



MONOMARK ENGINEERING (INDIA) LIMITED

HR MANUAL

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Chapter - 1 Human Rights Policy

1. Respect for Human Rights

MONOMARK ENGINEERING (INDIA) LIMITED ("the Company") respects human rights. It is committed to identify, prevent, and mitigate adverse human rights impacts resulting from or caused by our business activities before or if they occur through human rights due diligence and mitigation processes.

2. Valuing Diversity

The Company values the diversity of the people with whom we work and the contributions they make. We have a long-standing commitment to equal opportunity. We are dedicated to maintaining workplaces that are free from discrimination or harassment on the basis of race, sex, color, national or social origin, religion, age, disability, sexual orientation, political opinion or any other status protected by applicable law. The basis for recruitment, hiring, placement, training, compensation and advancement at the Company is qualifications, performance, skills and experience. Regardless of personal characteristics or status, the Company does not tolerate disrespectful or inappropriate behavior, unfair treatment or retaliation of any kind. Harassment is unacceptable in the workplace and in any work-related circumstance outside the workplace.

3. Freedom of Association and Collective Bargaining

The Company respects our employees' right to join, form or not to join a labor union without fear of reprisal, intimidation or harassment. Where employees are represented by a legally recognized union, we are committed to establishing a constructive dialogue with their freely chosen representatives. The Company is committed to bargaining in good faith with such representatives

4. Safe and Healthy Workplace

The Company provides a safe and healthy workplace and complies with applicable safety and health laws, regulations and internal requirements. We are dedicated to maintaining a productive workplace by minimizing the risk of accidents, injury and exposure to health risks. We are committed to engaging with our employees to continually improve health and safety in our workplaces, including the identification of hazards and remediation of health and safety issues.

5. Workplace Security

The Company is committed to maintaining a workplace that is free from violence, harassment, intimidation and other unsafe or disruptive conditions due to internal and external threats. Security safeguards for employees are provided as needed and will be maintained with respect for employee privacy and dignity.

6. Forced Labor and Human Trafficking

The Company prohibits the use of all forms of forced labor, including prison labor, indentured labor, bonded labor, military labor, slave labor and any form of human trafficking.

7. Child Labor

The Company prohibits the hiring of individuals that are under 18 years of age.

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8. Work Hours, Wages and Benefits

The Company compensates employees competitively relative to the industry and local labor market. We operate in full compliance with applicable wage, work hours, overtime and benefits laws.

9. Complaint Redressal

The Central committee is in force looking after the complaints arising in proper implementation of the policy.

The committee headed by The Central Coordinator of the company and all the site managers will be members along with Manager (HR). The Telephone no for complaints: 01472 -255886.

Apart from the above landline number, the complaint/ suggestion boxes installed at each site/ office are to be utilized.

10. Amendment

The Policy is reviewed and administered by Ethical committee of Senior Executives. And the Company reserves the right to amend, abrogate, modify, rescind / reinstate the entire policy or any part of it, at any time as per requirement of the situation whatsoever.

Monomark Engineering (India) Limited



Director

Chapter - 2 Anti-Modern Slavery Policy

MONOMARK ENGINEERING (INDIA) LIMITED ("the Company") is committed to protecting Human Rights and prohibiting all acts of human trafficking, slavery, servitude, forced marriage, forced or compulsory labor, debt bondage, deceptive recruiting for labor or services, and child labor throughout the organization, its business and supply chain. Monomark herein elucidates the steps to mitigate/eradicate modern slavery and human trafficking from its business and supply chain.

The Company is committed to conducting its business in an ethical and transparent manner and expects the same standards from its employees, contractors, suppliers, and business partners.

Steps for the Prevention of Modern Slavery

- The Company shall comply with all applicable laws and regulations relating to modern slavery and human trafficking.
- Employment of underage workers or contract workmen in violation of applicable laws is strictly prohibited.
- Employment shall be voluntary. No employee will be required to lodge deposits or surrender identity documents as a condition of employment.
- Working hours, overtime, and compensation shall comply with applicable local labour laws.
- Employees and contract labour shall be paid at least the minimum wages as prescribed under applicable laws.
- All employees shall be treated with dignity, equality, and fairness. Harassment or discrimination of any kind will not be tolerated.
- Human trafficking, sexual exploitation, slavery, bonded labour, or forced labour in any form is strictly prohibited.
- Employees and stakeholders are encouraged to report suspected cases of modern slavery or forced labour to the Human Resources Department or management without fear of retaliation.
- The Company may periodically review policies, supplier practices, and internal procedures to ensure ongoing compliance.
- Violations of this statement may result in disciplinary action, termination of employment, or termination of business relationships.

Monomark Engineering (India) Limited


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Chapter - 3 Child Labour Policy

MONOMARK ENGINEERING (INDIA) LIMITED ("the Company") is committed to providing a work environment characterized by equality, dignity, and mutual respect. The Company does not tolerate the use of child labour, forced labour, or any form of exploitation of children in its operations.

The Company is committed to complying with all applicable laws and regulations relating to child labour and promoting ethical employment practices across all business activities.

Child labour, as defined by the International Labour Organization (ILO) Convention, refers to work performed by children under the age of 12; work by children under the age of 15 that interferes with school attendance; and work by persons under the age of 18 that is hazardous to their physical or mental health.

The Company strictly adheres to the provisions of the Child and Adolescent Labour (Prohibition and Regulation) Act, 1986, along with its subsequent amendments and other applicable labour laws in India.

In the conduct of its business, the Company ensures the following:

- Employment of individuals below the legally permitted age is strictly prohibited in accordance with applicable laws and ILO standards.
- Compliance with all applicable child labour laws, including provisions relating to wages, working hours, overtime, and working conditions.
- Zero tolerance for any form of exploitation of children. Employment shall not be provided to individuals who have not reached the legally prescribed age for completing compulsory education under applicable legislation.
- Business partners, suppliers, contractors, and associates are expected to maintain similar standards and comply with applicable child labour laws in the jurisdictions in which they operate.
- Appropriate age-verification procedures during recruitment to ensure that no child labour is engaged in any company operations.
- Responsibility of the local management and the Human Resources Department to implement and monitor compliance with this policy across all company operations.
- Any violation of this policy may result in disciplinary action, including termination of employment or termination of business relationships, in accordance with applicable laws and company policies.

Policy Review

- This Child Labour Policy shall be reviewed annually to ensure continued compliance with applicable laws and regulations.
- The Company may update or amend this Policy as necessary to reflect changes in legal requirements, business operations, or best practices in ethical employment.

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- The Human Resources Department and local management are responsible for implementing the Policy and ensuring that any updates are communicated to all employees

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Chapter - 4 Fair Employment Policy

1. Introduction

MONOMARK ENGINEERING (INDIA) LIMITED ("the Company") is committed to the highest possible standards of ethical, moral and legal business conduct. An important aspect of this is to reduce and evade discrimination on any basis other than intelligible differentia and to establish Fair Employment practices in a responsible and effective manner. This policy will address how this will be affected.

2. Scope of the Policy

It is the policy of MONOMARK ENGINEERING to promote and afford equal treatment and employment practices to its employees and applicants for employment and to assure equal employment opportunity based upon ability and fitness of any person regardless of sex, age (except minimum age and retirement provisions), race, creed, national origin, sexual orientation, marital status or the presence of any disability, including sensory, mental or physical handicaps, unless based upon a bona fide occupational qualification in relationship to hiring and employment.

3. Application of Policy

This policy shall apply only to the following: Hiring, Employment, Work assignments, Layoff or Termination, Rates of pay, Compensation, Benefits and Selection for training, with respect to any employee of, or applicant for employment with the Company.

This policy shall be read and implemented consistent with the provisions of Clause 4.

4. Discrimination, Preferential treatment prohibited

- a) The Company shall not discriminate against, or grant preferential treatment to, any individual or group on the basis of race, sex, color, ethnicity, or national origin in the operation of public employment, public education, or public contracting.
- b) This Policy does not affect any law or governmental action that does not discriminate against, or grant preferential treatment to, any individual or group on the basis of race, sex, color, ethnicity, or national origin.
- c) This Policy does not affect any otherwise lawful classification that:
 - Is based on sex and is necessary for sexual privacy or medical or psychological treatment; or
 - Is necessary for undercover law enforcement or for film, video, audio, or theatrical casting; or
 - Provides for separate athletic teams for each sex.
- d) Nothing in this Policy prohibits company from:
 - Implementing a policy of Indian preference in employment;
 - Prioritizing the admission of tribal members where capacity of the Company's programs or facilities is not as large as demand.

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- e) The remedies available for violations of this Policy shall be the same, regardless of the injured party's race, sex, color, ethnicity, or national origin, as are otherwise available for violations of Country's antidiscrimination law.
- f) This Policy shall be self-executing. If any part or parts of this Policy are found to be in conflict with the law in force and/or the Constitution the Policy shall be implemented to the maximum extent that the law; Constitution permits.

5. Direction to Implement Policy

The Board of Directors are directed and authorized to modify or implement personnel policies, rules and procedures to effectuate the policy established hereby.

6. Complaint Redressal

The Central committee is in force looking after the complaints arising in proper implementation of the policy.

The committee headed by The Central Coordinator of the company and all the site managers will be members along with Manager (HR). The Telephone no for complaints: **9358081886**

Apart from the above landline number, the complaint/ suggestion boxes installed at each site/ office are to be utilized.

7. Amendment

The Policy is reviewed and administered by Ethical committee of Senior Executives. And the Policy may be amended or modified in whole or in part, at any time as per requirement of the situation whatsoever.

Monomark Engineering (India) Limited



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Chapter - 5 Employee Hiring Policy

1. Objective

The objective of this Employee Hiring Policy is to establish a standardized and transparent process for the recruitment and selection of employees at Monomark Engineering (India) Limited ("the Company"). This Policy aims to attract, select, and retain highly qualified and competent individuals who align with the Company's values and business goals.

2. Scope of the Policy

This Policy applies to all departments and positions within the Company. It covers the recruitment, selection, and onboarding of all permanent, temporary, and contractual employees.

3. Principles

• Equal Opportunity

The Company provides equal employment opportunities to all qualified candidates regardless of gender, religion, caste, race, age, disability, or background.

• Merit-Based Selection

All hiring decisions are based on the candidate's qualifications, skills, experience, and ability to perform the job effectively.

• Transparency

The recruitment process will be conducted in a transparent manner with clear communication regarding job requirements, roles, and responsibilities.

• Fair and Ethical Practices

The Company follows ethical recruitment practices and does not allow any form of discrimination, favoritism, or bias during the hiring process.

• Compliance with Laws

All recruitment activities will comply with applicable labour laws, employment regulations, and company policies.

• Confidentiality

All personal information and documents provided by candidates during the recruitment process will be kept confidential and used only for recruitment purposes.

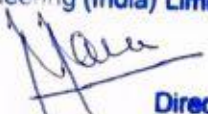
• Right Person for the Right Job

The Company aims to recruit individuals who possess the required competence, integrity, and values aligned with the organization.

• Diversity and Inclusion

The Company encourages diversity in the workplace and values employees from different backgrounds and perspectives.

Monomark Engineering (India) Limited


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4. Recruitment Process

- **Identifying Vacancies:** Department heads will identify vacancies based on business needs and workforce planning. And a job requisition form must be completed and approved by the relevant authority.
- **Job Descriptions:** A detailed job description outlining the role, responsibilities, qualifications, and competencies required will be prepared for each position, which will be reviewed and updated regularly to ensure they reflect current requirements.
- **Advertising Vacancies:** Vacancies will be advertised through appropriate channels, including the Company's website, job portals, social media, and recruitment agencies as per requirement. Internal job postings will be communicated to encourage employee referrals.

5. Selection Process

- **Application Screening:** HR will screen applications based on the job description and shortlist candidates who meet the minimum qualifications. Shortlisted candidates will be contacted for initial interviews.
- **Interviews:** Interviews will be conducted in multiple stages, including HR interviews, technical interviews, and final interviews with the hiring manager. Structured interview questions will be used to ensure consistency and fairness in the evaluation process.
- **Assessment Tests:** Depending on the role, candidates may be required to undergo assessment tests to evaluate their skills and competencies. Results of these tests will be considered along with interview feedback.
- **Background Checks:** Background checks, including reference checks, educational verification, and employment history, will be conducted for the selected candidate. Any discrepancies or issues identified during the background check will be reviewed by HR and the Hiring Manager.
- **Health & Medical Checkup:** The selected candidate may be required to undergo a health and medical checkup to ensure they are fit for the role. Employment is contingent upon the successful completion of this checkup.
- **Job Offer:** A formal job offer will be made to the selected candidate, outlining the terms and conditions of employment. The offer will be contingent upon the successful completion of the background check and other pre-employment requirements.

6. Onboarding Process

- **Welcome and Orientation:** New employees will be welcomed and introduced to the Company's culture, values, and policies. An orientation program will be conducted to familiarize new hires with their role, team, and the Company's operations.
- **Documentation:** HR will ensure all necessary documentation, including employment contracts, tax forms, and identification proofs, are completed and filed. New employees will be provided the company policies and other relevant materials.
- **Training and Development:** New hires will undergo initial training to equip them with the knowledge and skills required for their role. Ongoing training and development

opportunities will be provided to support career growth and development.

7. Monitoring and Assessment

The effectiveness of the hiring process will be regularly monitored and assessed. Feedback from new hires and hiring managers will be collected to identify areas for improvement.

8. Compliance

The Company is committed to adhering to all applicable laws, regulations, and industry standards. This Employee Hiring Policy is designed to ensure full compliance with these legal and regulatory requirements and the company strives to achieve and maintain zero non-compliance in its hiring practices.

9. Review and Updates

This Policy will be periodically reviewed and updated to ensure its continued effectiveness and relevance. The Company reserves the right to amend or modify this Policy, either in whole or in part, as needed, in response to changing circumstances or requirements.

10. Interpretation

In the event of any ambiguity; confusion; or otherwise, the Interpretation of above policy including any amendments there in shall lie to the HR Department. And it shall be applicable accordingly.

11. Conclusion

Monomark Engineering (India) Limited is committed to attracting and retaining the best talent through a fair and transparent hiring process. This Employee Hiring Policy serves as a guide to ensure that the recruitment and selection process is conducted efficiently, ethically, and in alignment with the Company's Values.

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Chapter- 6 Leave Policy

Public Holidays

- The company will provide 8 Public Holidays during the calendar year.
- The list of public holidays will be declared by the company at the beginning of the year.
- All employees are entitled to these holidays as per the company holiday calendar.
- If an employee is required to work on a public holiday due to business or client requirements, compensatory leave or other benefits may be provided as per company policy

Public Holidays

Sr.No.	Holiday Name
1	Republic Day
2	Holi - Dhulandi
3	Mahaveer Jayanti
4	Raksha Bandhan
5	Independence Day
6	Gandhi Jayanti
7	Vijaya Dashami - Dussehra
8	Deepawali (Khekra) - Govardhan Puja

the list of holidays may vary from year to year

Optional Holiday /Restricted Holiday (2)

- Employees are entitled to 2 Optional Leaves per calendar year to personal occasions.
- Optional leave can be selected from the list of optional holidays declared by the company.
- Employees must inform and obtain approval from their reporting manager in advance before availing the optional leave.
- Optional leaves cannot be carried forward to the next year if not utilized.

Earned Leave (EL)

- Earned Leave will be granted to employees based on the number of days present.
- EL will be calculated as per company standards, and leave will be generated based on employee attendance (present days).

Site Leave Policy

- Employees working at client sites will follow the leave policy and holiday calendar of the respective client.
- The site leave policy will be aligned with the client's policy or as per the contractual terms agreed with the client.
- In case of any variation between company policy and client policy, the client site policy or contractual terms will apply for employees deployed at that site.

Leave Approval

- All leave requests must be submitted to the reporting manager for approval.
- Employees should ensure proper handover of responsibilities before proceeding on leave.

Policy Amendment

The company reserves the right to amend or modify this policy at any time depending on business requirements or legal compliance.

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Chapter- 7 New Employee Induction Policy

Monomark Engineering believes that the purpose of this policy is to ensure that all new employees are effectively integrated into the organization. A structured induction program helps employees understand company culture, expectations, policies, and job responsibilities, enabling them to perform efficiently and confidently. This policy applies to all newly hired employees, including permanent, temporary, contractual.

1. Objectives

The induction program aims to:

- Welcome new employees and make them feel valued
- Introduce the company's mission, vision, and values
- Explain organizational structure and key personnel
- Clarify job roles, responsibilities, and performance expectations
- Communicate company policies, procedures, and code of conduct
- Ensure compliance with legal, safety, and regulatory requirements

2. Roles and Responsibilities

2.1 Human Resources (HR)

- Coordinate and schedule the induction program
- Provide company overview and policy briefing
- Complete employment documentation
- Explain compensation, benefit, and leave policies

2.2 Department Manager/Supervisor

- Provide job-specific training
- Set performance expectations
- Introduce team members
- Support the new employee during initial weeks
- Assist with practical guidance and integration

3. Induction Process

3.1 Pre-Joining

- Offer letter and documentation completion
- Sharing of joining instructions
- Workspace and system access preparation

3.2 Post- Joining (Day one)

- Welcome session
- Company presentation
- Introduction to team members and Workplace tour
- IT setup and access credentials

4. Documentation

All induction activities must be documented and signed by the employee and supervisor to confirm completion.

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5. Review and Improvement

The induction program will be periodically reviewed and improved based on feedback from new employees and managers.

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Chapter - 8 Employee Code of conduct

1. Introduction

The Employee Code of Conduct outlines the standards of behaviour expected from all employees in their interactions with colleagues, supervisors, clients, and the organization as a whole.

The Company is committed to promoting freedom of expression and open communication. However, all employees are expected to conduct themselves in a professional, respectful, and responsible manner at all times.

Employees must refrain from engaging in offensive behaviour, serious disputes, misconduct, or any actions that may disrupt the workplace. The Company expects all employees to contribute to maintaining a well-organized, respectful, inclusive, and collaborative work environment.

2. Objective of the Policy

This policy is designed to provide a structured framework that governs employee conduct within the organization. Its objectives are to:

- Clarify behavioral expectations and professional responsibilities.
- Set boundaries for appropriate workplace interactions and practices.
- Provide guidance for addressing ethical concerns and misconduct.
- Support fair and consistent disciplinary processes.
- Minimize risks that may negatively impact the organization or its stakeholders.
- Reinforce a culture of trust, transparency, and corporate responsibility.

Through these measures, the policy seeks to ensure orderly operations and uphold the organization's standards of professionalism and ethical practice.

3. Scope

This policy applies to all employees of the organization, regardless of their employment status, contract type, position, or rank.

4. Policy Elements

What are the components of an Employee Code of Conduct Policy?

All employees are required to follow the Employee Code of Conduct while performing their duties, as outlined in their employment contract. The key components of our Code of Conduct are outlined below:

6. Compliance with law

All employees must protect our company's legality. Employees must comply with all applicable environmental, health and safety, and business conduct laws and regulations. The Company expects employees to act ethically and responsibly when dealing with Company's products, partnerships, and public image.

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7. Respect in the workplace

All employees should respect their colleagues. The Company will not allow any kind of discriminatory behavior, harassment or victimization. Employees should conform with our equal opportunity policy in all aspects of their work, from recruitment and performance evaluation to interpersonal relations.

8. Protection of Company Property

All employees should treat the Company's property, whether material or intangible, with respect and care.

9. Employees

Shouldn't misuse company equipment or use it frivolously. Employees Should respect all kinds of incorporeal property. This includes trademarks, copyright and other property (information, reports etc.) Employees should use them only to complete their job duties. Employees should protect company facilities and other material property (e.g. company cars) from damage and vandalism, whenever possible.

10. Professionalism

All employees must show integrity and professionalism in the workplace.

11. Personal appearance

All employees must follow our dress code and personal appearance guidelines.

12. Corruption

The Company discourages employees from accepting gifts from clients or partners and prohibits bribery for the benefit of any external or internal party

13. Job Duties and Authority

All employees should fulfil their job duties with integrity and respect toward customers, stakeholders, and the community. Supervisors and managers must not abuse their authority. Supervisors and managers are expected to delegate duties to their team members, taking into account their competences and workload. Likewise, the Company expects employees to follow the instructions and complete their duties with skill and in a timely manner. The Company encourages mentoring throughout the organization.

14. Mobile Phone Permission


All employees must follow the mobile phone policy in the plant area. Camera phones are strictly not allowed. Only basic mobile phones are allowed with permission. If any employee is found violating this policy, the mobile phone will be confiscated by the security staff.

15. Absenteeism and Tardiness

Employees should follow their assigned work schedules. Exceptions may be made in situations that prevent employees from following standard working hours or working days. However, employees are expected to be punctual when arriving at and leaving the workplace.

16. Conflict of interest

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Employees are expected to avoid any personal, financial, or other interests that might hinder their capability or willingness to perform their job duties.

17. Collaboration

Employees should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work.

18. Communication

All employees must be open for communication with their colleagues, supervisors or team members.

19. Benefits

Employees must not misuse their employment benefits. This includes time off, insurance, company facilities, subscriptions, or any other benefits provided by the company.

21. Professional Behavior

All employees are expected to maintain the highest standards of professional behavior in the workplace. Employees must act with honesty, integrity and respect while interacting with colleagues, clients, vendors and stakeholders. Unprofessional conduct that may harm the company's reputation or disrupt workplace harmony will not be tolerated.

Employees should demonstrate accountability for their actions and perform their duties responsibly while maintaining the dignity of the organization.

22. Workplace Ethics

Employees must follow ethical practices while performing their duties and responsibilities. All business decisions should be made honestly and fairly, keeping the company's values of Integrity, Excellence, Commitment, Innovation and Growth in mind.

Employees should avoid any activity that could harm the company's reputation or violate ethical business practices.

23. Confidentiality

Employees must maintain the confidentiality of all company information, including business plans, financial data, client information, internal reports and any other sensitive information.

Confidential information must not be disclosed to any external party or unauthorized person unless it is required for official purposes and approved by management.

Employees must continue to maintain confidentiality even after leaving the organization.

24. Anti-Harassment

The Company is committed to providing a workplace free from harassment, intimidation, and offensive behaviour. Harassment of any kind, including verbal, physical, or psychological misconduct and any behaviour covered under the Prevention of Sexual Harassment (POSH) Act, 2013, will not be tolerated.

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Any employee who experiences or witnesses such behaviour should immediately report the matter to their manager or the Human Resources (HR) department. All complaints will be treated seriously and investigated in accordance with the POSH policy and company procedures.

25. Disciplinary actions

Our company may have to take disciplinary action against employees who repeatedly or intentionally fail to follow our code of conduct. Disciplinary actions will vary depending on the violation.

26. Possible consequences include: • Demotion. • Reprimand. • Suspension or termination for more serious offences. • Detraction of benefits for a definite or indefinite time. The company may take legal action in cases of corruption, theft, embezzlement or other unlawful behavior

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Chapter - 9 Conflict of Interest Policy

1. Introduction

At MONOMARK ENGINEERING (INDIA) LIMITED ("the Company"), is committed to maintaining the highest standards of integrity, transparency, accountability, and ethical conduct in all business activities. This Conflict-of-Interest Policy ("Policy") establishes a framework for identifying, disclosing, preventing, and managing situations where personal, financial, or other interests may conflict, or appear to conflict, with the interests of the Company.

The Company is committed to ensuring that all disclosures are handled in a fair, transparent, and confidential manner, in compliance with applicable laws and regulations, including the Companies Act, 2013, and other relevant statutory requirements.

2. Objective

The objective of this Conflict-of-Interest Policy is to:

- Ensure that decisions made on behalf of the Company are free from personal bias, undue influence, or improper considerations.
- Provide a structured framework for the timely disclosure and appropriate management of conflicts of interest.
- Minimize the risk of financial, legal, and reputational harm arising from undisclosed or improperly managed conflicts.
- Promote a culture of responsibility, transparency, and accountability across all levels of the organization.
- Strengthen corporate governance standards and uphold ethical business practices within the Company.

3. Scope

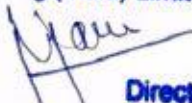
This Policy applies to all employees, consultants, contractors, and including their immediate family members.

4. Definitions

The definitions of some of the key terms used in this Policy are given below. Capitalized terms not defined herein shall have the meaning assigned to them under general business parlance and applicable laws, as amended from time to time.

a. **"The Company"** means Monomark Engineering (India) Limited and includes its associate, subsidiary, holding and group companies, whether located in India or abroad.

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b. **"Conflict of Interest"** means any situation in which an individual's personal, financial, or other interests, directly or indirectly, conflict or may reasonably be perceived to conflict with the interests of the Company, or compromise the individual's judgment, objectivity, or loyalty to the Company.

c. **"Immediate Family Member"** includes spouse, children, parents, and siblings.

d. **"Employee"** means any employee of the Company (whether working in India or abroad).

4. Disclosure Obligation

All individuals covered by this Policy are required to promptly disclose any actual, potential, or perceived conflict of interest as soon as they become aware of such conflict.

Disclosure shall be made in writing to the HR Department or the designated Compliance Officer. A copy of the disclosure shall also be submitted to the CEO / Director(s) of the Company, as applicable.

Failure to disclose a conflict of interest, or failure to comply with this Policy, may result in appropriate disciplinary action, including but not limited to suspension, termination of employment, or other corrective measures, as deemed appropriate by the Company.

5. Examples of Conflicts of Interest

Conflicts of interest may take various forms, including but not limited to:

- Financial interests, investments, or ownership in businesses that compete with, or supply goods or services to, the Company.
- Employment, advisory, or consulting relationships with competitors, suppliers, customers, or business partners of the Company.
- Acceptance of gifts, hospitality, entertainment, or other benefits that could influence, or reasonably appear to influence, business decisions.
- Engaging in any business or professional activities that are in direct or indirect competition with the Company.
- Use of Company information, assets, or resources for personal benefit or for the benefit of immediate family members or related parties.

6. Evaluation and Management

Upon receipt of a conflict-of-interest disclosure, the HR Department, CEO, or the designated Compliance Officer shall review and evaluate the situation in an objective and confidential manner to determine the nature and extent of the potential impact on the Company.

Based on such evaluation, the Company may take appropriate steps to manage, mitigate, or eliminate the conflict. Such steps may include, but are not limited to:

- Requiring divestment or discontinuation of conflicting financial or business interests;
- Restricting involvement in specific decisions, transactions, or access to sensitive information;

- Recusal from meetings, discussions, or approval processes related to the conflict;
- Reassignment of duties, where necessary.

All decisions taken in relation to a disclosed conflict shall be documented appropriately.

7. Compliance and Reporting

All employees and stakeholders are required to comply with this Policy. Failure to comply with the provisions of this Policy may result in disciplinary action, up to and including termination of employment or contractual relationship, as applicable. Individuals are encouraged to report any actual or suspected violations of this Policy to the HR Department or the designated Compliance Officer.

8. Review and Updates

This Conflict-of-Interest Policy shall be reviewed periodically to ensure its continued effectiveness and relevance. The Company reserves the right to amend, modify, or update this Policy, either in whole or in part, in response to changes in business requirements, legal or regulatory provisions, or organizational needs.

9. Interpretation

In the event of any ambiguity, confusion, or dispute regarding the interpretation of this Policy or any amendments thereto, the interpretation and decision of the HR Department shall be final and binding and shall be applicable accordingly.

10. Conclusion

The Company is committed to upholding the highest ethical standards and protecting the interests of the Company, its employees, and its stakeholders. By adhering to this Conflict-of-Interest Policy and promptly disclosing any actual or potential conflicts, employees help maintain trust, integrity, and transparency in all business activities.

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Chapter -10 Confidentiality Policy

1. Introduction

MONOMARK ENGINEERING (INDIA) LIMITED ("the Company") recognizes the importance of safeguarding confidential information. This Confidentiality Policy ("Policy") outlines the Company's commitment to maintaining the confidentiality, integrity, and security of sensitive information.

All employees, officers, directors, consultants, contractors, and stakeholders associated with the Company are required to comply with this Policy.

This Policy aims to ensure that confidential information is handled responsibly and protected against unauthorized access, disclosure, misuse, or loss.

2. Objective

The objective of this Confidentiality Policy is to establish guidelines for the protection, handling, and proper use of confidential information belonging to MONOMARK ENGINEERING (INDIA) LIMITED.

This Policy ensures that all employees, officers, consultants, contractors, and stakeholders understand their responsibility to safeguard confidential information and prevent its unauthorized disclosure, misuse, or loss.

3. Scope of the Policy

This Policy applies to all individuals associated with the Company, including employees, officers, directors, consultants, contractors, stakeholders, and where applicable, their immediate family members.

4. Definitions

The definitions of certain key terms used in this Policy are provided below. Capitalized terms not defined herein shall have the meanings generally understood in standard business practice.

a. **"Company"** means MONOMARK ENGINEERING (INDIA) LIMITED and includes its associated, subsidiary, and group companies, whether located in India or abroad.

b. **"Confidential Information"** means any non-public information relating to the Company, its clients, partners, employees, financial data, intellectual property, trade secrets, business strategies, technology, or any other information that could harm the Company if disclosed or misused.

c. **"Immediate Family Member"** includes spouses, children, parents, and siblings.

d. **"Employee"** means any individual employed by the Company (whether working in India or abroad), including directors employed by the Company.

e. **"Third Party"** means any individual or organization not directly employed or formally engaged by the Company, including vendors, suppliers, service providers, consultants, clients, and external agencies.

Monomark Engineering (India) Limited


Director

5. Confidentiality Obligations

a. Protection of Confidential Information

All individuals covered under this Policy must take reasonable steps to protect confidential information from unauthorized access, disclosure, alteration, or destruction.

b. Access to Information

Access to confidential information shall be restricted to individuals who require such information to perform their job responsibilities.

c. Password and Data Security

Employees must use strong passwords and comply with established data security protocols to protect electronic information.

d. Physical Security

Hard copies of confidential information must be stored securely, and access must be restricted to authorized personnel only.

e. Email and Communication Security

Employees must exercise caution when sharing confidential information through email or other electronic communication channels and ensure that such information is shared only with authorized recipients.

6. Disclosure and Sharing

a. Need-to-Know Basis

Confidential information shall only be disclosed to individuals on a "need-to-know" basis for legitimate business purposes.

b. Written Consent

Disclosure of confidential information to external parties requires prior written consent from the Company and may be subject to appropriate legal agreements such as Non-Disclosure Agreements (NDAs).

c. Legal Requirement

Confidential information may be disclosed if required by law, court order, or government authority. Wherever possible, the Company must be informed in advance before such disclosure.

7. Handling of Confidential Information

a. Use for Company Purposes

Confidential information shall be used only for legitimate Company purposes.

b. Retention and Disposal

Confidential information shall be retained only for as long as necessary and must be securely disposed of when no longer required.

c. Return of Information

Upon termination of employment or completion of an assignment, individuals must return all documents, records, files, and materials containing confidential information belonging to the Company.

8. Reporting and non-retaliation

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Any individual who suspects or becomes aware of a breach or potential breach of this Policy is encouraged to report the matter promptly to their supervisor, the HR Department, or the designated Compliance Officer.

The Company strictly prohibits retaliation against any individual who reports a concern in good faith.

9. Consequences of Violation

Violation of this Policy may result in disciplinary action, including warnings, suspension, termination of employment, or legal action, as deemed appropriate under the circumstances.

The Company also reserves the right to seek legal remedies or compensation for any loss or damage resulting from unauthorized disclosure or misuse of confidential information.

10. Compliance and Training

All individuals associated with the Company must comply with this Policy.

Training on confidentiality practices may be provided, where necessary, to ensure proper understanding and compliance.

Employees and contractors may also be required to sign confidentiality or non-disclosure declarations as part of their employment or contractual obligations.

11. Review and Updates

This Policy may be reviewed Annually to ensure its continued effectiveness and relevance.

The Company reserves the right to amend or modify this Policy, either in whole or in part, in response to changing legal, regulatory, or business requirements.

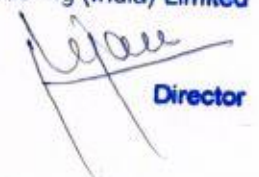
12. Interpretation

In the event of any ambiguity or dispute regarding the interpretation of this Policy, the Human Resources Department shall have the authority to interpret and clarify the provisions of this Policy.

13. Conclusion

The Company is committed to protecting its confidential information as well as the confidential information of its clients and business partners. Adherence to this Policy helps maintain trust, integrity, and security in all business operations.

Monomark Engineering (India) Limited


Director

Chapter - 11 Communication Policy

1. Introduction

At Monomark Engineering, courtesy, tact, and consideration should guide each employee in relationships with fellow workers and the public. It is mandatory that each employee in the organization shows maximum respect to every other person in the organization and other contacts in a business context. The purpose of communication should be to help others and to make the business run as effectively as possible, thereby gaining the respect of colleagues and customers.

2. Objective

The objective of this Communication Policy is to promote clear, respectful, and professional communication among employees, management, customers, and other stakeholders in order to maintain a positive and productive work environment.

3. Scope

This policy applies to all employees, officers, consultants, contractors, and stakeholders associated with Monomark Engineering (India) Limited. It covers all forms of communication, including verbal, written, and electronic communication within the organization as well as communication with customers, suppliers, and other external parties.

4. Policy Guidelines

- Courtesy, friendliness, and a spirit of helpfulness should guide the company's dealings with employees and customers.
- Differences of opinion should be handled privately and discreetly. Gossip and backbiting should be avoided. Employees should communicate directly with the person or persons involved to resolve differences.
- Constructive criticism — that which improves business by clarifying or instructing — should be welcomed when delivered with respect and tact. Destructive criticism — that which is designed to harm the business or another person — should not be practiced.
- Employees should strive to maintain a civilized work atmosphere at all times and refrain from shouting, yelling, using vulgar language, or swearing at co-workers or customers.
- Monomark Engineering aims to maintain a work environment free from disparaging remarks about religion, ethnicity, sexual preferences, appearance, and other non-work-related matters. Employees have a responsibility to respect differences and contribute to a positive workplace environment.

5. Compliance

- All employees are expected to comply with this Communication Policy.
- Any violation of this policy may result in disciplinary action in accordance with the Company's rules and regulations.

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6. Policy Review

- This Communication Policy shall be reviewed annually to ensure its continued relevance, effectiveness, and compliance with applicable laws and regulations.
- Updates or amendments may be made by the Company as necessary to reflect changes in business practices, legal requirements, or organizational needs

Monomark Engineering (India) Limited


Director

Chapter - 12 Employee Misconduct Policy

1. Introduction

Monomark Engineering (India) Limited is committed to maintaining the highest standards of ethical, moral, and legal business conduct.

The purpose of this policy is to ensure that employees are aware of behaviours that may constitute misconduct or serious misconduct, and that all concerned parties understand the Company's procedures for handling such matters in a fair, transparent, and effective manner.

This policy also aims to promote discipline, accountability, and a safe working environment across all company locations including offices, plants, and project and O&M sites.

2. Scope of the Policy

This policy applies to all employees of the Company, including those working at:

- Head Office
- Plant Locations
- Project / Site Locations
- Any other location where the employee represents the Company

3. Definitions

- **Employee**
- "Employee" means any person employed by the Company, whether permanent, temporary, contractual, or working at head office, plant locations, or project sites.
- **Ethics Counsellor**

"Ethics Counsellor" means the person(s) appointed by the Board of Directors to oversee ethical compliance and misconduct investigations.

For the purpose of this policy, the Ethics Counsellors shall be the General Manager and the Human Resource Manager unless otherwise decided by the Board of Directors.

4. Policy

The Company expects all employees to maintain acceptable standards of behavior and professional conduct at all times.

Employees must not engage in behavior that amounts to misconduct or serious misconduct while:

- Working at company premises
- Company Occupied/ Rental Properties our Company Accommodation
- Working at plant or project sites
- Attending work-related meetings, conferences, or events
- Representing the Company at client locations
- Participating in official retreats, training programs, or social events related to work

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a) Misconduct

Where an employee engages in misconduct or alleged misconduct, the procedures described in this policy shall be followed.

Behavior amounting to misconduct includes, but is not limited to:

- Failing to obey lawful and reasonable instructions issued by the Company or supervisors
- Violation of company policies, procedures, and operational rules
- Failure to provide or deliberately withholding relevant work information
- Unacceptable, disruptive, or unprofessional behavior at the workplace
- Unauthorized absence from duty or leaving the workplace without permission
- Repeated lateness or irregular attendance without valid justification
- Negligence in performing assigned duties
- Violations of safety rules or work procedures

b) Serious Misconduct

Whether misconduct constitutes serious misconduct will depend on the circumstances and severity of the incident.

Supervisors or managers must carefully evaluate the situation before determining whether the behavior qualifies as serious misconduct.

Serious misconduct includes, but is not limited to:

- Willful or deliberate behavior that is inconsistent with the employee's contract of employment
- Theft
- Assault
- Fraud or bribery
- Accepting or offering illegal gratification
- Intoxication (alcohol or drugs or smoking) during work
- Use of abusive, threatening, violent, or derogatory language
- Fighting or physical violence
- Serious violation of safety rules or plant safety regulations
- Concealment or misrepresentation of material information during recruitment
- Obscene behavior
- Dishonesty during the course of employment
- Criminal conduct that renders the employee unfit for continued employment

5. Responsibilities

a) **Human Resources Department:** The Human Resources Department shall ensure that:

- All allegations or instances of misconduct are handled according to this policy
- Employees under investigation are provided procedural fairness and an opportunity to respond
- Confidentiality is maintained throughout the investigation process
- Proper documentation and records of investigations are maintained

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Director

b) Supervisors / Managers: Supervisors or Managers shall ensure that:

- Where appropriate, minor issues are resolved informally with the employee in consultation with HR
- All cases of misconduct are reported promptly to the Human Resources Department
- Full cooperation is provided during investigations

c) Employees: Employees must:

- Comply with this policy and all related company procedures
- Maintain professional conduct and discipline at all times
- Report any misconduct or unethical behavior to their supervisor or the HR Department

6. Investigation Process

Investigations shall be conducted in accordance with principles of procedural fairness, which include:

- Informing the employee of the allegations
- Providing the employee an opportunity to respond
- Allowing the employee to bring a support person during disciplinary meetings

Disciplinary meetings shall normally be conducted by two members of the Human Resources Department, one of whom will act as the meeting coordinator and the other as the note-taker.

If termination is determined to be appropriate, the employee will be provided with the reasons for the decision in writing

7. Authorization

The General Manager and the Human Resource Manager are authorized by the Company to initiate investigations, review evidence, and take appropriate disciplinary action under this policy

8. Consequence for Non-Compliance

Any breach of this policy may result in disciplinary action, which may include warning, suspension, or termination of employment depending on the severity of the misconduct.

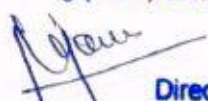
Each instance or allegation of misconduct shall be evaluated on its own merits, and any mitigating circumstances will be taken into consideration.

Where necessary, the Company may place the employee on temporary suspension or stand-down with full pay during the investigation.

a) Misconduct: In cases of misconduct, disciplinary action may include:

- Verbal or written warning
- Suspension from work without pay for a period up to 7 days
- Corrective training or counselling

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b) Serious Misconduct: Serious misconduct may result in:

- Immediate suspension
- Termination of employment
- Dismissal without notice, where permitted by law

c) Other Actions: Where misconduct is of a grave or criminal nature, the Company reserves the right to initiate legal proceedings or report the matter to relevant authorities.

9. Interpretation

In case of any ambiguity, conflict, or interpretation issue, the decision of the Ethics Counsellor(s) shall be final and binding.

10. Amendment

The Company reserves the right to amend, modify, suspend, rescind, or reinstate this policy or any part thereof at any time based on business or regulatory requirements.

Monomark Engineering (India) Limited


Director

Chapter -13 Skill Assessment and Development Policy

Monomark Engineering (India) Limited provides engineering, operation, and maintenance services for mechanical, electrical, and instrumentation projects and O&M Services. We are fully committed to our core values, including "**Commitment, Integrity, Growth, Excellence, Innovation**", and believe that the continuous development of our employees is essential for delivering high-quality services.

The Skill Assessment Policy aims to systematically evaluate, develop, and enhance the technical and behavioural competencies of employees to ensure operational excellence and continuous professional growth.

Objective of the Policy: The objectives of this policy are:

1. Identification of Key Positions

The Heads of Departments (HODs) shall identify key positions within their respective departments that are critical to operational performance and business continuity.

2. Identification of Skill Requirements

Based on the Job Description (JD) for each key position, a Skill Requirement Matrix shall be prepared. This will be developed in consultation with:

- The concerned employee
- Reporting Officer / Immediate Supervisor
- Head of Department (HOD)

3. Preparation of Assessment Tools

The HOD shall prepare structured assessment questionnaires or evaluation tools to measure the required competencies.

Clear qualifying criteria and evaluation standards shall be defined for each skill category.

4. Conduct of Skill Assessment Test

A screening assessment (verbal, written, practical, or online) may be conducted to evaluate the employee's current skill level.

5. Identification of Skill Gap

Based on the defined qualifying criteria:

- Employees who meet the required competency levels shall be considered qualified.
- Areas where the employee does not meet the required standards shall be identified as Skill Gaps.

6. Training & Development Plan

A Training Calendar shall be prepared to address identified skill gaps.

The calendar will include:

- Training modules

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- Names of trainees
- Trainer details
- Training schedule and duration

Trainers may be internal experts or external professionals depending on the nature of the training.

7. Training Effectiveness Evaluation

To evaluate training effectiveness, Pre-Training and Post-Training assessments (written tests, practical tests, or evaluation forms) shall be conducted.

8. Documentation and Records

All skill assessment results, training records, and evaluation reports shall be properly documented and maintained by the HR Department for future reference and performance development.

9. Annual Review of Skill Assessment

Skill assessment exercises shall be conducted once every year, and the entire process shall be reviewed to ensure continuous improvement in employee competencies.

10. Responsibility

HR Department

- Coordinate the overall Skill Assessment Program
- Maintain records and documentation
- Monitor implementation of training plans

Heads of Departments (HODs)

- Identify key positions and skill requirements
- Prepare assessment questionnaires
- Recommend training programs

Reporting Officers

- Support employee skill evaluation
- Monitor employee development and performance improvement

Employees

- Participate actively in assessments and training programs
- Work towards improving identified skill gaps

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Policy Review This policy shall be reviewed Early as required by management to ensure its effectiveness and alignment with organizational goals.

Chapter -14 Employees Welfare & Reward Policy

1. Policy Statement

At Monomark Engineering (India) Limited, employees are the most valuable asset of the organization. The company believes that the commitment, dedication, and teamwork of employees significantly contribute to the achievement of organizational goals and operational excellence.

The purpose of this Employees Welfare & Reward Policy is to motivate, recognize, and encourage employees who demonstrate outstanding performance, maintain high safety standards, and contribute positively to the workplace culture. This policy supports the company's core values of Integrity, Excellence, Commitment, Innovation, and Growth.

The policy also aims to strengthen employee engagement, improve productivity, and promote a culture of safety, quality, and continuous improvement across all project sites and offices.

2. Objectives

- To recognize and reward employees for their contribution to the organization.
- To promote safe working practices and adherence to safety standards across all project sites.
- To encourage continuous improvement in quality, productivity, and operational efficiency.
- To motivate employees to maintain discipline, punctuality, and professionalism.
- To build a positive work environment that promotes teamwork and mutual respect.
- To enhance employee morale and strengthen their commitment toward the organization.

3. Scope

- All permanent employees
- Contract employees working at Monomark project sites
- Employees working at fabrication facilities, workshops, and offices
- The policy will be applicable across all operational locations, O&M sites, workshops, and project offices of Monomark Engineering.

4. Eligibility Criteria for Rewards

a) Safety Compliance

- Safe Work Procedures
- Standard Operating Procedures (SOPs)
- Personal Protective Equipment (PPE) compliance
- Site safety guidelines and statutory requirements

Employees demonstrating exemplary safety practices will be recognized as Safety Champions.

b) Reporting of Near Misses

- Employees who proactively report:
- Near miss incidents
- Unsafe conditions
- Unsafe acts
- Potential hazards

Such reporting helps prevent accidents and contributes to maintaining a safe working environment.

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c) Effective Job Performance

- Employees who perform their duties with:
- High efficiency and productivity
- Technical competence
- Responsibility and accountability
- Timely completion of assigned tasks

This includes performance in operation, maintenance, fabrication, erection, and project execution activities.

d) Participation in Continuous Improvement

- Process improvement
- Cost optimization
- Innovation in maintenance or operations
- Quality improvement initiatives
- Suggestions for operational efficiency

Such initiatives support Monomark's commitment to technical excellence and operational improvement.

e) Professional Behavior

- Respectful behaviour towards colleagues
- Positive attitude towards teamwork
- Professional conduct with clients and stakeholders
- Compliance with company ethics and discipline

f) Attendance & Punctuality

- Minimum absenteeism
- Regular attendance
- Punctual reporting to workplace
- Discipline during working hours

5. Types of Rewards and Recognition

a) Safety Award

Given to employees who demonstrate exceptional commitment to safety practices and hazard reporting.

- Near Miss Reporting Award
- Best Safety Performers Award

b) Performance Excellence Award

Recognizes employees who consistently perform beyond expectations and contribute to operational success.

c) Continuous Improvement Award

Given to employees who introduce innovative ideas that improve:

- productivity
- safety
- quality
- operational efficiency

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d) Attendance & Discipline Award

Given to employees with:

- exemplary attendance
- punctuality
- discipline

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Chapter – 15 HIV/AIDS Workplace Policy

1. Introduction

- MONOMARK ENGINEERING (INDIA) LIMITED (“the Company”) is committed to maintaining the highest standards of ethical, moral, and legal business conduct.
- An important aspect of this commitment is to avoid discrimination among employees on any basis, including HIV/AIDS, in a responsible and effective manner.
- This policy explains the Company’s approach to addressing HIV/AIDS in the workplace.

2. Scope of the Policy

- This policy applies to all employees of the Company.

3. Objective

- To provide clarity on the Company’s views and commitments regarding HIV/AIDS.
- To ensure that legislative requirements in India are adhered to by the Company.
- To guide the Company’s response to HIV/AIDS in India.

4. Principles

- HIV/AIDS screening will not be required for job applicants.
- All medical information and data related to an employee’s HIV status will be treated with the strictest confidentiality. HIV testing will not be included in regular medical examinations for employees.
- Employees will not be discriminated against on the basis of their HIV status regarding promotion, transfer, or development opportunities, as long as they are physically and medically fit to perform their job.
- The Company is committed to fair, sound, and non-discriminatory employment practices. Employees will be employed, promoted, transferred, and remunerated based on the principle that they are “fit to work.”
- The Company will endeavour to create a supportive environment for employees living with HIV/AIDS.
- Employees are required to cooperate with the Company in the prevention and management of HIV/AIDS, for example by participating in training, education, and awareness programs.
- The Company will address HIV/AIDS within the framework of its policies, procedures, and applicable legislation.

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5. Action

Consistent with its concern for employees, the Company will provide the following resources:


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- Management and employee education and training to encourage appropriate behavior and attitudes. The Company will endeavor to make employees aware of HIV/AIDS and sexually transmitted infections and disseminate relevant information.
- Communication of this policy to all employees.

6. Policy Implementation

- MONOMARK ENGINEERING (INDIA) LIMITED undertakes to communicate this policy to all employees.
- The committee will review the policy and suggest policy and programmatic changes whenever necessary.
- Education materials and methodologies will be used to strengthen and support the Company's approach where applicable.

7. Complaint Redressal

- A Central Committee is in place to address complaints related to the proper implementation of this policy.
- The committee will be headed by the Central Coordinator of the Company, and all Site Managers will be members along with the Manager (HR).
- Telephone number for complaints: **9358081886**.
- In addition to the above contact number, employees may also use the **complaint/suggestion boxes installed at each site or office**.

8. Amendment

- This policy is reviewed and administered by the **Ethical Committee of Senior Executives**.
- The policy may be amended or modified, in whole or in part, at any time based on organizational or legal requirements.

Monomark Engineering (India) Limited


Director

Chapter -16 COVID-19 Policy

1. Introduction

During the COVID-19 pandemic, Monomark Engineering (India) Limited stands united with India. The Company is committed to maintaining the highest standards of Health & Safety as an integral part of its operations. This policy aims to prevent the spread of COVID-19 in a responsible and effective manner.

The Company seeks to protect the health and well-being of employees, visitors, contractors, and other stakeholders by implementing preventive measures and following guidelines issued by Government and health authorities.

2. Objective of the Policy

- Protect the health of employees by providing a safe, healthy, and hygienic work environment and minimizing risks associated with COVID-19.
- Comply with all precautionary measures and statutory requirements, including social distancing protocols.
- Ensure proper availability of face masks, hand sanitizers, and other hygiene supplies at the workplace, including all entry and exit points.
- Conduct regular health monitoring and routine check-ups for employees.
- Promote a positive Health & Safety culture within the organization through effective communication, training, and awareness programs about COVID-19 prevention.
- Require employees to cooperate with the Company in the prevention and management of COVID-19, including participation in training, education, and awareness programs.
- Address COVID-19 in accordance with Company policies, procedures, and applicable legislation.


3. Scope

- This Policy applies to all employees, contract workers, visitors, and stakeholders associated with Monomark Engineering (India) Limited at all workplaces and operational locations.

4. Compliance

- All employees must comply with preventive measures and safety guidelines issued by the Company and Government authorities.
- Any non-compliance with this Policy may result in appropriate action as per Company rules and applicable laws.

Monomark Engineering (India) Limited


Director

Chapter – 17 Grievance Redressal Policy

1. Introduction

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment. Our Company encourages its employees and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or with their immediate supervisor.

The preferred process involves employees and volunteers resolving issues to their satisfaction internally, without feeling they have to refer to external organizations or to authorities for assistance.

2. Purpose of the Policy

The purpose of this policy is to provide an avenue through which employees and volunteers, and their managers, can resolve work-related complaints as they arise.

3. Objectives

- All employees of Monomark have the freedom to express their thoughts in order to develop a better channel for communication of information. But we also expect that all employees follow the Code of Conduct. They should avoid abusive, serious disputes and obstacles in the workplace. We hope that all of them promote a well-organized, respectful and collaborative environment, if you do not agree with any kind of workplace or if you have any problem, then you can file a complaint to your respective official or to suggestion's book/ Box present at the workplace & write a description of your problem.
- If you do not agree with the response to your complaint or do not get the reply within 48 hours, then submit your complaint to the nominated departmental head for this purpose. The nominated officer will have to answer you within three days after submitting your complaint to him.
- If the victim employee / complainant does not agree with the reply received or the reply is not received within the stipulated period, then the employee can contact the complaint committee for settlement. The grievance committee will have to give its recommendations in seven days and the management will have to report it. The management should communicate the complainant's decision within three days.
- If the employee is still not satisfied with the decision made by the complaint committee or the committee does not take decision in this context, then you can appeal to the management on this subject. Management can take a week to appeal and the information about the revised decision or time will give information to the complainant.
- If the employee is still not satisfied with the management, the fourth step can appeal to voluntary mediation within one week of the decision made by the management. The decision of mediation is final and binding on both parties, that is the union and management.

4. Guidance for reporting (for employee)

Before filing a formal complaint, you should try the Informal mode of complaint with your employer. If you informally tried to resolve your complaint and this approach does not work, then you should formally take up the matter. You should do this by using your employer's formal procedures for complaints.

5. Modes of Complaint

Your employer should keep your complaint procedures in writing. To file your complaint, you can use the following methods:

- Suggestion book / suggestion box present on the site;
- Human Resources Department Monomark;
- Site In-Charge / Site Manager;
- Complaint committee.

6. Complaint Redressal

The Central committee is in force looking after the complaints arising in proper implementation of the policy. The committee headed by The Central Coordinator of the company and all the site managers will be members along with Manager (HR).

The Telephone no for complaints: **9358081886**. Apart from the given landline number, the complaint/ suggestion boxes installed at each site/ office are to be utilized.

7. Amendment

This Policy may be amended or modified in whole or in part, at any time as per requirement of the situation whatsoever.

If you want, I can also convert this into a professional HR Policy Manual format (same style as your other chapters like Code of Conduct, Conflict of Interest, HIV Policy) so your entire policy book looks uniform.

Monomark Engineering (India) Limited


Director