

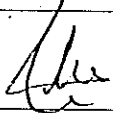


EMCO Industries Limited
Lahore-Pakistan

CORPORATE PROCEDURE

**NEW EMPLOYEE ORIENTATION
POLICY**

DOCUMENT NO. : PCEO01
ISSUE NO. : 03
ISSUE DATE : 01-SEP-2006

First Issue: 01-Jan-1999

	NAME & DESIGNATION	SIGNATURE	DATE
WRITTEN BY:	Muhammad Arslan Asstt. Manager (HR)		1-9-06
REVIEWED BY:	Anees Khan Manager (HR&QA)		1-9-06
APPROVED BY:	Haris Noorani Director (HR)		1.9.06

Controlled Copy, Do Not Duplicate or Remove

D:\ISO-9001\Corporate Documents\Corporate Procedures\PCEO01.doc

For Internal Use Only

CONTROLLED COPY
DO NOT DUPLICATE

EMCO INDUSTRIES LIMITED LAHORE, PAKISTAN	NEW EMPLOYEE ORIENTATION POLICY	
CORPORATE PROCEDURE	DOC. NO: PCEO01 ISSUE: 03 DATE: 01-SEP-06	PAGE REV: Nil REV DATE: Nil PAGE 1 OF 5

AMENDMENT SHEET

ISS. #	DATE	PAGE #	SECTION	SUB- SECTION	NATURE OF AMENDMENT	DONE BY

EMCO INDUSTRIES LIMITED LAHORE, PAKISTAN	NEW EMPLOYEE ORIENTATION POLICY	
CORPORATE PROCEDURE	DOC. NO: PCEO01 ISSUE: 03 DATE: 01-SEP-06	PAGE REV: Nil REV DATE: Nil PAGE 2 OF 5

1. **TITLE:**

New Employee Orientation Policy.

2. **SCOPE:**

This procedure is applicable to new entrants appointed against a permanent vacancy.

3. **PURPOSE:**

The purpose of this procedure is to ensure that the new entrants, regardless of their classification, on the day of joining EMCO receive information regarding rules, regulations, procedures and practices specific to Emco Industries Limited.

4. **PROCEDURE:**

The orientation of the new employee will be carried out by officers of the relevant department who will be known as "Conducting Officers". Table No.1 shows the various ranks of employees and their Conducting Officers.

TABLE NO.1

EMPLOYEE RANK		CONDUCTING OFFICER
1.	All Workers	Clerk to Assistant Manager of HR Department, Supervisor to Officer/Engineer of concerned department.
2.	Supervisor to Deputy Officer/Engineer, Foreman-III to Superintendent-I	Officer to Deputy Manager of HR Department, Officer/Engineer to Deputy Manager of concerned department.
3.	Officer/Engineer to Deputy Manager	Assistant Manager to Manager of HR Department Assistant Manager to Manager of concerned department.
4.	Manager to General Manager/Chief Officer	Director (HR) or any Director in his absence.

The three stages of orientation are:

4.1 **STAGE-1: ORIENTATION TO THE ORGANIZATION:**

- Welcome the new employee by shaking hands.
- Offer him a cup of tea.

On the very first day, the new hiree, if he is a member of the management staff, will be introduced to senior staff members of the plant by the Conducting Officer of the HR Department. This will be done so as to give confidence to the orientee and to make him feel as a member of Emco team. Worker orientees will be welcomed by the Head of Department. A new staff employee, of the rank of Officer/Engineer and above, will spend some time in different sections/departments so as to have a better idea about the diverse activities of each department.

EMCO INDUSTRIES LIMITED LAHORE, PAKISTAN	NEW EMPLOYEE ORIENTATION POLICY	
CORPORATE PROCEDURE	DOC. NO: PCEO01 ISSUE: 03 DATE: 01-SEP-06	PAGE REV: Nil REV DATE: Nil PAGE 3 OF 5

First stage orientation shall be conducted by the Human Resource Department, wherein new entrants will be informed about the following points:

1. History and philosophy (see Vision & Mission Statement in Section 5) of the organization & sister companies.
2. Key Administrative and HR related policies and procedures.
3. Brief introduction to ISO 9001 Quality Management System and Quality Policy (See Section 6).
4. EOBI & Social Security, Group Insurance, Provident Fund, etc.
5. Salary issues.
6. Attendance & Leave Rules.
7. Disciplinary matters & conduct.
8. Canteen or Mess facility, etc.
9. Performance appraisal.
10. Employee training (internal and external).

After the completion of first stage of orientation, the new entrant will be handed over to the concerned Head of Department who will either depute someone or carry out the second stage of the orientation himself.

4.2 STAGE-2: ORIENTATION TO THE DEPARTMENT:

The subject matter which the Conducting Officer shall cover in the second stage of orientation will include:

1. History of the department e.g. year of establishment, special events (e.g. accidents, new machinery installed).
2. Department role and relationship to other departments:
 - What activities the department performs?
 - Who are the internal/external customers of the department?
3. Department goals and objectives; give the hiree his personal goals on completion of the orientation.
4. Relevant policies, procedures, rules and regulations, peculiar to the department.

On the completion of the second stage, the third stage of the orientation will be initiated.

4.3 STAGE-3: ORIENTATION TO THE JOB:

The Head of Department/Section Incharge will conduct the third stage of the orientation.

1. Introduce the new employee with other team members.
2. Show him the workplace where he will perform his duties.
3. Attach a mentor with him who will guide and train him in all aspects of the job.
4. Ensure that new employee will be trained in all aspects of the job.
5. Encourage him to ask questions.

The subject matter that shall be covered under this stage will include:

ENCO INDUSTRIES LIMITED LAHORE, PAKISTAN	NEW EMPLOYEE ORIENTATION POLICY	
CORPORATE PROCEDURE	DOC. NO: PCEO01 ISSUE: 03 DATE: 01-SEP-06	PAGE REV: Nil REV DATE: Nil PAGE 4 OF 5

- i. Detailed explanation of the job based on the person's job description:
 - The Section/Department Incharge will familiarize the new employee with his job description.
 - The Incharge will explain to the internee, what will he do? How will he do it? Who will be his colleagues/coworkers? To whom will he report?
- ii. Discussion of common problems and advice on how to avoid them:
 - Explain what to do if something goes wrong.
 - Discuss the man and machine (if any) related problems or advise him how to avoid them.
- iii. Expected Performance Standards: Show him samples, examples or documented specifications of expected product & process standards.
- iv. Over view of the relevant documents and reports being used:
 - What are Work Instructions?
 - Explain why it is important to follow procedures/work instructions?
 - Explain where the procedures/work instructions can be found?
- v. Instructions regarding the use & precautions of any equipment: How, when and where to use them.
- vi. Health and safety measures: Personal hygiene, safety while working.
- vii. Training in procedures, work instructions and maintaining employee training record (See Training Procedure).
- viii. Ensure that he is aware of the relevance and importance of his activities and how he contributes to the achievement of the quality/department objectives.

Expected Behaviour: Explain to him the importance of good behaviour, punctuality, respect towards all employees/workers, sacrificing self over others to meet organizational objectives, being open-minded, willing to listen & bear others' opinions.

The New Employee Orientation Form No.HR03, that covers all the matters to be covered during the three stages of the orientation by Human Resource Department and the concerned department, should be used for each new employee. This form is to be filled out and returned to the Human Resource Department after all stages of the orientation have been completed.

5. VISION & MISSION STATEMENT:

All new employees should be explained the Vision & Mission Statement of the Company and they should be encouraged to follow it in letter and spirit.

5.1 VISION STATEMENT:

“To become the company of first choice through innovation, commitment to quality, efficiency, reliability and fulfillment of stake holders' expectations.”

EMCO INDUSTRIES LIMITED LAHORE, PAKISTAN	NEW EMPLOYEE ORIENTATION POLICY	
CORPORATE PROCEDURE	DOC. NO: PCEO01 ISSUE: 03 DATE: 01-SEP-06	PAGE REV: Nil REV DATE: Nil PAGE 5 OF 5

5.2 MISSION STATEMENT:

“EMCO, the pioneer of ceramics in Pakistan, is committed to producing high quality ceramic products, which include high tension porcelain insulators, decorative Wall & Floor Tiles and other related products. At Emco, we firmly believe in full satisfaction of our customers, employees and all other stake holders.

Quality is our professional obligation. Hence, we train ourselves constantly to improve the quality of our products. In complete harmony with raw material suppliers as partners, we prefer to use Pakistani raw materials as part of our process of indigenization. We are committed to make research and development our forte in developing new products and innovative production processes.”

6. QUALITY POLICY:

The following Quality Policy shall be explained to each employee in order to inculcate an awareness of the importance of meeting and exceeding customer expectations as no organization can exist without its customers:

QUALITY POLICY

“TO PROVIDE QUALITY PRODUCTS AND SERVICES TO THE SATISFACTION OF THE CUSTOMER”

This will be achieved by:

- Maintaining Sustainable Growth.
- Compliance with legal & regulatory requirements that subscribe to our products.
- Considering suppliers as our partners.
- Continual Improvement of Processes focused on:

- ⚡ Total Quality Management
- ⚡ Innovation and characterization.
- ⚡ Technical Skill and Advancement.
- ⚡ Cost Effectiveness.

Creating a Culture which:

- ⚡ Encourages team effort.
- ⚡ Recognizes and values the individual’s contribution.
- ⚡ Gives the individual an opportunity to enjoy and excel in his work.
- ⚡ Supports career planning and development.
- ⚡ Encourages the individual to put his best to achieve the shared vision.

Every employee has the responsibility to build quality into the product.

7. REFERENCES:

7.1 Training Procedure, Doc. No.PCTR01.

8. RECORDS:

8.1 New Employee Orientation, Form No.HR03.



NEW EMPLOYEE ORIENTATION

DATE: _____

NAME: _____

FATHER'S NAME: _____

DESIGNATION: _____

DEPARTMENT: _____

STAGE 1: ORIENTATION TO THE ORGANIZATION:

- i. History and philosophy (Mission & Vision) of organization.
- ii. Employee benefits: Uniform, Shoes, Soap, Towel, Loans Wedding/Bicycle, Motorcycle, Haj, Fair Price Shop, Transport
- iii. Brief introduction to ISO 9001 Quality Management System.
- iv. EOBI & Social Security Registration, Group Insurance Coverage, Provident Fund, Gratuity
- v. Performance Appraisal
- vi. Attendance & Leave Rules.
- vii. Disciplinary matters/conduct, Health & Safety (Narcotics, Personal Hygiene)
- viii. Canteen or Mess facility
- ix. Employee Training (internal & external)

Signature
New Hiree

Conducting Officer
HR Department

STAGE 2: ORIENTATION TO DEPARTMENT:

- i. History of the department.
- ii. Department role in the organization and its relationship to other departments.
- iii. Department goals.
- iv. Diversity of activities & functions.
- v. Relevant policies, procedures, rules and regulations.

Signature
New Hiree

Conducting Officer
Concerned Department

STAGE 3: ORIENTATION TO THE JOB:

- i. Detailed explanation of the job based on job description.
- ii. Discussion of common problems and advice on how to avoid them.
- iii. Expected performance standards.
- iv. Over view of the relevant documents and reports.
- v. Instructions regarding the use of any equipment with precautions.
- vi. Human Safety measures.
- vii. Training procedures, work instructions & maintaining employee training record.
- viii. Awareness of importance of his activities & contribution to achievement of quality/departmental objectives

**CONTROLLED COPY
DO NOT DUPLICATE**

Signature
New Hiree

Conducting Officer
Concerned Department