

CODE OF CONDUCT FOR WORKMEN & UNION REPRESENTATIVE

1. Each representative must report for work in his Section / Department at the beginning of his scheduled shift and do the allotted work at least up to one hour before the close of shift. He may attend the Unions work during the last one hour of his shift whenever required with the permission of his Supervisor.

However, the office bearers of the Union will be allowed to leave the work place 2 hours before the end of the shift to attend Union work.

2. Except 8 Office bearers of the Union all other representatives shall work in shift allotted to them.
3. All major grievances be noted down and shall be discussed in the meeting of Office bearers with the Management once a month.
4. All on duty accident will be dealt with by the concerned persons only from the Personnel Dept. In case of accident of serious nature one co-worker from the injured person's department may accompany if required.
5. Canteen matters shall be dealt with by the Canteen Committee only, others will not interfere in the working of the Canteen.
6. Discipline at all levels is the basic foundation for smooth functioning of the production activity and it is management's prerogative to maintain discipline and is not negotiable. There shall not be any interference by the Union Representative in the disciplinary matters. If they have any point to discuss that can be discussed with Personnel Department and not at the shop floor level.
7. They will promote constructive co-operation at all levels and abide by the Spirit of agreements / understandings and prevailing practices.
8. They will educate the workers about their obligations under the various statements.
9. They will not engage in any form of physical duress to press their demands.
10. They will not indulge in demonstrations or rowdism.
11. They will discourage unfair practices among workers such as negligence of duty, careless operation, damage to property, interference or disturbance in normal work and insubordination.
12. Affirm their faith and bind themselves to settle all differences, disputed demands, grievances thru mutual negotiations.
13. They will not bypass the procedure / system laid down for settling grievances either individual or group.

14. Workmen shall not take any action individually or collectively by a group of workmen contrary to what has been agreed and understood. Any such action shall be treated as breach of settlement.
15. All the workmen including Union Representatives shall start their respective work at the start of their respective shift.
16. Workmen shall not sit beyond the allotted time for tea/snacks/lunch/dinner etc.
17. Workmen shall not leave their workplace without permission of their immediate Supervisor.
18. Workmen shall not waste time in discussing any personal matters during working hours.
19. There shall be no loitering by the workmen from one department to another department or main office or any other premises of the factory.
20. Workmen shall not waste time by frequently visiting the first aid rooms under the pretext of false sickness.
21. All workmen must use their uniforms, shoes, ID badges, safety goggles, masks, etc., whilst on duty.
22. Any work related to Union or Co-operative Credit Society will be done after 3.00 p.m. and with prior approval from concerned Supervisor.
23. Workmen shall not use mobile phones while on work and in the department.
24. Union and their committee members shall strive for work culture.
25. For settling grievances / disputes Union and workmen shall strictly adhere to the grievance procedure.

GRIEVANCE HANDLING PROCEDURE

In order to streamline the day to day working so that time of various offices at various levels is not wasted in handling individual grievances, it is essential to formulise a procedure for handling individual grievances and group grievances.

1. Individual Grievance

The concerned workman shall approach his immediate supervisor with his grievance, either in writing or orally. Immediate supervisor will consult his head of department and make efforts to settle the grievance and inform the workmen within a weeks time.

If the Supervisor is unable to solve the grievance or the workman concerned is not satisfied, he can represent his case to his HOD with a copy of Grievance to Divisional Personnel Office (DPO). HOD with the assistance of DPO will settle the grievance and inform the concerned workman within a weeks time.

If within the stipulated time the grievance is not settled, the DPO will take up the matter with the Plant Head and also the Central Personnel Department. Plant Head in consultation and assistance from Dy. G. M. (I.R.) will settle the grievance and inform the workman within a weeks time.

If the workman is still not satisfied he can approach the Jt. President (P&A) for settling his grievance. The decision of the Jt. President (P&A) will be final and no other channel will be used by the workman. During the process workmen can avail help from his departmental representative.

2. Group Grievance:

To regulate the Departmental Grievance related to working conditions, canteen and other services the following procedure shall be followed.

1) If the Issue is confined to the department:

- a) The department representative of Union will inform the department head about the problem and he will try to resolve it immediately.
- b) If it is not possible to solve it at the level of Department Head, then he will involve the concerned DPO and will organize a departmental meeting to resolve the issue. The procedure for departmental meeting shall be as follows:

Procedure for Departmental Meetings:

Purpose	-	To discuss Departmental work Problems
Composition	-	Department Heads, DPO and concerned superiors

- Departmental Union representatives and concerned central Union representative and if required concerned workmen not more than 3.
- Frequency - As and when required with prior notice of minimum 3 days. However in case of emergency or any urgent matter the concerned departmental head / DPO may be contacted personally or over telephone.
- Procedure -
- a) If the issue is still unresolved the joint secretary or VP of the concerned plant or VP General may take up the grievance / dispute in writing in the monthly union meeting with Personnel Department.
 - b) If the grievance / dispute is still not resolved the union may take up the matter through its President and General Secretary with Jt. President (P&A) to find an amicable solution. The decision taken at this forum will resolve the grievance / dispute finally and bind all concerned.

2) If the Issue is related to more than one department:

- a) The department representative of Union through their central leadership will bring the issue to Dy. General Manager, IR.
- b) The issue will be settled in a meeting of Central Union Leaders and the management representatives for which the following procedure shall be followed.

Procedure for Departmental Meetings:

- Purpose - To discuss and settle general problems
- Composition -
- a) Joint President (P&A) / General Manager, Dy. General Manager, DPO's and Time Office in charge and concerned departmental head / supervisor as and when required.
 - b) Union Office bearers and concerned department representative as and when required.
- Frequency - Once a month – Last Saturday of the month.
- Procedure -
- i) The union office bearers will prepare agenda for discussion and give it to Dy. General Manager, IR a week in advance before the scheduled date of meeting.
 - ii) The Dy. General Manager, IR will give company's agenda for discussion to Organising Secretary a week in advance of the date of the meeting
 - iii) The number of persons who attend such meetings shall be restricted and only the office bearers or persons specifically called shall attend such meetings.

- iv) Minutes of the meeting shall be prepared by Dy. General Manager, IR and a copy of the same shall be given to Union within a week's time. In the next meeting the minutes of the previous meeting will be confirmed.
- v) If the issues are still unresolved the Union may take up the matter through its President and General Secretary with Jt. President (P&A) to find out an amicable solution. The decision taken at this forum will resolve the issue finally and bind all concerned.
- vi) For any urgent matter or emergency the concerned plant office bearers / departmental representatives may contact the concerned authorities such as departmental head, Plant Incharge, DPO, Dy. G.M.(P&A), G.M. (P&A) & Jt. President (P&A).
- vii) For any urgent issue from managements side Jt. President (P&A) or G.M.(P) may call an urgent meeting of union office bearers to discuss the matter.