

*MNR EXPORTS
PVT. LTD.*



Employee Manual

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COMPANY OVERVIEW

How did the journey start –

MNR Exports Pvt. Ltd., is a leading Indian manufacturer and exporter of jute, cotton canvas bags and other Jute diversified products. The Company was established in the year 1997 and in the last five years, the company's turnover has gone up by four folds and manufacturing capacity has crossed 4 million bags per annum.

By assimilating the knowledge of weavers, high value added workmanship of artisans, attractive designs of designers, market demand, trend, tastes and preferences to create exquisite, elegant, innovational all purpose bags of myriad shapes and sizes.

MNR Exports Pvt. Ltd. has its own in house printing and manufacturing facility spread over an area of 10,000 sq.ft. with over 425 contractual skilled laborers working under one roof.

We are esteem members of ***Jute Manufacturing Development Promotion council (JMDC), Exports Promotion Council for Handicrafts, Textile Promotion Council and Apparel Export Promotion Council.***

We believe our strength is in –

- ◆ Premium standards of quality
- ◆ Client centric approach
- ◆ Cost effectiveness
- ◆ Customization
- ◆ Excellent after sales service
- ◆ Wide market presence
- ◆ Mutually beneficial supplier relationships
- ◆ Collegiality & teamwork

POLICY & PROCEDURES MANUAL

MNR Exports Human Resources Policy and Procedures Manual have been developed to facilitate the implementation and clearly define the Company's policies on Human Resource Management.

The Manual provides guidelines to be followed in the administration of these policies, and assists all employees in defining who is responsible for each human resource management decision, and the correct procedure which is to be followed.

The policies specified within are consistent with those of best practice management principles. They have the full support and commitment of management.

HR policies must be kept current and relevant. Therefore, from time to time it will be necessarily modified and some sections of the policies and procedures might be amended or new procedures to be added.

Any suggestions, recommendations or feedback on the policies and procedures specified in this manual are welcome. This should be provided by email.



1. PERSONAL CONDUCT

Policy Statement

MNR Exports expects its employees to achieve and maintain a high standard of ethics, professional conduct and work performance to ensure the Company maintains its reputation with all internal and external stakeholders.

All the employees will be responsible for their own belongings pertaining to their departments, allotted from the office. Disciplinary action will be taken if any loss or damages are found.

All the employees should not do odd jobs during their working hours. They are expected to concentrate on their work.

Objective

To enhance MNR Export's reputation as a quality service provider and an enjoyable, stimulating and challenging place to work.

Application

The policy will be seen to be successfully applied when all employees are seen to perform their duties professionally with skill, care and diligence.

This includes:

- ◆ Observing the Company's policies and procedures
- ◆ Treating colleagues with courtesy and with respect for their rights, duties and aspirations
- ◆ Employees who do not conform to this standard of conduct will be subject to disciplinary action as detailed in this manual

1.1 Dress Code

Dress choice is a matter of personal discretion, taking into account requirements for any protective clothing, customer/supplier interaction and professional environment. Employees should be aware that work attire will have an impact upon MNR Export's image as well as your work colleagues.

Employees are requested to wear:

For Ladies – Formal suits (In western) or Salwar Suits (In Indian) only

For Gents – Formal wears (Shirts & Trousers) & Business suits during client meetings.

This particular dress code is applicable during the business days i.e. Monday to Thursday and on Friday and Saturday, employees can wear informal attires.

The following are examples of items that are not acceptable:

- ◆ **Ripped or torn clothing**
- ◆ **Thongs or sports sandals**
- ◆ **Sportswear or beachwear**
- ◆ **Shabbily dressed**

MNR Export reserves the right to request a staff member to dress to an appropriate standard as a condition of employment.

If an employee is found with inappropriate clothing in a work environment he may be sent home to change, before returning to work.

1.2 Personal Communications

(i) Phone Calls *[choose one of the following]*

Making and receiving of personal phone calls must be limited to a maximum of ten minutes in duration, unless otherwise approved by your manager.

Or

It is acknowledged that personal communication is inevitable and sometimes necessary. It is expected this will be kept to appropriate or reasonable levels.

(ii) Email

Email has legal status as a document and is accepted as evidence in a court of law. Even when it is used for private purposes, MNR Export can be held responsible for the contents of email messages, including any attachments. Access to emails can be demanded as part of legal action in some circumstances.

It is therefore important that email is used within the following guidelines:

- E-mail should mainly be used for formal business correspondence and care should be taken to maintain the confidentiality of sensitive information. Formal memos, documents and letters for which signatures are important, should be issued on company letterhead regardless of whether a physical or electronic delivery method is used.
- If electronic messages need to be preserved, they should be printed out and filed.
- Limited private use of email is permitted, provided that such does not interfere with or distract from an employee's work. However, management has the right to access all incoming and outgoing email messages to determine whether staff usage or involvement is excessive or inappropriate.
- Non-essential email, including personal messages, should be deleted regularly from the **'Sent Items', 'Inbox' and 'Deleted Items'** folders to avoid congestion.
- All emails sent should include the approved company disclaimer.

- For seniors, it is preferable to use a signature at the end of the E-mail, pertaining to official agreement / deal or any other relevant document send to the clients. This shall include: **Full name, Designation, Office address, Mobile / Official no.**

In order to protect MNR Export from the potential effects of the misuse and abuse of email, the following instructions are to be observed by all users-

1. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of the Company in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
2. Email is not to contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others or concerns personal relationships.
3. The email records of other persons are not to be accessed except by management (**or persons authorized by management**) engaged in ensuring compliance with this policy, or by authorized staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum required to complete the task.
4. When using an email a person must not pretend to be another person or use another person's computer without permission.
5. Excessive private use, including "mass mailing", "reply to all" etc. that are not part of the person's duties, is not permitted.

Failure to comply with these instructions is a disciplinary offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal.

(iii) Internet

The internet is a facility provided by MNR Export for business use. Access is authorized by managers on the basis of business needs. Limited private use is permitted provided the private use does not interfere with or distract from a person's work. Management has the right to access the system to determine whether private use is excessive or inappropriate.

The following activities, using Company's internet access are not permitted:

- Attending to personal activities of a business nature.
- Viewing, other than by accident, sites of incoming emails portraying obscene, violent, defamatory and unlawful material and material that could cause the Company to be in breach of equal opportunity or anti-discrimination legislation, verbally, in writing or pictorially.

- Downloading or printing material as described above.
- Showing to others, or allowing to be seen by others, items as described above.
- Repeated or prolonged use that is not directly relevant to the user's work.
- Introducing computer viruses by failing to follow company IT procedures.
- Downloading software from the internet or from unauthorized disks and CD ROMs on to the internal network

Failure to comply with these instructions is a disciplinary offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal.

1.3 Gifts & Gratuities

MNR Export is committed to ensuring all business relationships with suppliers and clients are legal and based on professional integrity.

Managers should be notified when a gratuity has been received. If the gratuity has been received as a **THANK YOU** for work performed then it should be noted on the employee's personal file to ensure it is included in the employee's next appraisal.

No employee may give a gratuity to a client without prior approval from management, such gratuities must always be part of an approved program of Customer Relationship Management and specific gifts will be purchased centrally in appropriate quantities with management approval.



2. EQUAL EMPLOYMENT OPPORTUNITY

Policy Statement

MNR Export provides equal employment opportunity to all qualified persons without discrimination on the basis of **age, sex, race, disability, marital status or religion in accordance with applicable local, state and national laws and regulations.** The Company will make reasonable job accommodation for persons with disabilities who can perform the essential functions of the position for which they are qualified and selected.

All employment and promotion decisions will be based solely upon individuals' qualifications, experience, prior contribution and demonstrated capacity to perform at higher or improved levels of performance and will be in accordance with the principle of equal employment opportunity.

MNR Export will take whatever affirmative action is necessary to attract and retain qualified persons.

Objective

The objective of the Equal Opportunity Policy is to support the attraction and retention of employees that contribute most to the development of the MNR Export's business.

Application

The Equal Employment Opportunity policy will be successfully applied when all roles are filled by the best qualified and experienced candidates available regardless of personal circumstances.

Process

The Equal Opportunity Employment process is reflected throughout MNR Exports' staff recruitment and retention processes.

3. SEXUAL HARASSMENT

Policy Statement

MNR Export is committed to ensure that all employees are treated fairly and equitably in an environment free of intimidation and sexual harassment. Sexual harassment is an unacceptable & unlawful form of behavior which will not be tolerated under any circumstances. All complaints of sexual harassment will be treated seriously and promptly, with due regard to confidentiality. Disciplinary action will be taken against any employee who breaches the policy.

Sexual harassment is any unwanted, unwelcome or uninvited behavior of a sexual nature which makes a person feel humiliated, intimidated or offended. It can take many different forms which may include physical contact, verbal comments, jokes, propositions, the displaying of offensive material or other behavior which creates a sexually tense or hostile working environment. Sexual harassment can occur between an employee and a co-worker, supervisor, manager, agent, consultant or contractor.

Sexual harassment is not just unlawful during working hours or in the workplace itself. The behavior is unlawful in any work-related context, including conferences, work functions, business or field trips, and interactions with clients.

MNR Export encourages any employee who feels they have been harassed to contact the Human Resource Department or to the Management if required. The company aims to provide a working environment which is free of workplace harassment or intimidation.

The Company recognizes comments and behavior which do not offend one person to another. Management accepts individuals may react differently and expects this right to be generally respected.

Any complaints or reports of sexual harassment will be treated promptly, seriously and sympathetically. They will be investigated thoroughly, impartially and confidentially. Managers and supervisors must act immediately on any reports of sexual harassment. Employees will not be disadvantaged in their employment conditions or opportunities as a result of lodging any such complaint.

Appropriate disciplinary action will be taken against anyone in this company's employment who is found to have sexually harassed a co-worker. Depending on the severity of the case, consequences can include an **apology, counseling, transfer, dismissal, demotion or other forms of disciplinary action**. Immediate disciplinary action will also be taken against anyone who victimizes or retaliates against a person who has complained of sexual harassment.

The Company has a legal responsibility to prevent sexual harassment. Therefore, managers and supervisors have a responsibility to:

- Monitor the working environment to ensure acceptable standards of conduct are observed at all times.
- Model appropriate behavior themselves.
- Treat all complaints seriously and take immediate action to investigate and resolve the matter.
- Refer complaints to another manager if they do not feel they are the best person to deal with the case (e.g. if there is a conflict of interest or if the complaint is particularly complex or serious)

All employees have a responsibility to:

- Comply with the organisation's sexual harassment policy.
- Offer support to anyone who is being harassed and let them know where they can get help and advice (they should not approach the harasser themselves).
- Maintain complete confidentiality if they provide information during the investigation of a complaint (employees who spread gossip or rumors may expose themselves to defamation action).

Objective

To foster a professional, open and trusting workplace.

Application

The sexual harassment policy will be successfully applied when all staff are treated on merit by their managers, by peers, by direct reports and by all other team members.

Process

Making a Complaint:

If you believe you are being, or have been, harassed, follow the procedure below:

- Inform the offender the behavior is offensive, unwelcome, and against company policy and should stop (only if you feel comfortable enough to approach them directly).
- Keep a record of the incident(s).
- If the unwelcome behavior continues, contact your supervisor or manager for support.
- If this is inappropriate, you feel uncomfortable, or the behavior still persists, contact your manager.

Receiving a Complaint:

When a manager receives a complaint, he/she should follow the procedure below:

- Listen to the complaint seriously.
- Treat the complaint confidentially.
- Allow the complainant to bring another person to the interview if he/she chooses to.
- Ask the complainant for the full story, including what happened step by step.
- Take notes, using the complainant's own words.
- Ask the complainant to check your notes to ensure your record of the conversation is accurate.
- Explain and agree next action with the complainant.
- If investigation is not requested:
 - **ACT PROMPTLY**
 - **MAINTAIN CONFIDENTIALITY**
 - **PASS YOUR NOTES ON TO YOUR MANAGER**
- If investigation is requested, or is appropriate, follow the procedure outlined

Investigating a Complaint:

When a manager investigates a complaint, he/she should follow the procedure below:

- Interview all directly concerned, separately.
- Interview witnesses, separately.
- Keep records of interviews and investigation.
- Do not assume guilt.
- Interview the alleged harasser, separately and confidentially.
- Let the alleged harasser know exactly what he/she is being accused of.
- Give him/her a chance to respond to the accusation.
- Listen carefully and record details.
- Make it clear he/she does not have to answer any questions.
- Ensure confidentiality, minimize disclosure.
- Determine appropriate action based on investigation and evidence collected.
- Check to ensure the action meets the needs of the complainant and company.

If resolution is not immediately possible, the complainant should be referred to more senior management.

If the resolution requires the authority of a more senior manager, the complainant should be referred to the appropriate level.

Outcomes as they affect the complainant should be discussed with the complainant to ensure that needs are met, where appropriate.

Potential Outcomes:

If the complaint is found to be justified, the complainant may be entitled to any or all of the following:

The complainant may receive:

- Commitment the behavior will cease.
- Private apology (**verbal or written**).
- Re-credit of any leave taken due to the harassment.
- Payment of medical and counseling expenses.
- Transfer, with no job disadvantage.
- Other compensation.



4. BUSINESS EXPENSES

Policy Statement

MNR Exports will reimburse employees for out of pocket business expenses incurred in the performance of their role, where prior approval has been received from a manager.

Tax receipts must be provided for all expenses to be reimbursed.

Cash advances in advance of anticipated expenses can only be approved by immediate seniors.

Objective

The objectives of the business expenses policy are to ensure staffs are not out of pocket in the course of fulfilling their responsibilities, and expenses can be correctly allocated to optimize the company's tax position.

Application

The business expenses policy will be successfully applied when all staff expenses are **reported, allocated and reimbursed within 30 days**.

Process

Minor one off expenses (**Rs.500 or less**) may be reimbursed through petty cash. Where possible this should be in advance for a known requirement and receipts, along with change, should be returned to petty cash.

Expenses for more than Rs.500 or for employees with ongoing individual expenses requirements should be submitted to Accounts on an **Expenses Claim Form** which has been signed off as approved by the **Employee's Immediate Supervisor**.

- All claims must be submitted by the **Seventh of the month** for the previous month in arrears.
- Only **one claim** should be made per month.
- Exceptionally large expense claims may be submitted at the time of incurring them and not wait until the end of the month.
- Payment of reimbursed expenses will be made directly into your nominated bank account (recorded with Accounts) generally by the 15th of the month but may take up until the end of the month they are submitted.

5. INDUCTION

Policy Statement

All new employees should complete an induction program upon their commencement. The induction period also refers to the **Six month** probationary period during which it is recognized all staff may need ongoing familiarization with their role, the business, systems and processes.

Objective

The objective of the induction policy is to familiarize the employee with the company, their job, the industry, colleagues, company systems, processes and policies with a view to ensuring they can make a contribution to business outcomes as quickly as possible.

The induction should be a combination of standard components as well as learning specifically tailored to the role.

Application

The induction policy will be successfully applied when all new employees meet their probationary period performance targets.

Process

- Complete the induction planning format prior to the employee's commencement date.
- Introduce the employee to the induction schedule and dates.
- Review the progress against the schedule with the employee at the end of each week.

6. HEALTH, SAFETY & ENVIRONMENT

Policy Statement

MNR Exports is committed to providing and maintaining a safe work environment for the health, safety and welfare of our staff, contractors, visitors and members of the public who may be affected by our work.

We undertake to provide resources in terms of personnel, time and financial outlay commensurate with the commitment we place on OHS to achieve these objectives.

To do this, Company will:

- Develop and maintain safe systems of work, and a safe working environment.
- Provide information and training at all levels in the organization to enable all employees to support this policy.
- Require all risks to be assessed prior to engaging in new areas of operation, purchasing new equipment, and implementing new work methods, and that these risks continue to be reviewed

All persons who are responsible for the work activities of other employees will be held accountable for:

- Identifying practices and conditions which could injure employees, clients, members of the public or our environment.
- Implementing steps to control such situations.
- If unable to control such practices and conditions, reporting these to their superiors.

Company demands a positive attitude and performance with respect to health, safety and the environment by all employees, irrespective of their position.

6.1 Smoking

MNR Exports employs a non smoking policy. Smoking is not permitted on Office property or premises at any time. Smoking is accepted to be harmful to the health of those who smoke and those around them (passive smokers). Consequently, smoking while on company premises will be considered as gross misconduct and will render an employee liable to instant dismissal.

- Smokers who need to take breaks should do so during their allotted breaks (**not more than two per day in addition to their lunch break**). These breaks must be limited to **15 minutes** from leaving the workplace to recommencing work.

- These breaks must not be taken at the entrance to office. This is a poor representation of the Company and people who may be visiting Company, the visitors do not want to be walking through a cloud of smoke.
- No special privileges will be afforded to smokers. Any additional breaks **(outside of allotted breaks) must be approved by your manager** - these must be limited to **10 minutes** from leaving the workplace to recommencing work - and the time must be made up at the conclusion of the working day.
- Excessive smoking breaks will be regarded as absenteeism and disciplinary action may be taken.

6.2 Alcohol, Drugs (& Other Substance Abuse)

This policy applies to all levels throughout Company. The policy is not concerned with social drinking or the taking of prescribed drugs for medical purposes, the concern is directed to instances where alcohol or other drug dependence or abuse affects the job performance and or/safety of any employee(s).

MNR Exports is concerned by factors affecting an employee's ability to safely and effectively perform work to a satisfactory standard. The Company recognizes alcohol or other drug abuse will cause short-term or long-term impairment to such work performance.

Company is committed to creating and maintaining a safe, healthy and productive workplace for all employees and has a zero tolerance policy in regards to the use of illicit drugs on their premises or the attending of other business related premises (e.g. clients) while under the influence of illicit drugs. Contravening either of these points may lead to instant dismissal.

Attending work under the influence of alcohol will not be tolerated and may result in disciplinary action or ultimately dismissal.

6.3 Manual Handling

It is the policy of Company to provide all employees with a safe and healthy working environment by identifying, assessing and controlling manual handling risks within the workplace.

While managerial staffs are ultimately responsible for ensuring the health, safety and welfare of all staff, all employees are expected to participate by reporting potential and actual manual handling hazards within the workplace.

In all circumstances, do not lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, ask for assistance.

6.4 Workers' Compensation

All employees, including part-time, temporary, and probationary employees, are eligible for workers' compensation benefits in the event of an injury arising from, or in the course and scope of, their employment.

The process to be followed if an injury occurs is as follows:

- The first priority in the event of an injury at work is medical attention.
- The injured worker or nearest colleague should initially contact one of Company's registered first aid attendants.
- In the event of any apparently serious injury an ambulance should be called.
- Any employee who sustains an on-the-job injury, experiences a safety incident or near miss must report the incident to their manager.
- The manager must then complete a report in the Register of Injuries, Incidents and Near Misses.
- This standard report must include:
 1. **Employee details**
 2. **Time and location the injury/incident occurred**
 3. **Details of the injury including:**
 - **Part of body injured**
 - **Time lost**
 - **Name of the first aid attendant**
 4. **Details of first aid treatment**
 5. **Details of any investigation of the accident**

6.5 Total & Permanent Disability

- If an employee is injured while away from work, Company will allow them to exhaust their paid sick leave, accumulated annual leave or long service leave.
- If the injured employee has used all leave owing, been off work for a lengthy period and is not fit enough to return to work then management will discuss with the employee their expectations of returning to work.
- If the employee has incapacity to perform their duties because of the disability, their employment will be terminated in compliance with the termination provisions in their employment contract.
- Company will hold an injured worker's position open for a period of time as stated in the relevant legislation unless it is not reasonably practicable to do so.
- Employees, whose employment is terminated due to incapacity to perform their duties because of a disability, will be paid all amounts owing to them, including accrued wages, leave entitlements, severance pay and superannuation.

7. PERFORMANCE MANAGEMENT SYSTEM

7.1 Introduction

At MNR Exports we aim to be an employer of choice –

- ***Where people want to work.***
- ***As a business we are committed to giving all members of our team every opportunity to develop their careers, to contribute to our business and to share in its success.***

The Performance Management System is designed to support the completion of the work of the organisation. It will also define measure and recognise the contribution of individuals and help the organisation establish achievable goals for all of its people as a team based approach.

At any stage, if you have any questions or concerns you can raise them with your Manager.

7.2 Performance Management Philosophy

We believe everyone who comes to work really does want to realise their potential and develop their relationships with others (managers, colleagues and clients).

Work is characterised by feelings of satisfaction, frustration, opportunity, exasperation, stimulation, excitement and even feelings of fairness and dishonesty. To succeed and excel, we recognise people need to know what is expected of them, what authority they have and how they are performing. In addition the approach to managing them needs to be consistent.

If our organisation can help its people feel more of the positive emotions and eliminate most of the negative then we will have come a long way to being an employer of choice.

The Performance Management System is designed to be the foundation for fulfilling careers at MNR Exports.

7.3 Position Descriptions

All employees will have position descriptions, these will only be produced in an agreed format and amendments need to be approved by Management.

Objectives

The objective of all position descriptions is

- To provide an accurate picture of the responsibilities required within specific job roles,
- The authority levels attached to that role and
- A clear explanation as to how the output of the role is to be measured.

Application

The policy on position descriptions will be successfully applied when all position descriptions are used as the basis for performance appraisals and when amendments are completed within 14 days of a performance appraisal discussion. Any changes to position descriptions deemed necessary by managers will be communicated as soon as practicable to the employee and this will be implemented by both parties signing a copy.

Process

Introduction and Amendment of Position Descriptions

- All employees will receive individual briefings on their position descriptions from their Manager.
- Position descriptions will always be discussed in detail at job interviews and all new employees are to be given a copy of their position description with their letter of offer.

7.4 Probationary Period Reviews

Policy Statement

All new employees are appointed with the intention of the placement being permanent unless otherwise stated in the **Letter of Intent**.

All new employees will serve a **SIX Month** probationary period to ensure both Company and the employee is happy with a permanent commitment to the role. Managers should engage new employees in informal performance based feedback regularly and have specific meetings to discuss progress after one and two months respectively.

Prior to the completion of the **SIX Month** probationary period new employees will undergo

- A performance appraisal to provide feedback on performance
- Guidance on future direction and
- To set selected specific objectives for the next performance appraisal period.

Objectives

The objective of the probationary performance appraisal is to ensure both Company and the employee is satisfied the role is as agreed and a re-commitment to the permanent nature of the position can be made.

Application

The policy on probationary performance appraisals will be successfully applied when all probationary appraisals are completed within **SIX Months** of employment commencing.

Process

1. The manager and the employee will agree on the date for a performance appraisal meeting. In the case of all probationary period appraisals, this must be before the completion of **SIX Months** of service.
2. The manager will prepare a written performance appraisal and provide this to the employee at least 48 hours before the meeting.
3. The manager and the employee will meet and agree any objectives for the next appraisal period.

7.5 Performance Appraisals

Policy Statement

All employees will undergo performance appraisals with their immediate managers on timing that is based on the level of their role. All performance appraisals will be timed from the date employment commenced. This is to ensure performance management is a regular, rather than occasional management responsibility. Performance appraisals are completely separate from remuneration reviews.

Objectives

- The objective of the performance appraisal system is to constantly monitor progress of the capabilities and achievements of employees
- To facilitate the ongoing development of team members and to identify when an employee has demonstrated readiness for greater responsibility.
- The objective of individual performance appraisals is to review work performance on the basis of both capabilities and achievement of specific performance objectives.
- Performance appraisals also provide feedback to Company on the achievability of objectives and the capability of managers to manage their employees.

7.6 Professional & Personal Development

Policy Statement

MNR Exports, in partnership with the employee, will maintain a professional and personal development plan for each employee. Company's role in this is as a supportive facilitator. It will be up to the employee to take a leading role in managing their own development within an approved structure.

Funding for professional and personal development will be considered for support by Company on its merits.

Company may, from time to time, require employees to attend specific training or instruction delivered by internal or external facilitators. This may be on or off-site.

Development may take the form of training, education, mentoring, coaching or counselling.

Objectives

The objective of the professional and personal development policy is to provide a structured environment for learning and development for the individual within and external to the company.

Application

The policy on professional and personal development will be successfully applied when employees are managing their own development plans.

Process

1. During the appraisal process the manager will identify and document which areas the employee's performance may be enhanced by further training. The manager will identify specific courses where possible.
2. The employee and manager will then work together to complete a professional development plan for the employee.
3. In response to this the employee can source their own solutions instead of, or in addition to, the manager's suggestions. Requests to attend these should be submitted in writing to the employee's immediate manager and must include:
 - Suggested dates
 - Costs
 - Anticipated outcomes

7.7 Superannuation

Policy Statement

MNR Exports policy is to provide superannuation benefits to all employees to assist them to prepare for retirement and provide options for coverage in the event of death or permanent incapacity. Company will as a minimum, comply with legislation in this area.

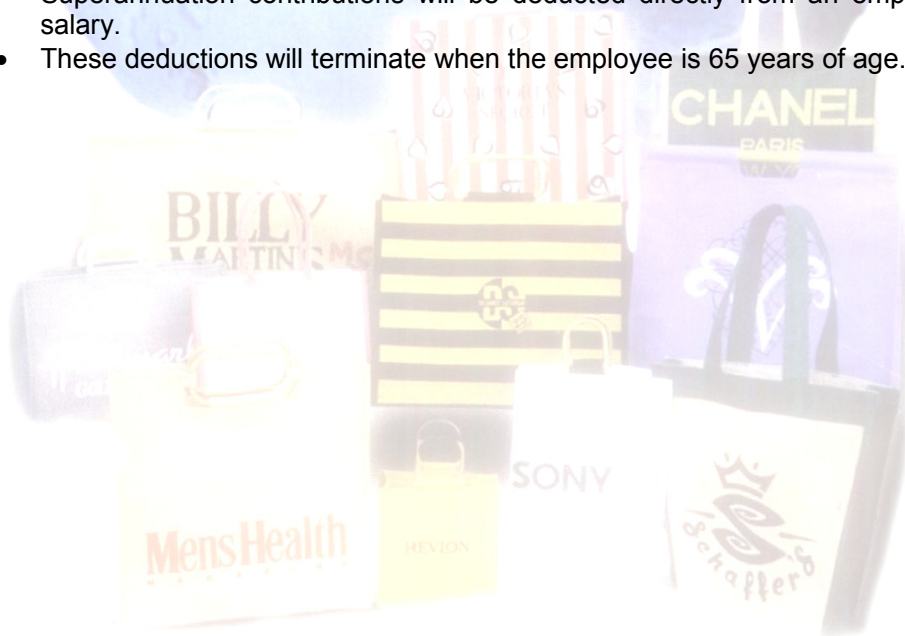
Process

Employees can nominate a super fund of their choice when they commence with the Company. All employees must belong to a superannuation fund whilst employed by MNR Exports. Contributions made by the company and employee will cease when the employee is of an age in accordance with occupational superannuation standards.

Employees may make their own contributions in addition to those made by Company.

Procedure

- On commencement an employee should complete a **Super Choice Form**.
- Superannuation contributions will be deducted directly from an employee's salary.
- These deductions will terminate when the employee is 65 years of age.



8. LEAVE POLICY

Policy Statement

All employees are entitled to leave in accordance with the relevant agreements and statutory provisions. Where the attached practices conflict with employment law for an employee, or group of employees, the law will take precedence. Leave for full time employees will generally be 12 days per annum plus gazetted public holidays in the workplace jurisdiction.

8.1 Annual Leave

- All employees are entitled to a minimum of 12 days annual leave a year on completion of 12 months of service. Leave entitlements are calculated from date of commencement.
- It is preferred annual leave is not accrued from year to year.
- In the first 12 months of employment, employees can only take annual leave once it has accrued (or at management's discretion).
- In some circumstances, leave in advance of accrual may be approved and each request will be assessed individually by the relevant manager. This may be conditional on the individual agreeing to the Company deducting any advance in the event of termination, or to the employee accepting leave without pay.
- Applications for annual leave should be lodged four weeks in advance. **Leave Application Forms** should be filled out and forwarded to Human Resource for action. Annual leave will count towards continuous service.
- Any annual leave requests in excess of two weeks continuous leave must be signed off by management.
- All of the leaves are been en-cashed at the end of the financial year by the company to all of the employees.

8.2 Personal Leave

- Personal leave, career's leave and sick leave have all been aggregated under the title personal leave.
- An employee should notify his/her manager as soon as possible if he/she is unable to attend work due to illness or injury. Absences of two or more days in a row require a medical certificate.
- Employees are entitled to 10 days of personal leave every 12 months.
- Paid personal leave accrues on a pro-rata basis and is cumulative.
- Personal leave for illness immediately prior to or following a gazetted public holiday requires a medical certificate.
- If all personal leave accumulated has been taken, then an employee is entitled to a period of up to two days unpaid personal leave per occasion (e.g. when a member of the employee's immediate family or household requires care or support).

8.3 Compassionate/Bereavement Leave

Compassionate leave is paid leave taken by an employee for the purposes of spending time with a family member/member of employee's household, who has a personal illness, or injury, that poses a serious threat to his/her life, or after the death of a family member/member of the employee's household.

Each employee is entitled to a period of two days paid compassionate leave for each occasion where a family member has died or the employee needs to spend time with a seriously ill family member

Each application for compassionate leave will be assessed individually by management.

Compassionate leave will count towards continuous service.

8.4 Long Service Leave

You will be entitled to long service leave in line with the provisions of the appropriate legislation in your state.

Employees should give reasonable notice of intention to take long service leave and payment will be made at the normal hourly rate of pay.

Long Service Leave will count towards continuous service.

8.5 Maternity Leave

Female employees with at least 12 months of continuous service are entitled to maternity leave.

Maternity leave is unpaid leave which is available for a minimum period of six weeks and for a maximum period of 52 weeks if the employee is the primary carer. Other types of leave can be taken in conjunction with maternity leave providing the total period of absence does not exceed 52 weeks.

Any employee taking maternity leave is required to take at least six weeks continuous leave after the date of the birth of her child. The employer may, with 14 days notice, require the employee to commence maternity leave within six weeks of the presumed confinement date.

Applications for maternity leave should include personal details, a medical certificate detailing the expected date of confinement or birth, proposed commencement date and duration of leave. Advice as to whether superannuation payments will continue should be given by the employee.

Where the pregnancy is terminated other than by birth of a living child and the employee has not commenced maternity leave, her entitlement to such leave ceases to exist. However, an employee may be entitled to special maternity leave, as specified by her doctor, if the pregnancy has extended beyond 28 weeks, and is terminated other than by birth of a living child.

Details of return to work date must be given four weeks in advance. The employee is entitled to return to the position held prior to taking maternity leave or to an alternative position of comparable status and pay.

Maternity leave will not count towards continuous service.

(i) Transfer to a Safe Job

If a pregnant employee provides a doctors certificate stating she is fit to work but is unable to continue in her present position she is entitled to be transferred to a safe job. If transferring the employee to a safe job is not reasonably practicable then the employee is entitled to paid leave for the period during which she is unable to continue in her present position (as stated in the medical certificate).

A pregnant employee is only eligible to be transferred to a safe job if she is entitled to, and has formally applied for, maternity leave.

This entitlement is in addition to any other leave entitlement and does not reduce the period of maternity leave to which an employee is entitled.

8.6 Paternity Leave

Permanent male employees with at least 12 months continuous service are entitled to paternity leave.

Paternity leave is unpaid leave available for a minimum period of one week at the time of confinement and a maximum period of 52 weeks if the employee is the primary carer.

Other types of leave can be taken in conjunction with paternity leave providing the total period of absence does not exceed 52 weeks.

Applications for paternity leave should include personal details, a medical certificate detailing the date of confinement or birth, proposed commencement date and duration of leave. Additionally, the employee will need to provide a Statutory Declaration stating he will be the primary carer. Advice as to whether superannuation payments will continue should be given by the employee.

Where the pregnancy is terminated other than by the birth of a living child and the employee has not commenced paternity leave, his entitlement to such leave ceases to exist.

Details of the return to work date must be given four weeks in advance. The employee is entitled to return to the position he held prior to taking paternity leave or to an alternative position of comparable status and pay.

Paternity leave will not count towards continuous service.

8.7 Adoption Leave

An employee seeking to adopt a child may take up to two days of unpaid pre-adoption leave to attend any interviews or examinations required to obtain approval for the adoption.

Employees adopting a child under the age of five years are entitled to take up to 52 weeks of unpaid adoption leave (shared between both parents). This leave is only available when the adopted child has not previously lived continuously with either parent for at least six months and is not a child or step child of either parent. Parents may take up to three weeks unpaid leave simultaneously when an adopted child is placed with them.

Other types of leave can be taken in conjunction with adoption leave providing the total period of absence does not exceed 52 weeks.

8.8 Study Leave

Employees are entitled to study leave to undertake further education courses relevant to <Company's> business and approved by the Company.

The maximum amount of study leave that should be approved is four hours per week to attend lectures or 10 full days per year for those who are studying by correspondence and who are required to attend residential courses. Applications should be lodged four weeks in advance by filling out a training course application form and forwarding to payroll.

Employees are entitled to paid leave to sit an examination.

Days in excess of this entitlement are at the discretion of the manager.

Study leave will count towards continuous service.

8.9 Time in Lieu

Time-in-lieu will be granted to those employees who are required by their manager to work outside of their normal job function. All time-in-lieu granted will be added to the employee's annual leave.

The <Company> will maintain time-in-lieu accounts which will record time-in-lieu credits and debits. This allows management to provide time-in-lieu as a discretionary benefit. Generally, time-in-lieu should be taken within the same financial year within which it is accrued.

Time-in-lieu must be pre-approved by the appropriate manager.

8.10 Leave Without Pay

Approval of leave without pay is at the discretion of management.

An application giving personal details, employment details, the amount of time and the reason for the leave should be submitted by the employee.

Other types of appropriate paid leave should be used before approval for leave without pay can proceed.

Failure to return to work on the date stipulated may result in loss of continuity or termination. Extension of leave will be considered on an individual basis. An exchange of letters is required setting out all conditions.

Leave without pay will not count towards continuous service.

8.11 Blood Donor Leave

Employees may donate blood during working hours without loss of pay provided that:

- the payment will be for up to two hours, once in each quarter of the year
- the time fits in with work requirements
- it is with the approval of their immediate supervisor on presentation of an attendance card authorised by the Red Cross Transfusion Service

8.12 Emergency Services Leave

If an employee needs to take temporary absence from work because of voluntary emergency management activities (***e.g. dealing with an emergency/natural disaster on a voluntary basis, as a member of Army Reserve etc***) then they must make a request to management for leave.

The total absence for such leave must be reasonable (take into account current work deadlines etc) and must be agreed between the employee and management. Company may refuse a request by an employee to attend emergencies if they are urgently required at work. If an employee does not accept the decision of the directors and leaves work without permission, they may be subject to disciplinary proceedings including dismissal.

Objective

The objectives of the leave policy are to ensure all staff has adequate time away from work for family holidays, special events, rest and recreation while avoiding the build up of large amounts of annual leave not taken on the Company balance sheet.

Application

The leave policy will be successfully applied when staff take appropriate breaks from work and when all annual leave is taken within the calendar year.

Process

- All planned leave will be taken at a mutually agreed time and will take into account workload requirements and an employee's individual needs.
- Leave must be approved in advance with the exception of ***sick leave or special leave where absences cannot be anticipated.***
- A ***Leave Form*** should be completed, signed by the employee's manager and forwarded to Human Resource for action.

9. EMPLOYEE RELATIONS

Policy Statement

MNR Exports has a Human Resource strategy that recognises the value of its people. Part of this strategy is the fair treatment of all employees. This requires a minimum standard of conduct and performance be agreed, set and communicated with all employees. If employees do not meet this standard, appropriate corrective action, such as training, should be undertaken.

Discipline should only be engaged with an employee on a performance issue if all other corrective action has failed to achieve the desired result.

- Where an employee has deliberately breached a Company policy or procedure, or engaged in misconduct, disciplinary procedures should be initiated.
- Employees should be treated fairly and the proper procedures should be followed.
- Employees must be made aware of their responsibilities, counselled and given the opportunity to reach the standards expected of them and the chance to defend them before action is taken.
- It is a requirement to have a third party attend a disciplinary meeting, and notes taken be signed as a true record of discussions.
- The expected standard must be clearly defined and the measurement criteria understood. A reasonable date for achievement of standards must be agreed. This should be shown as a minimum time, e.g. within one month.
- For serious issues, employees must be advised in writing and such advice should be recorded on the employee's personnel file.

Process

a) Poor Performance

Wherever possible the Performance Management System should be used to manage employee performance. However, there may be times when performance, conduct or employee attitude need to be immediately addressed.

If employees fall below required performance standards and performance management processes have not been adequate to address the issue they must be personally counselled and then given written confirmation of their deficiencies in performance (a written warning).

Such written warnings must clearly define the deficiency, the expected standard, by when it should be achieved, how the company will help the employee achieve the improvement required and the consequences of failing to do so.

A record of all meetings, training and/or coaching given and a summary of discussions must be kept by the manager concerned and a copy placed on the employee's personnel file. This should include date, location and time of discussion.

If an employee consistently fails to meet agreed standards, he/she has been counselled and appropriate support/training has been offered and/or given, then further action is required. This may lead to the employee being dismissed.

If an employee has not been performing as required, and

- All possible corrective action, including training and coaching, has been undertaken.
- The manager concerned has documentation showing the conversations taken place, agreed action plans, and other communication with the employee.
- The employee has been informed of the standards required and his/her performance deficiency (ies) with action plans in writing on at least **two occasions and the consequences** of failing to meet the required standards.
- The employee has been given the opportunity to appeal or respond to the issues highlighted on each occasion.
- No other suitable option, or other appropriate positions, are available

If all these processes have been followed and the employee's performance still has not improved, then the employee may be dismissed*.

b) Misconduct

Managers are expected to investigate misconduct and proceed through the following steps:

- A verbal warning should be given to an employee for minor misconduct. A record of the warning must be kept by the manager and should be signed by the employee. The employee must be given the opportunity to respond.

- If the unacceptable behaviour continues, a written warning will be issued, and signed by the employee as being received and understood. The employee must be given the opportunity to respond.
- A second written warning should be given to an employee if he/she requires further discipline for the same or a related issue, and also signed by the employee as being received and understood. The employee must be given the opportunity to respond.
- Employees who have been disciplined three times are subject to dismissal*.
- Details of disciplinary actions should be recorded on the employee's personnel file and removed after six months if further disciplinary action is not required

If a manager considers the allegation to be serious, and it requires further investigation,

- An employee should be suspended on base pay for a maximum of two weeks while an investigation takes place.
- The individual must be informed, in writing, of the details of the allegation and advised he/she is under investigation.
- The employee must sign this notice as being received and understood.
- This letter should invite the employee to present his/her version of events to the investigating officer and inform he/she may be accompanied by a representative. The only purpose of the representative's visit is to observe – they are not participants.

Should we consider an employee's conduct likely to lead to a situation, in which we may wish to dismiss without notice,

- A diary must be kept at all times to record incidents and conversations and associated matters which may be needed in subsequent proceedings.
- The relevant manager is responsible for keeping this diary.
- This manager should also issue a written warning that a continuance of such behaviour will lead to instant dismissal.

c) Gross or Serious Misconduct

Summary (instant) dismissal for gross or very serious misconduct is possible (depending on the facts involved) for the following:

Insubordination, Drunkenness, Dishonesty, Assault, Deliberately Endangering the safety of others, commission of a criminal offence on our site, and objectionable language**.

Managers must, however, consult with senior management prior to taking this action*.

In such cases follow the procedure below:

- Investigate the alleged offence thoroughly, including talking to witnesses, if any.
- Ask the employee for his/her response to the allegation (taking notes of this discussion).
- Consult with the next most senior manager regarding possible action.
- If still appropriate, following a thorough investigation, terminate/dismiss the employee.
- Keep a file on all evidence collected and action taken in these circumstances.

All procedures must be followed in accordance with employment equal opportunity/anti-discrimination legislation.

<p>*Note: In all such cases 'procedural fairness' guidelines will apply. This means the warning and dismissal process must allow the employee to offer their view of the events concerned. The employee must have every chance to defend himself/herself and has the right to appeal a decision made. If this process is not followed the dismissal may be overturned by an Industrial Relations authority.</p>
<p>**Note: For some offences Company retains the right to report the matter to the police where charges may be laid. The police will be notified with regard to any criminal act against the Company or another member of staff. Management has a duty of care to shareholders and staff and at all times will be subordinate to legal process.</p>

9.1 Disciplinary Appeal

Policy Statement

During all stages of the disciplinary process employees have the right to appeal against any disciplinary action taken against them.

An employee, who believes the disciplinary action taken against them is unfair, is able to appeal the process.

An appeal will be treated fairly, dealt with discreetly and actioned promptly.

This policy should be read in conjunction with the grievance policy.

Process

An employee is entitled to lodge a written appeal to their supervisor's manager detailing his/her objections to the disciplinary action within **Three Working days of notification**.

Managers should:

- **Acknowledge receipt of the employee's objection.**
- **Investigate the matter thoroughly.**
- **Report back to the employee within seven days.**

If the appeal is disallowed an employee is entitled to appeal to the next most senior manager.

The next most senior manager should investigate the matter and report back to the employee within 10 working days.

The employee has no further right of appeal under this process if the second appeal is disallowed.

All procedures must be followed in accordance with employment equal opportunity/anti-discrimination legislation.

9.1.1 Grievance

Policy Statement

MNR supports the right of every employee to lodge a grievance with his/her manager if the individual believes a decision, behaviour or action that affects their employment is unfair. We aim to resolve problems and grievances promptly and as close to the source as possible with graduated steps for further discussions and resolution at higher levels of authority as necessary.

Grievances should be actioned discreetly and promptly dealt with in an objective manner.

Process

The employee should attempt to resolve the complaint as close to the source as possible. This can be at a quite informal and verbal level. If the matter is not resolved then further steps need to be taken.

All available attempts to settle a grievance before starting the formal grievance process should be taken.

For the formal grievance process to begin, complainants must fully describe their grievance in writing, including dates and locations wherever possible and the remedies sought.

The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them and should have the opportunity and reasonable time to respond before resolution is attempted. The duration of this should not exceed one week.

If resolution is still not reached, the matter will be referred to the Managing Director for consideration and final decision. A grievance taken to this level must be in writing from the employee.

The employee's manager will forward to the Managing Director any additional information thought relevant. The Managing Director will provide a written response to the employee and also communicate with any other parties involved.

If the matter is still not resolved, the employee will be advised of his/her rights to pursue the matter with external authorities if they wish.

In some circumstances, it may not be appropriate for an employee to discuss his/her grievance with the immediate manager. Grievances relating to harassment would fall into this category and an employee should be able to make their approach to a more senior manager.

All procedures must be followed in accordance with employment equal opportunity/anti-discrimination legislation.

The above procedure takes place for individual employee grievances. Whatever the final outcome, it will affect the attitudes of each party and their long-term relationship. The issues which sparked the grievance should be reviewed by management at executive level so the dispute does not reoccur.

10. POST TRAUMA COUNSELLING

Policy Statement

MNR's policy is to ensure all staff who are faced with a traumatic event in a work environment are provided with immediate support and counselling, by a professional, external provider.

Traumatic events can include being the victim of a robbery or assault, witness to such an event, witness to a significant injury, or death of another employee or any other person, within the work environment.

Post-trauma counselling must be provided to employees involved in such situations. In normal circumstances, such employees should be sent home, and referred to appropriate counselling agencies.

The company will pay for such counselling for a reasonable period.

Objective

The objective of the post trauma counselling policy is to provide immediate care to any staff affected and to support their return to work.

Process

1. Check employee(s) are okay etc.
2. Be prepared to listen:
 - a) to the facts
 - b) to how he/she is feeling
 - c) do not give advice, direction or comment on how they should act or react.
3. Identify local providers of post-trauma counselling and advice. In more serious cases, arrange an immediate telephone interview from a qualified counsellor. In all traumatic circumstances, encourage the employee to attend counselling. Arrange a time for counselling for him/her. A number of counselling sessions may be required or appropriate.
4. It is recommended a supervisor speaks directly to a counsellor after a telephone interview. This is to ensure support for the employee's well-being.

5. The counsellor may make recommendations on how the employee should get home and which family and friends should be contacted for additional support.
6. In consultation with a counsellor, maintain contact with the employee as recommended.
7. Following the employee's return to work, maintain vigilance regarding their state of mind and discuss any concerns with the counsellor prior to speaking to the employee.
8. Remember to fill in appropriate workers compensation reports where appropriate. Contact the insurance company early in the process as they do not cope well with a claim if there is no medical certificate.



11. INTELLECTUAL PROPERTY AND SECURITY

During your employment with MNR Exports all intellectual property developed by you, discoveries or inventions made by you in the performance of your duties related in any way to the business of Company or any related bodies corporate will be the property of Company or its related bodies corporate.

You will be required to do everything necessary to ensure Company or its related bodies corporate has ownership of such intellectual property (including, if required assigning such intellectual property to MNR Exports, a related body corporate or any entity that Company nominates).

From time to time during the course of your employment, you may be given access to sensitive information, data, company property, keys to premises or any other company related property/information. It is expected employees will treat this as intellectual property and therefore it should be stored securely either physically and/or electronically. Failure to properly look after company information or property will result in disciplinary proceedings including dismissal.



12. CONFLICT OF INTEREST

Prior to your employment with MNR Exports, you may be conducting business activities which potentially give rise to real or perceived conflict of interest with Company's objectives and future activities.

In such circumstances, any business or other external interests that have a real or perceived conflict of interest should be declared to MNR Exports.

The Company will review the potential areas of conflict with the employee and mutually agree on practical, commercial arrangements, which may include, but is not limited to, the following:

- MNR purchases the intellectual property right of the business in question.
- You combine your business into MNR Export's business and you are compensated accordingly.
- You cease your business or remove yourself from active involvement.

You will at all times advise management of any other interests you or any related bodies corporate in which you participate, have or are potentially entering into that could cause conflict with your employment, interests or commitment in Company.

Where there are external involvements that do not represent a conflict of interest, these must not affect performance or attendance whilst working at MNR. If such involvement does affect performance or attendance it will be considered as a conflict of interest giving rise to the remedies described above or disciplinary proceedings including dismissal.

Approval must be given from management before approaching any customers for commercial or non-commercial external interests. This includes fund raising, sponsorship and similar activities.

13. PRIVACY

You are required to observe and uphold all of the Company's privacy policies and procedures as implemented or varied from time to time.

If you would like any clarification of any of the policies or procedures contained within this HR Manual, please contact internal management who will be glad to provide guidance and support.



HUMAN RESOURCES MANUAL AGREEMENT

I, _____, have been provided with access to the MNR Exports Pvt. Ltd. HR Manual and have read and understood all of the policies and procedures contained within.

I acknowledge that these policies and procedures form part of my employment with MNR Exports Pvt. Ltd. and that I am bound by its procedures.

Signed _____ Dated _____



CHANGES TO MNR EXPORTS PVT. LTD. HR MANUAL

I, _____, have been advised of the changes to the policies and procedures (listed below) in the Company Manual.

I acknowledge that these policies and procedures form part of my employment with Company and that I am bound by its procedures.

Changes made to HR Manual:

- 1.
- 2.
- 3.

Signed _____

Dated _____

