Management, of any money within the premises of the establishment.

- Refusal to submit for medical examination as and when required by the Management or Superior Officer.
- Gambling in the premises during duty hours. Carrying selling, using and / or being under the influence of narcotic drug or drugs without prescription. Consuming alcoholic beverages during duty hours, being under the influence of alcohol or smelling of alcohol.
- Misbehavior during a domestic enquiry into charges of misconduct or during pendency of disciplinary action and / or threatening, intimidating abusing, beating, assaulting, manhandling or otherwise pressurizing or misbehaving with the witnesses or employees or hospital Managers / Officers or Enquiry Officers either before commencement or during or after the enquiry.
- Committing any nuisance in the premises or urinating or eating or spitting in places other than those provided for such purposes, creating or contributing to insanitary conditions.
- Making personal telephone calls from the establishments / work place, or receiving visitors without prior permission of the departmental head.
- Carrying out trade union activities during duty-hours.
- Soliciting tips or collecting contributions for any purpose whatsoever or distributing or affixing any hand bill, poster, etc., or canvassing union membership or doing any Union activity or personal work at any time in the Establishments without written permission of the Management.

Organizing, holding, attending or taking part in any meeting within the Establishments premises without prior sanction in writing of the Establishments / Management.

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Applying / asking / obtaining loans or advances on false pretexts, and / or not utilizing them for the purpose for which they are sanctioned, and / or not refunding such loans /

- Advances to the Management in the event of failure of the employee to utilize the same for the sanctioned purposes.

- Working elsewhere during leave or absence.

Entering or driving the hospital's vehicle without proper permission.

Allowing unauthorised persons to operate hospital's vehicle or equipment.

- Low productivity / output on anyone day due to negligence.

- Habitual late attendance or leaving work earlier.

- Aiding abatement of or incitement to commit any act of misconduct.

- Absence without leave for more than seven consecutive days or habitual absence without leave or overstaying the sanctioned leave without sufficient cause.

- Unauthorised use of occupation of Establishment quarters or subletting such quarters or permitting others to use.

- Engaged in trade including money lending, within the premises of the Establishments.

- Habitual negligence or neglect of work.

- Breach of the Staff Regulations or any provision of the law for the maintenance / safety and running of any department or equipment with which he is concerned during the course of his employment.

- Damage due to irresponsible action or inadvertence to any property of the hospital, tampering with any equipment or any written record including notices put on the Notices Board.
- Smoking within the Establishment's premises.
- Unauthorised possession of any lethal weapon or any article prejudicial to the Security of the hospital or other employee inside the premises.
- Sleeping during working hour.
- Failure by any employee to inform the Establishment of the occurrence in his house of notifiable disease viz., disease viz., cholera, smallpox, T.B., leprosy, meningitis, HIV, Hepatitis A, B & C, plague, bacillary dysentery, yellow fever, mumps, measles and any other contagious diseases.
- Physical condition which endangers the health of a customer, fellow employee or the employee himself.

Committing any offense, within the meaning of Indian Penal Code, within the premises and committing any act or commission within the premises of the establishment and outside, whether amounting to an offense or not which would tend to have the effect or result in impairing the reputation, the public confidence, the discipline or the prestige of the establishment.

- Disobeying any legal and reasonable regulation of the Management or of Superior Officers generally and in particular refusing directly or indirectly to receive any
- communication, letter, notice or regulation in writing from the Establishment or from any Manager / Superior Officer or from the person deputed to deliver the same, and refusal to endorse the fact of having received the same on any delivery book or the duplicate

copy of the documents itself and refusing to explain when required by superiors.

- Any act or omission showing loss of confidence in the employee.
- Any material misstatement or deliberately withholding of any relevant information in the application for employment
- Conviction by a court of law for any offense involving moral turpitude.
- Offering, soliciting or accepting bribes or collecting contribution for any purpose or any illegal gratification whatsoever, in connection with the hospital's business.
- Engaging in private work or trade including lotteries, raffles, chit fund and the like within hospital's premises or engaging in other employment calling for profit whilst still under the service of the hospital without written permission of the Manager.
- Using or commercializing any invention, discovery or patent invented, discovered or patented as the case may be in the course of employment under the hospital to the benefit of himself or any other person Firm or Corporation.
- Indulging in political activities during working hours in the hospital
- Deliberately making false statement before a Manager
/ Superior Officer knowing it to be false or forging the signature of a Manager / Superior or that of any person.
- Storing, carrying or chewing pawn, ganja, opium, brown sugar and spitting (betel leaves, betel nuts), in any form within the premises.
- Walking off the job, or leaving the job before the end of the assigned schedule without permission.
- Fighting on the premises.
- Lack of proper personal appearance, sanitation and cleanliness.

- Absence from place of duty without permission.
- Obtaining or attempting to obtain leave or absence on false pretense.
- Refusal to work over time.
- Sexual harassment of individuals such as passing of sexual remark and verbal abuse.
- Unwelcome physical contact or demand for sexual favors.
- Habitual breach of any Standing Orders or any law applicable to the hospital or any rules made hereunder.

H. LEAVE POLICY FOR EMPLOYEES

To provide and regulate employees' time off from work for personal purposes Metro has put in place a " Leave Policy" applicable to Metro employees on the regular rolls of the company. Leave entitlements are provided to enable employees to:-

- Rest and recover in case of illness
- Attend personal affairs
- Take vacations for rest and rejuvenation

SL/CL/SPL entitlements coincide with and are determined for the calendar year' January-December " These would be pro-rated for employees joining or leaving during the year.

EL will be generated on the basis of Date of Joining. A weekend, falling in between the leave period, would be counted as a part of leave. Leave records are maintained by the HR Department.

CASUAL LEAVE:

Casual leave (CL) entitlement is 7 days per annum. Casual leave can be availed after completion of 3 months from date of joining for a

minimum of half a day and the maximum of two days at a stretch in a month. Calculation of CL is on pro-rata basis from the date of joining. Unavailed casual leave will automatically lapse at the end of the year.

SICK LEAVE:

Sick leave entitlement is 7 days per annum. The minimum unit for availing sick leave shall be half a day and employees can avail leave after completion of 3 months from date of joining. Calculation of SL is on pro-rata basis from the date of joining. Unavailed sick leave will automatically lapse at the end of the year. Sick leave for over two days should be supported by a certificate from a registered medical practitioner.

NOTE: EL, CL, SL, shall not be merged.

EARNED LEAVE:

Earn Leave (EL) entitlement is 15 days per annum EL can be availed only after one year of continuous service. Application for EL should be made at least one month in advance of the commencement of leave. EL will be generated according to paid days of the month. EL will be accumulated up to 30 days leave After that it will be forward in January-March every ear.

CL, SL & EL cannot be availed during or adjusted against the notice period, in case of resignation.

COMPENSATORY LEAVE

In case any employee is required to work on Sunday/ holidays/weekly off are eligible for a compensatory leave.

An employee will be eligible only if he/she has worked more than one or so, scheduled shift on said days. Compensatory leave form should also be routed through HOD and sent to HR in time. Only continuous three compensatory leaves at a stretch can be availed in

a month. Further, employees / professionals can avail their compensatory leave within a month or in exceptional cases, it can be availed within a stretch of two months.

SHORT LEAVE:

Employees are entitled to avail one short leave in a month at a stretch of 2 hrs or two short leaves in a month at a stretch of 1 hr.

Note: staff should not treat short leave as a right to avail in every month, it should only be availed in emergency situations only.

SPECIAL PRIVILEGE LEAVE FULL TIME RETAINERS

For full time consultants, the leave entitlement is 14 days in a year and can be availed after completion of one month of the joining. Unavailed leaves shall be lapsed at the end of the year. Calculation of leave will be on pro-rata basis. You can avail 6 conference leaves after completion of 3 months of your joining with supportive documents.

NOTE: If a Retainer is taking SPL leave on Saturday and Monday, then Sunday will be counted as leave.

LEAVE WITHOUT PAY:

Any leave approved by the Department Head beyond the leave balance of the employee will be treated as leave without pay (LWP)

Note: It is mandatory for all staff members to post and get their leaves approved (online) before proceeding on leave.

If sufficient balance is not there, leaves should be posted as LEAVE WITHOUT PAY (LWP). In case, he/she will proceed on leave without approval (verbal approval is not permitted), he/she will be considered as ABSCONDED staff and action deemed fit shall be taken against you.

LEAVES- STIPENDARY/ TRAINEE/ INTERNS

Staff under this category are not entitled for any hospital/ employee benefits.

Procedure For Application of Leave:

The employee shall apply leave online & get it approved from his Departmental Head, prior to proceeding on leave, In cases of emergency, leave approval may be taken over the telephone and should be applied online immediately upon return. In such cases it will be the responsibility of the employee to regularize his / her absence. In emergency leave, the HOD will intimate in writing/mail to HR Department regarding the leave of the concerned employee as soon as he receives the information of leave. If any staff is taking leave without prior information, such applications will not be accepted and employee will be marked absent from duty for 3 days (1+2). If such leave has been approved, employee's leave records will be updated accordingly.

Notes:

- Late presentation of Leave will not be accepted.
- If an employee is taking leave i.e. CL on Saturday and Monday, then Sunday will not be counted as leave but in case of SPL/Sick leave/EL Sunday will be counted as leave.
- Visiting Consultants (fee for services)/Stipendary/ Interns/Trainees are not entitled for any type of leaves.
- Employee working on Holi and Diwali will be paid extra.

All HOD's/Section Incharges should approve leave/ short leave and update roster in 24 hours. Discrepancy in salary days calculated due to above error will not be considered.

1. UNIFORM POLICY :

Hospital aim to provide employees with comfortable and professional uniforms guidelines.

Employees should always be dressed neatly and appropriately for the work. Uniforms must always be worn when on duty and should be well maintained.

In the event that any employee arrives for work in a way that is not in line with this policy, concerned Incharge will advise the staff to follow the policy on the first occasion. They will be given the opportunity to address the issues immediately.

Any deliberate breache of this policy could result in disciplinary action being taken against the employee. Any further incidents will be considered in breach of Hospital policy and further action will be taken as per hospital uniform policy. However full responsibility for maintenance and cleanliness will remain with the employee, including exchange of damaged uniforms.

All new employees will receive two (2) Pairs of uniform upon joining the hospital. Any subsequent order will be determined on a needs basis only. Every order must be approved by their HOD.

Treat the uniform with care

- Wear the uniform at all times during working hours.
- Ensure that the uniform is kept clean and presentable at all times. Shirts should always be neat and ironed.
- Ensure the uniform is replaced if it becomes fadded, ripped or torn.
- Uniform should be worn properly and uniformly by every body and not according to personal styles.
- Staff must change out of their uniform promptly at the end of a shift and before leaving their place of work.

- Uniforms should be carried separately from other items-clean and dirty uniforms must not be transported together.
- Staff must follow the organization dress code.

The use of protective clothing including aprons, gloves gowns and masks must be based on an assessment of risk of transmission of micro - organisms to the patient or to the career, and to the contamination of the healthcare practitioners clothing and skin by patients blood and body fluids, secretions.

Note :- Uniform should not be worn outside the hospital premises, failing of which disciplinary action will be taken.

J. INTERNAL COMPLAINT COMMITTEE:

The Metro Heart Institute with Multispecialty, is an equal employment opportunity hospital and committed to create a healthy working environment that enables employees to work without fear of prejudice, gender bias and sexual harassment.

The hospital also believes that all employees of the hospital have the right to be treated with dignity. Sexual harassment at the work place or other than work place if involving employees is a grave offence and is therefore, punishable.

COMPLAINT REDRESSAL COMMITTEE

A committee has been constituted by the management to consider and redress complaints of sexual harassment. The Chairperson and members of the committee are as follows :

Appellate Authority

1. Dr. Meghna Phadke - Chairperson
2. Dr. Neerai Jain - Member
3. Dr. Manjinder Bhatti - Member
4. Advocate Satender Adhana - External Member

5. Dr. Renu Kapoor - Member
6. Adv. Mrs. Savita Goyal (NGO) - Member
7. Mrs. Sana Tariq - Member
8. HR Head - Member

K. CONVEYANCE POLICY

For authorized moves of the staff from establishment or from one Hospital to another, conveyance as prescribed from time to time will be admissible.

L. MEDICAL BENEFITS FOR EMPLOYEES:

Employees are advised to collect medical benefit card from HR after 3 months of joining. Kindly submit your family photographs for the same in first month of your joining.

A) For employees :

- Consultant fees free
- 25% discount on investigations except outsource investigations.

- 10% discount on medicines
- 50% discount on bed charges
- Visit fees on the discretion of the consultant

B) Procedure in OT for employees:

- Consultant and anaesthetist fee as per their discretion
- 50% discount on OT charges
- 10% discount on medicines and consumables.

C) For dependents (spouse, mother, father, children):

- Consultant fees discretion of the doctor

- 25% discount on bed charges
- 20% discount on investigations except out source investigations
- 100% charges will be paid for medicines and consumables.
- Visit fees on the discretion of the consultant.

D) Procedure in OT for dependent :

- 25% discount on OT charges & Doctor Fees
- 100% charges will be paid for medicines and consumables.

Other than category A, B, C and D the discount shall be given on the discretion of the management i.e. Managing Director and Director Admin.

Note :- For availing discount facility, proof has to be produced. Staying on hospital bed beyond 8 hrs by the hospital staff without admission is strictly prohibited.

NOTE:

- Employees are advised to collect their Employee

Medical Benefit Card from HR Department after completion of 3 month from the date of submission and deposit back at the time of leaving/resignation.

ESI Coverage

Our employees are also covered under ES | Scheme whenever applicable.

Employee comes under ESI will be treated on ESI rates.

2. NEEDLE STICK INJURY

A "needle stick" means a break in the skin from a needle or other sharp". The most serious infections are:

- HIV • Hepatitis B • Hepatitis C

Preventing needle stick injuries is the best way to protect you.

- If you do sustain a needle stick injury, immediate action will limit your risk of serious infection.
- Immediately report your injury to your supervisor;
do not wait until end of your shift or the end of the procedure
- Do not apply pressure to the wound; allow it to bleed freely.
- Wash the wound with soap and water.

Identify the patient involved so that they can be evaluated for an infection.

- Get a medical assessment call the ICN
- Follow the directions for any necessary blood tests, vaccinations, or medications to prevent infection
- Document the incident in the forms provided

3. BIOMEDICAL WASTE

The waste that is generated during the diagnosis, treatment or immunization of human beings is biomedical waste.

Waste is disposed off in separate bins of four different colors.

Yellow - Human tissues blood fluids

Red - Plastics / IV tubing's catheters

Black - General waste

Blue - Unbroken glassware

Sharp containers

6. OCCUPATIONAL HEALTH HAZARD

The hazards to which an individual is exposed during the course of performance of his job. These include physical, chemical, biological, mechanical and psychosocial hazards.

COMMON WORKPLACE HAZARD GROUPS MECHANICAL HAZARDS INCLUDE:

By type of agent:

- Impact force
- Collisions
- Falls from height
- Struck by objects
- Confined space

Slips and trips

Falling on a pointed object

- Compressed air/high pressure fluids (such as cutting fluid)
- Equipment-related injury

By type of damage :

- Crushing

Cutting

- Friction and abrasion
- Stubbing and puncture

OTHER PHYSICAL HAZARDS:

- Noise
- Vibration
- Lighting

- Barotrauma (hypobaric / hyperbaric pressure)
- Ionizing radiation
- Electricity
- Cold stress (hypothermia)
- Heat stress (hyperthermia)
- Dehydration (due to sweating)

BIOLOGICAL HAZARDS INCLUDE:

- Bacteria
- Virus
- Fungi
- Blood - borne pathogens
- Tuberculosis

CHEMICAL HAZARDS INCLUDE:

- Acids • Bases • Heavy metals
- Lead • Solvents • Petroleum
- Particulates
- Asbestos and other fine dust/fibrous materials
- Silica
- Fumes (noxious gases/vapors)
- Highly-reactive chemicals
- Fire, conflagration and explosion hazards:
 - Explosion • Deflagration
 - Detonation • Conflagration

PSYCHOSOCIAL ISSUES INCLUDE:

- Work-related stress, whose causal factors include excessive working time and overwork
- Violence from outside the organization
- Bullying, which may include emotional and verbal abuse
- Sexual harassment
- Mobbing
- Burnout
- Exposure to unhealthy elements during meetings with business associates, e.g. tobacco, uncontrolled alcohol
- Musculoskeletal disorders, avoided by the employment of good ergonomic design.

O. NO SMOKING

Deciding to stop smoking is probably one of the biggest and most important life changing decision you can make:

Objective:

(i) To protect employees and public from the harmful effect of smoke.

(it) Smoking is the largest single cause of preventable decease and unnecessary death

Note:

Smoking by staff, patient and visitors is strictly prohibited within the hospital premises.

P. EMPLOYEE WELFARE POLICY

Objective

- To make the employee happy, satisfied and motivated
- To relieve employee from fatigue and to improve intellectual, cultural and material conditions of living of the employee.
- To provide better life and health to the employee

Voluntary contribution scheme has been launched by the management in the year 2011 to help deceased employee's family members financially who comes under this scheme

One day of salary will be deducted from the members who become part of this scheme and management will also contribute to the deceased family.

Employee Welfare is comprehensive term including various services, benefits and facility offered to employee by the employer. Through such benefits the employer makes life worth living for employees. The welfare amenities are extended in addition to normal wages and other economic reward available to employees as per legal provisions.

Types of welfare facilities :

1- Intramural facilities :

Facility within the hospital like:

- Provision for wash basin
- Bathroom and waste disposal
- Provision for drinking water
- Canteen Services
- Birthday card distribution
- Subsidised food

- Ambulance
- Medical Benefits
- Health education & Library

2- Extra mural facilities :

Facilities provided outside the hospital like:

- Training program
- Transportation & Housing
- Voluntary contribution
- Sports & other festival program

3- Statutory & facilities:

- National & festival holiday
- Benefit of gratuity
- Benefits of PF & ESI

Our employees are recognized for their excellent work and we are providing appreciation certificates and Special reward to the employees. We are celebrating festivals by arranging tea party, lunch and dinner to feel homely which results in motivation of employees. Arrangements are also made for picnic which result in increase in patient satisfaction and patient care.

Q. SEPARATION POLICY

Hospital is conducting exit/separation formalities for those who have planned to leave the hospital services.

Such employee's on last day of working, exit interview questionnaire is given to express his/her experience in our hospital and can also share his/her suggestions/complaints.

After exit interview, he/she is handed over no dues form and get it signed from the concerned heads and the same shall be submitted to HR. After one week he/she can collect his/her full and final settlement and experience certificate (in case proper notice is given and he/she has full filled the terms and conditions of appointment / MOU).

Note : In case employee is leaving before one year, experience certificate and security deduction amount will not be issued/refunded or case may be.

EMPLOYEES RIGHTS AND RESPONSIBILITIES

1. Employee has the right against Discrimination and Harassment.
2. Employee has the right to take a meal break during the day (1/2 an hour)
3. Employee has the right to avail the medical benefits as per the policy laid down by the company.
4. Employee has the right to register a complaint or file a grievance
5. Employee has the right to get the salary in the first week of every month for the number of days worked for the previous month.
6. Employee has the right to choose not to continue working with the organization by serving the notice period as applicable to him /her.
7. Employee has the right to a safe workplace.
8. Employee has the right to ask for his / her role clarity.
9. Employee has the right to know the annual performance evaluation.
10. Employee has the right to seek guidance from seniors.
11. Employee has the right to be treated with respect and dignity.

Responsibility

1. Employee has the responsibility to arrive at work on time
2. Employee has the responsibility to dress suitably for the job (uniform in case applicable for the job)
3. Employee has the responsibility to obey safety rules.
4. Employee has the responsibility not to discriminate or harass others in the workplace.
5. Employee has the responsibility not to act in a way that puts the employee or others at risk of injury in the workplace.
6. Employee has the responsibility to notify supervisor / Head of Department prior to absence. In the event of emergencies, when prior notification is not possible employees are obligated to notify their supervisor / HOD of their absence at the earliest possible time.
7. Employee has the responsibility to be familiar with the work standards associated with his/ her job performance, Standards for work performance may be obtained from the supervisor as well as the job description.
8. Employee has the responsibility to inform the Human Resources Department for change in name, address, telephone number, marital status or number of dependants.
9. Employee has the responsibility to wear their Identification Card during the duty hours and while being in the hospital premises
10. Employee has the responsibility to immediately report injuries or accidents.
11. Employee has the responsibility to complete vaccination as per existing protocol in the hospital.

12. Employee has the responsibility to complete ongoing education / training appropriate to their role or as stipulated by the department concerned.

13. Employee has the right to carry out reasonable requests and instructions of the supervisor

14. Employee has the responsibility for maintaining confidentiality at workplace.

WAYS OF COMMUNICATIONS

a. Notice Boards: Notice boards are located at various locations, on all floors, Special notices or other information (official communications, highlights of the Meetings,) are posted at these locations. They should be checked regularly.

b. Circular: Circular are used to communicate information & instruction with staff members at a large scale.

c. Email: This facility is also used to communicate with staff members.

d. Intercom & Walky Talky: Every section of the hospital is provided with intercom facility or fast communication & walky talky are provided to security staff.

e. Suggestion Box: The suggestion boxes are placed at various places for suggestions and feedback to make our organization function up to the expectations of everyone. Suggestions from employees which are implemented are rewarded by the management to acknowledge commitment to make the hospital the best working organization.

f. Department and unit meetings: Department / unit meetings are held to communicate goals and objectives and to discuss workplace issues of interest to employees. Employees should check with supervisors to obtain a schedule of the meetings.

8. Management meetings: All levels of management routinely hold meetings to communicate information and discuss matters of importance.

h. Software messenger: Communication is also done in message to so urstarinemessenger and we can send

Bulks SMS: Message through this facility can be shared in bulk with staff members . We have an special application application & web portal for bulk SMS.

j.

Employees and their supervisor Questions and concerns relating to job activities should be first presented to supervisors.

Communication between the supervisor and the employee should be ongoing and address concerns, duties and expectations. Supervisors can help employees achieve their professional goals by providing career development information.

A TO Z GUIDE REGULATIONS AND EXPECTATIONS

A. Categorization of work force in the hospital

- Permanent Employee: One who is employed on a permanent basis and includes any person who has probatrina has bete do hr merescribed period of
- Probationer: One who is selected to fill a permanent vacancy in a post and has not completed the period of
- Retainer: One who is engaged in service by a formal contract. If an employment is under a specific agreement, the terms, which differ from normal service conditions, shall govern his employment. For all other matters normal service conditions shall apply
- Stipend/Trainee: Stipendiary / Trainee / Interns are candidates who are appointed by the organization offering them a certain amount of Stipend during the training period or case may be. Normally,

organization appoint candidates in this position for an agreed period and on completion of the period of training, the candidates can either be taken for regular employment with the organization or they might not be taken and this will be decided by the higher authorities of the organization based on the performance of the candidates during training period. Under this category no employer employee benefits are given to the candidates.

B. Induction

The Human Resources department has designed an induction presentation to familiarize employees with the Hospital. Participation in the programme is required prior to reporting to respective workplaces.

When an employee report for work, HR Head / HOD's in the respective areas will further prepare them for their job by reviewing rules, regulations and practices within specific areas.

HR Head / HOD's are the first point of contact for information concerning job and department of the employees. HR Manager / HOD's aid in clarifying the queries concerning the job or related activities, and employees may also contact the Human Resources Department for further assistance.

C. Attendance

Regular and reliable attendance and punctuality are essential responsibilities of each employee in delivering quality patient care and services. Metro Hospital is committed to establishing and maintaining work schedules on a fair and consistent basis and to provide opportunities for employee and managers to jointly manage attendance. Kindly refer to the rules related to Attendance given further in the Handbook.

D. Employment verification

Employee verification is done of all employees joining

MHIM except 4th Class. After joining if the employees verification found false/wrong, than the appointment will be cancelled with immediate effect. Persons or institutions from outside Metro Hospital that request information of an employee will be referred to Department of Human Resources. This office will release information only in compliance with policy.

E. Record of age

The age of employees will be recorded by the Department of Human Resources at the time of their employment. The age of the employee as first recorded with the Hospital at the time of joining, shall be treated as conclusive and binding on the employee.

F. Confidential Information

All information about a patient, employee or business of Metro Hospital is considered confidential and is to be released only to authorized personnel.

G. Telephone regulations

Thousands of calls come through the switchboard daily.

The welfare of patients requires that lines be open for Hospital officials use. For this reason, personal calls are not encouraged, Cell phone is restricted in the hospital during the working hours. Only Sr. officials are allowed.

H. Gate Pass

When it is necessary to carry any bundle or package out of the Hospital, employees must obtain a Gate pass from their supervisor or department head. The staff movement register is maintained at the staff entry. In case any employee is leaving the premises during the official working hours for official / personal work, he / she must obtain a Gate pass signed by their supervisor or department head &

HR Dept. and it should be duly signed by the employee himself / herself and submit back to HRD

I. Protection of Company's Assets

All employees must make prudent use of the Hospital's equipment, systems, facilities and any other property in their custody. They should also protect the assets of the Hospital in general and report to the appropriate authority if any such asset is threatened by way of loss, misuse or theft. Similarly other technological resources including Computers, Photo copiers, Internet etc. are meant for exclusive use of the Hospital unless otherwise specifically authorized.

Employees are not allowed to take hospital property / assets to home for personal use except mobiles where ever or case may be.

Change of Status

Changes of name, address, telephone number, emergency contact number, and dependent or marital status must be reported to Department Manager / HOD and the Department of Human Resources, so that up-to date employment records can be maintained.

Communications forwarded by the Hospital to the last address given by the employee shall be regarded as sufficient compliance for the purpose of giving any notice.

K. Conflict of Interest

Employees of Metro Hospital should refrain from engaging in any outside activities of financial interest that are incompatible with the performance of work duties. Employees should not realize personal gain in any form that would improperly influence the conduct of their duties at Metro Hospital. Employees shall not knowingly use property, funds, position or power of Metro Hospital for personal or political gain. A conflict of interest may exist when:

a. An employee or Professional holds, directly or indirectly, a position or a financial interest in an outside concern from which the Hospital serve or that provides services that compete with the Hospital.

b. An employee or physician competes, directly or indirectly, with the Hospital in the purchase or sale of property, interests or services.

C.

An employee or physician renders services to any other organization that does business with, or competes with, the Hospital, or the services of the Hospital, or renders services in competition with the Hospital.

d. An employee or physician who accepts gifts excessive entertainment, or other favors from any outside organization or individual that does, or is seeking to do business with or is in competition with the Hospital.

e. An employee or physician discloses or uses information relating to the Hospital's business for personal profit or for the advantage of himself herself, his/her family and / or friends.

L. Gifts and Tips

Gifts or tips offered by clients, patients or their families in appreciation of services should be graciously declined. At times, patients or visitors may wish to express gratitude for their care and service with a tip or gift. Excellent service is " all in the line of duty". If appropriate, the employee may point out that the refusal of gratuities is Hospital policy. Service should always be given promptly and graciously. No patient should ever feel it necessary to offer tips or gifts to receive the service to which all patients are entitled.

M. Personal Business

All personal letter must be directed to the employee's home.

Personal business activities (non-emergency phone calls) are not to

be carried on during working hours. Letter's received by Metro Hospital may be opened if the addressee's identification is not clear.

N. Valuables Metro

Hospital is not responsible for any lost or stolen articles.

Each employee must protect and secure items such as, cellular phone, laptop, computers, electronic, gazettes, cameras, purses and wallets or personal jewellery brought into the workplace. All incidents involving lost or stolen items must be reported to the department super-visor and the Security Department. In case any item is found, it should be immediately deposited with the chief Security Officer. Similarly all employee vehicles parked in the parking zone are at owner's risk.

O. Consumption of Alcohol

Consumption of Alcohol, other intoxicant and use of drugs both at working place as well as in Hospital is strictly prohibited. Violation on this behalf will render an employee liable to disciplinary action/ or discontinuation of services.

P. Visiting Hospital during Non-working Hours

a. An employee, who is in the Hospital and not working, is required to adhere to the same policies as other visitors.

b. Employees who are not engaged in the performance of their customary duties should not visit their department or other work areas of the Hospital on their off - duty hours.

C.

Off - duty employees, like other visitors and the public, are prohibited from loitering in the lobby, employee cafeteria and other public and non

-public areas of the Hospital unless they have a legitimate reason for being in the Hospital. Valid reasons for being in the Hospital include

visiting or admitting a patient or relative, having work in the Human Resource Department, the Administration Office, the Pharmacy, etc. In such cases, off-duty employees are requested to leave the Hospital as soon as possible after accomplishing their work.

d. When an employee is not on duty and visits the Hospital for his personal work he should not be in uniform.

Q. Issue of Service Certificate

- Permanent employee shall be entitled to a service certificate at the time of leaving from the Human Resources Department subject to terms & conditions of appointment letter or MOU.
- Service certificate shall not be issued to those employees who are leaving the hospital without notice/within a year due to misconduct or on 24 hours resignation.

R. Social Interaction

Metro Hospital provides employees with considerable options for social interactions:

- Dinner, Lunch, recreational activities

S. Opportunities for Communication

Suggestion Box-

It is made available to give suggestions and compliments. It is a process through which the queries are solved directly by Management.

Duty hours and mode of payment timings & Work Days:

Metro Heart Institute with multi speciality works Seven Days a Week, except for OPDs, which are open from 9:00 AM to

7:00 PM (Mon to Sat). Diagnostic and Administration Timings are divided according to shifts and these can be varied according to their Designation. General Shift will start at

9:00 AM. Employees working is shifts :

- General Shift
- Morning
- Afternoon
- Evening
- Night
- Special Shift

T. Appearance Standard

Proper attire in a hospital setting is very important. A professional appearance generates confidence and respect for Metro Hospital and its employees. Employees should dress in a fashion that fosters a positive, reassuring image.

Attire should be appropriate to duties performed and for maintaining the health and safety of patients, visitors and other employees in a health care environment.

a) There are some general guidelines that have to be followed by all employees as regards to our dress code:

i. Employees are expected to exhibit and maintain a well groomed personal appearance, including cleanliness and proper hygiene.

ii. Attire and personal grooming must satisfy all safety and health regulations.

iii. Employee identification card must be visible at all time, face front, at chest level and in good condition. No changes and alterations are allowed on the card.

iv. Acceptable attire should be clean, ironed and in good repair, Fit of clothing should allow required movement for job performance at ease.

V. Please ensure your hands and feet are neat and Clean not only for your safety and health but also for those of our patients. Fingernails shall be clean, neatly trimmed, well manicured and of a length that will not cause injury or potential injury to self, patients or co-workers.

vi. It is important that we are well turned out, with the least number of hair accessories, with neat and tidy hairstyles that don't interfere with our functioning or succeed in portraying a very casual approach.

vii. Turbans should be will tied and uniform for all front end staff, wearing turbans.

viii. Perfumes, after-shaves and lotions should be used in moderation in order to be considerate of sensitivities, allergies, and illnesses of patients, visitors and other employees.

ix. Footwear must be clean, polished , securely fitted, and in good condition.

b) Unacceptable attire / appearance that applies to all employees:

Jeans, shorts halter tops, tank tops, tight pants, fleece, sheer fabrics, baseball caps, denim, capris, low cut necklines, midriff tops, lycra/spandex metallic tops, "T" shirts with logos, athletic wear, casual t-shirts are not appropriate attire for the work place.

ii.

Hair of unnatural color, i.e. blue purple, green etc. is unacceptable.

Hi. Sneakers and flip-flop sandals should not be worn.

iv. Excessively tight or loose clothing should be avoided

V.

Scrubs stamped with other institutional names shall not be worn.

U. Employee Identity Cards

1. Employee Identity card is given to the each and every employee.
2. Employees should wear their photo employee card at all time in a visible and appropriate manner so that the security staff are able to recognize the organization's personnel.
3. All temporary employees, trainees, and others authorized to be in the organization are also required to wear photo identity card.
4. Those that have lost their photo Employee Card are required to report to the Department of Human Resources. The Department of Human Resources will notify the Security Department of all lost Cards. Information about the loss of Photo Employee Card should be given both by the employee and the organization to the police.
5. A change of either name or department should be reported to the Department of Human Resources.
6. Employee Identity Cards, which have become damaged or defective, may be returned to the Department of Human Resources for replacement.
7. Upon termination of employment or on leaving of service, the employee Photo Employee Card, medical card and employees booklet should be returned to the Department of Human resources before the final paycheck is issued failing of which fine will be imposed accordingly.

V Payment of Salaries

Salaries will be disbursed between 7-10th day of every month. Salaries are deposited in the employee's salary bank account, opened by the organization (delay may occur due to holidays or signing authority is out of station).

Any dispute or complaint regarding salaries any pay issues are to be brought to the notice of the Department of Human Resources

immediately. It is the duty of the concerned to attend to such complaints without delay.

W. Payment of Unclaimed Salaries

1. In the event of death of an employee, claim for unpaid salaries can be made by the nominee or legal heirs within one year from the date.

2. Unpaid salary of previous month can be released on Saturday only after 4.00 p.m. after application forwarded through HOD.

X. Bank Account

At the time of joining each and every employee requires to open a bank account with the help of the Human Resources department as a part of joining formalities.

The account number is generated by bank and is intimated to the employee at the address as marked in the account opening form. Simultaneously, the monthly salary is deposited in the employees account directly.

Y. Service Standard Code

Service excellence is a culture, it is a way of working, a way of interacting, a way of thinking about each of our responsibilities. Following are our core value which helps in building service excellence.:

Customer Satisfaction

Highest Quality

Culture of High Performance

Integrity & Ethical Practices

Innovation & Changes

The Department of Human Resources has a particular role in providing service excellence training and orientation to employees. An introduction to service excellence is provided to every new joiner at induction.

The primary concern of Metro Hospital is the care of its patients. To ensure that all patients and their families receive exceptional health care services that respect their dignity, needs and priorities.

Z. Employee Medical Benefit Card

Employee can collect their Employee Medical Benefit

Card after 3 months from the date of joining if they have submitted family photo.

ATTENDANCE MANAGEMENT

The organization expects all employees to conduct themselves in a professional manner during employment. This includes practicing good attendance habits. All employees should regard coming to work on time, working their shifts as scheduled, and leaving at the scheduled time as essential functions of their jobs. Good attendance habit is an integral part of every job description: It is obligatory that employee's attendance (punch) should be as per the schedule at the beginning, closing, and shift timings, without fail. In case an employee fails to mark attendance (punch) on a particular day, he/she will be marked absent.

In case, an employee marks his proxy attendance, he will be marked seven days absent as per policy.

It is the responsibility of the Dept. Head to post roster of their staff members in attendance software on a monthly basis and update it on a daily basis. Any discrepancies for wrong posting of roster/week off, HOD will be held responsible.

The staff movement register is maintain at the staff entry, in case any employee is leaving the premises during the official working hours for official/ personnel work, he/she must obtain a gate pass from the supervisor or department head. If employee's attendance (punch) indicates late according to working schedule, then the deduction will be made as per policy.

Three days late is permissible in a month but shift hours should be completed beyond that one day will be deducted for 4 days late coming. It will be the responsibility of all employees to report for work at the scheduled time and same with the early departure.

Instructions for accurate attendance

All employees have to register their finger impression with the biometric machine located at main gate, New OPD &

Old Wing ramp.

- Before marking attendance please press check in or check out button according to shift then put your finger/thumb.
- Maintain gap of 3 mins. if you want to mark both attendance check Out & check In.
-
-

Single punch will be marked absent

If you are not completing your duty hours (duty hours according to shift) per day then the system will automatically convert your day status to half day.

- View your attendance status and roster on daily basis in your dept. if any discrepancy, get it verified by your HOD and remarks of control room within 24 hrs., otherwise

HR dept will not accept it.

- After marking the Inpunch employee can not leave the premises without gate pass.

- Inpunch should be marked before parking your vehicles.

After Inpunch employee cannot leave the premises without gate pass.

If you have any query regarding the attendance, please feel free to contact HR Department.