



EMPLOYEE HANDBOOK

SERVING BUSINESSES SERVING ECONOMY



A Complete set of guidance for Team NeuSource

Where each member is committed to

Quality service for clients & Quality life for self



EMPLOYEE HANDBOOK



SERVING BUSINESSES SERVING ECONOMY

Welcome to Team NeuSource! You are embarking on a new career and you will find your employment at NEUSOURCE a rewarding experience. We look forward to the opportunity of working together to create a more successful company. We also want your employment with NEUSOURCE to be a mutually beneficial and gratifying one.

You have joined an organisation that has established an outstanding reputation for "Performance". Credit for this goes to everyone in the organisation. We hope you too will find satisfaction in your job and take pride in your work here. As a member of Team Neusource, you will be expected to contribute your talents and energies to further improve the environment and quality of the company.

This Employee Manual will provide answers to most of the questions you may have about Neusource's benefit programs, as well as company policies and procedures; which we expect you to follow.

**WE ONCE AGAIN CONGRATULATE YOU ON BECOMING A PART OF TEAM
NEUSOURCE!**

EMPLOYEE POLICY

- Benefits
- Conduct
- Workflow
- Discipline
- Objectives
- Expectations
- Facility Usage
- Communication
- Knowledgebase
- Performance Analysis

You are requested to read and understand this Employee Manual.

If anything is unclear, please discuss with your immediate senior or HR head.

For any further query, feedback or clarification, you may write to:
jai@neusourceindia.com

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Preface

We, at “Neusource Process Outsource Private Limited”, a fastest growing Accounting & Business Consulting firm in India, carrying the single mission of corporate growth by consulting, coaching, training & supporting etc., by all means to the businesses & men working in those businesses, firmly believe that human resource is the single most precious asset of any organization. We continuously endeavor to keep the manpower motivated through various interventions for higher levels of quality and productivity.

We are committed to continual improvement and excellence in all our HR interventions through:

- ❖ Strengthening a learning culture by effective training and development, total employee involvement, achieving high performance standards through performance management system and adherence to ethical values.
- ❖ Providing avenues for growth and development by aptitude and need based cross functional mobility of employees to harness their full potential. Ensuring growth of each employee in the organization through a carefully worked out career advancement scheme. Implementing redeployment strategy for manpower optimization.
- ❖ Developing and nurturing an organizational climate which encourages creativity and innovation.
- ❖ Inducting appropriate quality of manpower and retaining them.
- ❖ Making proactive efforts to maintain cordial relations and discipline among the whole team through a system of periodic interaction with employee collectives.
- ❖ Laying down of all the employee related policies properly and following these transparently.

These policies & procedures are planned to be managed by following Channel within the organization. Employees are requested to contact the right authority for concerned matters.

Sl. No.	Concerns	Responsibility	Contact
1	Policy/SOP Creation	BOD	jai@neusourceindia.com
2	HR Policy suggesting & Drafting	HR manager	neha@neusourceindia.com
3	Complaint hearing on all HR issues	Disciplinary committee	discipline@neusourceindia.com
4	Penalty & rewards	Disciplinary committee	discipline@neusourceindia.com
5	Payroll & Incentives	HR manager	neha@neusourceindia.com
6	Clarification & complaints - Primary	Immediate senior	Respective Senior
7	Work related guidance	Immediate senior	Respective Senior
8	Clarification & complaints - Secondary	HR manager	neha@neusourceindia.com
9	Training, Orientation & knowledge Management	Knowledge Committee	knowledge@neusourceindia.com
10	Data Management, Facility Management, File Management, Stationary Management, Indents Acceptance, All issuance & Allotment of Properties of Company.	Admin Executive	administrator@neusourceindia.com
11	Reimbursements & other Payments	Accounts	nisha@neusourceindia.com
12	PO Issuance & Agreements	COO	Hemant@neusourceindia.com
13	Policy related guidance	HR manager	neha@neusourceindia.com
14	Work related Policy suggesting & Drafting	Knowledge Committee	knowledge@neusourceindia.com

Policies made hereunder are shaped into individual SOPs. SOPs may be of two types as under,

- Policies Applicable to all
- Policies meant for some specific designations.

HR Policies which are individually applicable to all employees are part of this manual. However you're Job Description and Policies specifically applicable to your position shall be part of your JD Document as Enclosures, those Enclosures shall also be treated as part of this employee manual.

Know your Company Better

An Insight in to Neusource Process Outsource Private Limited

Neusource is comprised of professionals that are setting new service standards in a wide range of Business support; from consulting on business growth & internal control management to Accounts outsourcing walking through Assurance Services & Management Consulting. We share a commitment to create innovative, high quality services that are relied on every day by many businesses in India.

Leveraging on our vast industry experience, we have been able to establish ourselves as a renowned firm, which provides Assurance & Investigation and Business Process Outsourcing Services. Our wide spectrum of services includes HR Audit, System Audit, Forensic Audit, Critical Financial Review and Management Audit. In addition, we are also involved in rendering Complete Accounting Process, Bookkeeping Process, Payroll Process and Billing Process. These services help in improving the financial efficiency, stability and accuracy of the clients' business.

Clear vision with in-depth knowledge of the market place, committed human resources, state-of-the-art technology and nationwide associations / partnerships are helping neusource in its path- breaking success. Future will be full of possibilities for Neusource; and Neusource is there to work with you to get the best for it and its team.

Business Type: Service Provider

Segment: B2B

Organisational Structure: Limited Liability/Corporation (Privately Held)

Year of Incorporation: 2008

Geographical Sphere: Pan India

General Client Segment: Large Corporates - Manufacturing

Annual Turnover: Around 3 Crore

Total Number of Employees: 80 to 100 Employees

Dealing in: Statutory, Accounting & Management Services

Standard Certification: ISO 9001:2008 (ANSI)

Mission, Vision & Values

Mission 2020

Regular Client Base: Over 5000

Employee base: Over 5000

Branches & Associates: Over 50 (National & International)

Our Vision

“At Neusource, we aim to serve with a high quality, dedicated and result - oriented execution team to the clients and serve as a primary resource and partner in all aspects of clients' business growth and development; further we shall get involved & have a sincere concern with our clients to understand their objectives and meet their expectations from Neusource.”

Our Values

- | | |
|-------------------------------------|---|
| N ovel Ideas | <i>“Come out with novel ideas each time, to prosper our clients.”</i> |
| E xecution | <i>“Execution must be quick with high accuracy & expertise.”</i> |
| U prightness
(morality).” | <i>“Work Culture must contain highest degree of uprightness</i> |
| S mart | <i>“Smartness shall be portrayed in our each Assignment execution.”</i> |
| O rganized | <i>“We must be well organized to make organized our Clients”</i> |
| U nwavering | <i>“Our respect for Policies & procedures must be unwavering.”</i> |
| R eliable | <i>“Our team should be reliable and trustworthy for all”</i> |
| C onfidentiality | <i>“Every piece of information shall be kept secret & highly secured”</i> |
| E ndurance | <i>“Our every Recommendation should pass the endurance criteria”</i> |

Our Culture

“Neusource has created a **client centric** culture, our culture is expressed in the values & vision that exemplify our core ideology and guide us the path to win the confidence of our clients. We believe that the way to serve the client in most appropriate manner comes only through **teamwork**, and continuous process improvement. Our values act as a compass to guide our thoughts and actions while our vision serve as the mainstay that uphold us as an organization.

We believe that honest and periodic **client feedback** enriches our relationships.

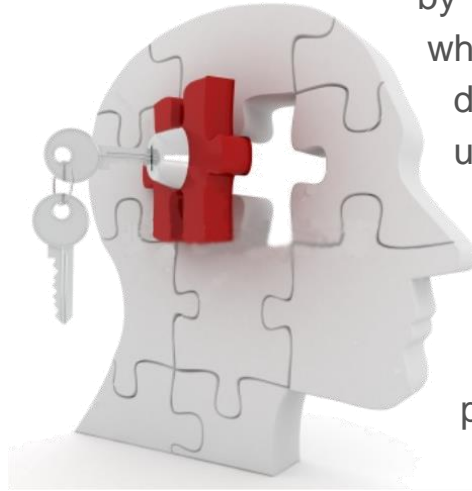
Our



feedback sessions are one-on-one basis. Our weekly Executive Round table is a client forum that stimulates **new thinking** and thought leadership. It also enables us to share best practices and connect with industry experts. This exercise helps us to **address common client problems, share insights, shape new focus areas and strategies, and strengthen our client relationships.**

Domain Expertise

At Neusource, we are committed to provide world class solutions in the field of rendering Assurance & Investigation and Business Process Outsourcing. Our services are rendered by extremely talented and qualified professionals, and knowledge in this domain. These professionals possess in depth understanding of various accounting practices. Moreover, they understand the requirements of our clients carefully and offer them complete solutions for all their problems. The services rendered by our professionals help in reducing the work load and hence, streamlining the accounting process and maximizing the utilization of resources. Owing to our excellent services, we have been able to grab a strong foothold in the industry.



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What You Can Expect From Neusource

NeuSource believes in creating a harmonious working relationship between all employees. To achieve this, Neusource has created the following employee relation objectives:

1. To provide an exciting, challenging, and rewarding work environment and experience.
2. To select people on the basis of skill, ability, attitude, and character without discrimination with regard to age, sex, colour, race, creed, national origin, religion, marital status, political belief, or a disability that does not prohibit performance of essential job functions.
3. To compensate all employees according to their performance and contribution to the success of our business.
4. To review wages, employee welfare and working conditions regularly with the objective of being competitive in these areas consistently, with sound business practices.
5. Provide paid leave and holidays to all eligible employees.
6. Provide eligible employees with health and welfare.
7. Assure employees an opportunity to discuss any concern or problem.
8. Take prompt and fair action to the extent that is practicable, on any complaint that may arise in the everyday conduct of our business.
9. Respect individual rights, and treat all employees with courtesy and consideration.
10. Maintain mutual respect in our working relationship.
11. Provide amenities for a comfortable working environment
12. A well-structured career path for continuous progress and growth in the organization.
13. Promote employees on the basis of their performance, ability and merit.
14. Make promotions or fill vacancies from within organization whenever possible.
15. Keep all employees informed of the progress of company as well as the company's overall goals and objectives.
16. Promote an atmosphere that is tune with Neusource' vision, mission, and goals.

What Neusource Expects from You

Neusource needs your help in making each working day enjoyable and rewarding. Your first responsibility in the office is to know your own duties and to know how to do them promptly, properly and pleasantly. Also, you are expected to cooperate with management and your fellow employees and to maintain a good team attitude.

How you interact with fellow employees and those whom Neusource serves; and how you accept direction will decide your success in your department. In turn, the performance of one department may have an impact on the entire range of services offered by Neusource. Consequently, whatever is your position, you have an important assignment; perform every task to the very best of your ability.

You are encouraged to make the most of the opportunities for personal development that is offered to you. This manual offers insight on how you can perform positively and to the best of your ability, to meet and exceed Neusource expectations.

We strongly believe that you have the right to make your own choices in matters that concern and control your life. We believe in direct access to management. We are dedicated in making Neusource a company where you can approach your manager, or any member of management, to discuss any problem or doubt. We expect you to voice your opinions and contribute your suggestions to improve the working environment in Neusource.

Remember that you help to create a pleasant and safe working condition that Neusource intends to develop for you. The result will be better performance for the company overall, and personal satisfaction for you.

Respect for policy & procedures

Neusource encourages you to follow these Policies along with all work related SOPs & discuss any difference of opinion you may observe. You may arrange a meeting with your Manager/ Team Leader to discuss any concern, problem, or issue that arises during the course of your employment.

Please remember that it is counterproductive to a harmonious workplace if employees create or repeat corporate rumors or office gossip. It is more constructive for an employee to consult his/her Manager/ Team Leader immediately with any questions.

Outside Employment

Employees should not take an outside job, either for pay or as a donation of his/her personal time.

If your' financial situation requires you to hold a second job, part-time or full-time, or if you intend to engage in a business enterprise of your own, Neusource would like to know about it. Before accepting any outside employment, you have to take permission from your Head of Department and Human Resource Department.

Suggestions

We encourage all employees to put forth their suggestions and ideas to make our company a better place to work. Suggestions are also welcome to improve products, and enhance our service to customers. When you see an opportunity for improvement, please get in touch with your Department Head / Team Leader. She/he can help you bring your idea to the attention of the management.

All suggestions are valued and listened to. When a suggestion from an employee has particular merit, we provide for special recognition to the individual(s) who give the idea.

Confidential Information

Upon accepting employment with Neusource, you are required not to disclose or use any Neusource confidential information, either during or after your employment. We sincerely hope that our relationship will be long-term and mutually rewarding. However, your employment with Neusource assumes an obligation to maintain confidentiality, even after you leave our employment (for a minimum of two years from the date of leaving).

Additionally, our customers and suppliers entrust Neusource with important information relating to their businesses. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, NeuSource earns the respect and further trust of our clients and vendors.

If someone questions you outside the company or your department and you are concerned about the appropriateness of giving them certain information, you are not required to answer. Instead, as politely as possible, refer the request to your Head of Department.

No one is permitted to remove or make copies of company records, reports or documents without prior management approval. Disclosure of confidential information could lead to termination, as well as other possible legal/ disciplinary action.

List of HR Policies

Sl. No.	Subject	Policy No.
1	Knowledge Management	NHRP/GP/001
2	Reimbursement & Claim of Vouchers	NHRP/GP/002
3	Attendance Control	NHRP/GP/003
4	Communication protocol	NHRP/GP/004
5	Computer Usage	NHRP/GP/005
6	Committee Formation	NHRP/GP/006
7	Disciplinary Committee	NHRP/GP/007
8	Knowledge committee	NHRP/GP/008
9	Dress Code	NHRP/GP/009
10	Electrical Appliance Use	NHRP/GP/010
11	Recruitment Protocol	NHRP/GP/011
12	Resignation/termination service and Final Settlement	NHRP/GP/012
13	General Conduct & Behaviour	NHRP/GP/013
14	Handover & Takeover process	NHRP/GP/014
15	HR Grievance Settlement	NHRP/GP/015
16	Promotion & Increment	NHRP/GP/016
17	Leave Policy	NHRP/GP/017
18	Lunch System	NHRP/GP/018
19	New Employees Orientation	NHRP/GP/019
20	Regular Training Programme	NHRP/GP/020
21	Operation Manager's Incentive	NHRP/GP/021
22	Probation period of New Employee	NHRP/GP/022
23	Organizing/cleaning office	NHRP/GP/023
24	Salary Disbursement	NHRP/GP/024
25	Use of Personal Mobile	NHRP/GP/025
26	Printer	NHRP/GP/026
27	Refreshment & Tea service	NHRP/GP/027
28	Rewards & Incentives	NHRP/GP/028
29	Performance Management	NHRP/GP/029
30	File Noting	NHRP/GP/030
31	Workflow For Executives	NHRP/GP/031
32	Stationary Usage	NHRP/GP/032
33	Designations	NHRP/GP/033
34	Definitions	NHRP/GP/034

Detailed HR Policies

Title of Policy: Knowledge Management

SOP#: NHRP/GP/001

Effective Date: 02/10/2013

Next Review Date: 02/10/2014

Purpose

1. To construe how knowledge capital is gathered, managed and shared in the organization and how employees are expected to participate in the systematic process of knowledge sharing as well as expanding their understanding, in order to increase their comprehension in the areas to which the services are being rendered by the company.
2. The systematic process of finding, selecting, organizing, distilling and presenting information, improves an employee's comprehension in a specific area of interest. Specific knowledge management activities help focus on organization's capacity of acquiring, storing and utilizing knowledge for execution of various assignment, problem solving, dynamic learning, strategic planning and decision making. It also prevents intellectual assets from decay, adds to firm intelligence and provides increased flexibility.
3. Keeping in mind the importance of constant up-gradation and sharing of knowledge, neusource management has introduced an online system for management of knowledge assets. Employees are highly encouraged to make use of it. Usage of knowledgebase is also one of the most significant factors that are given consideration by the management while making decisions related to monthly rewards, promotion, increments etc.

Responsibility

4. Knowledge committee is responsible for:
 - a. Managing the online knowledgebase
 - b. Extending use of knowledgebase for controlled use of general public
 - c. Encouraging employees to be updated in work related skills
 - d. Developing soft skills in employees
 - e. Improving & encouraging conversations between employees for knowledge update of self & others
 - f. Referring suitable cases of non-conforming to disciplinary committee.
 - g. Recommending 2 names each month for best support in knowledge management
 - h. Arranging Saturday update class each month
 - i. Issuing monthly neusource magazine
5. Disciplinary Committee is responsible for:
 - j. Taking suitable actions for referred cases
6. All employees is responsible for:
 - k. Taking Active interest in Knowledge Management Programme

Guidelines

- Log in to the workflow of company on www.neusourceworld.com; after login from the menu on the left side of the dashboard, you are required to choose the 'Knowledge Base' option, which is at the bottom of the menu (look at the figure below).

The screenshot shows the Neusource dashboard interface. At the top left is the Neusource logo with the tagline "Defining the Perfect Outcomes". The top right displays the user's IP address (122.176.74.249), the date (Tuesday, July 30, 2013), and a welcome message for user "Chhavi_344" with a "Logout" link. On the left side, there is a vertical navigation menu with the following items: Dashboard, My Account, Activity, Daily Report, Refer New Client, Refer New Candidate, HR Requisition, Attendance, Attendance Report, Change Password, and Knowledgebase (which is highlighted with a black box). The main content area is titled "Welcome to Excutive Profile" and contains two entries:

- (1.) Total Over Due Activity: 1 **Thought**
- (2.) Total Over Due in 5Days: 1 **"Only those who have learned the power of sincere and selfless contribution experience life's deepest joy: True fulfillment."**



- When you click on knowledge base, you would see the latest contributions submitted by the team mates at neusource. On the right side, you would see a list of folders of different topics, such as excise, service tax, VAT, Income Tax etc. (look at the screen shown below). By clicking on any folder, you will be able to see its contents and download the files you want to.

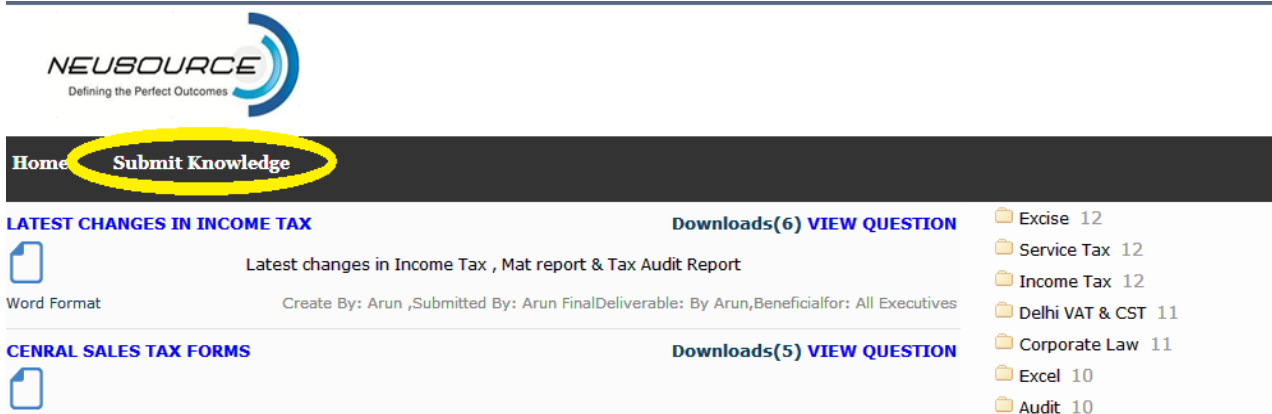
The screenshot shows the Knowledgebase interface. At the top, there are navigation links for "Home" and "Submit Knowledge". The main content area lists several topics, each with a document icon, a title, a "Downloads" count, and a "VIEW QUESTION" link:

- LATEST CHANGES IN INCOME TAX** (Downloads(6) VIEW QUESTION): Latest changes in Income Tax , Mat report & Tax Audit Report. Create By: Arun ,Submitted By: Arun FinalDeliverable: By Arun,Beneficialfor: All Executives
- CENRAL SALES TAX FORMS** (Downloads(5) VIEW QUESTION): Create By: ,Submitted By: FinalDeliverable: ,Beneficialfor:
- DISCRIMINATIVE LEVY OF SERVICE TAX ON CHARTERED ACCOUNTANTS** (Downloads(2) VIEW QUESTION): Create By: ,Submitted By: FinalDeliverable: ,Beneficialfor:
- WORK CONTRACT & SALES TAX** (Downloads(6) VIEW QUESTION): Create By: ,Submitted By: FinalDeliverable: ,Beneficialfor:
- COMPANY REGISTRATION** (Downloads(3) VIEW QUESTION): Create By: ,Submitted By: FinalDeliverable: ,Beneficialfor:
- HARYANA VAT** (Downloads(4) VIEW QUESTION): Create By: ,Submitted By: FinalDeliverable: ,Beneficialfor:

On the right side, there is a sidebar containing a list of folders with their respective counts:

- Excise 12
- Service Tax 12
- Income Tax 12
- Delhi VAT & CST 11
- Corporate Law 11
- Excel 10
- Audit 10
- Accounting 10
- Custom, Import & Export 10
- SEBI 10
- Tally ERP9 8
- PF, ESI & labour laws 6
- Other 5
- Information technology 4
- Foreign Taxation 3
- Soft Skill 3
- Wealth Tax 3
- Haryana VAT & CST 1
- RBI 1
- Luxury Tax 1
- MIS 1
- UP VAT & CST 0
- Rajasthan VAT & CST 0

9. For sharing any knowledge material that you may have gathered from any source and you feel it, worth sharing, that you should upload it on the knowledgebase in form of a file of any format (word ,excel ,power point etc.) . For this, you have to click on ‘SUBMIT KNOWLEDGE’ option (look at the figure below).



10. Next, you are required to fill all the details of the file you are uploading, such as category, format, your name, and then click on ‘SUBMIT KNOWLEDGEBASE’ option at the bottom.
11. Employees should upload only that information which is certainly accurate and correct and related to the areas in which services are rendered by the company. In case they are skeptical about these, they can seek assistance from co-workers or seniors before uploading. Also, they must categorize their files and provide details appropriately and correctly before uploading.
12. Later on the files submitted shall be reviewed and approved by the knowledge committee. The files which do not seem to be appropriate or desirable shall be removed, in order to maintain the efficiency and worthiness of the system.
13. In case of any query or difficulty related to usage of knowledge base, employees should inform the Human Resource Dept. through opening the threads from their workflow id.
14. Employees can also submit self-written articles etc. for publishing in monthly magazine on different topics shown in the knowledgebase

Administration

15. Knowledge committee shall recommend to the management two name every month for consideration of their name for employee of the month.
16. Any case of abusive language or inappropriate content upload shall be referred by Knowledge committee to Disciplinary committee.

Revision History:

Revision	Date	Description Of Changes	Requested By

To receive the full version of this Manual

Send your request

By submitting your requirement on our site in

'Get in Touch' section or

Send your mail at

jai@neusourceindia.com