

PERSONNEL POLICY



Mimansha Foundation



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Personnel Policy of Mimansha Foundation

Policy of affirmative action/equal employment opportunity statement

About

Mimansha Foundation is founded in 14/07/2022, registered under section-8 India's company act-2013, having its registered office at Mohan Bazar, Jharia, Dhanbad Jharkhand-IN, Pin-828119. Since its inception it has been working for the socio-economic empowerment of adolescent girls and women issues.

The policy hereunder adopted by Mimansha Foundation for its smooth functioning and the provisions of this policy shall be apply to all Directors, Advisors, Employees, Functionaries, agencies, and all other who are connected with the organization. The power of the interpreting these rules is reserved to the Directors of Mimansha Foundation.

Mimansha Foundation is an equal opportunity employer and recruits, employs, retains and promotes persons in all job titles without regard to gender, sexual orientation, race, religion, color, alienage or citizenship, national or ethnic origin, age, transgender status, marital status, veteran status, carrier status and disability, except where there is a bonafide occupation qualification for the job tasks to be performed. In such circumstances, reasonable accommodations for qualified individuals with known disabilities will be made unless doing so would result in an undue hardship.

Mimansha Foundation will also ensure that all personnel actions such as compensations, benefits, transfers, layoff, recall, leaves of absence compensation, and training will be administered in accordance with the principles of equal employment opportunity.

Complaint procedure

Mimansha Foundation does not discriminate against any employee, volunteer or consultant on the basis of race, color, cultural heritage, national origin, religion, age, sex, sexual orientation, marital status, physical or mental disability, political affiliation, source of income, veteran status or any other status protected under local, state or National law. This policy extends to all personnel decisions, terms and conditions of employment, vendors, contracts and provision of services.

At Mimansha Foundation we are committed to providing a safe and respectful work environment for all staff and customers. No one whether Manager, an employee, a consultant, or a member of the public has to put up with harassment at Mimansha Foundation, for any reason at any time. Additionally, no one has the right to harass anyone else, at work or in any situation related to employment.

Harassment is any behavior that degrades, demeans, or embarrasses a person and that a reasonable person should have known would be unwelcome. It includes actions (e.g. touching, pushing), comments (e.g. comments, name calling), or display (e.g. posters, cartoons). Sexual harassment includes offensive or humiliating behavior related to a person's sex, as well as behavior of a sexual nature that creates an intimidating, hostile or "poisoned" work environment and that could reasonably be thought to put sexual conditions on a person's jobs or employment opportunities.

If you experience any job-related discrimination or harassment based on race, color, religion, sexual orientation, national origin, age, disability, marital status, amnesty, or if you believe you have been treated in an unlawful, discriminatory manner, promptly report the incident to your supervisor.

Mimansha Foundation will not disclose a complainant's or alleged harasser's name, or any circumstances related to a complaint, to anyone except necessary to investigate the complaint or take disciplinary action related to the complaint, or as required by law. Managers involved in a complaint are reminded to keep all information confidential, except in the above circumstances.

Employment

Mimansha Foundation does not offer tenured or guaranteed employment. Thus, the vendor or the employee can be terminated the employment relationship at anytime for any lawful reason, with or without cause, with or without notice.

Vacancies

All positions not filled by internal promotion of existing employees will be advertised, and all applicants will be considered for employment in compliance with all applicable national, state and local law.

Hiring

Mimansha Foundation Board of Directors has the responsibility of hiring Chief Human Resource Officer upon recommendation of Advisory Board, which will interview and screen applicants. The Chief HR Officer with consultation of the Directors and appropriate staff, has the responsibility of hiring all other staffs.

During the recruitment, hiring, and orientation process, no statement to be made promising permanent or guaranteed employment, and no document should be called a contract unless, in fact a written employment agreement to be used. When candidates from outside of the organization are to be considered for job openings, the following procedures should be followed:

- a) All candidates for employment must submit a resume.
- b) An interview will be arranged between the applicant and the Chief HR Officer or Team Leader with the job opening.
- c) The CHRO or Team Leader has the responsibility to determine whether an applicant is technically qualified for the position and if the applicant is compatible with the work environment.
- d) Reference checks are required from all final stage candidates. Written references and notes on verbal references, if any become part of the employee personal file.
- e) Any offer of employment is contingent on a satisfactory check of references and misrepresentations in the process of application for employment may be grounds for termination.
- f) Applicants must fill out and sign a Conflict-of-Interest Form and other pertinent employment forms.
- g) Following a decision for hiring the applicant, the CHRO will make an offer of employment which should include any contingencies or disclaimers deemed necessary. This may include a limited term of employment if a specified funding source, of limited duration, is to be used to fund the position.

If the background, educational, conflict of interest, or other subsequent investigation discloses any misrepresentation on the resume or any other written material submitted to the organization indicating that the individual is not suited for employment the applicant will be refused employment or if already employed, will be subject to disciplinary action up to and including termination.

A member of an employee's immediate family will be considered for employment provided the applicant possesses qualifications for employment. An immediate family member may not be hired, if such employment would:

- a) Create either a direct or indirect supervisor/subordinate relationship with a family member, or
- b) Create either an actual conflict of interest or the appearance of the conflict of interest.

These criteria will be also considered when assigning, transferring or promoting an employee. For purposes of this policy "immediate family" includes: the employee's spouse, common law spouse, qualified domestic partner, brother, sister, parents, children, step children, father-in-law, mother-in-law, brother-in-law, sister-in-law, son in law, and any other members of the employee's household.

Employees who marry or become member of the same household may continue employment as long as there is not:

- a) A direct or indirect supervisor/subordinate relationship between such employees,
or
- b) An actual conflict of interest or appearance of a conflict of interest.

Employment at will

Employees hereby understand and acknowledge that, unless otherwise defined by applicable law and employment relationship with Mimansha Foundation is of an “at will” nature.

Employment at will disclaimer

This handbook does not constitute as a contract for employment for any period of time but merely sets forth policies and procedures in effect on the date it was issued. The handbook may be amended time to time without prior notice to employee. Furthermore, additional policies and procedures specific to particular job classifications may added as needed. The Director of the company, is the only person, who has authority to enter into any agreement or make any promises or commitments contrary to the foregoing.

Employment status

A normal work week is Monday through Saturday, during the hours of 10 AM to 5 PM and are consist of 7 hours. Normal workdays consist of seven consecutives hours of work with a one thirty minutes unpaid lunch period usually taken between 1pm and 2 pm. Breaks are considered as time worked except as otherwise provided by law. The exact schedule of hours of work, including lunch and breaks are determined individually by the office which employs the employees.

Full time

A full-time regular employee is one who works between 10 am to 5pm and 42 hours per week.

Part time

Part-time employees work less than full time in a regular job slot.

Temporary employees

A temporary employee is a person who is hired for a temporary period, generally less than 3 months. Temporary employees should have no expectation of continued or regular employment and cannot become a regular employee unless an offer of regular employment

has been made. Unless otherwise specified or as required by law, temporary employees are not eligible for employee benefits.

Consultants

Consultants are contracted for a specific scope of work and/or time period and are not employees of Mimansha Foundation.

Attendance

Employees are required to notify their immediate reporting within one hour of the schedule starting time in the event of illness or other unforeseen circumstances that will result in tardiness or absent from work.

Absence without prior approval, including illness, will not be compensate unless the employee provides proper notification of absence. Proper notification should be given to the immediate supervisor or the person acting in the place of the reporting officer in his or her absence. In case of catastrophic emergency that makes notification impossible, an employee provide a brief written explanation upon return to work.

Mimansha Foundation requires doctor's verification for return to work for any absence for illness or injury more than three consecutive days durations. Organization reserves the right to request doctor's verification for any illness or injury regardless of duration of absence with special emphasis on employee's capability to return to work and work restriction, if any.

Work schedule and pay period

Work schedule

All full-time employees typically work a 42 hours 6 days week including meal breaks. The normal office hours of the organization are [Monday through Saturday from 10 AM to 5 PM.

Time and effort reporting

Mimansha Foundation's employees required to complete an individual Personal Activity Report showing the daily hours and the project and activities worked. PARs cover one/two/etc. pay period and are to be completed at the close of each work day and be submitted to their supervisor on of the pay period.

The filling out of another employee's PARs other than by a supervisor in the employees' absence or falsifying of any time record is prohibited and may be grounds for disciplinary action, including termination.

Pay practices

Pay period

Employees will be paid on every last date of the month i.e. 30th or 31st, unless pay day falls on a holiday. Employees are encouraged to have direct deposit payroll.

On pay day employees will be sent a check in the office which they report for work or a pay stub showing the pay that has been deposited in their bank account. New employees will receive a paycheck until direct deposit can be arranged.

Conflict of interest

No employee will participate in activities or other employment that cause a conflict of interest with the activities of Mimansha Foundation. Activities or employment that create possible conflicts will be disclosed to the Chief Human Resource Officer in writing for review. An employee of the organization, who accepts gifts or gratuities, from individuals, community, beneficiaries, clients or suppliers in conjunction with their job, will be subject to disciplinary action up to and including dismissal.

No Mimansha Foundation employee is to become involve in their self-business, out side of his or her work, in any neighborhood where the organization operates a program.

No officer or employee may serve as an official, director, or trustee for any for profit or non-profit enterprise without obtaining the approval form the organization.

Mimansha Foundation encourages service with constructive and legitimate not-for-profit organizations. Participations in civic affairs is encouraged as part of our commitment to community involvement.

There are cases however, in which organizations have business relationships with the organization in which handling the confidential information might result in a conflict of interest. An employee's immediate supervisor must be advised when a potential conflict exist.

Policy Prohibiting Unlawful Harassment Including Sexual Harassment

It is the policy of Mimansha Foundation that it will not tolerate verbal or physical conduct by an employee which harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive or hostile environment.

As an equal opportunity employer, it is Mimansha Foundation's policy that every applicant and employee shall enjoy a work environment free from all forms of unlawful harassment, including sexual harassment. Unwelcome verbal, physical or visual conduct involving any individual's race, color, religion, sex, sexual orientation, pregnancy, age, national origin, ancestry, citizenship, medical condition, physical disability, marital status, or any other

basis protected by any national, state or local law, which impairs an employee's ability to perform their job is illegal and is strictly prohibited.

Sexual harassment is an unlawful employment practice under act-2013, and various state laws of our country. The regulations of the equal employment opportunity define sexual harassment at workplace as follows:

Unwelcome sexual advances, request for sexual favors, and another verbal and physical conduct of a sexual nature constitute sexual harassment when:

- a) Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, and
- b) Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Some examples of sexual harassment include, but not limited to, the following:

- a) Unwelcome request for sexual favors or dates.
- b) Unwelcome physical touching.
- c) Jokes or gestures that have a sexual content or sexual connotation.
- d) Posters or cartoons that have a sexual content or sexual connotation.
- e) Sending or forwarding written or electronic correspondence of a sexually explicit nature.
- f) Creating and otherwise offensive working environment or unreasonably interfering with another's ability to perform his or her job.

Mimansha Foundation does not condone sexual relationships between supervisors and other staffs. A relationship of this type can easily be considered sexual harassment. If such a relationship develops, one of the individuals must transfer to another position in the organization.

Both as a matter of law and common decency, each employee of Mimansha Foundation is entitled to pursue his or her employment, free of harassment and discrimination against any employee of Mimansha Foundation will not be tolerated. Violation of this policy may subject an employee to discipline, up to and including immediate termination.

Any employee who believes that he or she (or another employee) is the object of harassment or discrimination on any of the above-enumerated bases is strongly encouraged to follow the complaint procedure outlined below:

Any employee may initiate the complaint procedure, without fear of reprisal, by immediately reporting such complaints to the:

- a) The employee's immediate supervisor.
- b) If the employee feels that he or she is unable to report a complaint to his or her immediate supervisor.
- c) A staff of Mimansha Foundation, if the employee feels that he or she is unable to report a complaint to the

Mimansha Foundation takes all complaints of harassment or discrimination seriously. All complaints will be investigated immediately by an impartial designee to be determined by senior management of the organization.

Any employee who believes that the actions or words of a supervisor or fellow employee of some other person(s) encountered in the workplace constitute unwelcome harassment has a responsibility to report such incident as soon as possible to the appropriate supervisor, Manager, officer of Mimansha Foundation. Employees are encouraged to utilize the foregoing complaint procedure. No employee will be retaliated against for having opposed unlawful harassment or discrimination, or for having filed a complaint or otherwise participating in an investigation concerning a complaint.

Each employee will be required to sign an acknowledgement of the **Policy Prohibiting Unlawful Harassment Including Sexual Harassment contained** at the back of this manual.

Personnel Files and Employment Information

All staff members have a right to access to their personnel file with the expectation of access to reference checks that were obtained in confidence. The staff member may review the folder in the presence of their immediate supervisor. It is the responsibility of the staff member to provide information to their supervisor to keep personnel folder up to date (e.g. current resume, change in marital status, nominee, name, address, telephone numbers, numbers of dependents, designated beneficiaries, education and training skills).

The employee's immediate supervisor is authorized to verify the following information for a prospective creditor of an employee:

- i. Dates of employment
- ii. Title and
- iii. Salary

Confidentiality/Protecting Organization Information

It is the policy of Mimansha Foundation that protecting organization's information in the responsibility of every employee. All employees are responsible for preventing improper or accidental disclosure of confidential information. Confidential information includes, but is not limited to:

- Donors' information
- Personal information data
- Financial or other information
- Personally identifiable information of partners or board members
- HR personnel information
- Payroll information
- Beneficiaries' information
- Proposals and other project related confidential documents

Information of a confidential is not to be discussed with any one outside the organization and should only discussed within the organization on a "need to know" basis. In addition, employees, have a responsibility to avoid unnecessary disclosures of non-confidential internal information about Mimansha Foundation and its associates. This responsibility is not intended to impede normal business communications and relationships, but is intended to alert employees to their obligation to use discretion to safeguard internal organization's affairs. This responsibility continues even after the employment relationship ends. If an employee has any question in any situation, they should consult with their supervisor or personnel manager assigned. Employees authorized to have access to confidential information must treat the information as proprietary of the organization property of which they are personally responsible even after the employment relationship ends.

Resignation, Suspension, Termination, Reduction

Resignation

Employees who wish to resign from their position should give 30 days written notice to their immediate supervisor with the reason stated therein. if the 30 days' notice is not given before resignation, the employee may lose any accumulated vacation time or other benefits.

Suspensions

Suspensions usually occur after verbal warnings or written warnings are issued. However, an employee may be suspended by CHRO without pay breach of client confidentially, unsatisfactory job performance, and/or just cause. The executive committee may review the facts of the case at or before the next regularly scheduled board meeting to either confirm or reverse the suspension. The decision of the executive committee will be given in writing.

Termination

Dismissal will be issued for unsatisfactory job performance, violation of the personnel policies and procedures, illegal acts, or any other just cause as determined by the CHRO. Written notice of termination will be given with the reasons for the action stated to the employee. Immediate termination will occur for breach of client's confidentiality, theft and/or just cause. Unsatisfactory job performance includes, but is not limited to excessive absenteeism, tardiness, failure to cooperate with other employees and unauthorized use of organization's property. In addition, Mimansha Foundation reserves the right to terminate an employee at any time with or without notice, for any reason, or for no reason at all.

The board of directors has the responsibility for the termination of the CHRO upon the recommendation of the executive committee in accordance with these policies.

If a terminating employee is eligible for incentive compensation, bonus and/or awards, they must be actively employed on the date of the compensation, bonus, and/or award are paid.

Reduction

If an employee must be terminated due to a reduction in workforce, he or she will be notified 30 calendar days prior to the event, if possible.

Grievance Procedure

An employee is encouraged to make use of the following grievance procedure after s/he has made a good faith effort to approach the supervisor in an attempt to correct issues.

Step-1: The employee shall present the initial grievance in writing to the immediate supervisor within 3 working days after the event or action or that is the basis for the grievance. Promptly and usually 3 working days of receipt of the grievance, the immediate supervisor will arrange a meeting with the employee. Soon afterwards, the supervisor will provide the employee with a written response to the grievance. If the employee does not agree with the response, the employee may forward the grievance to the Chief Human Resource Officer within 4 working days of receipt of the supervisor's written response.

Step-2: promptly and usually within 3 working days of receipt of a grievance, the CHRO will meet with the employee and supervisor. Following this meeting the CHRO promptly provide a written response to the employee. If the employee does not agree with the response, the employee may forward the grievance to the Board of Directors within 3 working days of receipt of the CHRO's written response.

The Executive Committee meet promptly to hear the employee's grievance. Under most circumstances, the meeting shall be within 7 working days of the receipt of the request for

an appeal. The Executive Committee will promptly furnish its findings to the Board of Directors and the employee. The decision of the Executive Committee shall be final and binding.

If the employee feels intimidated or threatened by pursuing any of the steps in this grievance procedure. S/he is urged to bring this concern directly and immediately to the Executive Director.

Performance and Discipline

Pay Raises and Bonuses (if applicable) will be determined annually by the Board of Directors and the officers of Mimansha Foundation. In the event that there are monies available for compensation increases, these increases will be paid as salary and/or bonus according to the exempt and non-exempt status and determined by attainment of performance standards.

Bonus compensation may only be paid to exempt staffs only. Bonuses are based on goal achievement in the previous year and are paid to both reward over achievement and as an incentive to continue future performance. Like pay raises bonus pay will be paid as salary.

Performance appraisal

The performance appraisal process for all employees is the foundation for all compensation activity and provides a unique opportunity to unite the employee's accountabilities and achievements to the objectives and strategic plans of the organization.

Supervision and evaluation

The chairman of the Board of Directors in the direct supervisor of Mimansha Foundation's CHRO and Executive Committee of the Board of Directors, will conduct an annual performance evaluation of the employees of the organization. Chief Executive Officer is the direct supervisor of each individual employee.

Performance evaluation

Mimansha Foundation believes in the importance of employee's performance evaluations. All employees will be evaluated by their direct supervisors using established standards of performance for their position, on a semi-annual basis in January and June. The evaluation is based in job performance with regard to applicable skills, productivity, quality of work, attitude and cooperation, dependability, job knowledge and effectiveness and other areas applicable to specific employee categories. Attendance and punctuality are a major factor in an employee's overall review.

Initial evaluation

The immediate supervisor or the Chief Executive Officer will perform an evaluation, three months after employment with the organization.

Corrective Action and Employment Termination

Most employees want to do a good job, supervisors shall help employees succeed on the job by:

- a) Providing a thorough orientation for new employees
- b) Clearly establishing expectations for behaviors and performance
- c) Providing training coaching and mentoring
- d) Providing feedback through appropriate supervision

However, in every workplace there will be situations where an employee fails to meet expectations or where an employee commits an act of misconduct, there may be times when, despite all of the supervisors' best efforts, the employee continues to demonstrate unsatisfactory performance and problem behavior.

Forms of corrective action

When corrective action is necessary, the amount and type of action taken depends on the particular circumstances. Mimansha Foundation maintains the discretion to determine what corrective action is appropriate in each situation, regardless of what correction the employee may have received previously. For example, in some circumstances, it may be appropriate to give an additional written warning before taking any stronger action, while in other circumstances it may be appropriate to take strong action including termination, without any previous warning and suspension.

Though other form of corrective actions is also possible, these are the types most often taken:

- a) **Counselling:** If a supervisor becomes concerned about the employee's performance at work, s/he may meet with the employee to discuss concerns and develop ways to address the concerns.
- b) **Oral warning:** The supervisor meets with the employee to review the prior discussions and state her/his continuing concern with the employee's performance. The supervisor should clearly identify the purpose of this meeting as an oral warning, which is part of the corrective action. A summary of the oral warning meeting may be given to the employee with a copy retained by the supervisor and a copy kept in the employee's personnel file.

- c) **Written warning:** If the employee's performance does not improve after an oral warning or if circumstances, otherwise warrant it may be necessary to give a written warning to an employee which may include the following:
- i. Current level of performance and areas requiring improvement
 - ii. Specific level of performance expected in each of the identified deficiencies
 - iii. Time frame for improvement
 - iv. Steps the supervisor will take to support improvement
 - v. Specified time for follow up meeting
 - vi. Consequences if performance does not improve, the employee should read and sign in the written warning, in signing, the employees acknowledges that s/he has read and understood the document.
- d) **Termination:** Mimansha Foundation may dismiss an employee when this action is in the organization's best interest. Employees should remember that employment with the by mutual consent. Both employee and the agency are free to terminate the employment relationship at any time.

Occasions for corrective action

Listed below are some are the kinds of behavior or performance that may lead to corrective action. It, is of course not possible to list all of kinds of problems that may occur in the work place. Other kinds of behavior or performance may also lead to corrective action.

- a) Unsatisfactory job performance
- b) Excessive absenteeism or tardiness, or failure to contact supervisor about absence
- c) Violation of procedures or rules
- d) Theft or willful damage of the property of the agency or other employees
- e) Refusal to perform work as directed or will full neglect of duties
- f) Violent or abusive behavior or language
- g) Acceptance of any gifts, favors, other remuneration from any individual or firm having or proposing to have any relationship with the third party.

Benefits

Mimansha Foundation provides a benefits package for all eligible full and part time employees which include the following:

Casual leave

Casual leave is accumulated from the start of the employment for full time employees at the rate of 1 day per month in every year of the employment. It is not expected that employees will take a vacation within the first month.

Personal sick leave

Personal sick leave will be accumulated as follows: 7 days at one year of service. Any unused sick leave will be forfeited at year end. All accumulated sick time is also forfeited upon termination of employment for any reason.

Bereavement

3 working days of paid bereavement leave will be granted to employees who have a death in the immediate family. The immediate family is defined as grandparents, parents, children, spouses, domestic partners and siblings.

Holidays

Mimansha Foundation recognized the following paid holidays:

- | | |
|--------------------------|---------------------|
| 1. New Year – 1 day | 6. Diwali- 1 day |
| 2. Makarsankranti- 1 day | 7. Chatt- 2 days |
| 3. Holi- 2 days | 8. Christmas- 1 day |
| 4. ID- 1 day | 9. Sarhul- 1 day |
| 5. Dussehra- 2 days | 10. Muharram- 1 day |

On election day (Lok Sabha and Legislative) Mimansha Foundation allows all staffs full day of paid leave to vote. An employee must notify his/her supervisor in advance when time off to vote is to be used.

Worker's compensation

Employees who are injured on the job are covered by Worker's Compensation Insurance. It is your responsibility to immediately notify your immediate supervisor or one on duty. The supervisor will notify your personnel representative. Mimansha Foundation encourages injured employees to seek immediate medical attention.

Parental leave

Parental leave is available for employees who become parents or have special needs associated with the birth or adoption of a child. The parental leave plan provides for a combination of paid and un paid leave. Employees are eligible for parental leave after at least one year of service. A maximum 5 days of parental leave will be provided every year for 5 years of child age. Valid reasons like vaccination, medication will be produced as required for the personnel record.

Group Insurance

Mimansha Foundation makes accidental death coverage (group benefits) available to eligible employees.

Travel and other expenses

Employee will be reimbursed for approval business travel and other expenses that is pre-approved by the employee's immediate supervisor. Travel expenses and other expenses include the following:

- a) Travel cost for employees using personal automobiles for travel will be reimbursed at the organization's current approved rate. All requests for reimbursement will be documented on the approval reimbursement form available in the office.
- b) Mass transit, taxi or car service to carry out business purposes. Staff should consider overall cost before selecting a mode of transportation. Mass transit is by far the least expensive. If feasible for the nature of your journey please take mass transport. Reimbursement will be calculated on a per trip basis.
- c) Personal meal incurred by an employee when eating on an on of town official trip. Employees must travel 50 KMs round trip from their home office to qualify for reimbursement.
- d) Business meal taken with clients, prospects or associates during which a specific business discussion takes place.

We strongly recommended that all official travel arrangements that requires airfare and lodging be book through proper accounting system of the organization. If you are attending a conference that offers a reduced hotel rate at the conference hotel, you should book hotel directly to access to reduce rate. Rather than using intermediaries. Conference and workshop related travel and other expenses must be approved by an employee's supervisor in advance of the trip.

When traveling by air use economy class only. When traveling by rail coach travel only.

Make every effort to purchase the lowest possible fare. All tickets should be booked at least 14 days in advance of the trip. If an employee is booking their travel less than 14 days in advance, such employee provides written explanation on the expense report explaining why the trip was not booked 14 or more days in advance of departure date.

Reimbursement request may be submitted as often as once a month. Expenditure from the previous fiscal year can be reimbursed only on requests received prior to the year end closing of the books of accounts.