

BRAC UNIVERSITY



INTERNSHIP REPORT

Human Resource Management Policies and procedure; a case study of Sheltech Brokerage Limited

Submitted to

Asphia Habib

Lecturer

BRAC Business School

Submitted by

Mumtahina Mirza

ID-13304127

BRAC Business School

Submission Date- 12 April, 2018

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Letter of Transmittal

12 April, 2018

Ms. Asphia Habib

Internship Supervisor

BRAC Business School

BRAC University.

Dear Madam,

It is a great pleasure for me to submit to you the report on my experiences and learning from my internship at **Sheltech Brokerage Limited**. Being a student of management, all the time I realized the importance of having some practical exercise besides theoretical knowledge. In my internship I realized this need even more as I faced the practical environment of the real business world.

Finally, I would like to show my gratitude towards you for giving your valuable time, all the support and guidance during internship.

Sincerely,

Mumtahina Mirza

ID: 13304127

Acknowledgement:

At First, I would like to thank my internship supervisor Ms. Asphia Habib for her guidance, monitoring and constant encouragement throughout the course of this report. Ms Asphia Habib constantly inspired me all the time to develop my career and shared her knowledge with me.

I am also thankful to my supervisor Md. Mahmudul Hasan Khan, Head of HR and Admin of Sheltech Brokerage Limited., for giving me the opportunity to work under him. I am also thankful to my other supervisors Israt Zahan, Deputy Manager of Human Resources Department; Alim Ur Rahman, IT Manager. Without their direct helps, suggestions and assistances it would have been impossible for me to obtain information for my report and work during internship. I would also like to thank the authority of Sheltech Brokerage Limited for helping me by giving an opportunity to work with them, giving me all support to prepare this report.

Executive Summary

For internship program, I worked at “Sheltech Brokerage Limited” for three months and I worked in their HR department. We know the purpose of HRM is to ensure that the employees of an organization are used in such a way that the employer obtains the greatest possible benefit from their abilities and the employees obtain both material and psychological rewards from their work.

This report contains the summary of Human Resource practices followed by Sheltech Brokerage Ltd and how its importance to improve their manpower. The analysis is based on my journey as an Intern of Human Resource Department. I got opportunity to work with the training program; recruitment process as well as payroll team. The importance of this report is to gain practical knowledge of HR activities in Sheltech Brokerage Limited. In my report, tried to uphold all the HR activities and practices conducted and followed by Sheltech brokerage Ltd, find the flaws which are drawing them back and make some recommendation which may better their situation.

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Overview of Sheltech Brokerage Limited

Company Profile

Sheltech Brokerage LTD is a full service broker in Bangladesh, offering services to the individuals, institutional and foreign clients. It is an organization where passion means wealth client's wealth maximization. Because we understand bigger wealth means bigger trade volume. Sheltech Brokerage Limited provides brokerage services to investors trading in Bangladesh. As the world of financial services becomes increasingly complex, adapting to the ever evolving business environment is critical. The emergence of new capital markets as well as advancements in technology present exciting challenges and opportunities for investors. We are committed to meeting the needs of our clients through unparalleled products and services.

At Sheltech Brokerage Limited, we:

- Do business in professional and courteous manner
- Work with our clients to fully understand their needs
- Provide them with expert advice
- Give them a fair price
- Handle their order promptly and accurately
- Provide support, as required, to assure total satisfaction

CEO's Vision

“Our vision is to be the forerunner in the local financial industry in terms of setting unbreakable standards. Sheltech Brokerage is an organization where orthodoxy and conservativeness is cherished when it comes to client's wealth. But in financial product and user experience innovation, it is unorthodox and future thinking. Our business has been constructed upon the core

principle of client's wealth maximization. Sheltech Brokerage is part of Sheltech Private Limited, Real Estate Moghul. It is a leading full service broker in Dhaka Stock Exchange.

Mission Statement

We, the management of Sheltech Brokerage take a vow to provide light speed services to our client with pioneering quality. Increasing customers wealth is maximizing shareholders value, this is the notion we carry for our business. All our decision is based on superior evidence and logic. Through market research and fundamental following, we maximize wealth.

Serving our clients, we will conduct ourselves with these principles.

- Highest level of integrity in service
- Education of client and proper communication with them on changing market situation.
- Execution with supreme speed and efficiency
- Data driven approach for forecasting market scenario, research & rational thinking at the heart of every decision
- Innovation for breaking norms and setting finest standard

Sheltech' Quality Policy

Sheltech Quality Policy is founded on the commitment of all its employees to provide the best products and services that will satisfy our customers. SHELTECH management will provide the direction and means to implement this Quality Policy by using the following objectives:

- Understand our customers' needs & expectations and strive to fulfill them.
- Honor all the commitments we make with our clients.
- Provide our customers with only top quality products and services.
- Provide those products and services on time, utilizing efficient methods.
- Provide our customers with the best value for our products and services.
- Verify that our products and services meet the agreed requirements.
- Provide open, effective communications with our customers and suppliers.

- Provide systematic validation and control of our design, constructional, operational and quality processes.
- Provide a system of continuous improvement across all disciplines by motivating and training Sheltech Personnel in new techniques and innovations.

Sheltech follows international standards on quality management system to ensure consistent quality of products and services to achieve customer satisfaction. The company will periodically review its performance to keep on improving in all areas so that it remains the best real estate developing company in Bangladesh, and continues to transform the customers' dream home into reality.

Services of Sheltech Brokerage Limited

Sales and Trading

Sheltech ensures the finest customer experience through its state-of-the-art sales service, also it ensures best price for client through the finest trade executor of the region. Whether it is initial public offering, secondary market trading, or block deals generation, the firm's focus is always on making this two core services value generating for the clients.

Foreign & Institutional Broking Expertise

Sheltech Brokerage is always ready to give better deals to the institutional and foreign investors. We understand economies of scales better than anybody else in this market. With cutting edge research, finest trade execution, market wide network, block deal generation and sharp sales suite dedicated only to the needs of Foreign & Institutional clients, the service is customized and perfectly tailored to their needs.

Clearing Service: The clearing service provided by Sheltech Brokerage is automated based on the DSE provided system. For stocks in A, B, G, and N category, the settlement takes "Transaction Date + 2" days. For Z category however, it is "T+9" days. In the case when stock is traded in "Spot Market", the clearing takes only "T+0" days.

The major stakeholders of the clearing system is,

- Sheltech Brokerage
- CDBL
- Clearing Bank
- DSE Finance Division

Sheltech ensures the due time clearing of all the transaction with its own clearing tracker. Collaboration with and pressurization on other stakeholder on due time clearance is held vital in Sheltech clearance culture.

DP Service

Sheltech is a full service Depository Participant for both the equity bourses of Bangladesh. All the DP services are provided through online support as well as with offline guidance. These DP services include:

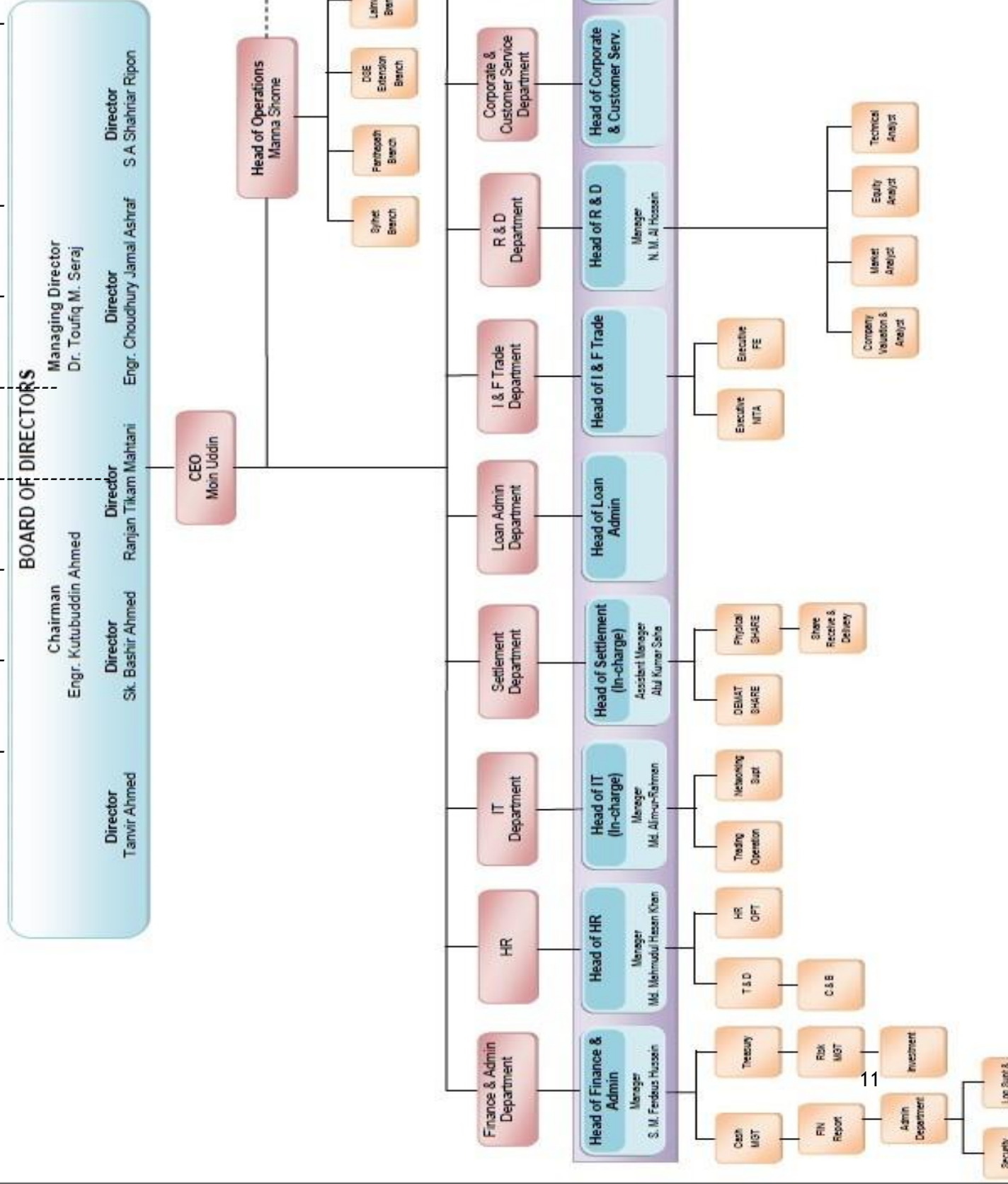
- BO Registration
- Security Dematerialization and Re-materialization
- Securities Transfer and Transmission
- Securities Pledging, Un-Pledging and Confiscation
- Asset Custody
- Ownership Change

Margin Facilities

In Sheltech, margin facilities are provided with care and guidance to the investor. With the lowest margin loan interest rate in the market, Sheltech adds further value to the client by providing them advice on risk minimization of portfolio. Sheltech Brokerage understands that client's risk minimization is directly relevant to Sheltech Brokerage's risk minimization.

ORGANOGRAM OF SHELTECH BROKERAGE LIMITED

July 01, 2014



SMS & E-Statements Service

Daily SMS alert and Day end E-Statement mail is used to keep the Sheltech Brokerage client up to date about the market and portfolio. Equity Research: For risk minimization and wealth maximization of High Net worth clients, Foreign Clients & Institutional Clients, Sheltech Brokerage hosts its own Equity Research Team. The team is comprised of both CFA charter holders and seasoned data scientists. The Equity Research offering includes:

- Proprietary Indices
- Daily Important News Recap
- Daily Market Commentary
- Weekly Market Commentary
- Monthly Market Commentary
- Quarterly Economy Prognosis
- Mutual Fund Analysis
- Sector -Report
- Valuation and Comp Sheets
- Other for-m of customized research and Data services

Introduction

Rational of the Study:

Internship Program is a partial part for completing BBA degree in BRAC University. This Program is a perfect link to match the gap between theoretical and practical knowledge. For internship program, I was assigned to an organization named “Sheltech Brokerage Limited” for three months and I worked in their HR department. As a result I have decided to write a report on **" Human Resource Management Policies and procedure; a case study of Sheltech Brokerage Limited"** which has been supervised by Asphia Habib, lecturer of BRAC University.

During the three months of work experience with Sheltech Brokerage Limited. On this internship program, I was worked in the Human Resource Department of SBL.

Statement of the problem

Any academic course has a huge importance when it has both theoretical and practical knowledge. Therefore, we need practical knowledge beside our theoretical knowledge. Theoretical knowledge is not completed without practical knowledge. Brokerage houses are playing a great role in the economic system of our country

Technology is changing every day and people of twenty first century are experiencing new invention of technology. Brokerage house are having the help of new technology to stay in a good position in the market. Life is very much risky in reality, it is very difficult to bear cash money and shares now a day. Without the help of securities it is very hard to deal with the busy business.

Objectives of the study:

- To get realistic knowledge about Human Resource Management practices.
- Classifying the factors which is valuable for the employees and its impact on employee satisfaction

Scope

This report deals with the HR practices in terms of theoretical point of view and the practical use. The study will allow learning about the HR practices, its importance in an organization and how to make it more efficient. Moreover the study will help to differentiate between the practice and the theories that direct to realize how the organization can improve their HR practices for the betterment of their employees.

Limitations

It was a nice experience for me as an Intern at Sheltech Brokerage Limited. All the staff members, employees from top level to bottom level, were very helpful.

Still I have experienced some limitations while preparing this report. These are:

As an intern it was not easy for me to collect information about the company's internal policies as it was highly confidential.

It was very difficult to collect information from the different employees due their time constraints.

Literature Review

Human Resource Management:

Human Resource Management (HRM, or simply HR) is the management of an organization's workforce, or human resources. It is responsible for the attraction, selection, training, assessment, and rewarding of employees, while also overseeing organizational leadership and culture and ensuring compliance with employment and labor laws. In circumstances where employees desire and are legally authorized to hold a collective bargaining agreement, HR will also -serve as the company's primary liaison with the employees' representatives. (Dessler, 2011)

HR is a product of the human relations movement of the early 20th century, when researchers began documenting ways of creating business value through the strategic management of the workforce. The function was initially dominated by transactional work, such as payroll and benefits administration, but due to globalization, company consolidation, technological advancement, and further research, HR now focuses on strategic initiatives like mergers and acquisitions, talent management, succession planning, industrial and labor relations, and diversity and inclusion (Human Resource Management, 2011).

Definitions of Human Resource Management by some famous authors are:

- According to **Peter Drucker**, "The function of management is to manage managers, workers and work".
- According to **Pigors and Myers**, "Good management means getting effective results with people".
- "HRM is a managerial perspective which argues the need to establish an integrated series of personnel policies to support organizational strategy." (Buchanan, Huczynski, 2004)

Purpose of Human Resource Management:

The purpose of HRM is to ensure that the employees of an organization are used in such a way that the employer obtains the greatest possible benefit from their abilities and the employees obtain both material and psychological rewards from their work.

Functions of Human Resource Management:

Main functions of HRM include procurement, development, compensation, integration and maintenance. These functions can be described as:

1. **Procurement:** It means hiring right number of people and right kind of people. Procurement includes following sub activities as job analysis, manpower planning, recruitment, selection, placement, induction, promotion, demotion and separation.
2. **Development:** It means enhancing knowledge, skills, attitude, and abilities of employees in order to attain organizational objectives. It includes sub activities like performance appraisal, training of operations, development, career planning, succession planning, career counseling.
3. **Compensation:** It means providing fair and equitable remuneration to employees, it includes sub- activities as job evaluation and wages and salary administration.
4. **Integration:** It means co-ordination, co-operation interaction and unity within teams, between employee and employer, organization and government. In order to maintain harmony and harmonious relationship between them, it includes sub-activities as motivation, job satisfaction,

grievance redressed, workers participation in management, collective bargaining and disciplinary procedures.

5. **Maintenance** HRM is also responsible for maintaining employee welfare like proper canteens, rest rooms, and health of the employee, safety of the employee, social security and job security of the employees. (Wikipedia: Compensation)

Objectives of Human Resource Management:

The primary objective of HRM is to take care of the work life of the employees from the time they join the organization to the time they leave it, while ensuring their best possible cooperation in achieving the organizational goals and objectives. This broad objective of HRM can be classified into the following specific ones:

- To help the organization reach its goals.
- To ensure effective utilization and maximum development of human resources.
- To- ensure respect for human beings.
- To identify and satisfy the needs of individuals.
- To ensure reconciliation of individual goals with those of the organization.
- To achieve and maintain high morale among employees.
- To provide the organization with well-trained and well-motivated employees.
- To increase to the fullest the employee's job satisfaction and self-actualization.
- To develop and maintain a quality of work life.
- To be -ethically and socially responsive to the needs of society.
- To develop overall personality of each employee in its multidimensional aspect.
- To enhance employee's capabilities to perform the present job.
- To equip the employees with precision and clarity in transaction of business.

- To inculcate the sense of team spirit, team work and inter-team collaboration. (Blogs: Human Resource Management)

Scope of Human Resource Management:

The scope of HRM is very wide:

1. **Personnel aspect-** This is concerned with manpower planning, recruitment, selection, placement, transfer, promotion, training and development, layoff and retrenchment, remuneration, incentives, productivity etc.
2. **Welfare aspect-** It deals with working conditions and amenities such as canteens, rest and lunch rooms, housing, transport, medical assistance, education, health and safety, recreation facilities, etc.
3. **Industrial relations aspect-** This covers union-management relations, joint consultation, collective bargaining, grievance and disciplinary procedures, settlement of disputes, etc. (Blogs: Human Resource Management)

HR Practices and its Importance in an Organization:

Researchers interested in managing human capital have increasingly focused on HR practices as the levers through which firm-s might build the human capital that makes up resources and capabilities. The fact that HR practices are related to firm performance has been well documented. Substantial research on the HR Practices performance relationship has demonstrated that HR practices -are related to a number of firm performance measures such as Market Value (Huselid, 1995), Return on Equity (Delery, Doty, 1996), and operational measures of performance. While the literature establishing an HR performance relationship is substantial, what is lacking is empiric-al research examining the mechanisms through which this relationship works. Authors have referred to this as the “black box” problem, and many have called for more theory and research on the mediating mechanisms through which HR practices influence organizational performance.- A recent stream of thinking in this area has focused on the ways in which HR practices can elicit organizational commitment from employees, a construct which is argued to impact their motivation and desire to stay with the firm. However, recent advances

have been made in the conceptualizations of both HR practices and organizational environment.-

'SWOT Analysis-

SWOT analysis is a process that identifies an organization's strengths, weaknesses, opportunities and threats. Specifically, SWOT is a basic, analytical framework that assesses what an entity (usually a business-, though it can be used for a place, industry or product) can and cannot do, for factors both internal (the strengths and weaknesses) as well as external (the potential opportunities and threats). Using environmental data to evaluate the position of a company, a SWOT analysis determines what assists the firm in accomplishing its objectives, and what obstacles must be overcome or minimized to achieve desired results: where the organization is today, and where it may be positioned in the future.

PEST Analysis-

PEST is an acronym for political, economic, social and technological – external factors that commonly affect business activities and performance.

Methodology-

Sources of Data -Collection:

The data and information of this report are collected through.

- Primary sources
- Secondary -sources
- Personal interview

Primary sources:-

The data were collected through personal interview and discussion.

Personal interview

The interview sessions were conducted with Head of HR of Sheltech Brokerage Limited.

Secondary Sources:

Secondary sources of information were Internet, Wikipedia, websites and files & annual report of Sheltech Brokerage Limited.

Human Resource Activities and Policies of Sheltech Brokerage Limited

Recruiting process

External Recruiting process that follows:

1. CV Submission:

Potential candidates interested in joining the organization are required to send their complete curriculum vitae.

2. Application Evaluation:

The Human Resources department evaluates all incoming applications, against prerequisite abilities and skills set for all current openings. All applications are kept based on strengths and specialization, for future reference.

3. Ability Tests

Potential candidates will be asked to take part in aptitude tests i.e. numerical, verbal, English and computer skill test.

4. Capability Based Interviews

To ensure that our recruitment process is fair and consistent, all candidates who are successful at the exams are invited for a capability based interview. Interviews are based against capabilities, required for each position for which the candidate is interviewed for. A capability or competency is an ability described in terms of skills & behaviors that are essential to effectively perform within a job.

5. Reply Letters

At all stages of the process candidates are kept informed of the status of their application with an email reply letter.

6. Job Offer

If a candidate successfully reaches the final stage, a position offering is made in conjunction with a competitive reward package.

Selection

If a candidate completes the telephone interview successfully, they will invite to the location most appropriate to them. Face-to-face selection is done in the head HR departments' office where the job is described eventually. It is a candidate's opportunity to meet and find out as much as possible about their experiences. Here candidates to be able to make an informed decision a candidate should receive an offer. There are some techniques that follows:

- Face-to-face interview
- Written case study
- Presentation

Through this they can easily recruit and select top level managers, though they are offering a very attractive compensation.

SBL code of conduct

Dress Code

Dress code for Sunday to Wednesday –

Male	Female
Tucked- In long sleeve shirt with tie	Salwar Kameez/ Sarees/Pant-shirt
Trouser	Formal Footwear
Formal shoes and socks	Jacket/Shawl/Blazer/Sweaters
Jacket/ Blazers/ Suit/ Sweaters	(When and where required)

Dress code for Thursday

Employees may wear casual dress on Thursday like:

Male: Shirt/ Collared T-Shirt, Trouser/Jeans, Shoes

Female: Salwar Kameez/ Sarees, Jeans, Fatua, Footwear

Health and Safety Policy

The representatives are made capable to guarantee safe workplace and safe work zones in their activity territories as per the rules that everyone must follow and Company's wellbeing directions. Violation of the Safety Rules may bring about disciplinary measures including loss of occupation.

Security Measures

1. All activity concerning assurance of Company property, secure the nearness of Company Clients, worker inside the ventures and corporate office.
2. Keep close watch on the development of guest and workers specifying strange exercises.
3. Security Guards ought to be available at all security posts both inside and outside of the premises by situating themselves on round the clock moves.
4. Keep on change/move security investigation because of the need and for the better part of the organization.
5. All floors and whole region of corporate office stay under security observation by close circuit cameras.
6. Keep close contact with the nearby peace workplaces/expert for all issue that necessities lawful help.
7. Certain representatives are given an area card for swiping for opening entryway of different floors.
8. Maintaining of obligation log book, development enlistment center, utilizing of security gadgets and hardware are basic piece of the Security Administration.

First Aid Box

- . The first aid box should be placed in the entrance of every office.
- The box should be easy to open and should have holes for ventilation.
- The contents of the box are checked on a periodical basis and all the medicines that have past the date of expiry should be discarded and replaced.
- As soon as the medicines go beyond a required quantity, fresh medicines are to be refilled.
- Staff requiring medical attention should consult the Company doctor

Training & Development

The Company assumes that reasonable sorts of getting ready and engaging openings embed to Human Resources Development (HRD) by technique for upgrading the action capacities, existing potential outcomes and improvement which advantage laborer and the Company. For this reasons, the Company urges agents to develop their aptitude and learning and improves their responsibility regarding the Company. It is recommended that each employee should have opportunity to refresh their understanding and ability through HRD interventions which may merge getting ready, workshops, exposures, exchange visits and some other sort of change opportunity gave by the Company.

Employee Development Need Assessment

Representative's improvement require zones ought to be recognized and concurred with the director as TNA (Training Need Areas) among the Performance Management framework (through yearly examination) every year and observing of crafted by the worker by his/her chief. All preparation utilizing the Company's cash or time is liable to the reliable need and ought to be inside the confirmed expenses plan.

Employee Development Plan and Budget:

Worker Development/Training Need Assessment is a stable procedure and has to be done before definition of yearly spending plan. All individual units are required to place their yearly training plan and budget for the specific training at the season of spending planning. The preparation design incorporates the preparation of representative at individual and the Company level. Every Department need to present a copy of their yearly preparing arrangement to HR Training and Development Section in December (every year) to blend in the Company's Annual Training Plan.

Selection of Employees for Training and Authority of Selection

It is the duty of the supervisors to decide when or who should go for training. For local level training, respective supervisors will recommend nomination to the HR Committee for approval through HR Department. Mostly training will be provided within the country. Exceptionally there may be need for some overseas training/visit for some employees. For overseas training/visit final selection and approval will be made by Chief Executive Officer with approval from the Board within the approved plan and budget.

Worldwide preparing, workshop or visits will be monitored by the Head of HR after it has been proposed by the director and sanctioned by the Board

Categories of Employee Development Interventions:

Local Training

Local External Training

This refers to those HRD interventions occurring in country. Administrators will be completely in charge of guaranteeing that their worker gets access to preparing and advancement occasions in zones that have been recognized for them.

For some employees external training may be utilized to enhance, update, or develop specific skills. The Company's employees who receive external training will later feedback to the colleagues and counterparts.

Local Generic Training (In House)

The generic need areas will be identified from strategic plans and individual development programs and evolving internal need. This could include in house training to the employees by using the skills and experience of any senior employee, in house trainers or consultants

Overseas Training

This will refer to those events and interventions that will enable further growth and development of employees and may require travel out of the country. This will be coordinated and arranged by Head of HR.

Training Criteria

a) Professional Training

External training outside of the country may be set only when the following criteria are met:

- *Specific training needs for the Company and*
- *Within budgetary bound*

b) Training Eligibility

Employee should have minimum Masters Degree in any discipline with good command in English language.

Bond Agreement

The Company supports the expert improvement of its worker through universal presentation/preparing. It feels that this experience additionally improves the Company. The Company trusts that keeping in mind the end goal to guarantee the commonality of advantages from such worker preparing, employee should make commitment to continue their services with the Company after the abroad training.

Training Report

Upon completion of training an employee must submit a complete Training Report to the supervisor with a copy to HR. This includes participation in workshops, seminars, conferences, any overseas visit (training, workshop, seminar, etc).

Salary and Benefits

Salary

Sheltech Brokerage Ltd. Salary means Gross Salary (Including Tax “if applicable”). Salaries are confidential between employees and the Company and they are strictly forbidden to reveal their salaries to others. Salaries and benefits/allowances are reviewed annually. Salary will be disbursed within 25th of every month if 25th date is Friday then salary will be disburse at 24th date of that month. All attendance records will be cross checked and verified against data entry for payroll processing through Information & Communication Technology (ICT) Department. Apart from above, each site office is strongly advised to maintain a staff on duty register/attendance register, where absence, presence and leave record to be maintained. HR shall complete salary processing of the calendar month by the 22nd of every month and send it to Finance & accounts Department for verification & subsequently for payment disbursement through the bank.

Festive Bonus

This will be termed as Festival Bonus and will be given during Eid-ul-Fitr and Eid-ul-Azha irrespective of individual's religion.

Income Tax:

Where applicable in advance income tax will be deducted. If maximum fixed amount (As decided by company time to time) of income tax has been deducted by the company, company will contribute towards remaining tax amount.

An individual is to submit the return at his/her own accord following government rule. Any additional amount required for such submission of Income Tax will be borne by the individual. Company will provide the document of paid source tax only.

Celebrations:

Sheltech Day

A yearly celebration day for employees of the Company is held every year on 12 March. Guests and Clients are invited to Sheltech Tower for celebrating the day.

Sheltech Reward

Sheltech award is presented to the selected prominent personality of the country through a relevant ceremony.

Farewell Ceremony

A dedicated & loyal employee while leaving the company is given farewell in a befitting manner to recognize his remarkable contribution.

Leave Policies:

Leave of Absence

The provision of leave shall not be revoked arbitrarily. An employee is entitled to avail his due leave under the procedure discussed subsequently. Subject to fulfillment of necessary conditions, the following types of leave will be admissible to every employee in a calendar year:

- | | |
|--|------------------------------------|
| <input type="checkbox"/> Casual leave | -10 days per calendar year |
| <input type="checkbox"/> Earned leave or annual leave. | -20 Days per calendar year |
| <input type="checkbox"/> Medical leave or sick leave | -14 Working Days per Calendar year |
| <input type="checkbox"/> Maternity leave | - 16 Weeks (112 days) |
| <input type="checkbox"/> Quarantine leave | - 21 Days |
| <input type="checkbox"/> Extraordinary leave | - 10 Days |

Casual Leave

Casual leave means taking off from duty for a very short period, which may start from half a day but not exceeding 3 (three) days at a time. Such leave is usually to be taken in advance. Every employee has permission to get casual leave with full wages for 10 (ten) days in a calendar year except employee on probation and contractual employee. In case of casual leave, application should be submitted to the HR Department at least 24 (twenty-four) hours earlier or, if not possible, satisfactory explanation in writing should be submitted on joining after availing the leave. However, prior information must be given over telephone or mobile.

Earned Leave or Annual Leave

Any employee, who has completed minimum one year of continuous service in the company and whose service has been confirmed by the authority, will be allowed to get earned leave during the following period of year with full wages as described. An employee shall earn 1 (one) day of

Leave in credit for every 18 (eighteen) days of work during a calendar year. One must apply at least 72 (seventy-two) hours prior to going on leave, to avail earned leave for 7 (seven) days or less at a time, for approval. Application for more days of leave must be submitted before 96 (ninety six) hours. Application should be submitted to HR Department duly signed by the individual and respective Division and Department heads; for onward approval by the management.

Medical Leave or Sick Leave

A confirmed employee is permitted to get 14 (fourteen) days sick leave in a calendar year with full pay; thereafter, management may considered up to a period of 28 (Twenty Eight) days Sick Leave with half pay considering the gravity of sickness. In case of extension of sick Leave longer than the specified period (28 days), remaining Casual Leave or earned leave, which is applicable, will be considered as sick leave. In case of more than 2 days sick leave, the application must be submitted with a registered physician's certificate.

Maternity Leave

A confirmed female employee will be entitled to maternity leave up to 16 Weeks or 112 (One Hundred and Twelve) days, which shall include the public holidays, and weekend days (non-working days). The employee will not be entitled to such maternity benefit if she has worked with the company less than 6 (six) months

Extraordinary Leave

Extraordinary leave may be allowed only when no leave is due to an employee. Extraordinary leave is usually allowed to an employee up to 10 (ten) days. Approval of such leave may be given by the Management, if the cause therefore is beyond the employee's control. When the Management or company sends an employee abroad or outside of his station of posting for official work, absence for such period will be considered as working days or holidays as decided by the management. Such leave (if given) will fall under the criteria of extra- ordinary leave and may not be deducted from casual/earned leave (He/ She will get full payment).

Retirement and Terminal Payments

Retirement Age

As per Bangladesh Labor Law 2006 an employee will retire at the age of sixty (60) years. An employee may be required to proceed on early retirement at the discretion of the management once he/she has completed 25 years' service with the Company.

Certificate of Employment

After the end of service due to discontinuation of service, resignation, discharge, dismissal or retirement, the employee shall be entitled to receive a certificate of employment stating the period of employment with Sheltech Brokerage Ltd. along with other details.

SWOT Analysis

Strength

- a) Qualified employees.

- b) All activity concerning assurance of Company property, secure the nearness of Company Clients, worker inside the ventures and corporate office.
- c) Keeping close contact with the nearby peace workplaces/expert for all issue that necessities lawful help.

Weakness

- a) Job analysis of Sheltech Brokerage Limited is not upgraded as well as performance appraisal.
- b) Technological support is not regularly upgraded as technology is changing every day. To cope up with new technology upgrading is must.

Opportunity

- a) Trading has now become automated. So people can work more in comfortable way.
- b) More people know about the share market with the help of internet. So, every new employee has minimum basic knowledge about share market and its culture.

Threads

- a) In the share market more share company who are running very precisely. For that reason to stay in a good position everyday this company has to face a new challenge.

PEST Analysis



Political factor

- a) Board and administration and regulation (Share market).
- b) Bangladesh Government.
- c) Tax Law

Economical factor

- a) Economic growth.
- b) Interest rates.
- c) Exchange rates.

d) Inflation rate.

Social Factor

- a) A person's thought about share market.
- b) Career in share market.

Technological factor

- a) Related software
- b) Related Hardware
- c) Programming on Share market

Findings:

- 1)** Sheltech Brokerage Limited is a full service broker.
- 2)** Employees are dedicated to the company less negativity.
- 3)** Every employee has clear information about the company.
- 4)** Confidential data is secured very confidentially.
- 5)** Technology is upgraded on time.

Recommendation

There is more other financier houses are entering in this industry. Sheltech Brokerage Limited is immediately sorted out business house where we can have just couple of alternatives to prescribe them. In any case, a portion of the proposals for better execution of Sheltech Brokerage Limited:

1. Should focus on their job analysis
2. Should utilize more refreshed programming which will empower the workers to get back information from the primary database all the more quickly.
3. Should refresh their performance appraisal.
4. Should enhance its administration by giving group arrange administration to its representatives.
5. Should provide different kind of training about different issues like sales techniques or improving profit margins.

Conclusion

We all know that internship is a platform to make the combination of theoretical and practical knowledge. I have completed three months long internship in Sheltech Brokerage Limited. In three months what I have learned I believe it will help me in my upcoming professional life. To serve customer well, companies and employees need to be skilled in many areas like faster development of new sales strategy, shrinking company formalities, reducing procedure times, improving customer service etc. During this period, I have also learned some knowledge about current job market.

Sheltech Brokerage Limited is maintaining a structured communication system which is transparent. Each official are valued and treated as a part of the company. The management of Sheltech Brokerage Limited believes in the knowledge based investment in the capital market to keep pace with the advanced market and sophisticated clients. Sheltech Brokerage Limited

believes in empowering employees for making future leaders for the Company and the sector. HR Software will soon be introduced by the company for the future technological strength.

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APPENDIX

1. What are the basic HR practices of Sheltech Brokerage Limited?

2. Do the training procedure and performance appraisals are conducted properly?
 - Yes
 - No
 - No comments
3. Does the compensation package need to be improved?
 - Yes
 - No
 - No comments
4. Are you happy with the present HR practices?
 - Yes
 - No
 - No comments

5. Does management discuss with the employees before taking decision?

- Yes
- No