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INTRODUCTION

The word independent embodies the philosophy of the idea which has transformed into Medical College. The vision was to nurture and develop independent thinking individuals. The idea was conceived by founder and chairman Professor Mohammad Shuja tahir. The dream was converted into reality with a team of renowned Medical teachers and specialists who shared the vision.

Independent Medical College has been recognized by the Pakistan Medical and Dental College for over a decade, covering our College of Medicine (M.B.B.S). Various Departments are accredited for training of FCPS part II with College of Physicians and Surgeons Pakistan.

This recognition gives our graduates full eligibility to take their education to the next level by completing further education and appearing in professional examinations on a global scale – a step many of our graduates have taken – in the US, UK, Europe, and more. These include all of the United States medical licensure examinations, Royal College of England medical certifications, as well as full clearance to appear in the National Dental Board (NBD) part 1 + 2 exams, to just name a few.

Our PMDC recognition also allows students, upon graduation, to obtain residency in medical facilities around the world so that students may utilize their degree and education to the maximum level.

Independent University Hospital (IUH) is the affiliated teaching hospital of Independent Medical College (IMC), Faisalabad-Pakistan . It is a tertiary care hospital with 600 beds located in the heart of thickly populated area the city of Faisalabad, Pakistan.

It provides 24-hour 7 days a week coverage for almost all the specialties. It provides both inpatient and outpatient services and is fully equipped with latest state-of-art diagnostics and highly skilled and competent healthcare professionals enabling it to provide affordable quality care to patients.

The hospital is approved by PM&DC for house job in various specialities. The hospital is licenced by Punjab Health Care Commission as a tertiary care hospital. The hospital is accredited for FCPS-II trainee in various disciplines. The hospital also has its own Nursing College & College of Paramedics for training of Allied health professionals.

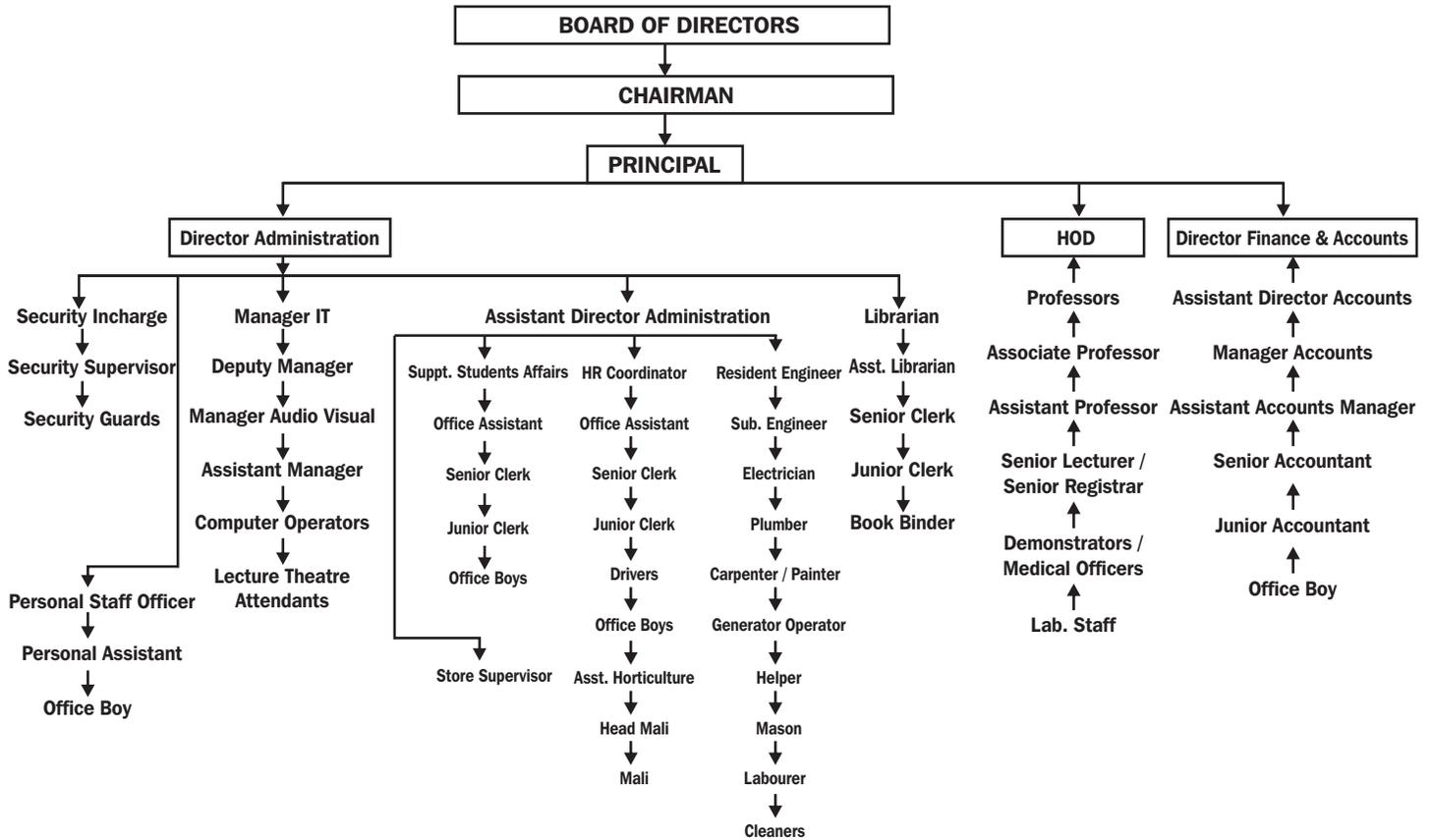
Independent University Hospital is providing health services to the community. Minimal invasive surgery and Endoscopy services are available at doorstep of local community. Diagnostic facilities such as MRI, CT Scan, Sonography and Digital X-Ray are also available. The maternal health services have a positive impact on maternal and child health of local community.

Independent University Hospital is working with the mission. **“CARING FOR LESS AFFORDING”**

Faculty is the foundation interwoven into the various aspects of the institution. At IMC we are proud to own our faculty and expect the same from the faculty. Faculty is not just a word but holds a sense of immense responsibility of grooming future professional physicians. Faculty is called upon to perform various roles in addition to designated activities, and it is uniqueness of each faculty which augments the institutional mission. These guidelines will help new faculty in settling in the institution, be useful for clarifying further promotions, tenure, personal and professional growth planning with regular discussion with mentors and departmental heads.

HIERARCHY OF IMC

INDEPENDENT MEDICAL COLLEGE, FAISALABAD.



OUR VISION

Independent Medical College is committed in its pursuit of excellence to provide the best academic facilities and atmosphere for our students.

OUR MISSION

Our mission is to train future healthcare leaders with desire and skill to collaborate and innovate for the best of humanity

OUR OBJECTIVES AND PROCEDURES

Objective

1. Provide high quality, safe, sustainable, appropriate, continually improving service.
2. Effective utilization of available resources without any compromise in provision of quality education.
3. Commitment to continual quality improvement through quality management.

Procedure

To enhance level of job/required information and ultimately increasing loyalty of all or concerned stakeholders (employees, contractors or the persons directly or indirectly comes under the employment of IMC or in any other relation to whom such policy is essential to perform the assigned tasks or duties) toward IMC and its mission, vision and goals. All policy documents applicable to the IMC in the form of policy manual will/may be issued or explained by the competent authority or on the behalf of competent authority, at the time of recruitment, induction orientation when required or on demand or as the case may be, to the HOD's or employees, contractors or the persons directly or indirectly comes under the employment of IMC or any other relation to whom such document is essential to perform the assigned tasks or duties as required or up to the mark by the competent authority, individually or through department or departmental heads or as the case may be, to monitor compliance.

Policy Formation: HR department is responsible to define all kind of policies regarding the employees which may include Leave Policy, Employment Policy, Payroll system etc. All policies will be drafted by the Administration Department in coordination with the concerned department and submitted to policy recommendation committee after the initial review, finally approved by the committee including Chairman, Chief Operating Officer, Board of Directors, Principal, Director Finance & Accounts, Director Administration depending on matter.

HUMAN RESOURCE POLICY

The objective of having a Human Resource policy is to have clearly drawn out rules of how an organization is to be run, the procedures for daily operations, and interactions of employees with the organization. It should reflect the organization's values and business. In short the idea is to forge a relationship between the organization and the employee. Toward achieving a better alignment between the chosen roadmap and the support systems required for ensuring that the institution stays on the path, senior management gave due recognition to the need to review, update and revise Human Resource policies at IMC. To reassure that this review process is handled in a thoroughly professional manner and in order to lend it an element of objectivity and freshness. These new policies were aimed at creating an enabling environment for the professional development of staff by rooting them in merit-based, performance oriented and transparent procedures and processes. However, keeping in mind the absorption capacity of the institution for change and also to ensure effective implementation, rollout of these policies was prioritized. In the first instance, implementation of the new HR Structure and Performance Management System was initiated. The remaining policy initiatives are being introduced gradually.

IMC policies encourage freedom, personal growth and fair and equitable treatment without discrimination. It is your responsibility to become familiar with this Handbook and the material described herein. Please keep this Handbook for future reference. It is intended to provide employees with guidelines on each policy, and is not intended as a comprehensive description. Obviously, no handbook can possibly cover all situations that might arise. Specific questions or problems should be directed to your manager. IMC may change these policies from time to time and reserves the right to do so in the future. Updates to this Handbook will be communicated to staff. This Handbook is not intended to be a contract and should not be construed as such between any employee and IMC. This Handbook is not intended as a promise or agreement that any particular policy or benefit will remain in effect as described herein or in any other form, and it should not be interpreted as such. These policies will be applied to particular situations as IMC deems necessary and appropriate.

Your employment with IMC is "At Will." This means that your employment is for an indefinite duration and regardless of the time and manner of payment of salary and/or other compensation, may be terminated at any time by you or IMC for any reason or no reason and with or without notice under the reflection or in accordance with the terms and conditions of appointment letter or resignation or termination policy. This Handbook is intended solely to give eligible employees a short description of the employee benefits available and the policies in effect at IMC. The current policies will apply to all employees regardless of hire date or tenure.

RIGHTS AND RESPONSIBILITIES OF EMPLOYEES

Employers and employees have responsibilities to each other they should also expect their rights to be upheld. These rights and responsibilities relate to areas such as:

Rights of all Employees

- a. The provision and explanation (up to the level of employee) of Terms and Conditions of Employment offer letter or contract agreement.
- b. Equal opportunities for all employees working in IMC.
- c. The existence of clear, defined, impartial and practicable reward system.
- d. A flexible environment that can help the employees of IMC to perform their duties with full efficiency and affectivity.

Hiring Policy/Equal Employment Opportunity:

IMC Human Resource Department will involve in the entire recruitment and selection process and will work with the concerned HOD to select the most qualified candidate for the roll. IMC will endeavor to hire the most qualified candidate for each open position, while also focusing on adding diversity to our staff. All Faculty members are recruited and promoted according to the rules of Pakistan Medical & Dental Council.

Open Door Policy:

IMC strives to provide a work environment that is free of any strife or disagreements; misunderstandings may, however, occasionally arise or unhappiness may occur. IMC encourages all employees to immediately bring these matters to light for quick resolution. Talking face to face is the best way to achieve what we all want—an enjoyable workplace in which all individuals work in a spirit of mutual cooperation and respect. IMC firmly believes that the best interests of all employees can be served from within and that we are each individually responsible for contributing to the strong team spirit that is necessary for all to flourish. In our spirit of open communication, we believe in the open-door policy. This means that every employee has the right to speak out on issues, raise questions, or voice complaints to their HOD or other members of management. IMC believes that if an employee has a work-related problem or suggestion, the matter should receive the prompt consideration of those who are in management positions. Any questions or complaints should be discussed directly with the employee's HOD or manager. If the HOD or manager is not available, if the employee is not satisfied with the manager's response, the employee should then direct the matter to their department head, then to the Assistant Director Administration, Manager HR finally.

Inclement Policy:

The IMC maintains the policy of remaining open during bad weather, unless the severity of conditions and/or municipal or state government rulings closes the office. Employees should make every reasonable effort to get to work, or continue working if already in the office, unless otherwise notified.

Second Job policy:

Second jobs or other outside employment, such as freelance employment, consulting is not prohibited by the IMC but it is regulated.

Outside employment must not be engaged in during the employee's regularly scheduled working hours. The use of the IMC supplies, equipment, telephone, materials, and personnel is prohibited in this regard. Outside

employment must not cause a conflict of interest or deterioration in satisfactory performance while in IMC employment.

Supervisors must communicate the policy and ensure adequate job performance by taking the appropriate action, which could involve terminating or disciplining an employee. Employees are responsible for their performance, and if it is adversely affected by their second job, they must decide whether it is necessary to terminate, or cut back the hours of, the second job.

On the other hand employees have some responsibilities including:

Responsibilities

- a. To promote the interests of IMC during the employment in accordance with the mission, vision and core values of IMC.
- b. To ensure the full efficiency and affectivity to accomplish the tasks assigned by the higher authorities,
- c. Not to divulge any or part of information of IMC to any person outside the employment of IMC.

Further Responsibilities of Staff

1. Staff dealing with equipment's should report at earliest in case of recognition of any error.
2. Comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to machine and equipment.
3. Take reasonable care of the health and safety of themselves and others.
4. Wear personal protective equipment and clothing where necessary.
5. Comply with any direction given by management for health and safety.
6. Not misuse or interfere with anything provided for health and safety.
7. Report all known or observed hazards to their Head of Departments.

We seek the co-operation of all staff. We encourage suggestions for realizing our quality based objectives to create a better working environment.

Responsibilities of Management: Will provide and maintain as far as possible:

1. A safe working environment.
2. Safe systems of work,
3. Facilities for the welfare of Staff.
4. Information, instruction, training and supervision that is necessary to ensure that each Staff is safe from injury and risks to health.
5. A commitment to consultant and cooperate with staff in all matters relating to health and safety at workplace.
6. A commitment to continually improve our performance through effective safety management.

TOTAL REWARDS

Employee Development

IMC is committed to the growth and development of staff. Employees will work together with their HOD's and manager's on an annual basis on their individual development plans. The Human Resource department will partner with the employee and their HOD's and manager's to provide opportunities for growth and development. In addition, Human Resource Department will provide all staff trainings, leadership development.

Paid Time Offs (PTO) Policy:

IMC Paid Time Offs (PTO) Policy is paid time that is made available for staff to use throughout the year. by taking time off work. PTO includes vacation/ gazetted holidays, sick leaves subject to the leave balance. PTO must be scheduled in advance with an employee's HOD or manager, when possible, to conform to an orderly flow and operation of IMC. PTO may be taken either in case of annual leave balance up to 15 days collectively subject to the balance. PTO must be approved by the employee's manager / HOD. A HOD/manager has the right to deny a PTO request that has been submitted because of workload or coverage needs. There may also be times when a department cannot grant PTO because of an annual inventory, year-end closing, etc.

Holidays

IMC recognizes & observes all gazetted holidays offered or announced by the Federal or Provincial or Local government including national or international

LEAVE POLICY

To grant different kinds of leave to its employees in order to facilitate them to attend their domestic and other social responsibilities, on pro-rata basis from the date of their joining (either paid or honorary) and To adhere to the principle that grant of leave shall not be claimed by employees as a matter of right and will be subject to discretion of the sanctioning authority. While exercising this discretion the predominant factor for consideration would only be the exigencies of service. Note: No leave (of any type) other than Leave Without Pay is allowed during probation period and no leave (of any type either annual or casual) will be adjusted towards resignation period.

Types of Leave

Casual leave, Annual / Earned leave, Sick leave, Maternity leave, Leave without pay, Short leave.

Casual Leave

Every employee will be eligible for fifteen days casual leave in each calendar year.

1. Casual leave will be granted on pro-rata basis, proportionate to the length of service.
2. Casual leave can be availed for a maximum period of 2 days at one time in one month.
3. Un-availed casual leaves shall lapse automatically at the end of every calendar year.
4. Casual leave cannot be combined with any other type of leave including annual / earned leave and day-off / due-off, except leave with-out-pay.

Sick Leave

Every employee will be eligible for sick leave credited from annual / casual leaves. Sick leave will be deducted from casual leave granted on pro-rata basis, proportionate to the length of service. Sick leave exceeding three days must be supported by a medical certificate from a registered medical practitioner. However, an employee may be asked to produce medical certificate even for one day's sick leave.

Maternity Leave

Every female married employee will be eligible for Maternity leave separately or credited from annual / casual leaves subject to the balance. Maternity leave will be allowed up to the maximum period of 15 days after two years completion of service in IMC and 30 days maternity leaves is allowed after four years of service. Female married employees who have been employed for more than the period specified for annual / earned leaves will be granted maternity leave, for first time and for second/forthcoming time in accordance with provision one. Remaining , extra demanded (more than thirty days) or pre-demanded Maternity leave will be deducted from annual / earned leave, casual leave, subject to the availability of balance or leave with-out-pay or as the case may be and may be adjusted onward after the transfer of leave balance and approval from the competent authority.

Leave With-out Pay (LWP)

An extra-ordinary leave without pay may be granted at the discretion of the competent authority in special circumstances involving absence from duty up to the maximum period of one month with prior permission from the competent authority.

Short Leave

1. Short leave of maximum 02 hours (will be added in the casual leave or annual leave subject to the availability) may be allowed subject to the medical emergency or urgency of work and casual leave balance.
2. Casual leave or annual leave subject to the availability will be deducted after 03 short leaves (of employees performing 07 hours). More than three or four short leaves accumulated to one day casual or annual leave will not be allowed in any case in single month.

Trainees:

Residents of FCPS / MCPS, House Officers or trainees will be entitled for any type of paid leave according to the rules of College of Physician Surgeons of Pakistan and Independent Medical College, Faisalabad.

Leave Application:

Prior application of leave on prescribed form in the case of casual leave / short leave and separate application recommended from HOD in the case of annual and LWP is essential, 02days before in the case of casual leave and 05 days before in the case of annual / earned leaves, except in the case of emergency.

Leave Sanctioning / Recommending Authority

Head of Department or Managers (or any designated / assigned employee), Managerial & non-Managerial staff, Head of Departments / all immediate supervisors can recommend the leave of their subordinates.

Leave Record

Leave record of all employees on proper form will be maintained by HR Department either on specific register or in personal files for annual leaves.

EMPLOYEE HEALTH POLICY

1. Medical facility (Prescription form, emergency indoor/outdoor with medication & investigation) will be free for all employees (only) and limited for their dependents; as per below stated description.
2. Dependents includes parents, legal heirs (wife / husband, son and daughter)

Medical facility for dependents / legal heirs will be limited / free of cost as per below stated description;

Registration with PESSI

IMC got registration with Punjab Employees Social Security Institution for minimum wages employees.

Registration with EOBI

IMC got registration with EOBI under registration number BGA-50534 under rule 3 (3) of the employees old age benefits (registration of employers and insured persons) Rule 1976.

Safety Policy

Management is firmly committed to a policy enabling all work activities to be carried out safely, and with all possible measures taken to remove (or at least reduce) risks to the health, safety and welfare of workers, contractors, authorized visitors, and anyone else who may be affected by our operations.

GENERAL POLICIES

Complaint Management System

Complaints are inherent in every work environment but complaints are critical, needing immediate resolution. This policy presents the benefits of implementing a complaints management system in IMC.

Performance appraisal / Management system

Performance of every employee (either on probation or not) on the payroll of IMC will / may be evaluated on yearly basis.

After completion of Probationary Period

The probation period of each employee shall be of three months. The performance of the concerned employee will be evaluated by the concerned HOD and / or Managers.

For Annual Increment

Every employee will be subject to performance appraisal by the Head of Department or managers.

For Promotion or salary increment

Performance of the employee will be evaluated for promotion or salary increment either on his/her own request or on the discretion of the promotion committee in accordance with the employment policy of IMC by the head of the department and managers for onward decision.

Promotional Opportunities

It is IMC's intention to promote from within whenever possible. To accomplish this, when IMC believes that a job opening may be filled by an existing employee, the Human Resource Department will inform staff of the job vacancy and allow employees the opportunity to apply for the position. IMC will consider several factors in such decisions, including: proven skill and ability, related experience, dependability, cooperation and meeting current performance standards.

Job Descriptions

Each employee will have a job description outlining their duties, responsibilities, and salary grade level. Each job description should be reviewed at least annually by the employee and their Head of Department and managers to ensure that the information contained in the job description is correct and up to date. Managers should inform the Human Resource Department of any changes or updates to the employee's job description.

Work/Life Policy

In order to provide a flexible work environment and allow for work/life balance, IMC provides employees, upon approval by their HOD's and managers, with the opportunity to work a varied schedule or have other flexible work arrangements such as part time positions or in morning / evening and night shifts. IMC regular office hours are 08:00 AM to 02:00 PM, Monday to Saturday and Friday timings are 08:00 AM to 12:00 PM.

Monthly Staff Meeting

To provide information, encouragement, prayer, and inspiration, a monthly staff meeting is held (usually on a specific and same day) for all department and all employees. Employee attendance is expected if it is their regularly scheduled workday in the office. The monthly meeting may consist of praise, consultation time and

organizational, departmental or policy updates.

Employment Records

It is the employee's responsibility to keep their employment records up to date, including home address, telephone number, dependents and spouse information and emergency contact information.

Dress code policy

Appropriate dress and appearance project a professional image and contribute to an impression of a high-quality organization. Proper official attire is expected from all employees. College identification cards are also a part of dress or uniform so it is also mandatory. Examples of appropriate dress:

For non-clinical staff: Include suits, sweaters, jackets and ties.

For clinical staff: Scrub suits or over-all (of assigned or specific color) in addition to other permitted dress. It is the HOD/Manager/supervisor's responsibility to ensure that his or her staff presents a professional appearance.

Salary Grades

Each position at IMC is assigned a Salary Grade as IMC Pay Scale. A Salary Grade is defined as a pay range with identified guidelines that include appropriate minimum, midpoint and maximum pay levels for the positions within that grade level. Minimum is considered the minimum guideline for what that specific job is worth. Midpoint is defined as the guideline of where an employee should be when they are fully functioning within their position. Maximum would indicate the maximum salary for a position within the grade level. IMC salary grades and pay ranges are reviewed annually by Human Resource.

Communications Policy

IMC communications systems are very important resources. There are numerous types of communication systems such as, email, intranet and Internet access. As a result of so many forms of communication, it is important for employees to know and understand the importance of the equipment and its proper use. Many confidential records are maintained on various systems. No employee is authorized to view company information that is not related to performing their role or in further skill development. No employee should share confidential information inappropriately with other staff members. No information is to be shared with non-staff members or former employees.

- a. Internet & Email Policy: The Internet is a powerful tool that can provide a great deal of useful information. Unfortunately, it can also be a distraction from productive work time when browsing non-business related sites. In an effort to clarify IMC position on the use of the Internet while utilizing IMC property, the following guidelines have been put in place for all employees:
- b. Exploring the Internet for personal use should be done before or after working hours or during lunch or break time if applicable.
- c. Although IMC has virus protection in place, downloading from the Internet should be done with caution as downloaded files can take up extensive server space.
- d. The display or transmission of inappropriate content or anything that may be construed as harassment as described in IMC Harassment-free Workplace policy is not permitted at any time.
- e. Employees must not use the Internet in a manner that would reflect unethical acts including pirating

- software; downloading copyrighted, trademarked, or patented material; stealing passwords; hacking other computer systems on the Internet or engaging in any illegal or inappropriate activities.
- f. IMC has the right to monitor Internet browsing by each user on all IMC computers.
 - g. At IMC, employees have the privilege of Internet access and it is important that each employee utilize this valuable asset in a professional manner.
 - h. Email is to be used for internal or external official purposes. While personal email is permitted, it is to be kept to a minimum. IMC reserves the right to determine when an employee is sending excessive or improper email. Email belongs to IMC and is subject to review or monitoring at any time without notice.

Confidentiality Policy

IMC employees will have access to Confidential Information shall include, the following types of information, both existing and contemplated, and regarding IMC corporate information, including contractual licensing arrangements, plans, strategies, tactics, policies, resolutions. Financial information, including costs and performance data, debt arrangements; human resource information, including personnel lists, resumes, personnel data, organizational structure and performance evaluations. Confidential Information is limited to that information which is generally not known to the public, is not in the public domain, or available through reference to general library sources. Confidential Information does not include general skills and experience acquired by an employee during employment with IMC

Conflict of Interest Policy

IMC prohibits its employees from engaging in any activity, practice, or conduct which conflicts with, or appears to conflict with, the interest of IMC As staff carry out their responsibilities, the potential for a conflict of interest arises in situations in which a person is responsible for promoting one interest at the same time he/she is involved in a competing interest. Conflicts of interest should always be avoided.

Workplace threats and violence

Nothing is more important to IMC than the safety and security of its employees. Threats, threatening behavior, or acts of violence against employees, visitors, guests, or other individuals by anyone on IMC management will not be tolerated. Violations of this policy will lead to disciplinary, including dismissal, and may also result in arrest and prosecution.

Substance Abuse

All employees are expected to come to work in a condition fit to perform their duties. The unlawful manufacture, possession, distribution, transfer, purchase, sale, use, or being under the influence of alcoholic beverages or illegal drugs during working hours, while on IMC premises, while on duty, or while in possession of, or operating a vehicle, or machine leased or owned by the IMC is strictly prohibited.

Personal Belongings

IMC cannot be responsible for personal belongings that are lost, stolen, or damaged. Please make sure that your personal belongings are in a safe place during the day and that you take your belongings with you after work. Any desks, cabinets, closets and other storage devices remain the sole property of IMC. Accordingly, they, as well as any articles found within them, can be inspected by management at any time, with or without prior notice.

Resignation / Termination / Re-employment Policy

Resignation: An incumbent can submit his / her resignation with one month advance notice with all financial benefits and with 24 hour notice with or without any financial benefits and in probation period with or without any notice or as the case may be, in accordance with the policy or terms and conditions of his / her appointment letter or as the case may be.

Termination: In case of uninformed absence or miss-conduct subject to discipline and/or unsatisfactory performance or as the case may be, the competent authority can call termination in accordance with the terms and conditions of appointment letter of incumbent or employee or trainee or any other person comes in direct or indirect employment of IMC in lieu of one month notice or one month salary or whatever is necessary/required.

Re-Employment: It is the policy of the IMC to discourage re-employment. All such cases must have prior approval of the competent authority who will consider market conditions, reason for leaving, competence, aptitude, experience, performance, conduct, attendance etc.

Exit Interview

On submission of resignation by the employee either on one month or 24 hour notices the exit interview will be conducted. The suggestions and complains (if any) of employee regarding any issue and / or policy will be dealt seriously.

Suggestions

Suggestions are welcome from all employees. As IMC continues to look for innovative ideas and suggestions in process improvements, new approaches, cost savings, how to better serve our constituents, etc., employees are encouraged to share suggestions with their manager to help this office in its overall effectiveness.

CONCLUSION

Whether you are a new employee or not, we are sure you found something in this Handbook that enlightened you about IMC policies and practices. Our Human Resource philosophy cannot be written in concrete. It is evaluated and re-evaluated periodically; there remains always a room for improvement. Since it involves every employee encouraged to make suggestions for improvement. This Handbook is intended to serve as an up-to-date reference, and employees will be notified of any changes as soon as possible.

THANK YOU!!!!