

(SOP) for Talent Acquisition or HR recruiter

Sourcing:

Manager Requests: The manager raises a request in the CRM portal along with a job description and required timeline.

HR Interview: HR conducts an initial interview with potential candidates to assess their qualifications and fit for the role.

Candidate CVs: HR shares the resumes of qualified candidates over CRM with the manager for review.

Manager Review: The manager reviews the resumes, conducts telephonic interviews, and decides which candidates to move forward with. The manager must respond within three days, either with the Rejection or Confirmation of receiving the resumes, to inform HR of their decision.

Training: After selecting a candidate, HR will Schedule their training. Following the training. A 75% or higher passing score is required to continue the process. After the examination, HR will confirm their result and documents with the respective country manager for further VISA and Ticket processing.

Note: On the day of the test, it is essential to note that the roles of the trainer and examiner are distinct and separate. The trainer instructs and guides the test-taker during the preparation phase. In contrast, the examiner is responsible for administering and evaluating the test.

Joining Process of India:

- Once the Manager Provides a VISA + Ticket to HR, will complete and Conduct the following process.
- Introduction to the contract, including a brief list of policies.
- All the tickets and visas will only be sent through the portal only to HR. The team and HR will hand over the documents to the candidate.

Note: In particular circumstances, managers may approve the provision of tickets only from international airports. However, domestic tickets may be provided if the candidate faces economic challenges.

Contract Signing: HR will provide the candidate with a signed contract, an introduction to the company, and a welcome kit. The candidate must sign the contract and provide any necessary legal documentation within seven working days of arrival in Africa.

The signing of the contract, including the non-compliance clause and data sharing policy.

The candidate will receive a welcome kit, including a company-branded T-shirt and all necessary IDs for accessing the office and its facilities.

Joining Africa:

Following Process shall be completed with the introduction with colleagues.
Contract Signing per local legal terms.

Note:

1. Every staff member's documentation will be done through the CRM portal only.
2. In the event of an appointment without going through these above steps, management Approval over email is required from the Dubai Head Office.
3. To be eligible for the provision of family members staying with the employee, the employee must have completed at least five years of service with the company, subject to management approval. It is to be noted that the company shall only provide provisions for food, flight ticket and visa for wife and children and stay with the employee's family.

Training Policy

As a company, we recognize the importance of investing in the professional development of our Employees. To this end, we provide two types of training: general and specific departments.

Rule Book, Guide, and Devices: We can provide them with the Rulebook and Guide for all the employees placed in Africa. Therefore, they can familiarize themselves with our company's policies and procedures. The HR Department will always ask their respective branch if they agree on the device; we can provide them with a laptop from India.

General Training:

- General training consists of language and introduction training designed to give employees an overview of our company, its values, and its culture. This training is mandatory for all new hires. It may be offered periodically to refresh employee knowledge and ensure consistency in communication. We can also provide training for the CRM portal.
- The training program shall encompass aptitude and CRM portal training.

Specific Department Training:

Module 1: Sales Training

Objective: To provide the sales team with a comprehensive understanding of the Amadeus and Galileo software and how to use them to increase sales.

1.1 Introduction to Amadeus Software

Overview of the Amadeus software and its features Understanding how the software can be used to increase sales Navigation and basic commands

1.2 Introduction to Galileo Software

Overview of the Galileo software and its features Understanding how the software can be used to increase sales Navigation and basic commands

1.3 Amadeus and Galileo Integration

Understanding how to use both software in conjunction with each other How to maximise efficiency and productivity using both software

Module 2: Accounts Training

Objective: To provide the accounts team with a comprehensive understanding of the Infozeal and Busy software and how to use them to streamline accounting processes.

2.1 Introduction to Infozeal Software

Overview of the Infozeal software and its features

Understanding how the software can streamline accounting processes, Navigation, and basic commands.

2.2 Introduction to Busy Software

Overview of the busy software and its feature

Understanding how the software can be used to streamline accounting processes, Navigation, and basic commands

2.3 Infozeal and Busy Integration

Understanding how to use both software in conjunction with each other How to maximise efficiency and productivity using both software.

Module 3: Tourism Training

Objective: To provide the tourism team with a comprehensive understanding of hotel packages and how to sell them effectively.

3.1 Introduction to Hotel Packages

Overview of different types of hotel packages

Understanding the features and benefits of different packages How to upsell hotel packages.

3.2 Effective Selling Techniques

Understanding the customer's needs and preferences identifying potential customers How to sell packages effectively.

3.3 Customer Relationship Management

Building and maintaining customer relationships Understanding customer feedback and how to address it. Overall, this training module will help equip your sales, accounts, and tourism teams with the necessary skills and knowledge to use software, streamline processes, and sell hotel packages

Effectively. By providing targeted training, you can ensure that your team can maximise their productivity and contribute to the success of your organization.

Policy Agreement: Legal Compliance for Country-Specific HR Agreements (Africa)

Purpose:

This policy agreement aims to ensure that all HR agreements and documents comply with the legal laws of the respective countries.

Policy:

Every corresponding branch manager will ensure that, whenever HR sends any agreement to the country manager, the country manager will make changes in the agreement/document according to the legal laws of the respective country.

Procedure:

- HR will provide an HR agreement or document to the country manager.
- The country manager will review the HR agreement or document and ensure that it complies with the legal laws of the respective country.
- If any changes are necessary to ensure legal compliance, the country manager will make the necessary changes.
- The Country Manager must get this agreement signed with the candidate per the country's legal requirements.
- Update the same on CRM Portal.

Scope:

This policy applies to all HR agreements and documents in the respective country.

Note: Please note that the hiring process will remain unchanged if there is an urgent requirement for a candidate. It has come to our attention that an employee was sent to Africa without prior training but with the approval of senior management, including the regional manager, country manager, and branch manager, via email. All other conditions of employment remained the same.

The agreement has to be signed on every trip and updated on Our Company CRM.

Leave Policy for Africa

Company Leaves Policy for Africa Trip:

At Blueberry Group, we understand the importance of work-life balance and encourage our employees to take time off to rest and recharge. The following leave policy outlines the amount of leave employees are entitled to and the guidelines for taking leave.

At Blueberry Group, we understand that life happens and encourage our employees to take time off when needed. We expect our employees to communicate their leave plans with their managers in advance to ensure a smooth transition and that their work is covered during their absence.

Annual Leave:

Employees are entitled to a certain amount of annual leave based on their length of service. The amount of leave is as follows:

Trip 1 - 30 months: 8 weeks break

Trip 2 - 24 months: 6 weeks break

Trip 3 - 18 months: 4 weeks break

Trip 4 - 12 months: 4 weeks break

Note:

Taking leave is voluntary; if an employee chooses not to utilize their leave entitlement that is acceptable. We respect their decision in such cases.

Emergency Leave:

Employees are entitled to take emergency leave in case of a medical emergency or a blood relation casualty. The duration of the leave will be determined based on the severity of the situation. It will be granted at the discretion of the employee's manager. The company does not cover the cost of an Emergency trip.

Note: Trips cannot be extended in the unfortunate event of the death of a blood relative.

Note:

Ticket Expense for Death of Blood Relative:

Please note that if an employee needs to take leave due to the unfortunate demise of a blood relative, the approval process is overseen by management. If the candidate can cover the expenses related to the travel ticket, such an arrangement is deemed acceptable. However, suppose the candidate is unable to bear the cost. In that case, they must submit an email request, which will then be subject to management approval regarding the company's responsibility for ticket expenses.

Marriage Leave:

Leave for attending the marriage of Immediate Blood relatives: Employees may take up to 7 days of leave for a marriage ceremony for their immediate blood relatives. This leave will be granted at the

discretion of the employee's manager and should be requested in advance. The company does not cover the cost of a Marriage trip.

As per our company policy, employees are entitled to take leave to attend the marriage ceremony of their immediate blood relatives. It is important to note that employees will be Responsible for bearing the expenses incurred during their absence. This leave is capped at a maximum of seven (7) consecutive days. It must be pre-approved by the employee's manager.

If an employee requires more than seven (7) days of leave for this purpose, their trip will be extended by three (3) months. It should be noted that during this extended period of leave, the employee's salary will be adjusted per our new compensation structure.

Leave for Personal Marriage:

We understand the significance of an employee's marriage. Therefore, we can provide them leave for a maximum of 15 days. This duration will be considered the maximum allowance for personal marriage leave.

Note:

1. Whenever an employee plans to take a leave, it is mandatory for them to update the leave request on the company's CRM platform. Additionally, the employee must obtain approval from their respective manager via email. HR should be included in the CC for record-keeping purposes.
2. All requests and issues related to the company's operations must be raised and recorded on the CRM system. Any verbal requests made to HR will not be considered.
3. All Holiday requests will be raised and approved on CRM.
4. Breaks during the trips are unpaid.

Annual Leave Policy for Chefs:

At our organisation, we recognize the importance of work-life balance and understand that our chefs play a vital role in the success of our culinary operations. We have implemented the following Annual to ensure their well-being and provide adequate time for personal commitments.

Leave policy specifically for chefs:

Half-Day Leave:

- Chefs are entitled to half-day leave once a week.
- The purpose of this leave is to allow chefs to rejuvenate, spend time and attend to personal matters.
- Half-day leave is considered paid, ensuring that chefs receive regular compensation.

Leave Scheduling:

- Chefs are encouraged to plan and communicate their half-day leave in advance.
- Requests for half-day leave should be submitted to the designated supervisor or branch Manager, following the established leave request procedure.
- While we strive to accommodate preferred leave dates, the final approval will be subject to Operational requirements and the overall leave schedule.



Compliance with Policies:

- Misuse or abuse of leave privileges may result in disciplinary action.

Note: During the absence of chefs on leave, all employees must manage their food requirements. On their own as per the direction of Branch managers.

Transfer Policy in Case of New Candidate

Performance Improvement Plan (PIP): If an employee is not performing well, the organization will implement a Performance Improvement Plan (PIP). This plan will outline specific goals and expectations the employee must meet within a set timeframe to improve performance.

Virtual Training and Development: If the employee struggles due to a lack of training or skill, the organization will provide virtual training opportunities to help them improve their performance. The training will be provided virtually for 15 days in the organization's Jaipur office.

Language Training: If the employee faces a language issue, the organisation will provide language training to help them communicate effectively. Suppose the issue cannot be resolved through training. In that case, the employee may be transferred to another state where the language is not a barrier.

Transfer Process: The transfer process will be initiated by the employee's manager, who will submit a request for transfer to the Regional Manager. The request will be submitted to the Country Manager if there is no Regional Manager. The request will be documented in the organization's CRM. It will include the reason for the transfer, the proposed location, and the expected timeframe for the transfer.

NOC and Approvals: Once the transfer request is submitted, the Regional Manager, Country Manager or Branch Manager will provide a No Objection Certificate (NOC) if the transfer is deemed appropriate. The request will then be forwarded to the HR department and the respective Country Manager for final approval.

Communication: Throughout the transfer process, the HR department will ensure that all communication regarding the transfer is documented in the organization's CRM and that all relevant stakeholders are informed of the progress.

Virtual training can help employees develop their skills, overcome performance issues, and contribute to the organization's success. By providing language training and facilitating transfers to more suitable locations, organizations can ensure that their Employees can perform to the best of their abilities and contribute to the organization's success.

Termination and Resignation Policy of Africa

Termination by the Company:

The company reserves the right to terminate the employment of any employee, with or without cause, at any time. In the event of termination, the company will provide the employee with appropriate notice as required by law.

Resignation by the Employee:

Voluntary Resignation within 30 Months:

Suppose an employee resigns voluntarily within the first thirty months of employment. In that case, they will be required to serve a notice period of sixty days. In addition, the employee will be responsible for reimbursing the company for airfare, visa, and training expenses, which amount to 1, 50,000 INR + Return ticket.

Exit Formalities:

Upon termination or resignation, the employee must return all company property in their possession, including but not limited to laptops, mobile phones, keys, and security passes. The employee must also complete all exit formalities the company outlines. The employee will not be paying any exit charges.

Confidentiality and Non-Competition:

Upon termination or resignation, the employee must abide by the terms of any confidentiality or non-competition agreements signed during their employment.

Dispute Resolution:

Any disputes arising out of an employee's termination or resignation will be resolved per the laws of the country in which the employee is employed.

Non-Competitive Company Policy

Our company values collaboration, transparency, and ethical behaviour in all business dealings. Therefore, we have a non-competitive company policy, which prohibits employees from using company resources or information for personal gain or the benefit of a competing organisation.

This policy is designed to protect the company's intellectual property, trade secrets, and confidential information and maintain a level playing field for all businesses in our industry. Violating this policy may result in disciplinary action, including termination of employment.

Data Sharing Privacy Policy

Our company respects the privacy of our customers and takes data security very seriously. We only collect personal information necessary for conducting business and providing high-quality services to our customers. We do not share customer data with third parties except as required by law or as Necessary to fulfil customer requests.

In cases where data sharing is necessary, we ensure appropriate safeguards are in place to protect customer data. We do not sell customer data to third parties for marketing or other purposes.

We regularly review and update our data-sharing privacy policy to reflect business practices or legal requirements changes. We encourage our customers to review this policy periodically and contact us with any questions or concerns.

We hope this information provides clarity and reassurance regarding our non-competitive company and data-sharing privacy policies.

Termination Procedure:

Suppose an employee is terminated from their respective branch. In that case, the branch manager needs to include HR in the email notification and provide the reason for the termination, including the last day of the employee, the return ticket date, and the date the employee arrived in India.

Note: Employees will not pay any exit charges if the company terminates.

Performance Improvement Plan (PIP):

If there is a work issue, the manager should put the employee on a PIP (Performance Improvement Plan) and provide support to help them improve their work. If the employee cannot improve their performance after the PIP, the manager may terminate their employment. However, in the PIP email, HR must be included to ensure that the manager works on the employee's improvement plan and provides necessary training.

Amendments to the Policy:

The company reserves the right to amend or modify this policy at any time, at its sole discretion. We hope this updated policy clarifies termination and resignation procedures for our African employees. Please do not hesitate to contact HR with any questions or concerns.

Policy on Death on Duty or Casualty or Disability for Africa

- **Definition:** Death on Duty refers to the unfortunate event of an employee's death while performing their job duties at the workplace or during business travel in Africa.
- **Notification:** In the event of an employee's death on duty, the employer should be notified immediately. The employer should inform the employee's family and offer any assistance required.
- **Health Insurance:** The Company aims to provide health insurance to its employees in Africa; however, it may not be possible in certain countries. The company is committed to making every effort to provide insurance for its employees.
- **Compensation:**
 1. If the insurance company disburses payment, the company shall not extend any further compensation.

OR

2. If the insurance company declines payment, the company may provide up to 12 months' worth of salary, capped at a maximum of 30 lakhs. If the employee has completed their second trip, the maximum amount increases to 50 lakhs.
- The company will support the family of the employee who died on duty in Africa. It could include counselling, financial assistance, and any other support that the family may require.
 - **Review:** The policy should be reviewed periodically to ensure it is up-to-date and aligns with the company's goals and values.
 - The policy should be reviewed regularly to ensure that it effectively prevents Death On Duty incidents in Africa. The company should take steps to continuously improve the policy and ensure that it is aligned with the company's goals and values.
 - The compensation payable to an employee's beneficiaries in the event of the employee's death shall be at the manager's discretion. It is to be noted that the management reserves the right to disapprove compensation if the cause of the employee's demise is due to the employee's carelessness.

Policy on Any Accident or Handicapped on Duty

Definition: Any Accident or Handicapped on Duty refers to any unfortunate event that leads to an employee's disability or handicapped status due to work-related or non-work-related.

Notification: In case of an employee's disability or handicapped status due to any accident, the company must be notified immediately. The employer should offer any assistance required to the employee and their family.

Medical Expenses: The Company is committed to providing medical coverage to its employees, but due to legal limitations in some African countries, it may not be possible to do so. The company will bear all expenses for treating work-related or non-work-related diseases or accidents. The company will try its best to provide medical claims for its

Employees. However, the company will still provide financial support for the employee's medical expenses if it is impossible.

Compensation: If an employee becomes permanently handicapped or disabled due to a work-related or non-work-related disease, the company will provide compensation equivalent to 12 months of salary to the employee's family as a gesture of support.

1. In an accident resulting in a disability that renders an employee unable to perform work duties, the company may offer remuneration for twelve months if the insurance company provides no compensation.
2. If the insurance company extends payment to the employee, the company shall not be liable to offer compensation to the said individual.

Support: The Company will support the employee and their family in case of any disease or handicapped on duty. It could include counselling, financial assistance, and any other support the employee or their family may require.

The policy should be reviewed regularly to ensure that it effectively prevents Any Disease or Handicapped on Duty incidents. The company should take steps to continuously improve the policy and ensure that it is aligned with the company's goals and values.

Note: The company should not be liable to pay for any disease, whether diagnosed so far on during employment or not. The company shall only provide an amount. Only in case of casualties during working hours.

Dress Code Policy

- Only formal shirts and pants are allowed on all working days.
- Sports shoes are not permitted in the workplace at any time.
- On Fridays and Saturdays, employees are allowed to wear Blueberry T-shirts.
- On Saturdays, employees are permitted to wear jeans and formal pants.
- All clothing must be clean, neat, and in good condition.
- The dress code applies to all employees, including management positions.
- Employees who violate the dress code will be subject to disciplinary action.

This policy aims to establish a professional and consistent appearance among all employees while allowing some flexibility for casual dress on specific days. The policy also emphasizes the importance of maintaining a clean and neat appearance in the workplace.

POSH and Sexual Harassment Policy/Anti-Discrimination Policy

Purpose: Begin the policy with a statement on the company's commitment to creating a workplace free of discrimination and harassment.

Definition: Define sexual harassment and discrimination clearly so that employees understand what kind of behavior is unacceptable.

Prohibition: Clearly state that the company prohibits sexual harassment and discrimination of any kind in the workplace, whether by employees, managers, vendors, or clients.

Complaint Procedure: Establish a transparent and confidential process for employees to report any incidents of sexual harassment or discrimination, including the contact information of the company's designated internal committee or external authority.

Investigation and Resolution: Describe the procedure for investigating complaints, including the Appointment of a designated person to oversee the investigation and to take appropriate action against the perpetrator. Outline the disciplinary actions that will be taken against individuals found to have violated the policy.

Prevention: Establish a system for educating employees about the policy, including providing training sessions, workshops, and other materials to create awareness about the harmful effects of harassment and discrimination. Encourage employees to report any incidents of harassment or discrimination that they witness.

Non-Retaliation: State that retaliation against any employee who makes a complaint or participates in an investigation is strictly prohibited and that appropriate disciplinary action will be taken against those who retaliate.

Monitoring and Review: Outline the procedure for monitoring the policy and periodically reviewing it to ensure that it is effective in preventing harassment and discrimination in the workplace.

These fundamental elements could be included in a policy on POSH and Anti- Discrimination. The policy should be communicated clearly to all employees, and all employees should be required to sign an acknowledgement indicating that they have read and understood the policy.