



Foundation of Integrity, Trust & Ethics

WITH VISION : To provide the world-class HR and Labour related solutions.

HAVING MISSION : To provide prompt & quality services across industries at PAN India level.

Our Services :



**Human Resource
Services**



**People
Development**



**Labour Law
Compliance**



**Talent
Acquisition**



**Facility Services/
Temporary Staffing**

About Us:

We started our journey in the year 2000. Our initial business began with few clients for labour law compliance and staffing services. Three years later Sharp endeavoured into facility management and utility services. Today, Sharp stands for the highest standards of customer service and integrity in the industry. Its built a reputation for professionalism in everything it does day in and out serving its clients. Presently, it is widely recognised as the firm of choice for HR and labour related solutions.

The foundation of integrity, trust, ethics and unmovable focus on customer's profitability has enabled Sharp to retain almost 99% of its clients. It has achieved year on year growth of 50-60% and manpower strength of up to 1000 employees. It possesses Life Membership of Local SSI/SME Association and membership of EPILPA.

Sharp's future plans include having presence at a global level and aiming to become specialized management consultants providing HR Solutions.



Proposal To

For

HR SERVICES

COMPANY POLICY MANUAL

&

PERFORMANCE MANAGEMENT SYSTEM

COMPANY POLICY MANUAL :

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COMMON POLICIES :

- Recruitment Policy
- Increment & Promotion Policy
- Statutory Compliance Policy
- Leave Policy
- Retirement Benefits Policy
- Exit Policy
- Compensation Policy
- PMS Policy
- Increment & Promotion Policy
- Training & Development Policy
- Code of Conduct



- **Recruitment Policy**

Recruitment Policy is necessary for organizations to respond to its human resource requirements in time.

- **Increment & Promotion Policy**

The purpose of this policy is to prohibit other pay increases based on merit, seniority, performance, etc. It is the policy to foster the advancement of the employees.

- **Statutory Compliance Policy**

This policy strives to ensure that everything the company does adheres to high quality management practices and is compliant with legal frameworks; whilst seeking to provide an environment which minimize the risk to all who operate within it.



- **Leave Policy**

The objective of this policy is to explain the leave entitlement and procedure for availing leave.

- **Retirement Benefits Policy**

The purpose of this policy is to outline the Retirement Benefits for staff who meet eligibility as described by the company.

- **Exit Policy**

It is the policy of the company that all separating employees shall complete an Exit Questionnaire and participate in an exit interview. This policy may be applicable to both voluntary and involuntary separations.



- **Compensation Policy:**

The purpose of this policy is to ensure that the employee receives timely access to all the benefits in the course and scope of his/her employment, as prescribed by the company in the line of prevailing law.

- **Code of Conduct**

The Code of Conduct (the Code) outlines the standard of behaviour expected from the employees of the company. It is designed to assist staff to understand their responsibilities and obligations and provide guidance on expected



▪ PMS Policy

The purpose of the PMS policy is to ensure alignment of individual and team efforts with the strategic objectives of the company. It should help the employee to improve their current performance and productivity. The policy is to Identify the potential and abilities of employees and Provide Focused organizational support.

▪ Increment & Promotion Policy

The purpose of this policy is to prohibit other pay Increases based on merit, seniority, performance, etc. It is the policy to foster the advancement of the employees.



▪ Training & Development Policy

The objective of this policy is to help to build a skilled, well-trained and professional workforce; to strengthen organizational leadership; and to adopt leading-edge management practices to encourage innovation and continuous improvements in performance.



PERFORMANCE MANAGEMENT SYSTEM :

Annual Performance Management System (PMS) of the Employees:

For the purpose of judging annual 'on the job performance' of the employees and awarding them suitably, by way of annual increments and promotion etc., employees performance for a specified period (quarter/half year/year) is considered.

The PMS works as under:

Finalization /Signing of Job Description Form:

- In the beginning of the period, each and every employee is required to prepare his "Job Description Form" in the prescribed format, as per the specimen enclosed, in consultation with his HOD and sign it as his commitment towards his responsibilities assigned to him.
- While preparing the JD Form, the employee is required to keep in mind, the Company's goals/ plans /targets, the goals/ targets allotted to his department and the specific role ,which he is required to perform during the financial year towards achievement of his dept's and Company's overall goals/targets.
- The HODs expected to give him necessary guidance and help him to prepare the JD Form.



- **Periodical review of the performance by the HOD:**

The HOD is expected to guide, supervise and closely monitor the performance of the employee from time to time and take corrective action ,in case of non performers, in co-ordination with the HR department, if necessary.

- **Annual KRA Form and assessment by the HOD jointly with the employee:**

After the end of the specified period, the HOD & HR Dept. are required to jointly prepare the KRA Form for each and every employee, by giving specific % of weightage for each activity performed by the employee and his other personal/professional attributes .The aggregate weightage should not exceed 100% , under any circumstances.



Rating in the KRA Form:

- a) In the KRA Form, the employee is required to do his “Self Appraisal” first by giving his own Rating (between 1 to 5) for each and every activity.
- b) After the same, the HOD is required to give his Rating (1 to 5) against each activity, jointly with the concerned employee. The marks will be calculated based up on the Rating given by the HOD after discussion with the employee, as shown in the table below.
- c) The HOD should justify the Rating given by him and also guide & counsel the employee to improve his performance, wherever necessary.

Rating	Category	% of marks	Range of Marks in %
1	SPECIAL	100	Min.90 & above
2	VERY GOOD	80	80 to 89
3	GOOD	70	70 to 79
4	NORMAL	60	60 to 69
5	POOR	50	Below 60



Similarly, the employee should also elaborate his problems & shortcomings and seek HOD's help to show better performance.

- d) The annual increment depends up on the overall marks obtained by the employee in his annual KRA and as decided by the Management, at its sole discretion , considering Company's financial position, profitability and funds required for the future business plans.
- e) In order to encourage good performers, the financial benefits such as annual increments, annual bonus/ex-gratia and promotion etc. is determined by the Management so as to differentiate between good performers and poor performers. The Management's decision in this regard is final and not open for discussion.



Sample KRA Form : (Accounts Personnel)

S. No.	KEY RESULT AREA (KRA)	WTGE %	RATING		MARKS
			SELF	HOD	
1	Finance Functions:	30			
	Interaction/ communications with the banks to arrange funds (PC/PCFC) & update funds position for financial planning	10	2	2	8.00
	Preparing Monthly/ Annual financial budget, getting it approved from the Management & releasing the payment as & when due	10	3	4	6.00
	Checking & Authorization of Cost Sheets (Pre-shipment v/s post-shipment)	10	2	3	7.00
		0		3.00	21.00
2	Accounts Functions:	20			
	Checking important accounting entries in the system & correcting if necessary	3	3	3	2.10
	Interaction with the statutory/ internal auditors to solve the issues/ queries raised by them & to complete the audit within the schedule time	5	3	3	3.50
	Making necessary statements/ preparations for filing annual Income tax returns in consultation with Company's auditors	5	3	3	3.50
	Handling petty cash expense reports & approving for payments	2	3	3	1.40
	Checking, reconciling & processing suppliers bills for payment on due dates & attending their issues on day to day basis	5	3	3	3.50
		0		3.00	14.00
3	MIS Functions:	10			
	Weekly/ Monthly MIS to the Management about Company's Financial position including monthly P&L A/c	10	4	4	6.00
		0		4.00	6.00
4	Managerial Functions:	20			
	Planning & Delegation of jobs to the subordinates & supervising the same for timely execution for smooth functioning of the department	20	2	2	8.00
					8.00
6	Other personal/ professional attributes:	20			
	Regular timely attendance in the office	3	2	2	2.40
	Positive attitude & problem solving approach	3	2	2	2.40
	Time Management	2	2	2	1.60
	Development of sub-ordinates through counselling, guidance & supervision	2	2	2	1.60
	Interpersonal relationship with superiors, peers & sub-ordinates	3	2	3	2.10
	Team work & coordination within the department as well as with other departments	3	2	2	2.40
	Filing of documents & housekeeping	2	3	3	1.40
	Decipline & following company's rules & regulations	2	2	2	1.60
		0		2.25	15.50
	TOTAL	100			73

Service Charges

Sr.	Particulars of Charges	Amount
1	Service Charges	Rs.55000/-

Payment terms –

1. Service Tax shall be applicable extra.
2. **30% advance payment;20% on implementation;50% on submission of policy.**





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