Outsourced and Contract Workers' Rights Policy (Version 1.0)

Outsourced and Contract Workers' Rights Policy

Policy Owner: Human Resources Department

Approved By: Competent Authority **Review Cycle:** Every three years or earlier, as required

A. Purpose

Geeta University is committed to protecting the rights, dignity, safety and welfare of all outsourced and contract workers engaged in its operations, and recognises the contribution of personnel employed through contractors, manpower agencies and other third parties in maintaining its academic, administrative, residential and operational facilities. This policy sets out principles and procedures for fair treatment, lawful employment practices, timely payment of wages, safe working conditions, grievance redressal and accountability of contractors and service providers.

B. Objectives

- Protect the rights and welfare of outsourced and contract workers, promote fair wages, lawful working hours and timely payment, and ensure safe, hygienic and respectful working conditions.
- Prevent forced labour, child labour, trafficking, harassment, discrimination and exploitation.
- Promote compliance with labour laws, statutory benefits and social security requirements, with clear responsibilities for the University, contractors and service providers.
- Provide accessible grievance mechanisms and monitor contractor performance.

C. Scope and Applicability

This policy applies to outsourced and contract workers engaged in University-related activities, including:

- Housekeeping and sanitation staff; security guards and supervisors; gardening and horticulture workers.
- Maintenance, electrical, plumbing and carpentry personnel; mess, kitchen and catering workers; transport and logistics personnel.
- Construction, repair and project-site workers; technical support and facility-management personnel; and other workers supplied through contractors, agencies, vendors or service providers.

It applies at all campuses, hostels, offices, laboratories, kitchens, project sites and other locations of University-related work. Where law imposes a higher standard, the legal requirement prevails.

D. Policy Statement

(a) Outsourced and contract workers shall be treated with dignity, fairness and respect regardless of their employment arrangement, and the University shall endeavour to ensure that contractors comply with labour laws, workplace safety requirements and contractual conditions.

(b) No worker shall be subjected to forced labour, child labour, unlawful wage deductions, harassment, discrimination, intimidation or other exploitation in connection with University-related work.

(c) Outsourced or contractual employment shall not be used to evade statutory obligations or deny workers their legal entitlements.

E. Fair Recruitment and Employment Practices

Contractors and service providers are expected to follow transparent and lawful recruitment practices:

- Workers shall be engaged voluntarily and without coercion, and shall not be charged unlawful recruitment fees as a condition of employment.
- Terms, duties, working hours, remuneration and benefits shall be communicated in a language the worker can reasonably understand.
- Original identity documents, certificates and other personal documents shall not be unlawfully retained.
- Workers shall receive appointment letters, wage details and other documents required by law, and be told the identity and contact details of their employer, contractor and grievance authority.
- Employment records shall be maintained as legally required.

F. Wages, Working Hours and Leave

(a) Wages shall not be below the applicable statutory minimum wage for the category of work, skill level and location, and shall be paid within the time limits prescribed by law and contract. Overtime shall be compensated as required, and wage slips or equivalent records provided.

(b) Deductions shall be lawful, authorised and documented; arbitrary deductions, withheld wages and penalties contrary to law are not permitted. The University may require wage registers and proof of payment for compliance verification.

(c) Duty schedules shall be clearly communicated; workers shall receive legally required breaks, weekly rest, leave and holidays, shall not be compelled to work hours beyond legal limits, and overtime and attendance shall be recorded accurately.

G. Social Security and Statutory Benefits

Contractors and service providers shall comply with all applicable statutory requirements on social security and welfare, which may include Employees' Provident Fund contributions, Employees' State Insurance or other health and social security coverage, statutory bonus and gratuity, maternity benefits, compensation for employment-related injury or death, and other insurance, welfare fund and statutory benefits. Applicability follows prevailing law and eligibility criteria. The University may seek documentary evidence of compliance and act on identified deficiencies.

H. Health, Safety and Working Conditions

The University and contractors shall, within their respective responsibilities, endeavour to ensure:

- Safe workplaces, protective equipment, adequate sanitation, drinking water and rest facilities.
- Training for hazardous tasks and safe handling of chemicals, electrical equipment, machinery and cleaning materials, with appropriate safety measures for construction, maintenance, housekeeping, kitchen and security duties.
- Prompt reporting of accidents, injuries and unsafe conditions; access to first aid and emergency response; and compliance with fire, occupational safety and health requirements.

Workers shall report unsafe conditions without fear of retaliation, and any immediate threat to life or safety shall be reported promptly to the supervisor or University authority.

I. Dignity, Equality and Non-Discrimination

All outsourced and contract workers shall be treated with dignity and respect. Discrimination, harassment, bullying, intimidation, verbal or physical abuse or unfair treatment on any ground prohibited by law is not permitted, and all employees, supervisors and contractors are expected to maintain respectful conduct towards them. Workers shall have fair access to workplace facilities and protections, and reasonable accommodation shall be considered where applicable. Complaints of sexual harassment or other matters under specific legislation shall be referred to the competent statutory committee or authority.

J. Prohibition of Forced Labour, Child Labour and Exploitation

The University prohibits forced labour, bonded labour, human trafficking, unlawful child labour and other exploitation in University-related operations. Contractors shall:

- Verify age and employment eligibility as required by law and ensure no one is employed in violation of child labour legislation.
- Prohibit coercion, threats, confinement or any practice preventing workers from lawfully leaving employment; refrain from unlawfully withholding wages, identity documents or personal belongings; and avoid deceptive or trafficking-related recruitment.
- Report suspected violations and cooperate with lawful investigations; suspected violations shall be referred to the competent authority.

K. Accommodation, Food and Welfare Facilities

Where accommodation, meals, transport, uniforms or other welfare facilities are provided, the contractor shall ensure compliance with law and contract; where the University provides or controls them, it shall maintain appropriate standards of hygiene, safety, dignity and accessibility. Authorised deductions for such services shall be transparent, documented and consistent with law, and workers shall not be denied legally required facilities or kept in degrading or unsafe conditions.

L. Grievance Redressal and Protection Against Retaliation

Workers shall have access to a fair, accessible and confidential mechanism to raise concerns about non-payment or delayed wages, unlawful deductions, denial of statutory benefits, excessive hours, harassment or discrimination, unsafe conditions, unlawful recruitment or exploitation, and contractor misconduct. Concerns may be raised with the contractor or supervisor, the designated University authority, or HR through the officially notified channel. The University shall endeavour to:

- Record and acknowledge complaints, assess them and refer them to the competent authority.
- Treat workers fairly during the process, take action within a reasonable time, maintain confidentiality as far as legally permissible and inform workers of the outcome where appropriate.

Workers may also approach the labour department, statutory authority or other lawful forum; nothing in this policy restricts their legal rights or remedies. No worker shall be threatened, intimidated, unlawfully dismissed, denied wages, unfairly transferred or otherwise penalised for raising a genuine concern, participating in an investigation or reporting a suspected violation in good faith. Knowingly false complaints made with malicious intent may be addressed through due process; a complaint is not malicious merely because it cannot be substantiated.

M. Responsibilities

a. Contractors and Service Providers

- Comply with labour and employment laws, provide lawful employment documentation and pay wages and statutory benefits on time.
- Ensure safe conditions and protective equipment, prevent harassment, discrimination and exploitation, and provide training and supervision.
- Maintain accurate attendance, wage and compliance records, report serious accidents, cooperate with inspections and correct deficiencies within the prescribed timeframe.

b. Geeta University

- Communicate this policy to contractors, include worker-protection requirements in contracts and designate officials to monitor compliance.
- Review statutory and contractual records, provide a reporting channel, investigate or refer violations, and require corrective action.
- Consider compliance when evaluating contract renewal, maintain monitoring records and cooperate with statutory authorities. This policy does not determine the legal status of any employment relationship.

N. Monitoring and Corrective Action

The University may periodically review contractor compliance through verification of wage, attendance and statutory records, inspection of workplaces and welfare facilities, and review of safety and grievance records, in accordance with law, contractual rights and data protection. Where a violation is identified, the contractor may be required to submit a corrective action plan and remedy the deficiency within a specified time. Action may include written notice, mandatory corrective measures, additional monitoring, suspension of work where needed for safety or legal compliance, withholding or other contractual remedies where lawful and authorised, termination or non-renewal in accordance with the contract and law, and referral to statutory authorities or law enforcement, proportionate to the violation.

O. Training, Records and Confidentiality

The University may conduct awareness programmes for administrators, supervisors and contractors on workers' rights, safety, prevention of harassment and grievance procedures; contractors shall communicate workplace rules and safety instructions to their personnel. The University and contractors shall maintain employment, wage, attendance, statutory compliance, safety and grievance records, and personal information shall be used only for legitimate purposes under applicable law and approved record-retention procedures.

P. Policy Review, Amendment and Implementation

This policy shall be reviewed at least once every three years, or earlier if required by changes in legislation, statutory directions or implementation gaps. Amendments require approval of the competent authority and shall be communicated to relevant departments, contractors and service providers. The policy takes effect from the date of approval by the competent authority; HR, with the relevant administrative departments and designated officials, shall facilitate implementation, communication, monitoring and periodic review.

Satya Vir Singh

Deputy Registrar

Registrar

GEETA UNIVERSITY REGISTRAR PANIPAT