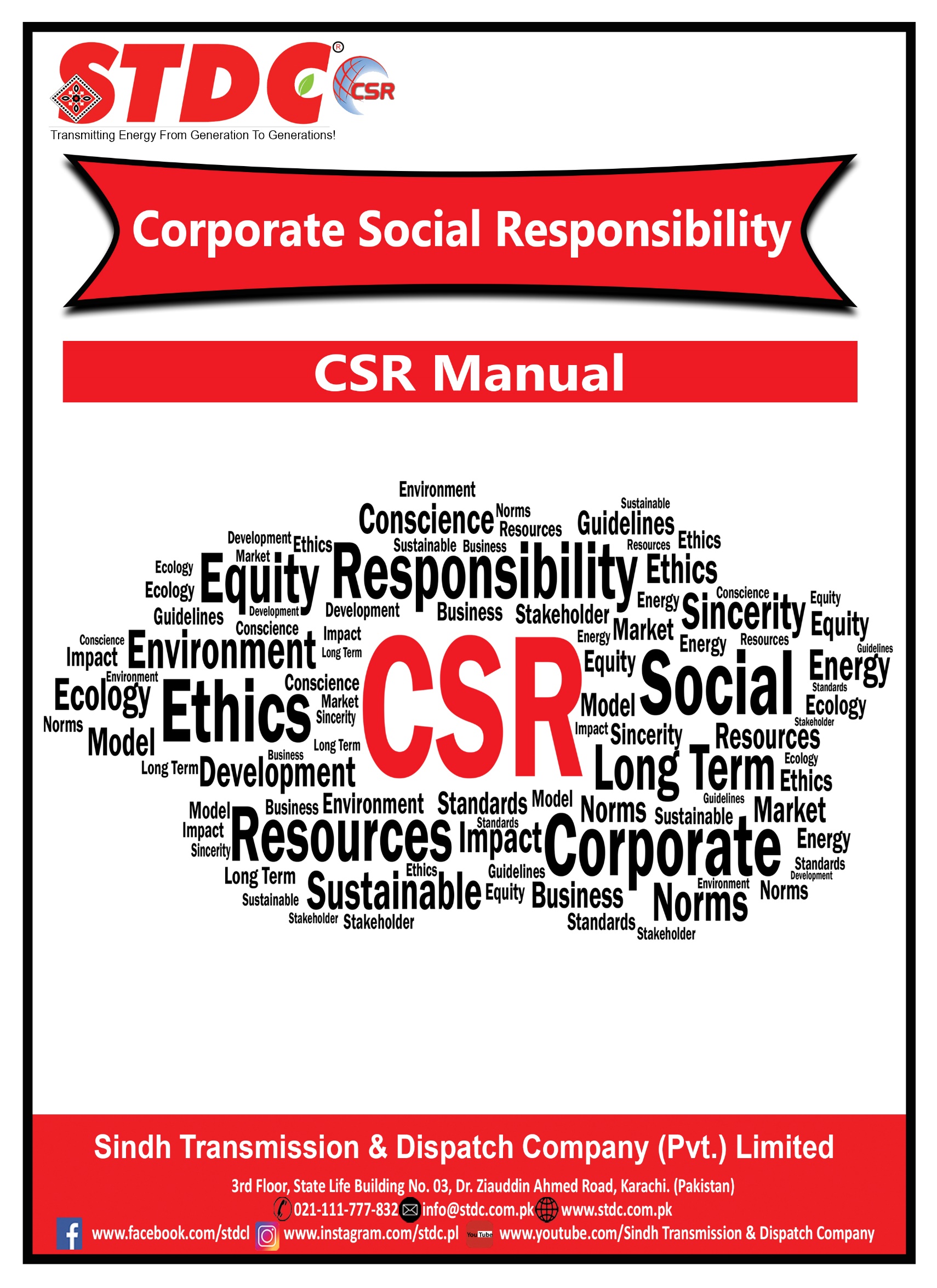
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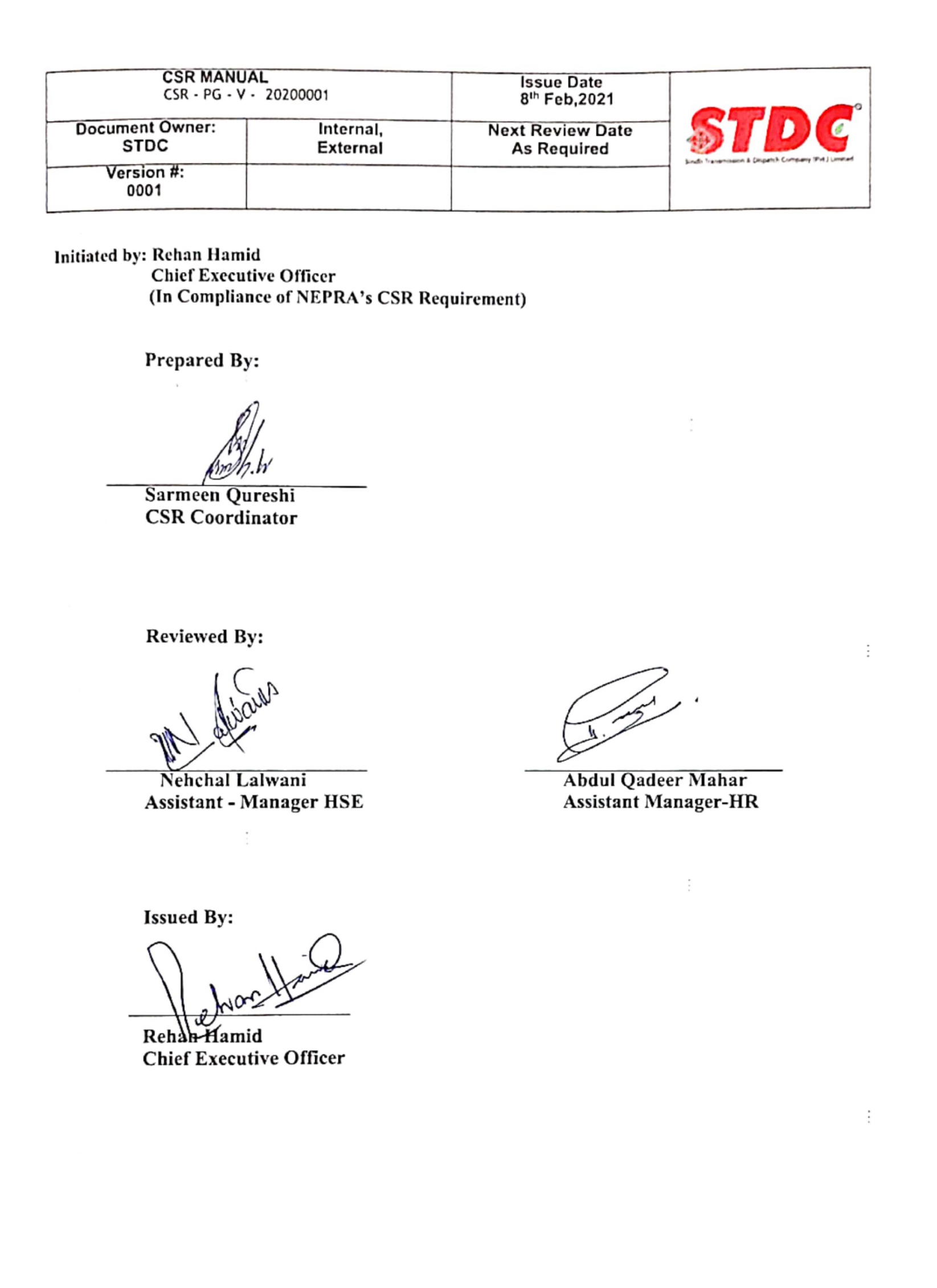
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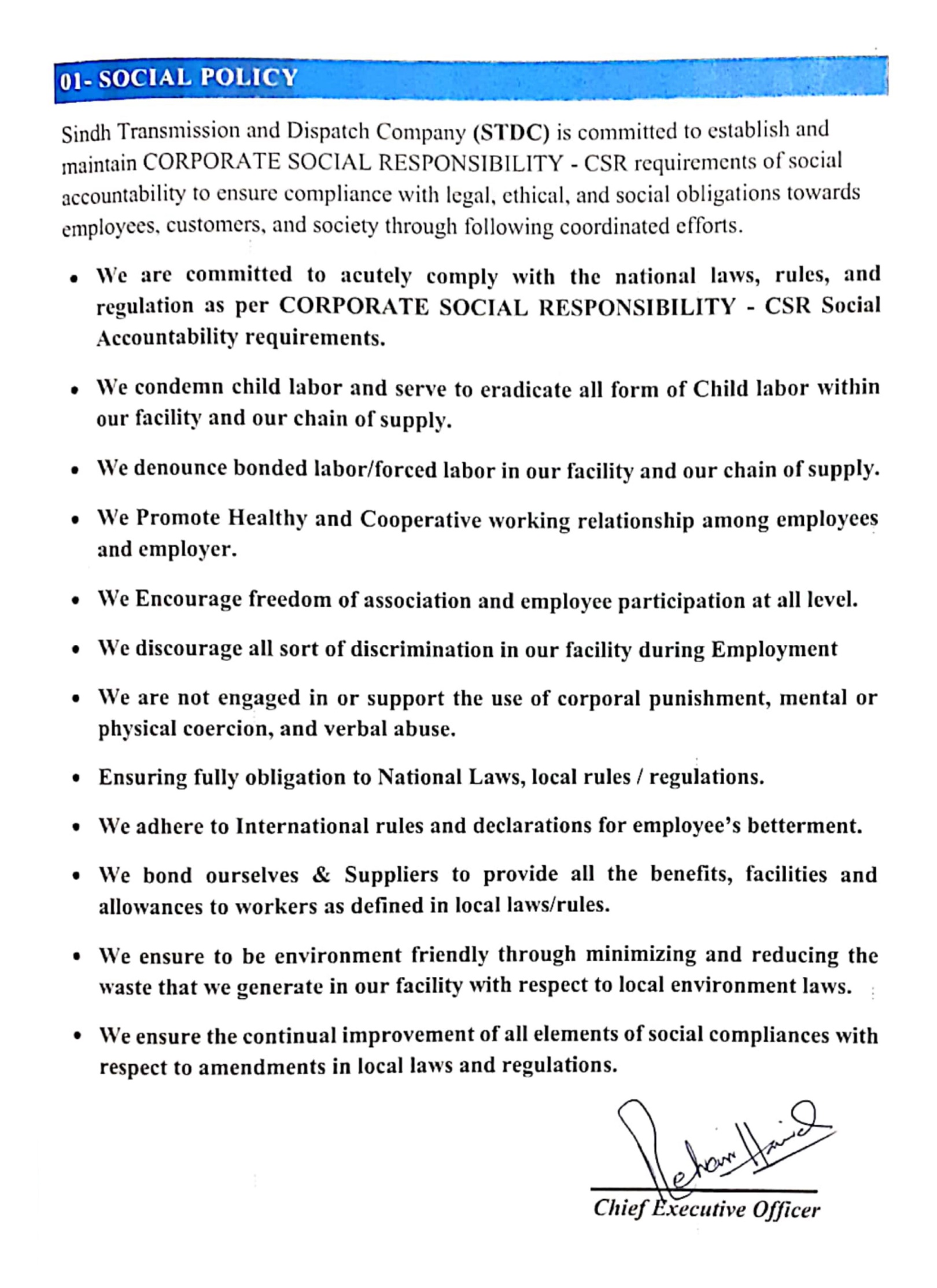
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# 02- SCOPE OF THE MANUAL

Procedural manual is structured on the core social compliances requirements to promote lawful human and ethical manufacturing process in the industry. Through this manual **STDC** complies with applicable national and local laws to become socially responsible business entity holding the business scope of **Provision of Catering the need of Extra High Voltage & Electric Power Infrastructure.**

Each section of the manual defines the **Legal and other** requirements related to labor practices, **STDC** conditions, Benefits, Health and safety and Management System, **STDC** has framed its policies against the **Corporate Social Responsibility** Standard. Develop, maintain, and enforce policies and procedures in order to manage those issues, which it can control, or influence.

This manual covers the **STDC** commitment towards social responsibility and shows its allegiance of becoming the socially responsible business entity. This manual covers the entire Requirement of CORPORATE SOCIAL RESPONSIBILITY - CSR standard to which the company has given firm commitment through its policies and business operation procedures.

Through this manual the company encompasses all the social issues and concerns within and outside its working sphere. Demonstrate to interested parties that policies and procedures and practices are in conformity with the requirement of this manual. This policy manual is applicable to each and every employee of the company and also to all those concerns to whom **STDC** has business links.

**SANCTION POLICY**

In the light of assurance of implementation social compliances workers are addressed to ensure their performances with the compatibility of company’s policies, procedures, work instructions, planning in any form have been communicated to them must be fulfilled with their accordance.

In the scenario of any violation or prohibition against any sanction of policy or procedure a suitable action shall be taken following the policy of **Disciplinary Action** that may lead to internal investigation and lead to follow the lawful action where employee always has his/ her right to negotiate and may also adopt lawful proceedings reference to the law of state.

**03- SOCIAL COMPLIANCE REQUIREMENT:**

|  |  |  |
| --- | --- | --- |
| **SUBJECT 01** | DISCOURAGMENT OF CHILD LABOUR | |
| ***LOCAL LAW REFERENCE*** | | |
| **Employment of Children Act, 1991**  **Factories Act 1934, Chapter V**  **Prohibition of Employment of Children Act, 2015** | |  |

**1.1 POLICY:**

* **STDC** will not employ any person equal or below the age of 14 years in any of its departments for any type of labor whether direct or indirect.
* **STDC** do not support the use of Child Labor below 15 years of age is employed by any of its suppliers.
* **STDC** will discontinue business relations with such supplier(s) who use Child Labor or continued to do so even after insistence by Company for remediation of child labor**.**

**1.2 PROCEDURE:**

**1.2.1 Documents for Age Verification**:

Human Resource Department ensures that the following documents should be maintained in all the personal files of staff and workers whether directly employed or indirectly.

Copy of National Identity Card or,

Copy of Form B or,

Copy of Education Board / University Certificate containing date of birth or,

Verification documents by certified civil surgeon regarding age of employee.

**1.2.2 Verification of Documents authenticity:**

At the time of hiring for direct/ indirect employees Admin Department verifies the photocopies of age verification documents against the original documents. Furthermore, after verification photocopy document is signed by Admin Manager

**1.2.3 Hiring process for direct employees:**

Hiring process for direct employees (staff and workers) at **(STDC)** comprises of the following steps, after submission of signed or thumb marked job application (in English or Urdu)

Receiving of application/interview by the **HR Manager** for suitability of the person in terms of skills, technical expertise, and work experience

**Filling of employee profile.**

Review of documents e.g., CNIC (original and copy), Form B (original and copy) or original certifying surgeon certificate, academic certificates, work experience certificate etc.

Issuance of Appointment letter/ Contract and it is acknowledgement.

Issuance of confirmation letter (only for permanent employees) at the end of probation period.

**1.2.4 Hiring process for indirect worker**

The company employs the services of contracted labor due to the predominantly high turnover rate of workers in this sector of the industry. This high turnover rate is due to the nature of business (fluctuating business volumes) and the prevailing economic situation.

The department head whenever any position falls vacant or a new vacancy is created in his dept. informs the administration/human resource dept. The administration/ human resource forwards their request along with their requirements to the respective contractor.

Receiving of application/interview by the contractor for suitability of the person in terms of skills, technical expertise, and work experience.

Before hiring the worker, company can induct a potential employee for a trial period, but this trial period does not exceed more than 4 to 6days. In such cases the contractor before starting the trial period, submits the potential employee’s ID card copy to Company. After **4 to 6** days a second trial period of **03** days is allowed but no worker can remain on trial for more than **nine working** days. After completion of trial period (either **03 or 09** days) Company ensures that the worker is then engaged with the necessary documentation following the below procedure.

Review of documents by the contractor and Company e.g., CNIC (original and copy), Form B (original and copy) or original certifying surgeon certificate, academic certificates, (Copy and Original) work experience certificate.

Issuance of contract to the worker by the company describing his terms and condition of employment and its acknowledgement along with company rules and regulation in form of employee handbook

The company prepares the contract in duplicate; one copy is given to the worker while the other copy is maintained in the personnel file, after acknowledgement from the employee.

Admin Department maintains and updates the contractual workers file on behalf of the company in the scenario of change in contract or terms and condition a revised version of contact is acknowledged by the mutual understanding of company and employee irrespective of any department or category.

**1.2.5 Resignation of Employee & Worker**

A contract of employment can be concluded by either party by giving notice in writing or payment on lieu of notice period as specified in the contract of employment. Notice period will also be given by either party for non-extension beyond on-going contractual employment expiry.

Unless otherwise specified in the contract of employment. As a general rule, employees are requested to provide a minimum of one month’ notice period of their intention to separate from the company to allow a reasonable amount of time to transfer ongoing workloads. The employee should provide a written resignation letter or notification to his or her supervisor.

Dismissal from service or Termination of on-going contract with immediate effect will be applicable when employee has been found guilty of the allegations leveled against him/her, and as punishment his/her services are terminated.

**Procedure**

Upon receipt of an employee's resignation or notice period given by the company, the supervisor will notify the human resource (HR) department by sending a copy of the resignation letter or notification to HR and any other pertinent information (e.g., employee’s reason for leaving, last day of work).

The HR representative will coordinate the employee’s out-processing.

**1.3 Discouragement of Child Labour:**

**STDC** discourages child labor at all levels in the society and uses following steps to show its resentment.

Discontinuation of business, with suppliers, who fail to address child labor.

Immediate termination of contractor, if found employing child labor. But worker shall not be terminated, and company shall consider its child remediation plan against scenario then.

**1.4 RESPONSIBLE PERSON:**

**HR Manager** is responsible for communicating, deploying, and monitoring the above practices of Administration.

|  |  |  |
| --- | --- | --- |
| **SUBJECT 02** | FORCED LABOUR | |
| ***LOCAL LAW REFERENCE*** | | |
| **Bonded Labor System (Abolition) Act 1992** | |  |

**2.1 POLICY:**

**STDC** does not use involuntary or forced labor – indentured, bonded or otherwise nor does it support the use of forced or compulsory labor in any form including bonded, forced, and/or compulsory prison labor**.**

**STDC** prohibits all relevant individuals from coercing employees in any way or unnecessarily limiting employees’ freedom of movement.

**STDC** does not require employees to submit originals of documents at the time of employment or during the period a person is employed with the company**.**

**STDC** does not do business with vendors/suppliers found to be using forced labor in any form**.**

**2.2 PROCEDURE:**

**STDC** maintains employment application or contract, to include a statement affirming that applicants are seeking employment voluntarily and are not under threat or any penalty and to be signed by each applicant. Copies are maintained in the employee’s Personnel file.

**Obtains an affirmative statement from all labor brokers/agents used by the Company are not supplying labor that is involuntary or forced.**

Issues compensation directly to third party (Contractor) or to worker as mentioned in their contract, company makes sure that the third party (Contractor) makes correct payment to his workers as agreed.

At the time of hiring HR Manager ensures

The employee signs no bond as a token for continued employment.

All employees, original documents are only asked from the employees for the verification of photocopy documents and after verification, original documents will be returned to the employees.

During the time of employee’s interview, the potential candidate is briefed about the fact that he/she is under no compulsion to join the company and similarly he is free to disassociate with the company as per his / her own free will at any given time but under compliance with the rules as agreed in the appointment letter.

**HR Manager** ensures that the workers who are frequently doing overtimes are under no pressure or threat from their respective Departmental Heads for compulsory overtime.

In case where any company’s employee decides to leave the company. **HR Manager** asks about the reason(s) of leaving to make sure that he/ she is not leaving under any unlawful compulsion or threat.

CSR Coordinator/ Departmental Heads are responsible for communicating, deploying, and monitoring the Practice of effectively prohibiting involuntary or forced labor.

**HR Manager** trains all departmental heads on the **STDC** policies and procedures prohibiting involuntary or forced labor.

Suggestion boxes are placed in the facility, if any employee wants to report any incident, he / she can use the suggestion box without mentioning his/ her identity, the matter will be investigated and resolved by the Company, after discussing the complaint with Chief Executive Officer if required.

**HR Manager** ensures continuous communication between workers and management through designated members of different committees; the issues related to the workers are communicated to the management for effective corrective and preventive measures to ensure workers satisfaction.

**2.3 RESPONSIBLE PERSON:**

**HR Manager** is responsible for:

Proper communication of company’s prohibition of forced labor policy to the respective supervisors and workers.

Organizing meetings and training programs to ensure that the policy is properly communicated and understood, the minutes of the meeting are then recorded and circulated to all the participants as per distribution record list.

In case any incident is reported either through suggestion / complaint box or directly through workers, **HR Manager** will immediately communicate the matter(s) to the top management for immediate rectification and necessary action.

|  |  |
| --- | --- |
| **SUBJECT 03** | HEALTH AND SAFETY |
| ***LOCAL LAW REFERENCE*** | |
| **Factories Act 1934** | |

**3.1 POLICY:**

**STDC** utilizes all available resources to provide a Healthy and Safe working environment for all its workers and to eliminate all potential hazards that are capable of causing work related accidents**.**

**STDC** through a systemized mechanism detects potential risk and hazards associated with the job or present in the work environment which could cause harm / injury to the workers.

**STDC** provides all necessary personal protective equipment’s and implements controls to ensure the safety of the workers and their health.

**3.2 PROCEDURE:**

* To assist in providing a healthy and safe work environment for employees, customers, and visitors that is a top priority for **STDC.**
* **STDC** has developed many types of committee to ensure the controls of occupational health & safety within the company.
  + - 1. EHS Committee

The above-mentioned committees have been established to control the matters against following risks within the STDC.

EHS Committee: Committee function is to respond against the matters of:

1. Environment, Occupational Health & Safety
2. EHS meeting

* Emergency Response Team has been formed to encourage workers to take active part in the work place safety programs. The name of team of **(STDC)** is placed on notice board.
* Training and awareness of entire health and safety matters.

1. Training shall be performed as described frequency in below tables.

|  |  |
| --- | --- |
| **TRAINING** | **FREQUENCY** |
| Fire fighting | Half yearly |
| Fire drill | Half yearly |
| First Aid | Half yearly |
| PPE | Half yearly |
| MSDS | Half yearly |
| Goods Loading | Half yearly |

**TABLE A**

* Meetings of EHS committee are performed quarterly and minutes are recorded and distributed among members.
* Meetings shall be performed as described frequency in below tables.

|  |  |
| --- | --- |
| **MEETING** | **FREQUENCY** |
| Workers’ council meeting | Half yearly |
| EHS meeting | Half yearly |

**TABLE B**

* Company makes sure that fire extinguishers are all available and all the employees are well trained to use these.
* Company keeps Fire-Extinguishers Location list in a file, which contains location, identification number of fire extinguisher, refilling date and expiry date. This list is frequently updated as any fire extinguisher is removed from the dedicated location either for refilling or due to any other reason.
* Manager Compliances will ensure that all workers are provided with Personal Protective equipment, where necessary and provided basic training for usage of such equipment’s.
* First aid is provided to workers; in case of any injury First Aid is provided to employees by trained First aid workers.
* **STDC** has all permanent employees completely insured as required under local laws.
* **STDC** asks the services of training through civil defense certified trainers for table (A).
* Each employee is expected to obey safety rules and to exercise caution in all work activities with respect disciplinary procedure.
* Employees are trained to immediately report for any unsafe condition to the supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.
* Manager Compliances perform Risk assessment against fire safety and other bullet issues of HS and document the report identifying risks through rating scale and reducing or eliminating the risk through appropriate operational control. A standard operating procedure has been documented and maintained for OHS risk assessment and control.

**3.3 EMERGENCY PROCEDURES:**

**3.3.1 EMERGENCY:**

**It is defined as “Sudden happening demanding immediate action/ response”. For our company, some of the emergency conditions may be but not limited to the following.**

Fire/ Smoke

Bomb Blast/ Threat of Bomb Blast

Accidental release/ discharge of environmentally dangerous material

Industrial accident

All-natural calamities as Earthquake, Strong winds etc.

**3.3.2 RESPONSE TO EMERGENCY:**

In case of emergency or sign of the above-mentioned conditions, the response of the STDC personnel should be as per the following procedures.

**3.3.3 ACTION OF DISCOVERER:**

A person who first detects any of the above-mentioned conditions of emergency or any other “unusual” conditions which can be assessed as the reason for emergency condition, first inform the area supervisor, informs the security guard, informs the emergency alarm responsible person to be ready for supervisor instruction.

**3.3.4 ACTION OF THE SUPERVISOR:**

On information from the person or worker, supervisor shall assess the situation; inform **HSE Officer** Instruct and ensure that alarm goes on. Ensure every one of his area proceed to the designated emergency assembly points.

**3.3.5 ACTIONS OF THE ADMIN OFFICER/ C. R**

On information from the supervisor, **HSE Officer** inform the Head of Emergency Team, inform Fire brigade, assess the situation for the scope of emergency, coordinate between the supervisors for everyone in the STDC to be gathered at the emergency assembly points. The Admin Officer takes roll call as per the attendance on that day.

**3.3.6 ACTION OF THE EMERGENCY TEAM HEAD.**

On information from the **HSE Officer** or as the alarm goes on, the head of emergency team shall respond according to the emergency along with his team.

All the personnel are trained, instructed and provided with instructions that on hearing the alarm, they should immediately leave their work, switch off the machine (if working on a machine) and gather at the designated emergency assembly point.

All the departments are provided with respective evacuation plans. Emergency exits and paths to them are elaborately marked on the evacuation plans and accordingly on the floor.

Industrial accident

In case of any accident, the discoverer informs the area supervisor immediately.

Supervisor access the situation

Casualty if any is protected from the danger and shifted to a safe place.

Supervisor informs the Emergency Response Team. If the accident is major one, supervisor instruct and ensure that the emergency alarm goes on.

First Aid provided to the casualty.

If required the team leader arranges for external medical treatment.

**3.4 FIRE PROTECTION EQUIPMENT**

Portable and fixed fire protection equipment are provided for entire STDC areas. It consists of fire extinguishers and fire buckets, which are available for use before the ERT arrives (provided the associate has been trained in firefighting operation).

The **Emergency Response Team** is responsible for monthly inspection, maintenance and required record- keeping of all portable fire extinguishers and fire trolleys. Any used or damaged extinguisher or trolleys should be reported to the Emergency Response Team Leader.

**3.4.1 FIRE Extinguishers (Portable)**

STDC shall install the properly marked Fire cylinders in ample of quantity for all the departments, offices, rest areas, and corridors for covering the gap distance among the cylinder of 16 m and height of 4-5 ft.

**3.4.2 FIRE Buckets**

STDC shall provide the properly marked fire buckets to all the departments, offices, rest areas, and corridors etc.

**3.4.3 Emergency Light**

The Safety & Health rule requires emergency lighting within facilities at the following areas:

Emergency lighting is installed in areas where exits would be hazardous during a power failure such as stairs and main departments.

**3.4.4 EXITS / Emergency Exits Signs**

Exits/ Emergency Exits Signs are provided in specific locations in building to designate the means of exits from the departments.

**3.5 VACCINATION**

All employees need to submit self-declaration form of Vaccination to the **HR department** as prescribed by their Physician.

**3.6 RESPONSIBLE PERSON:**

**HSE Officer** is responsible for:

Providing healthy and safe work environment to the workers

Detecting potential risks and hazards associated with the job or present in the work environment which could cause harm/ injury to the workers.

Proper communication of company’s policy on Health and Safety along with social policy.

Organizing meetings and training programs to ensure that the policy is properly communicated and understood, the minutes of the meeting are then recorded and circulated to all the participants as per distribution record list.

**DRINKING WATER TESTING**

**STDC** shall perform drinking water testing in every 6 months through renowned laboratory and maintain the records for assessment.

**AIR EMISSION AND FITNESS**

**STDC** shall perform air emission testing of electric generator in every 12 months through renowned laboratory and maintain the records for assessment.

|  |  |
| --- | --- |
| **SUBJECT 04** | FREEDOM OF ASSOCIATION AND RIGHT TO COLLECTIVE BARGAINING |
| ***LOCAL LAW REFERENCE*** | |
| **Industrial Relations Ordinances 2002, Section- 3 & 4** | |

**4.1 POLICY:**

**STDC** recognize and respects the rights of employees to exercise their lawful rights of free association and collective bargaining.

**STDC** does not discriminate against employees who form or participate in lawful associations and/or collective bargaining. Forms of discrimination include, but are not limited to:

* Wage penalties
* Suspension
* Termination

**STDC** does not illegally discriminate against employees who choose not to join any association or bargain collectively.

**STDC** does not discriminate against applicants who have previously exercised their lawful rights of free association and/or collective bargaining.

**4.2 PROCEDURE:**

**STDC** allows freedom of movement during employee breaks unless such movement interferes with the work of other employees.

**STDC** allows employees to leave the **STDC** ground for reasons other than normal security reasons.

**STDC** acknowledges the right of every direct and indirect worker to form free association.

In case if employees choose to form free association, they must follow the legal procedure as laid down in the law for worker Representative Committee.

Worker Representative Committee must follow the following steps before putting any issue related to Employees’ grievances.

If the need arises **C.S.R Coordinator** is responsible to liaison between top management and employees and help formation of authorized body and to chalk down all the activities as per this Procedure.

Meetings held on quarterly basis. Minutes will be maintained of the proceeding of the worker Representative Committee by the head of the worker Representative Committee.

Minutes of worker Representative Committee meeting shall be maintained and distributed.

Suggestion boxes are placed in the facility; if any employee wants to report any incident, he / she can use the suggestion boxes without mentioning his / her identity. **C.S.R Coordinator** is responsible to handle any suggestion/complaint found in the suggestion box and if required bring that issue in the worker Representative Committee, if further required the issue will be discussed with management for immediate rectification.

**4.3 RESPONSIBLE PERSON:**

**C.S.R Coordinator** is responsible for:

Organizing meetings and training programs to ensure that the policy is properly communicated and understood, the minutes of the meeting are then recorded and circulated to all the participants as per distribution record list.

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| --- | --- |
| **SUBJECT 5** | DISCRIMINATION |
| ***LOCAL LAW REFERENCE*** | |
| **Industrial Relations Ordinances 2002** | |

**5.1 POLICY:**

**STDC** is an equal opportunity employer and believes in equal opportunity for all based on merit and ability to carry out the given responsibilities. It believes in equal pay for similar jobs and provision of equal opportunity to all employees to enable them to grow with the Company.

**STDC** does not discriminate against any employee during recruitment process for promoting, paying, job rotation, selecting people for training, at the time of termination of employment or retirement based on religion, race, national origin, disability, gender, any association, pregnancy, political affiliation, union membership, position, material status, age, caste, sexual orientation, or ethnicity**.**

**STDC** does not carry out any mandatory pregnancy test at the time of hiring of any lady worker for both direct and indirect**.**

**5.2 PROCEDURE:**

**5.2.1 Equal Opportunity of Employment:**

Equal employment opportunity applies to all aspects of employment practices including, recruiting, hiring, placement, promotion, demotion, transfer, training, compensation, benefits, and termination. Company ensures that all the employees whether employed directly or indirectly are employed merely based on merit and no discrimination is made based on race, religion, and gender.

Company ensures that to the extent possible any vacant position is advertised either through newspaper or any other appropriate means.

In cases where any female seeks employment, Company ensures that she is not discouraged for employment due to fear of maternity leave or any other reason.

It is also ensured that female employees are not made to go through pregnancy testing.

In cases where the potential candidate is physically disabled, but his/ her disability does not affect the nature of job for which he/she is seeking employment, the company does not discourage these employees and provide them equal opportunity to seek employment on merit.

Company ensures that in cases, where for the same type of job, male and female employees both are employed, they are hired on equal salary structure and company benefits and no discrimination is done

Companyis committed to compliance with applicable health codes and to reasonably accommodating the preference of both smoking and nonsmoking employees. For reasons of safety, public relations, and other concerns, use of tobacco in the workplace is prohibited except for a designated area. Vehicles owned by its subsidiaries and affiliates are considered workplace areas. Company prohibits the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance in the workplace. Violation of this policy will result in the employee’s termination from the company.

The above policies and procedures are the part of training for on-going processes and inductions.

**5.2.2. Reporting on Discriminatory Behavior**

In case where an employee feels that he/she is treated with discriminatory behavior, he/she is encouraged to report such events to the Company.

Company investigates the event or the employee complaint as per the grievance procedure already described under the principle four of this manual.

**5.3 RESPONSIBLE PERSON:**

**C.S.R Coordinator** is responsible for:

Proper communication of company’s policy on discrimination

Organizing meetings and training programs to ensure that the policy is properly communicated and understood, the minutes of the meeting are then recorded and circulated to all the participants as per distribution record list.

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| --- | --- |
| **SUBJECT 06** | DISCIPLINARY PRACTICES |
| ***LOCAL LAW REFERENCE*** | |
| **Industrial Relations Ordinances 2002** | |

**6.1 POLICY**

**STDC** is not engaged in or supports the use of corporal punishment, mental or physical coercion and verbal abuse**.**

**STDC** ensures that deductions from wages are not made for disciplinary purpose

**6.2 PROCEDURE:**

**6.2.1 Disciplinary Practices’ STDC** ensures that disciplinary action is taken on fact

Disciplinary action is taken on misconduct of employee, regular habitual late coming, misbehave with senior, violation of company rules and regulations etc.

**HR Manager** collects the suggestion and complaints from box and takes disciplinary action accordingly

During disciplinary action it is ensured that no corporal punishment, mental or physical coercion or verbal abuse is used.

During disciplinary action if the violation/complain is proved with evidence against the employee, termination is dome accordingly.

At the time of termination Accounts department within same day pays all dues.

All showcase notices and termination record are kept file with employee personal file for record.

**6.3 RESPONSIBLE PERSON:**

**HR Manager** is responsible for:

Proper communication of company’s policy on disciplinary practices

Organizing meetings and training programs to ensure that the policy is properly communicated and understood, the minutes of the meeting are then recorded and circulated to all the participants as per distribution record list.

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| --- | --- |
| **SUBJECT 07** | WORKING HOURS |
| ***LOCAL LAW REFERENCE*** | |
| **Factories Act 1934, Chapter IV** | |

**7.1 POLICY:**

**STDC** informs all prospective employees, at the time of hiring, of Company policies and procedures and legal limitations on the maximum number of hours of work per day, week, and month, and the maximum number of consecutive days they can legally be required to work.

**STDC** ensures the hours worked each day and the days worked each week do not exceed the legal limitations.

**STDC** provides two days off in every seven-day period, except as required to meet urgent business needs.

**STDC** implements a regular workday of 08 hours

**STDC** has an organized system of record keeping.

**STDC** allows employees legally required or contractually agreed rest breaks and identifies whether they are compensated.

**STDC** defines the normal workweek as 05 days from Monday to Friday, designates days off for rest as Saturday Sunday.

**STDC** designates days off for legal holidays as per gazette holidays.

**7.2 PROCEDURE:**

**7.2.1 WORKING HOURS**

**STDC** maintains the following working hours:

**General Shift:**

Monday ---Friday: 09:00 am to 05:00 p.m. for Ramadan as notified by Govt of Sindh.

Provision of Covid-19: As notified by Govt of Sindh.

01 hours break for lunch and Prayers.

Two tea breaks of 15 minutes are allowed in a day to all staff and workers, 15 minutes each in the morning and afternoon sessions.

**General Conditions:**

a) Leave calendar of all contractual employees will commence from 01st January of each year and will complete on 31st December of same year.

b) Casual, Sick & Privilege Leave will lapse on 31st December of each year.

c) New hires will be allocated Casual, Sick, Privilege and other Leaves (if applicable) on proportionate basis from the date of joining till 31st December of their joining year.

Admin Department is responsible for ensuring all prospective employees are made aware at the time of hiring of legal limitations and Company expectations pertaining to hours of work and days of rest.

Where the company timing change during the holy month of Ramadan, the new timing is posted through Internal Memorandum from Admin Department

Admin Department / Departmental Heads ensure that under normal circumstances, no worker spends more than 8 hours at work per day or 40 hours per week.

**7.2.2 LEAVES / HOLIDAYS**

**i. Casual Leave**

**ii. Sick Leave**

**iii. Privilege Leave**

**iv. Half Day Leave**

**v. Maternity Leave**

**vi. Paternity Leave**

**vii. Study / examination Leave**

**viii. Accident/Disability Leave**

**ix. Special Leave**

**x. Hajj Leave**

**xi. Leaves to Minority Employees on their religious festivals**

**xii. Leave without Pay**

**xiii. Day Off**

**7.2.3 Casual Leave**

Employees are entitled to avail 12 working days paid casual leaves a year to allow reasonable time off to attend to urgent matters.

Causal leave shall not normally be granted for more than 3 days at a time, except in cases of emergencies. Prior permission from Officer In-charge shall be required before casual leave is taken, except in circumstances beyond control.

**7.2.4 Sick Leave**

Employees are entitled to avail 12 working days paid sick leave a year. The un-availed sick leave will lapse at the end of each leave calendar i.e., 31st December. Sick leave taken for three consecutive working days or more will require a medical certificate. In case the employee fails to provide a medical certificate, sick leave application will not be processed, and the leaves will be treated as unpaid leave.

**7.2.5 Maternity Leave**

Female employees are entitled to get paid Maternity leave of 90 days, ideally 6 weeks before and 7 weeks after the date of the delivery.

**7.2.6 Privilege leave**

Total privilege leaves for a calendar year or one year contract is 12.

Normally privilege leave shall be availed for not less than 03 days at a stretch. In case of emergencies or when there is no casual leave in employee’s balance, privilege leave may however be granted for a shorter period.

Employee shall not be allowed to resume duty before the expiry of authorized leave. The Head of Department concerned, however, may recall employees before expiry of leave under the exigencies of service, but he/she will arrange for the remaining leave to be taken subsequently preferably in the same calendar year.

**7.2.7 Half day Leave**

Working of 4 hours or less in a day is considered a half-day leave.

**7.2.8 Paternity Leave**

This rule is applicable to all married male employees (the employee should be married as per company's records, with information having been provided at the time of joining or at the time of marriage).

Paternity can be availed from the day a male employee’s wife is admitted for delivery of the child, for a maximum period of Ten (10) days inclusive of Off-days.

Paternity leave is available for three (03) children only; it cannot be carried forward; however, it can be added with either Casual or Privilege Leave (only if balance is available) if extended time is required.

**7.2.9 Study / Examination Leave**

**STDC** encourages employee development, and for this purpose STDC can give study / examination leaves to individuals for advance their existing skills. Employee can request study leave on written application intending for specified number of days from starting to ending date, CEO have discretion to grant leave for said period with or without pay. After approval from CEO, employee can submit their application to HR Department for further process. HR Department may demand employee to submit examination / viva schedule or time sheet for perusal.

**7.2.10Accident/ Disability Leave**

Accident/disability leave may be authorized by the competent authority up to a maximum of 3 months to staff and officers subject to the following conditions:

1. Injuries caused by an accident arising out of and in the course of employment.
2. Illness in consequence of performance of assigned duties.
3. Accident while going to work or returning home from place of duty within reasonable time, i.e., time required to cover distance between residence and place of duty or vice versa by public transport or any other means of transport.
4. Performance of a particular duty which has the effect of increasing liabilities to illness of an employee beyond the ordinary risk of attending the normal duties assigned to him/her.
5. Production of medical certificate in the prescribed proforma.
6. Accident or illness not attributed to employee’s negligence or fault.
7. Employees governed by the Workmen’s Compensation Act and/or the Company’s Medical Health Insurance Scheme shall be paid pay and allowances subject to adjustment of any compensation or benefit admissible under the aforesaid Act and/or Scheme.
8. CEO will be the competent authority to approve accident/disability leave.

**7.3.1 Special Leave**

• Under certain circumstances, subject to approval by CEO, employee may be allowed special leaves with pay.

• A female employee shall, on the death of her husband, be granted special leave when applied for on full pay, for a period not exceeding 130 days.

**7.3.2 Hajj Leave**

Muslim Employees of **STDC** are entitled to proceed on (45) days leave for the performance of Hajj. **STDC** Employees who have completed minimum 3 years of continuous service in the company are eligible for Hajj Leave only one time in the tenure of service.

**7.3.3 Leaves to Minority Employees on their Religious Festivals**

Hindu Employees of STDC will be entitled to paid leaves on following festivals:

|  |  |
| --- | --- |
| **Festival** | **No of Day(s)** |
| **l Holi** | **01 day** |
| **Diwali** | **01 day** |

Christian Employees will be entitled to 1 day paid leave on festival of Christmas. Other minority communities will be entitled to 1 days paid leave per major festival as per their festivals.

**7.3.4. Leave Without Pay**

• Absence without application and absence without approval will be treated as leave without pay. Pay will be withheld for number of days an employee will be absent. It is a serious offence from employee side as this might lead to disciplinary action which may lead to termination of employment contract.

• Leave without pay under special circumstances or where the employee has utilized all the available leave, may be given at the discretion of the CEO.

**7.3. 5. Day Off**

All employees shall be entitled to Day Off when required to work on weekly off / holiday. Head of concerned department shall certify the Day Off.

All full-time contractual employees will be eligible to receive an extra day of leave in lieu of day off.

Days off shall be availed within 3 months of day off duty and can be prefixed or suffixed with weekly offs, holidays, sick leave, or privilege leave allowed by the competent authority. Days off cannot be combined with casual leave.

**7.3.6. Sandwich leave rule**

Sandwich leave refers to the situation where leaves are treated as continuous.

***Illustration 1:***

*If an employee has taken leave on Friday and Monday and in between there is two weekly offs i.e., Saturday and Sunday, then these 2 days coming in between Friday and Monday will also be counted as leaves and total STDC-HR-2-01 HR Policies Manual 77 leaves will be 4. So, in a nutshell, any weekly offs and public holidays falling in between casual leave or sick leave, or any other leave are sandwiched.*

***Illustration 2:***

*If an employee has taken leaves from Monday to Friday and resumes his duties on next Monday morning where Saturday and Sunday are weekly offs, his leaves will be counted as 5 days (Monday till Friday) as per sandwich leave policy. Here in this case weekly offs don’t come in between the leaves and employee has joined on Monday so only 5 days leave will be counted, in same case if the same employee has taken leave on next Monday as well and have joined his duties on Tuesday then in that case total 8 leaves will be counted as per sandwich leave policy.*

**7.3.7. Flexible working hours**

Flexible working hours may be allowed to employees, on the CEO’s approval, as a special consideration for circumstances requiring such flexibility.

**7.3.8. Absence**

Employees who cannot attend office for any reason are required to notify their supervisors.

Employees should submit a Leave Application Form upon return to work to HR Department, signed by their supervisor.

Absence not approved or without justifiable reasons will be considered unauthorized absence for which disciplinary action may be considered.

|  |  |  |
| --- | --- | --- |
| **SUBJECT 08** | REMUNERATION | |
| ***LOCAL LAW REFERENCE*** | | |
| **Minimum Wage Ordinance 1961**  **West Pakistan Minimum Wages in Unskilled Workers (Amendment) Ordinance, 2001**  **Payment of Wages Act 1936**  **Employees’ Old Age Benefits Act, 1976**  **Sindh Workers’ Children (Education Cess) Rules 1974** | | **Provincial Employees Social Security Ordinance 1965**  **Employees’ Old – Age Benefits Act, 1976, Chapter II, Insured Persons (3)**  **Holiday with pay----Factories Act 1934, Chapter IV-A**  **Workers Compensation Act 1923** |

**8.1 POLICY**

**STDC** paysat least the total minimum compensation required by local laws, including all mandated wages, allowances and benefits to its workers and staff**.**

**STDC** does not pay less than the minimum wage prescribed by the local law to unskilled workers. To other category of workers, wages paid will be in line with those prevailing in the industry at the time, which also provides some discretionary income.

**STDC** posts legal minimum wage rates, overtime rates, benefit policies, and additional payment information in the native language.

**STDC** ensures that its contractor pays to its workers equivalent to total minimum compensation required by local laws per month.

**8.2 PROCEDURE:**

**8.2.1 RESPONSIBILITY**

Under supervision of Finance Manager, company’s Accounts Department and Contractors ensure the compliance against this policy.

**8.2.2 Definition**

For the purpose of this principle the following definition will be applicable

**8.2.3 Direct employees**

All staff/worker that is employed directly by the company through an appointment letter or contract on behalf of the company.

Indirect employees may be of the following type**;**

**Permanent staff** (P.S): The staff/workers the company hires for work of permanent nature. These employees receive an appointment letter from the company specifying their terms of employment.

These employees receive their payments on a monthly basis**.**

**Contractual staff** (C.S): The staff/worker, which the company hires for work of temporary nature. These employees are hired through a contract directly between the company and the worker, specifying their terms of employment.

These employees are hired as salaried workers on monthly bases.

These workers can either be hired on daily wages or on piece rate.

**8.3 SALARY**

Salary of the workers includes all allowances and special allowances as admissible under the law. Company makes sure that salaries of employees are not deducted as a matter of punishment imposed from any superior to subordinate.

Payment Schedule (Paydays):

**8.3.1 Paydays**

Employees/ workers are paid on monthly basis are paid on the 1 to 7th day of the month. Each salary will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will be paid on the first day of work following the regularly scheduled payday.

If a regular payday falls during an employee's vacation, the employee may receive his or her earned wages before departing for vacation if a written request is submitted at least one week prior to departing for vacation.

**8.4 MINIMUM WAGES:**

**STDC** makes sure that no worker receives pay less than the minimum wage prescribed by the local law to unskilled workers and also ensure to meet the food basket or basic need wage.

**8.4.1 Direct employees:**

Company makes sure that all the salaries of permanent and contractual staff are in accordance with the labor law and disbursed through an adequate procedure on a defined schedule.

If any piece rated worker does not meet the minimum wage, **(STDC)** pays him as arrears to meet the minimum wage.

**8.4.2 Indirect workers:**

Company makes sure that all the wages of indirect workers are in accordance with the labor law and disbursed through an adequate procedure on defined schedule. On behalf of the company **Accounts officer** is present at the time the contractor disburses payment to his workers and verifies that the workers are being paid according to the defined/displayed rates by putting a CHECKED stamp on each page of the payroll of the contractor.

**8.5 GRATUITY**

All the Permanent Employees are covered under Section 12 (6) of the West Pakistan Standing Orders Ordinance, 1968.

The Gratuity is paid to the permanent employees at the time of leaving after resignation or termination of services for reasons other than misconduct as specified by the Section 15(3), West Pakistan Standing Orders Ordinance, 1968 Section A.

The retirement of an employee will be considered as termination of services.

The payment of Gratuity is in addition to other benefits to the employee.

\*If a permanent employee has a total service of less than six months, the Gratuity is not payable.

Company pays Gratuity to outgoing staff as per the prevailing labor Laws.

One month’s gross salary for every service year

Six months or above is treated as a year after completion of 1-year uninterrupted service.

**8.6 Annual Increment / Raise**

Annual Increment or annual raise will be awarded to all category of employees as per their performance appraisal review OR as per decision of the Competent Authority for that particular appraisal year, which will also include the rate and / or amount of Annual Increment.

Concerned departments in conjunction with HR department will ensure that all the employees’ appraisals are completed by the end of January of each year.

After the completion of performance review, HR department will forward the rating of all employees to CEO and HR Committee for their review and will obtain approval for annual raise as per employees’ performance appraisal review or otherwise as approved by the HR Committee / BOD.

If any employee has been recommended for the promotion by the concerned department and he /she is filling all conditions laid down in promotion criteria, specific approval for that will be obtained by HR from CEO/HR Committee/BOD as the case may be.

Upon promotion to next higher grade the employee will receive the promotional raise only instead performance appraisal raises, as per the rate determined in promotion policy. However, it is at management’s discretion to award both performance appraisal and promotion raise to employee(s) on case-to-case basis.

**8.7 BONUS**

In addition to the salary, **STDC** employees can enjoy performance bonus which are given at the discretion of the management.

The bonus scheme will be designed by HR and approved by the CEO / STDC top management when required. The scheme will define the performance criteria for bonus, value of bonus, its relation to individual performance rating and the eligibility.

**8.8 Deductions**

**STDC** can and may make deductions from your salary if any of the following circumstances occur:

• Absent from work for more than three (03) days for personal reasons other than sickness, without intimation, pay may be deducted for those full days missed;

• On the termination of employment with **STDC** and have a balance of outstanding personal expenses;

• An advance received from **STDC** is not repaid as the terms of the advance;

• **STDC** has incurred expenses and suffered loss as a result of an employee’s behavior;

• Employee has authorized **STDC** to make deduction for an expense(s);

• Deduction required as per the applicable Government Regulations;

• Any other deduction that Head of HR, Admin, Finance & IT or any concern departmental head may deem necessary for deduction from employee’s payroll.

**8.9 Advance Salary**

An emergency is considered to be an event or circumstance that is unforeseen, and which could not be reasonably anticipated in the normal / routine daily life. Understanding such circumstances, **STDC** provides advance salary facility to their staff members. Advance salary would be processed according to Advance Salary Policy.

**8.10 Group Medical Health Insurance**

All the full-time contractual employees will be provided group medical health insurance. Entitlements have been defined in Medical Policy.

The standard insurance policy shall be approved by the CEO before signing the contract with the insurance agency.

**8.11 Employee Old Age Benefit (EOBI)**

**STDC** shall pay EOBI contribution along with the deduction from employee salary to the Employee Old Age Benefit Institution as per the EOBI Act 1976 issued by the Government of Pakistan.

**8.12 Mobile Phone Entitlement**

Based on job requirement (subject to approval by CEO depending on case to case), employees are entitled to cell phone sets and phone usage allowance provided by the Company. The limits will be recommended by HR in consultation with the HoDs and approved by the HR Committee and BoD.

**8.13 Allowances**

Allowances in **STDC** will be paid based on the current market rates to the management of **STDC** to ensure retention and motivation of staff. The allowances shall be updated and new allowance can be added anytime as per the policies and procedures defined in this manual.

The allowances provided by **STDC** shall be designed for the purpose to attract and retain a pool of talented, qualified and committed employees to fulfill the objectives of **STDC.**

Following is the list of Allowances that shall be admissible for the staff of STDC:

• Travelling Allowance / Daily Allowance (TA / DA)

(As per Travel Reimbursement Policy in this Manual)

• Fuel Allowance

(As per Fuel Reimbursement Policy in this Manual)

**8.14 RESPONSIBLE PERSON:**

**Finance Manager** is responsible for:

Proper communication of company’s policy on minimum wages, overtime compensation rates, legally mandated benefits, and additional payments etc.

Organizing training programs to ensure that the policy is properly communicated and understood, the attendance of the training is kept as record list.

|  |  |  |
| --- | --- | --- |
| **SUBJECT 09** | MANAGEMENT SYSTEM | |
| ***Standard Requirements*** | | |
| **Social Policy**  **Company Preventative**  **Internal Audit**  **Training**  **Management Review**  **Supplier Audit** | | **Work council**  **Maintenance of health & safety equipment**  **Risk assessment**  **Food basket/ BNW**  **Emergency plan**  **Testing requirements** |

**9.1 POLICY:**

**STDC** has established and maintained the company’s policy for social accountability with accordance of CORPORATE SOCIAL RESPONSIBILITY - CSR and has shown the commitment for implementation of each requirement.

**STDC** has a commitment to comply with national and other applicable law, other requirements to which the company subscribes and to respect the international instruments and their interpretation.

**STDC** ensures that management system is effectively documented; implemented, communicated and accessible in a comprehensible form all personnel

**STDC** shall perform internal audits within the organization

**STDC** shall arrange the training programs

**STDC** shall arrange the management review meetings

**STDC** shall perform the supplier audits

**STDC** shall maintain the maintenance records for health and safety equipment

**STDC** shall ensure the testing for environment, health, and safety protection.

**9.2 PROCEDURE:**

**9.2.1 Social Policy**

The social policy has been established and maintained within the organization. Along with this it has externally been communicated through posting out of the STDC, supplier(s), and website etc.

It shall periodically be reviewed and shall be amended on requirement.

**9.2.2 C.S. R Coordinator**

**STDC** has appointed a C.S.R Coordinator who, irrespective of other responsibilities, ensures that the requirements of this standard are met

**STDC** has provided for non-management personnel to choose a **C.S. R Coordinator** from their own group to facilitate communication with senior management on matters related to CORPORATE SOCIAL RESPONSIBILITY - CSR standard

**Reference document:** J.D and appointment letter of C.S.R Coordinator and Worker Representative.

**9.2.3 Internal Auditing**

Organization is committed to perform the internal audit within the organization in each 12 months.

Audit shall be performed through company representative and his sub-ordinates. Further the audit can be performed through third party. Organization can select the auditors from any department to remove the impartiality of auditing standards.

Finance manager documents the audit checklists, during the audit and prepares the audit report on closing along with nonconformity reports if required the corrective or preventive actions.

Audit schedule shall be issued at least before three days of audit to all the relevant personnel of the department.

**9.2.4 Training**

Organization shall perform the trainings for social accountability in each six months to all the departments and offices and shall ensure the trainee assessment and attendance records.

**9.2.5 Risk Assessment**

**HSE Officer** shall record the risk assessment against the existing and potential hazards within the organization in each six months.

**9.2.6 Emergency Plan**

**HSE Officer** has developed the plan against the emergency to protect the safety environment considering the scope of organization.

**9.3 Grievance Policy/Whistle Blowing policy**

**Introduction:**

Sindh Transmission & Dispatch Company (Pvt.) Limited believes in doing job and business in credible, fair and transparent manner. The Company truly believes in an honest way of cooperation and relationship with all employees and stakeholders in its broadest sense. This is also the reason that the Company set up this grievance mechanism policy. For the Company it is important that employees (internal) or other stakeholders (external) have the possibility to report any form of grievance.

The purpose of this policy is to formalize the management and resolution of grievances from the company’s employees & stakeholders. The grievance process, outlined in this policy provides a guideline to voice the concerns of employees & stakeholders and gives transparency on how grievances will be managed by the company.

**Definitions:**

1. Grievance:

Grievance for this policy is defined as: concerns, abuses, breaches of applicable rules, regulations & law, criminal act, imminent risk of – public health, safety of persons, environment, deviation or violation of the company’s code of conduct, or any other form of injustice or unacceptable & irregular behavior.

1. Employees:

Employees of the Company from lowest grade to CEO, working on full time contract.

1. Internal Stakeholders:

Employees and other professionals associated with Company directly, including but not limited to Board & Committee Members, officials of Sindh Energy Holding Company (STDC is the subsidiary of Sindh Energy Holding Company).

1. External Stakeholders:

Individuals or groups outside the company who are affected in any way from the decisions, operations of the company, including but not limited to customers, bidders/vendors/suppliers, NGOs, community and the government.

**Grievance Handling Policy & Mechanism:**

Genuine Grievances of all types and natures, inclusive but not limited to the following will be handled by the Company:

1. Work Related Grievance
2. Work Place Harassment Grievance
3. Performance Management Related Grievance
4. Vendor/ supplier Grievance
5. Societal Grievance
6. **Work Related Grievance**

The Grievance Handling Procedure for employees aims to ensure that work-related grievances are addressed in a timely and confidential manner at the lowest appropriate management level, in order to prevent minor problems or grievances from escalating. The procedure will comprise of both Informal and Formal Grievance Handling.

**Informal Grievance Handling:**

Issues of serious nature may be dealt formally, however if the issues arising among employees are of regular nature or less serious shall be dealt informally, when mutually agreed. Employee must first address the grievance with immediate supervisor/reporting line manager. This may be carried out orally in informal discussion. If informal attempts to resolve the matter are not successful, either parties may initiate/follow the formal grievance process.

**Formal Grievance Handling**

***Formation of Committee, Hearing, & Decision:***

Following will be the composition of Grievance Redressal Committee to resolve formal grievance raised by any employee:

|  |  |  |
| --- | --- | --- |
| **S. No** | **Designation** | **Remarks** |
| 01 | Head of Concerned Department | Chairperson |
| 02 | Head of HR & Admin | Member |
| 03 | Any other Co-opted Member not below Managerial Level | Co-opted Member |

**Note:** If the complaint is against one of the Permanent Committee Members, the CEO-STDC can co-opt any other employee, not below Managerial Level, as a member of the Committee for that particular Grievance/ complaint.

**Procedure**

1. To initiate the process, the aggrieved party should submit the written complaint explaining the facts within 2 days of the occurrence of event.
2. The written complaint maybe filed with either of the members from above committee members. It is preferred that the complaint maybe filed with Head of HR & Admin.
3. Committee shall start initial proceedings within 2 days after the complaint received.
4. Committee shall call the aggrieved and accused party to explain the matter, with the committee members within 2 days of receipt.
5. Aggrieved and the accused are bound to attend the meeting along with one colleague, if deemed necessary, when called to appear in person.
6. Committee shall record the statement from both accused and aggrieved party.
7. The committee shall give final decision/verdict within 7 days of the complaint receipt.
8. Decision/Verdict shall be final, but if either party is not satisfied with the decision of the committee, they can approach court of law.
9. Head of HR & Admin shall communicate the decision to the parties within 3 days of holding the meeting with aggrieved and accused.
10. Head of HR & Admin shall maintain accurate and comprehensive record of each grievance.
11. Strict Disciplinary action will be taken, if the complaint is found bogus or fake.
12. **Work place Harassment**

If the complaint is regarding Harassment at workplace then the following Grievance Redressal Committee will resolve the Grievance.

|  |  |  |
| --- | --- | --- |
| **S. No** | **Designation/ Role** | **Remarks** |
| 01 | Female Director of BoD | Chairperson |
| 02 | Head of Concerned Department | Member |
| 03 | Head of HR | Member |
| 04 | Co-opted Member not below Managerial Level | Member |

**Note:** Chairperson can co-opt any employee (not below Managerial Level) or Board Member as Co-opted Member depending upon gravity of the Complain.

**Procedure:**

1. The aggrieved party shall file a written complain to Head of HR within two (02) days of the occurrence of the event.
2. The Inquiry Committee, within three (03) days of receipt of a written complaint, shall–
   1. Communicate to the accused the charges and statement of allegations leveled against him/her, the formal written receipt of which will be given;
   2. Allow the accused to submit a written defense within seven (07) days of the charge being communicated to him/her, and on his/her failure to do so without reasonable cause, the Committee shall proceed ex-party; and
   3. Enquire into the charge and may examine such oral or documentary evidence in support of the charge or in defense of the accused as the Committee may consider necessary and each party shall be entitled to cross-examine the witnesses against him/her.
3. The statements and other evidence acquired in the inquiry process shall be considered as confidential.
4. Both parties, the complainant and the accused, shall have the right to be represented or accompanied by legal representative, a friend or a colleague.
5. Committee shall ensure that in no case a hostile environment is created by either of the parties.
6. The Inquiry Committee shall give its findings in writing by recording reasons thereof.
7. The Inquiry Committee shall submit its findings and recommendations within fourteen (14) days of the initiation of inquiry.
8. The committee shall communicate the decision to both the parties on 15th day of the initiation of inquiry.
9. The committee must ensure confidentiality in the entire process and implementation of decision.
10. Right to appeal against the decision is reserved with both the parties.
11. Strict disciplinary action will be taken if the compliant is found fake/bogus.

**C)** **Performance Management Related Grievance**

In accordance with the principles of the Performance Appraisal System, STDC gives generous consideration to an employee who alleges unfair ratings for work performed during the performance cycle. Within the framework of the PMS, every effort should be made to reach at an agreed solution of mutual satisfaction to both the employee and the company.

Following will be the composition of Performance Appraisal Review Committee:

|  |  |  |
| --- | --- | --- |
| **S. No** | **Designation/ Role** | **Role** |
| 01 | HR Committee Member | Chairperson |
| 02 | Head of HR & Admin | Member |
| 03 | Co-opted Member not below Managerial Level preferably not an employee of STDC |  |

**Note:** Both Appraiser and the Appraisee will be called upon to attend the Performance Appraisal Review (PAR) Meeting.

If the complaint is against Head of HR, then the CEO can co-opt any other Head of Department as second member of the Committee.

**Procedure:**

1. An employee who is dissatisfied with the outcome of the performance evaluation rating should communicate in writing to the committee within five (5) working days of the initial performance rating being communicated to him/her.
2. The committee should discuss the employee's appeal with the supervisor and the employee and also gather performance information from other sources such as colleagues and customers with whom the employee has worked within three (03) days of the grievance receipt.
3. The PAR Committee should review the circumstances of the employee’s grievance in a transparent and thorough process that should include but not limited to:

a. Review of appraisal document(s) and all other relevant supporting document(s);

b. Hold separate and/or joint meetings with supervisor and employee; and

c. Hold meeting(s) with any other party relevant to the case.

1. The PAR should submit a final report to the CEO STDC within seven (07) days of receiving the appeal from the employee. CEO is bound to implement and notify the decision taken by PAR as soon as it’s received in CEO Office.
2. The decision will be final and not subject to any alteration.

**D) Vendor Grievance Handling**

If the vendor/ supplier/ bidder is lodging a complaint or grievance to the STDC Management regarding procurement process conducted under SPPRA rules, then the grievance handling process spelled out in SPPRA rules and guidelines will prevail.

If the vendor’s grievance is regarding other than the Procurement conducted under SPPRA guidelines them following committee will resolve/ redress that complaint / grievance.

|  |  |  |
| --- | --- | --- |
| **S. No** | **Designation/ Role** | **Role** |
| 01 | Senior General Manager- Technical | Chairperson |
| 02 | General Manager- Finance | Member |
| 03 | Accounts Executive | Member |

**Procedure:**

1. The preferred method for submitting a Vendor grievance is through an email or a letter being addressed to either of the Committee Members.
2. The grievant shall file grievance within seven (07) days of receiving the payment of amount paid to him by STDC for providing goods / services.
3. Vendor Grievance Redressal Committee will in writing contact the aggrieved within two (02) days of complain receipt requiring details with the following:
4. An overview of the Grievance process
5. A request for additional information (if applicable)
6. An initial timeline for review and resolution of the Grievance
7. The STDC Vendor Grievance Redressal Committee will also be responsible for reviewing all appropriate records related to the grievance, probe any other applicable documentation related to the grievance and interviewing internal personnel as appropriate. The findings will be recorded in writing.
8. The Committee shall dispose the case within seven (07) days and communicate the written response to the aggrieved party.
9. The Committee decision will be final and not subject to any alteration or challengeable by any authority.
10. **Social Grievance Handling**

Social grievances include unsatisfied social groups and persons that are associated, in different ways both directly and indirectly, with the Project implementation and its outcomes. This may include stakeholders i.e., internal (Shareholders of the Company, Company employees, Sub-contractors) and external (National and local authorities, Residential areas in the vicinity of the Project Creation and Local businesses). In order to receive and facilitate the resolution of affected peoples’ concerns, complaints, and grievances about the project’s environmental & social performance, Social Grievance Committee will look after grievant and resolve the complaint.

Following will be the composition of Social Grievance Redressal Committee:

|  |  |  |
| --- | --- | --- |
| **S. No** | **Designation/ Role** | **Role** |
| 01 | Chief Executive Officer | Chairperson |
| 02 | Head of Technical/Finance | Member |
| 03 | Co-opted Member outside company | Member |

**Procedure:**

1. The grievant /aggrieved party may file a written application either himself or through legal advisor explaining as to why the STDC’s certain projects are in anyway in violation of environmental or societal rules/norms?
2. The committee shall review the complaint within five (05) days of the complaint received and discuss the course of action.
3. The committee will call upon the aggrieved within ten (10) days after receipt of complaint, for hearing requiring evidences for the issue.
4. The committee will address affected people's concerns and complaints proactively and promptly, using an understandable and transparent process that is gender responsive, culturally appropriate, and readily accessible to all segments of the affected people at no costs and without retribution.
5. Either party has the right to bring in the Legal Counselor at any stage of investigation.
6. The committee designated to consider the matter shall make every effort to ensure that grievances/appeals are considered and disposed of within the stipulated period of Ten (10) days, after hearing.
7. If the grievance Redressal committee fails to satisfy the aggrieved affected person at all levels, he can submit the case to the appropriate court of law.

**9.5 RESPONSIBLE PERSON**

**C.S.R Coordinator** is responsible for:

Proper communication of company’s policy on harassment, abuse, corporal punishment and signing of affirmation statement acknowledging the understanding from the respective supervisors.

Organizing meetings and training programs to ensure that the policy is properly communicated and understood, the minutes of the meeting are then recorded and circulated to all the participants as per distribution record list.

In case of any incident is reported either through suggestion / complaint box or directly through workers, will **C.S.R Coordinator** immediately communicate the matter(s) to the top management for immediate rectification and necessary action.

|  |  |
| --- | --- |
| **SUBJECT 10** | ENVIRONMENT |
| ***Local Law Reference*** | |
| * **EPA Act 1997** * **The National Environmental Quality Standard** * **The Sindh Environment Act 2014** * **SRO 742(I)93 Environmental Protection ordinance** * **SRO 549 I2000-NEQS** * **SRO 72 (KE)/2009** * **SRO 339(1)/2001** | |

* **POLICY**
* **(STDC) complies with environmental rules, regulations and standards applicable to its processes and practices environmentally conscious practices in its work environment.**
* **(STDC) ensures the disposal-off waste that it generates and operational controls against the aspects and impacts of significant environmental matter.**
* **PROCEDURE**

**(STDC)** is committed to dispose of every single piece of paper, fabric, used first aid appliances, used poly bags, used thread cone which are identified as waste.

1. **Waste of paper and cards.**

**Waste Type:** Non-Hazardous

**Responsibility:**

Supervisor / **HSE Officer**

**Procedure:**

1)Used papers and cards are disposed-off through sending at local area garbage on weekly or by weekly bases from whole departments of STDC.

2) More over department supervisor will ensure the house-keeping arrangements as per procedure and environment policy and will also control the system cleanness.

3) **HSE Officer** ensures the recycling of papers for internal use of communication, memos, notices etc.

1. **Waste of First Aid Medicine/ Hospital**

**Waste Type:** Hazardous

**Responsibility:**

Supervisor / **HSE Officer**

**Procedure:**

1)Department Supervisor is responsible that he will inspect first aid boxes in a STDC on monthly where he will collect those medicines which are expired pack them all in a poly bag and dispatch to third party with records of waste certificate issued from them.

1. **Sanitary Waste**

**Responsibility:**

Supervisor / **HSE Officer**

**Procedure:**

1)Sweepers / Cleaners are responsible that on daily basis they collect sanitary waste from washroom and collect them in poly bags and dump them in a dust bin, so they can be properly disposed-off.

**Mitigation Measures**

Based on the status of organization’sEnvironmental performance against NEQS, mitigation measures are identified which can be:

* Disposals of fluff and pieces of papers and cards waste and paper by **Third party** Service Providers who further destroy them by their own procedure.
* The wastewater generated from utilities.

1. **Electric waste**

**Waste Type:** Non-Hazardous

**Responsibility:**

Supervisor / **HSE Officer**

**Procedure:**

1. Supervisorshall ensure thewaste of department and properly stack them
2. Tin, PVC buckets, PVC pipe, plastic, and MS pipe shall be disposed of by third party, where commitment with contractor shall be committed by issuing him.
3. Other remaining products such as iron rods, drums, pipes, and buckets shall be supplied to third party and that will be monitored by company management.
4. **Waste of Construction**

**Waste Type:** Non-Hazardous

**Responsibility:**

Supervisor / **HSE Officer**

**Procedure:**

1. **HSE Officer** shall ensure the constructions within the departments and shall also collect the waste of construction which may be cement, sand, brisk, paint, iron material, plastic material, and wood material etc.
2. All these wastes shall be disposed-off by dropping them at CDGK garbage area.
3. Record shall be maintained
4. **Waste of Sand**

**Waste Type:** Non-Hazardous

**Responsibility:**

Supervisor / **HSE Officer**

**Procedure:**

1. **HSE Officer** shall ensure the waste of sand may be used to control the leakages of chemical or oil etc.
2. Waste of sand shall be stored in sand waste basket and shall be maintained by disposal of them by dropping them in CDGK garbage area by sweeper.
3. **Waste of Tube lights**

**Waste Type:** Hazardous

**Responsibility:**

Supervisor / **HSE Officer**

**Procedure:**

1. Maintenance In charge is responsible to ensure the waste of tube lights.
2. The tubes shall be disposed of to the third party and record shall be maintained.
3. **Waste of Power-Battery**

**Waste Type:** Hazardous

**Responsibility:**

Supervisor / **HSE Officer**

**Procedure:**

1. As organization does not dispose the power-batteries, as organization makes the replacements of batteries on break down of them every time.
2. **Waste of used fabric/ yarn etc.**

**Waste Type:** Non-Hazardous

**Responsibility:**

Supervisor/ **HSE Officer**

**Procedure:**

1. Used fabric and yarns for maintenance and cleaning of machines are disposed properly by sending to CDGK garbage area.
2. Records of waste shall be maintained.

**(STDC)** performs testing of waste water (internal drainage line) and air emissions of Electric generator with respect to NEQS once in a year.