



**Telepsychiatry Research  
and Innovation Network**

# **Human Resource (HR) Policy**

## **Introduction**

Telepsychiatry Research and Innovation Network Ltd is the leading mental health research organization in Bangladesh conducting research ensuring equity, ethical approach for all of its team members. The team members of TRIN judgment This is the first platform in Bangladesh to provide digital mental health services and research human behavior problem collaborating with Computer Science. We ensure top quality evidence based mental health service at individual and institutional level, empower people and energize community, conduct impactful research, and provide opportunity for global collaboration for better mental health care. We believe that mental health should be treated just like any other health condition. That's why we begin with primary care. We arm doctors with the right tools to diagnose patients and easily refer them to a trusted network.

TRIN provides best quality evidence based mental health services at individual and institutional level, empower people and energize community with information, conduct impactful research and provide opportunity for global collaboration.

## **Equal Employment Opportunity (EEO) Policy Statement**

TRIN 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. TRIN 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, and 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. TRIN will take whatever affirmative action is necessary to attract and retain qualified persons.

### **Purpose**

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

## **Policy**

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 TRIN's staff recruitment and retention processes.

## **Policy Interpretation, Appeal and Revision**

### **Purpose**

In order to administer Human Resources Policies and Procedures, there must be continuous interpretation of the intent and effect of the policies. Human Resources is available for interpretation of these policies. The Managing Director is responsible for final interpretation and will decide necessity for reviews, interpretations or possible revisions of the policies.

### **Policy**

All policies are subject to review and periodic revision. Reviews of policies occur as new circumstances arise, as new laws and regulations are enacted, and as employees identify and present concerns.

### **Process**

Revisions of policies may take place as substantial change necessitates. Suggestions or recommendations for revisions should be directed to the Managing Director of Human Resources.

In the event of a conflict between these Human Resources Policies and Procedures and applicable federal and state laws, the terms of the applicable law shall automatically control.

## Grievances:

### Policy

TRIN supports the right of every employee to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, TRIN will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved. Managers will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

### Procedure

1. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.
4. If the grievance still can't be resolved, refer the matter to the most senior manager for consideration and a final decision. A grievance taken to this level must be in writing from the employee.

## General Policy on Personal Conduct

TRIN expects its employees to maintain a high standard of conduct and work performance to make sure the service and research maintains its good reputation with clients. Good personal conduct contributes to a good work environment for all.

This involves all employees:

- informing all policies and procedures
- treating colleagues with courtesy and respect
- treating customers and clients in a professional manner at all times

- working safely at all times

If any concerns regarding misconduct arises, please refer to: Whistleblower Policy, TRIN Research Misconduct Policy, Bullying and Harassment Policy, Children and Vulnerable Adults Safeguarding Policy.

## Recruitment Policy

Our business always aims to employ the best candidates based on merit and competence.

### Procedure:

1. The recruitment circular may publish in the website, daily's or exclusively dedicated job portals.
2. Create a simple position description for the job covering key activities, tasks, skills required, expectations, deliverables and safety considerations. When advertising, avoid discriminatory language e.g. young person. Target the attribute e.g. we seek an energetic person.
3. The candidates may get 2 weeks for submitting their application.
4. The recruitment process may include some or all of these: an application form, interviews, practical testing, and reference checks for their deserved role
5. Give the successful candidate a letter of appointment setting out clear terms and conditions. This includes the nature of employment e.g. permanent, part time, and casual. The letter should include a welcome note and start details.
6. Once the candidate has accepted, contact the unsuccessful candidates as a matter of courtesy.

## Employment Type

### Policy

Our business always aims to employ the best candidates based on merit and effort time.

### Procedure:

1. There shall be two types of employment- a) Full Time Effort Based b) Part Time 2. All employees will get their individual ID card, Profile, Appointment Letter, and Visiting Card.
3. Based on the time sheet they shall meet their effort.
4. Others benefit shall be maintained monthly or yearly by TRIN Ltd.
5. Income Tax shall be strictly maintained by TRIN Ltd. as per as Government Tax and

Policy based.

## **Induction Policy**

TRIN will make sure all new employees feel welcome and are ready to start work safely and competently.

### **Procedure:**

Complete an induction plan for each new starter with details of:

- introductions
- welcome tea
- workplace tour
- OH&S procedures and evacuation
- business overview
- who's who
- a working safely plan
- training plan
- IT system orientation
- copy of the Fair Work Information Statement
- policy and procedural requirements, e.g. equal employment opportunity

### **Training Policy:**

TRIN will give employees adequate training to do their job safely and competently. Our business believes training is a two-way process. We encourage employees to participate and to highlight any gaps in their own skills or knowledge they believe they have.

Training includes internal on-the-job training, written instructions such as standard operating procedures, coaching, external training and courses. Safety training takes precedence.

### **Probation Policy:**

Probation is a period of review and appraisal to make sure both the business and the employee are satisfied the role is as advertised, and is being performed satisfactorily. Ongoing permanent employment is given only when the employee satisfactorily completes their probation period of 3 months.

## Procedure

1. Give informal and formal appraisal during the probation period of 3 months. 2. Give at least one formal appraisal four weeks before the end of probation. 3. At the end of the probation period, complete a final probation appraisal and advise the employee of the result.

## Occupational Health and Safety Policy:

TRIN will, as far as practicable, provide a safe work environment for the health, safety and welfare of our employees, contractors, visitors and members of the public who may be affected by our work.

To do this, TRIN will:

- develop and maintain safe systems of work, and a safe working environment
- consult with employees and health and safety reps on safety
- provide protective clothing and equipment, and enforce its use
- provide information and training for employees
- assess all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly review these risks
- remove unacceptable risks to safety
- provide employees and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)

Ultimately, everyone at the workplace is responsible for ensuring health and safety at that workplace.

All persons responsible for the work activities of other employees are accountable for:

- Identifying practices and conditions that could injure employees, clients, members of the public or the environment

- Controlling such situations or removing the risk to safety. If unable to control such practices and conditions, report these to their manager
- making sure workers use personal protective equipment (PPE), training workers to use PPE correctly
- making sure PPE is maintained and working properly

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

## Discrimination, Sexual Harassment and Bullying

TRIN is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal. Please refer to Bullying and Harassment Policy.

For the purposes of this policy, the following definitions apply:

### **Discrimination:**

**Direct discrimination** occurs when someone is treated unfairly and is disadvantaged because of a personal characteristic that is protected under Bangladesh Labour law.

**Indirect Discrimination** occurs when a rule seems neutral, but has a discriminatory impact on certain people. For example a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.

**Sexual harassment** includes unwelcome conduct of a sexual nature in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

**Workplace bullying** may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

TRIN provides equal opportunity in employment to all suitably able people without discrimination.

They include:

- age
- breastfeeding
- carer status
- disability/impairment
- employment activity
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- personal association with someone having any of these characteristics
- physical features
- political activity/belief
- pregnancy
- race



- religious activity/belief
- sex
- sexual orientation

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below.

Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their manager. Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

## Leave Policy

### General Leave Policy

Unless specified otherwise, employees referred to in this policy mean permanent full-time or part-time employees.

All employees are entitled to leave in accordance with the relevant awards or agreements and statutory provisions. Where the entitlements or practices in this document conflict, the applicable award, workplace agreement, employment contract or employment law takes precedence.

All planned leave has to be mutually agreed, and take into account workloads and the employee's needs. Leave must be approved in advance, except when the employee can't anticipate the absence. Any documents regarding leave will be kept on the employee's personnel file.

### Annual Leave Policy:

Each employee is entitled to a minimum of 18 days annual leave a year. Leave entitlements are calculated from the date they started work and accrue in accordance with workplace relations legislation or industrial instruments. Annual leave counts towards continuous service (used when calculating long service leave). Applications for annual leave need to be lodged minimum 1 week in advance.

An employee is expected to take accrued annual leave for business close down periods. If insufficient leave is accrued, TRIN may direct an employee to take unpaid leave.

TRIN will decide on a case-by-case basis whether it will agree with an employee to 'cash out' annual leave as permitted by workplace relations legislation or any industrial instrument. In some circumstances, leave in advance of what leave has accrued may be approved. This is conditional on the employee agreeing to the business deducting any advance in the event of

termination, or to the employee accepting leave without pay.

## **P e r s o n a l ( s i c k ) l e a v e p o l i c y**

An employee is entitled to a minimum of 10 days of personal/carer's leave every 12 months which can all be taken as carer's leave if required. Paid personal leave accrues at the rate of 2 days per month of service and is cumulative.

An employee should notify his/her manager as soon as possible if they are unable to attend work due to illness or injury. Management, at its discretion, may request evidence such as a medical certificate showing that the employee was entitled to take personal leave during the relevant period.

## **M a t e r n i t y L e a v e**

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 seven 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 12 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.

## **Paternity Leave Policy:**

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 15 days 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.