

Internship Report On
HR Practices of Building Technologies & Ideas Ltd.

By

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An internship report submitted to the Graduate School of Management (GSM) in partial
fulfilment of the requirements for the degree of
Master of Business Administration (MBA)

Masters of Business Administration

BRAC University

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Declaration

It is thusly proclaimed that:

- The internship report submitted is my own unique work while finishing my certification at BRAC University.
- The report doesn't contain material recently distributed or composed by an outsider, with the exception of where this is properly referred to through full and exact referring to.
- The report doesn't contain material that has been acknowledged, or submitted, for some other degree or recognition at a college or other establishment.
- I have recognized all primary wellsprings of help.

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Supervisor's Full Name & Signature:

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Associate Professor, BRAC Business School

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Letter of Transmittal

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Subject: Submission of Internship Report.

Dear Sir,

I am very glad to submit the internship report on Building Technologies & Ideas Ltd. This report is a result of the MBA program I completed. It brings me great pleasure to have successfully completed my internship and to present this report on the analysis I carried out during that time. You have my gratitude for providing me with a test that will allow me to demonstrate my abilities. I will also be given the chance to perform some practical work, which has boosted my experience.

It would be really thoughtful of you to review my report work and make any more recommendations to improve my explanation.

Sincerely yours,

Md. Mizanur Rahman Mizan

ID: 20264016

BRAC Business School

Acknowledgment

I might want to thank the Almighty and a couple of supportive people for their help, direction, and consolation. To start, I might want to offer my thanks to Mizanur Rahman sir, who directed my academic internship and provided critical assistance and guidance to my report throughout the semester. I'm likewise thankful to Dr. Md. Kausar Alam sir, for furnishing me with the chance to function as an understudy under their supervision.

Notwithstanding Mr. Mohammed Masud Khan, Manager, HR of Building Technologies & Ideas Ltd., who gave me the subtleties I expected to make this report on Enrolment, HR Procedures, HR Errands, and different issues, I might want to thank my associates and departmental trailblazers. I value everybody at BTI for continuously being there for me when I wanted them. Without the help of the recently referenced people, I could not have possibly had the option to meet the task's targets. I'm likewise enthusiastic about my family, companions, and partners.

Executive Summary

This paper is an analysis of my professional engagement with a highly esteemed real estate firm inside the nation. During my internship at bti Company Limited, I acquired substantial experiential and theoretical insights into the prevailing work culture and the routine operations of the organization.

The detailed examination of Bti Company focused on its diverse departments and their essential contributions to operations, emphasizing the real estate sector's relevance. A SWOT analysis was conducted to evaluate the organization's internal strengths, weaknesses, opportunities, and threats.

After careful consideration, I have selected a study topic that is closely aligned with my academic specialization in Human Resource Management. My investigation focuses on examining the HR practices used by Bti Company. The subject of my research centres on the implementation and sustenance of diverse human resources strategies among distinct departments of our organization. Upon conducting additional inquiry, it has come to my attention that my findings align with prior scholarly investigations. Consequently, I successfully concluded my research endeavor and formulated recommendations derived from the constraints, discoveries, and challenges encountered during the study.

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Chapter 1

Overview of Internship

1.1 Student Information

Name: Mizanur Rahman Mizan, **ID:**

Program: MBA

Major: Human Resource Management (HRM)

1.2 Internship Information

1.2.1 Period

September 21, 2021 to March 5, 2023

Company Name: Building Technologies & Ideas Ltd.

Department: HR & Admin

Address:

1.2.2 Internship Company Supervisor Information

Name:

1.2.3 Job Scope

Job Description

Supervising the hiring process, that includes screening resumes, conducting interviews, and extending job offers.

- ✓ Keeping employee records in HRIS and personal files accurate and up to date.
- ✓ Assisting in the development and implementation of HR policies and procedures for the company.
- ✓ Working with outside agencies and vendors to provide employees with the services they require.
- ✓ Improving employee satisfaction by implementing employee engagement initiatives.

- ✓ Maintaining and verifying employee records, such as attendance, leave records, and personal information.
- ✓ Responding to employee inquiries about company policies, procedures, and regulations, as well as providing day-to-day employee services
- ✓ Ensuring that all employees practice the bti core values.

1.3 Internship Outcomes

1.3.1 Student's contribution to the company

As an HR student I can enhance our company by giving it current, hypothetical information and new points of view on human resource management. With a comprehension of the latest HR drifts, I can help with enlisting processes by distinguishing and drawing in top abilities while utilizing cutting-edge technologies and platforms. I have to assist with cultivating a positive and useful workplace by grasping employee engagement, inspiration, and maintenance methodologies. Besides, by being gifted in information examination and HR measurements, the understudy can help with pursuing informed choices that line up with the organization's essential goals, accordingly expanding the organization's general adequacy and seriousness in the marketplace.

1.3.2 Benefits to the student

When I did this intern in bti company this helped me to train new employees. I also learn about the HR function, culture, leadership, office management system, dealing capacity, and so on. Over the course of the internship, I improved my computer skills in Excel. I also learned how to stay calm under pressure at work and how to properly manage my work-life balance.

1.3.3 Problems faced during the internship period

During an internship at bti I faced a lot of problems, like-

- ✓ Without prior experience, I had to struggle to navigate the complex Human Resource Information System (HRIS)
- ✓ It may be difficult to learn how to accurately update and verify various employee records.

- ✓ Understanding and implementing various HR policies and procedures, as well as interacting with external agencies, all necessitate a learning curve.
- ✓ Furthermore, for a newcomer like me, promoting employee engagement initiatives and ensuring adherence to bti's core values among seasoned employees may be intimidating.

1.3.4 Recommendations on Future Internships

An onboarding program should be established to familiarize interns with the Human Resource Information System (HRIS) and other essential tools in order to improve future internships at BTI. Mentors from the HR department should guide them through the learning process. Training sessions should be provided on company policies, procedures, and core values. Employee engagement should be emphasized in workshops or seminars. Regular feedback and discussion sessions with supervisors can provide constructive feedback and address issues, resulting in a supportive and educational environment.

Chapter 2

Organization Part

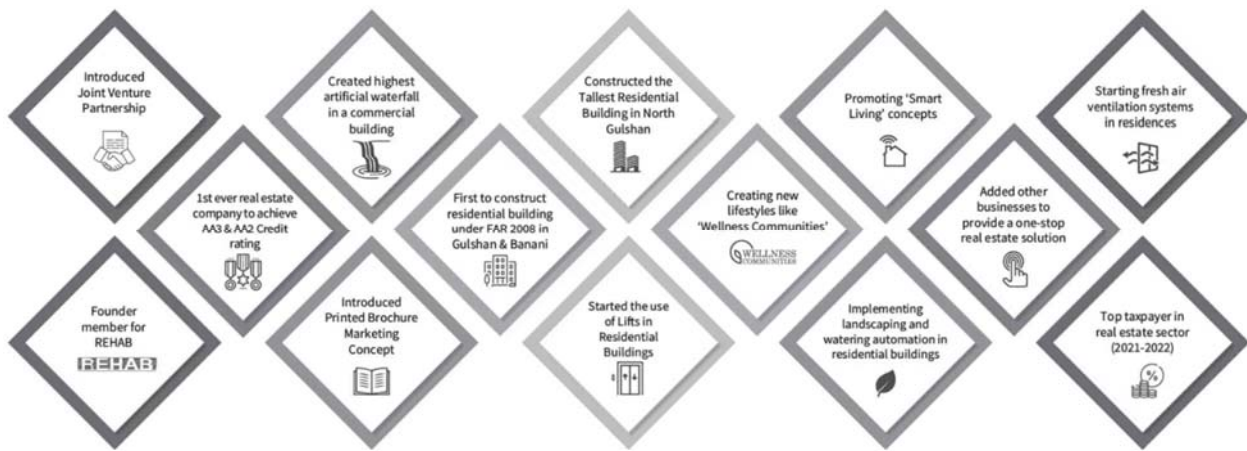
2.1: Introduction

The capacity to adjust to changing conditions is fundamental for progress. That is something bti has known beginning around 1984. Grasping the changing nature of the real estate sector, bti keeps on building homes while presenting trying and creative residing ideas. Bti accepts that engineering can catch the quintessence of time. Bti landmarks catch a particular time span while staying valued in unendingness. Bti adds that additional dash of wizardry to every single turn of events, making it a home. Building technology & ideas ltd., bti is one of the nation's trailblazer land organizations, having been in the business beginning around 1984. BTI was the leading development company in Bangladesh to receive the internationally acclaimed ISO 9001: 2000 certification for quality in "Design and Construction of Buildings" as well as being a founding member of the Real Estate and Housing Association of Bangladesh (REHAB). Over 39 years of real estate experience has brought about the fruition and effective handover of in excess of 200 projects to fulfilled Dhaka and Chittagong proprietors. Bti has confidence in quality as a vision statement, yet additionally in each part of our tasks and the manner in which we carry on with work. To help Bti's basic beliefs of value and greatness, we have collected a group of devoted and gifted experts that incorporates draftsmen, engineers, originators, organizers, and others. "Integrity" is the watchword at the core of our activities. Furthermore, this honesty has guaranteed our development for many years, in spite of tough opposition and an unpredictable business climate.

2.2 Overview of the Organization

2.2.1: Building Technologies & Ideas Ltd.

Building Technology & ideas ltd - bti is an elevated requirement real estate firm known for its impressive skill in the business and as one of the trailblazers of Bangladesh's real estate sector. Our commitment and long periods of involvement joined with a continuous quest for greatness, have procured us a cutthroat situation in the business. We are genuinely lowered by our clients' trust and love, which has consistently developed throughout many years.



Bti: Since the Beginning, A Step Ahead

2.2.2: Company Mission:

To make home ownership a pleasurable experience.

2.2.3: Company Vision:

To make viable housing solutions available to all segments of our society.

2.2.4: Core Values:

- Capture the customer's heart.
- Strive to be the best by working harder than everyone else.
- Keep an entrepreneurial spirit.

- Promote Meritocracy by respecting, developing, and empowering our people.
- High moral character, honesty, and integrity.
- Increase work speed, combat bureaucracy, and eliminate unnecessary tasks.

2.3 Management Practices

According to admin. (2021, August 24) management practices involve strategies and procedures for enhancing business productivity and viability. They include strategic planning, asset distribution, executive control, development, responsibility measures, and creating a conducive work environment for both managers and employees.

BTI Ltd is committed to effective management practices, fostering a culture of collaboration and employee effectiveness. It focuses on improving key preparation and functional methods for sustainable growth and employee satisfaction.

2.3.1 Autocratic Leadership

According to The Economic Times (2023), autocratic leadership is a management style in which a single person controls all decision-making processes and minimizes other members of the group's participation and input. Autocratic leaders exhibit a decision-making approach that is driven by their personal beliefs, without actively seeking input or guidance from others.

2.3.2 Democratic Leadership

Participative management, another name for democratic leadership, emphasizes the inclusion and active participation of those being led. (Kumar, A. 2023a) Democratic leaders frequently seek advice and feedback from subordinates. They encourage dialog and active participation in the decision-making process.

2.3.3 Participative leadership

Participative leadership, alternatively referred to as democratic leadership, facilitates the cultivation of a collaborative ethos by encouraging teamwork, accountability, and active engagement among team members. The approach fosters the development of problem-solving skills and promotes collaborative efforts, wherein the group assumes the role of the ultimate decision-making entity (Ismail, K. 2021, December 21). This strategy cultivates trust and

nurtures the development of creativity, innovation, and problem-solving skills, which are crucial for fostering growth opportunities within an organization.

2.3.4 Laissez faire leadership

In NSLS, T. (2022, July 13) blog described that, laissez-faire leaders prioritize individual autonomy, delegating decision-making authority to team members. They provide assistance, direction, and instruction, ensuring they are held responsible for errors and achievements. They effectively assign responsibilities.

Building Technology & Ideas Ltd. utilizes both Autocratic and Democratic leadership styles to lay out a durable management framework that encourages collaboration. Autocratic leadership initiative is portrayed by its capacity to work with brief navigation and effective execution, though Democratic leadership encourages a culture of cooperation, joint effort, and the age of inventive thoughts. The execution of this comprehensive methodology develops an impression of proprietorship, devotion, and complementary respect, ensuring a flexible and versatile administration technique that compares to the steadily changing business scene and the shifted prerequisites of the labour force.

2.3.5 Human Resource Management Practices

Building Technology & Ideas Ltd. likely employs extensive human resource management strategies to maximize performance, focusing specifically on enhancing employee development, implementing efficient recruitment procedures, providing continuous training programs, and fostering a collaborative work environment to facilitate long-term growth and success.

- **Recruitment & Selection:**

According to Personio. (2023) Recruitment is a fundamental procedure employed by organizations to acquire, entice, and discern potential individuals for their available positions. The objective of the recruiting process is to attract a large pool of qualified candidates for a certain position, utilizing a variety of appropriate recruitment strategies.

5 The Process of Recruiting and Selecting of bti

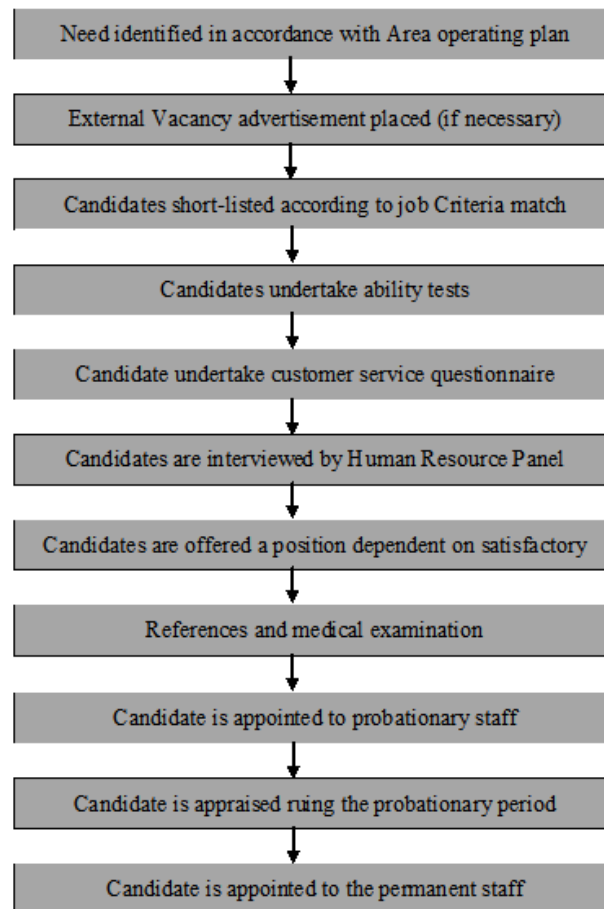


Figure: The Process of Recruiting and Selecting of bti

- **Training and Development:**

Training and development are educational initiatives within an organization aimed at enhancing workforce competencies and optimizing job functions (Darwinbox. 2021). Management initiates training programs, while individuals proactively undertake initiatives for professional growth. Both aim to cultivate supplementary skills and foster holistic personal growth.

- **Compensation & Benefit:**

In 2011 Zigu refers that Compensation and benefits are essential hygiene considerations in Human Resource Management (HRM) for maintaining workforce motivation. Performance-

based rewards and recognition systems foster optimal performance and productivity, benefiting both individual workers and the organization as a whole.

- **Job Satisfaction:**

Hoppock (1935) defines job satisfaction as the amalgamation of psychological, physiological, and environmental elements through which an individual articulates their contentment with their occupation.

- **Motivation:**

Motivations are the underlying forces that serve as the impetus for conduct, originating from the Latin term *motivus*. Psychologists engage in the research of motivational variables in order to elucidate the reasons behind observable changes in individuals' behaviour. (Encyclopaedia Britannica, Inc., 2023a, April 27)

2.4. Marketing Practice

Marketing research is a crucial link between marketers and consumers, facilitating information exchange, identifying opportunities and challenges, developing strategies, evaluating performance, and understanding the marketing cycle. It also aids in making effective decisions, as stated by the American Marketing Association.

Marketing Strategy:

A marketing strategy is a comprehensive plan developed by a company to effectively communicate its unique value to its client base, encompassing business objectives, target market, buyer personas, competitor analysis, and incentives to attract and retain customers, as per CoSchedule (2022).

BTI's corporate marketing division has signed a Memorandum of Understanding with 17 organizations, with the executive aiming to increase partnerships. BTI offers exclusive incentives to employees, including reduced-interest home loan options, through collaboration with banks and financial institutions, and has established ties with multinational corporations.

Target Customer, Targeting & Positioning Strategy:

Building Technology and Ideas (bti) is a strategic real estate company in Bangladesh that provides a wide range of property options to individuals, investors, and corporations. It uses market segmentation to cater to different consumer needs and uses effective marketing communication and customer interaction tactics. bti has recognized a solid brand existence in the real estate development sector by indicating its reliability and customer-oriented landscape.

Marketing Channels:

BTI combines offline and online promotion strategies. In addition to traditional channels like newspapers, billboards, and real estate expos, they will most likely establish a digital presence through their company website, social media platforms, and online advertising.

Advertising and Promotion Strategies:

A multi-channel marketing strategy that incorporates both digital and conventional channels is provided by the company BTI. Online stages, for example, social media and official sites, act as vehicles for displaying property listings and publicizing offers, while unsurprising media channels, like billboards, papers, and magazines, work with the extension of audience reach. Additionally, their real estate offerings and corporate identity benefit from participation in exhibitions and other gatherings.

2.5 Finance Performance

Financial performance indicators look at a company's ability to make money and use its resources effectively. Analysts and investors utilize these estimations to make it simpler to analyse organizations in various industries or areas. (Kenton, W. 2022, June 1).

Building Technology and Ideas (BTI) Company Ltd. uses a variety of indicators to assess its financial performance, including EBITDA, profits, revenues, operational expenses, and other ratios. Various financial papers and statements are used to evaluate the company's financial performance, taking into account both short-term and long-term financial indicators and comprehending the economic environment.

2.6 Operation Management and Information System Practices and Supply Chain Management (SCM)

In order to maximize the efficiency of its real estate development processes, Bti Company Ltd. employs efficient operational management strategies, ensuring that projects are completed on time. The smooth facilitation of data communication, storage, and retrieval through the utilization of cutting-edge Information System techniques boosts decision-making and customer service processes. Bti's products and services are more reliable and efficient to use when these principles are incorporated. The official Bti communications should be consulted for accurate information.

It is likely that Bti Company Ltd. will take a strategic approach to Supply Chain Management in order to make the processes of purchasing and delivering construction materials more efficient. Utilizing technological solutions to monitor and oversee the supply chain, partnering with dependable suppliers, streamlining logistical processes, and ensuring project completion on time while maintaining high quality standards are all components of this strategy.

2.7 Industry and Competitive Analysis

2.7.1 Porter's Five Forces Analysis

Michael E., a professor at Harvard Business School, developed the Five Forces model. As per the Investopedia Group's report on Walk 31, 2023, Porter is a framework that distinguishes and examinations five key factors that shape industry structure, helping organizations in creating powerful business methodologies and guaranteeing long-term financial feasibility. Porter's five forces analysis provides a comprehensive understanding of the company's competitive landscape:

- **Competition in the Industry:**

BTI operates in a highly competitive land market characterized by the presence of businesses offering comparable products and services. On the other hand, BTI has been successful in utilizing its competitive advantages to attract both suppliers and customers, resulting in a significant expansion of its market presence and financial gains. As a result, BTI has been able to establish a distinct market position.

- **Potential of New Entrants:**

The challenges of the real estate industry, such as the need for a lot of money and building a good brand, may shield BTI from immediate issues from new market players. Despite this, it is absolutely necessary to maintain vigilance due to the possibility of innovative new businesses entering the market, which could threaten BTI's dominance.

- **Influence of Suppliers:**

Due to their influence, suppliers have a significant impact on the real estate industry's cost dynamics. BTI is likely to sign strategic agreements with multiple suppliers to mitigate the risks of relying on just one source. This strategy enables the company to effectively manage costs while maintaining profitability.

- **Customer Influence:**

In the housing market, buyers have a lot of power to negotiate. To truly attract and retain customers while also effectively managing associated costs, BTI's diverse client may necessitate the implementation of various marketing strategies.

- **Threat of Substitutes:**

BTI should reliably enhance and deal its clients extra worth through alternative housing choices to address the potential test presented by substitute items and administrations. Supporting profitable evaluation methods and defending its market position require this strategy.

2.7.2 SWOT Analysis

Building Technology and Ideas (BTI) Company Ltd's strengths, weaknesses, opportunities, and threats (SWOT) would be conducted.

Strengths:

BTI has been known for a long time in Bangladesh's land market for consistently delivering high-quality and innovative housing solutions. The organization has a different arrangement of land items intended to meet the prerequisites of different buyer groups.

Weakness:

The real estate industry's high capital intensity can have a significant impact on the company's profitability during economic downturns. In the region, BTI faces strong opposition from both established and expanding land organizations.

Opportunities:

BTI has a chance to make use of the growing interest in affordable and sustainable housing in Bangladesh by developing housing solutions that are both practical and biologically innocuous. BTI's functional effectiveness and market reach could be improved by teaming up with worldwide land organizations to move innovation and skill.

Threats:

The potential threats to BTI's income streams and financial performance are linked to the fluctuating trends of the Bangladeshi real estate market and economic volatility. The business's operations and strategic planning may be affected by the government's stringent property development and management policies and regulations.

2.8 Conclusion

Building Technology and Ideas (BTI) Company Ltd.'s human resources practices are crucial for achieving organizational goals. They aim to create a positive, inclusive, and collaborative work environment by implementing successful recruitment, development, and retention strategies. These practices attract skilled individuals and cultivate a sense of dedication among employees. BTI must continually evaluate and improve its human resources procedures to meet market and workforce demands, as the company must adapt to the ever-changing business environment. This approach ensures a high-quality, motivated workforce that contributes to the company's success.

2.9 Recommendations

Following an examination of BTI Ltd.'s HR practice report, the following recommendations are made:

Continuous Improvement:

In order to effectively respond to the ever-changing business landscape, it is suggested that BTI allocate resources to the implementation of continuous improvement initiatives aimed at improving their human resources processes.

Employee Development:

It is suggested that training and development programs be expanded to include new technologies and trends in the industry.

Diversity and Inclusion:

There is a need to upgrade attempts pointed toward developing a work environment climate that is described by expanded variety and inclusivity, consequently lining up with the diversified consumer base and worldwide market patterns.

Performance Management:

Upgrade the adequacy of performance appraisal and criticism frameworks to guarantee exact assessment of employees and work with vital development planning.

Employee Engagement:

The objective is to design and implement software applications that can effectively improve employee engagement and job happiness, ultimately leading to a decrease in turnover rates.

Talent Acquisition:

Utilize sophisticated recruitment methods and platforms to effectively and economically attract highly skilled individuals.

Compensation and Benefits:

It is imperative to consistently evaluate and modify remuneration packages and employee perks in order to maintain competitiveness within the labour market for skilled individuals.

Succession Planning:

In order to proactively address future leadership requirements and guarantee the uninterrupted operation of the organization, it is recommended to incorporate a systematic approach to succession planning.

Legal Compliance:

It is imperative to remain informed and adhere to all employment laws and regulations in order to minimize legal liabilities and retain a favourable corporate image.

Feedback Mechanisms:

Create effective communication channels to facilitate employee feedback regarding human resources policies and practices, with the aim of aligning them with the workforce's requirements and anticipated outcomes.

Chapter 3

Human Resource Practice of Building Technologies & Ideas Ltd.

BTI Company Ltd. likely implements strategic human resource procedures focused on recruiting, developing, and retaining highly competent individuals. The HR strategy probably emphasizes employee engagement, continuous development, and fostering a positive organizational culture. This approach aims to enhance performance and dedication, contributing to the company's strategic goals and operational success within the real estate industry.

3.1 Career Development

Probation Period:

- The usual probation period for an employee is six months, but it can be extended at the discretion of the respective Head of Department (HOD)

Confirmation:

- The candidate may be confirmed in their role after successfully completing the probationary period and based on a convincing recommendation from the Head of Department (HOD).
- With few exceptions, salary reviews won't happen after the probationary period. Salary raises are often given out on an annual basis.

Increment:

- The Annual Performance Evaluation will be used to determine the increment for confirmed personnel. Prior to the employee's increment due date expiring, the HOD must make sure of this.
- The HOD is responsible for evaluating the employee and filling out the Annual Performance Evaluation Form.
- An increment loss may ensue from any disciplinary action taken against the individual employee during the evaluation period. However, if the HOD provides sufficient justifications, an exception may be made.

- The HR department will send the required information to the Accounts Department and issue a pay boost letter with the effective date after getting approval from the designated individual.

Transfer:

- The management retains the authority to move an employee at any time and to any place. Before sending out a transfer letter, the Head of Department (HOD) will let the HR department know what has to be done.
- Transfer from one department, location, or project to another may be requested by an employee. No transfer advantages will be applied in these circumstances.

Promotion:

- Every promotion must go through the Annual Appraisal Process. In the employee's appraisal form, the Head of Department (HOD) will suggest promotions with a rationale and forward it to the HR division.
- The HR division will examine and support a worker's promotion before submitting it for approval.
- The HR department will send a promotion letter following approval by the designated individual. After that, the employee will be eligible for all benefits based on their position or service grade.

Re-Designation:

- The employee's position could be modified at any point for organizational reorganizations, business requirements, or other factors. As needed, job responsibilities will also be modified.
- During the restructuring process, the department, project, or company's new organogram will be incorporated as approved by the authorized person. These changes should happen at the same level, with no re-designation resulting in changes to compensation or grade

Resignation or Discontinuation of Service:

- Employees may submit a written resignation to the Head of Department (HOD). If the HOD agrees, they will mark approval on the resignation letter and forward it to the HR Department for an official acceptance letter.
- For their resignation to be accepted, permanent employees must give one month's notice in writing or forfeit one month's gross compensation, and non-permanent employees must give fifteen days' notice or forfeit fifteen days' gross salary.
- An employee with an ongoing disciplinary proceeding cannot resign until 90 days have passed since the initiation of the departmental proceeding. However, the management can make decisions based on specific conditions as they see fit, including withholding salary at their discretion.
- Upon returning all corporate assets and paying any outstanding balances, the HR department will provide the departing employee with a release order or clearance certificate.

Termination of an Employee:

- Management has the right to terminate the employment of a permanent employee at any time without providing any justification, either by giving notice as specified in the appointment letter or by paying one month's gross salary in place of notice.
- In a comparable way, management may terminate non-permanent employees' employment at any moment for any reason, with no further explanation or payment required.

Releases on Health Ground:

- If a permanent employee is mentally and physically incapable of performing their job, they may be fired for health-related grounds.
- In such cases, either a one-month notice period is given or one month's gross salary is paid instead. Other standard service benefits applicable to the employee will be provided according to the company's policies and procedures.
- After receiving the necessary approval, the HR department will issue a termination letter.

3.2 Compensation and Benefits

Salary Administration:

- The salary accounting period extends from the 26th of the current month to the 25th of the following month.
- All payments shall be executed after appropriate deductions and subject to prior authorization from the Finance and Accounts Division. Projects that require adjustments should be forwarded to the main office by the 27th of this month.
- Employees who join within the salary accounting period will get a pro-rated compensation. Any salary increment will be adjusted in the current month's salary and paid out with the next month's salary.

Salary Deduction: Deductions monthly salary from employees for the following:

- Compensation for loss or damage to items that the employee was particularly tasked with keeping secure, or for money lost that they are accountable for, if the loss or damage was caused directly by their carelessness or error.
- Unauthorized time off from work.
- The employee's income tax liability as per governmental standards.
- Overage mobile phone charges for eligible employees beyond the permitted thresholds. Anything else that can be deducted.

Salary Advance:

- The management discourages providing advance salaries to employees.
- In a dire emergency or requirement, staff members may apply to their head of the department (HOD).

Gratuity Scheme:

- Upon separation from service, an employee is entitled to receive gratuity. In the event of the employee's death, the gratuity will be paid to the legal heirs or nominees based on the service period.

- All confirmed workers who have served continuously for three years from the date of joining are eligible for this scheme.
- Gratuity is paid annually and is calculated using the most recent basic wage, which accounts for 60% of the gross compensation.
- Employees become eligible for gratuity only after successfully completing three years of service.
- The financial year for gratuity calculation runs from December 26th to December 25th of the following year.
- Payment will be processed by the Finance and Accounts Department and disbursed to the respective individual after necessary adjustments.

Festival Bonus:

- All employees, including peons, security guards, and drivers, will receive a festival bonus. This bonus will be equivalent to two months of the employee's basic salary within a calendar year, calculated on a prorated basis. Employees become eligible for this bonus after completing three months of service, starting from April 2, 2017.
- If an employee leaves on any day and the notice period does not include Eid day from the date of departure, they will not be eligible for the festival bonus.

Leave-Cashment for Annual/Earned Leave:

- Workers are able to cash in their earned leave that they have renounced. After one calendar year, if the person stays employed by BTI during the encashment term, they can cash in their surrendered leave from the current year.
- According to the ranking, employees from AGM to Managing Director can cash in a maximum of 9 days of Earned Leave per year. Other employees can cash in their full Earned Leave for each year.

Long Term Service Benefits:

The employee receives it for their continuous service at building technology & Ideas (bti) for the following reasons:

- Employees with 10 years of service will receive a bronze-plated metal crest along with a certificate.
- Employees with 15 years of service will be awarded a silver-plated metal crest and a certificate.
- Employees with 20 years of service will be honored with a gold-plated metal crest and a certificate.
- Employees with 25 years of service will be presented with a platinum-plated metal crest and a certificate.

Identification Cards:

- The HR Department will provide an ID card to new employees or those with position changes.
- This ID card is valid until employment with BTI ends. Upon termination of employment from either side, the ID card must be returned to the Administration Department.
- If an ID card is lost, a new one will be issued after paying the replacement cost.

Separation Payment:

- Resignation letters should be sent to HR through Line Managers, including the recommended release date and required information.
- HR will issue an acceptance letter to the employee, confirming the immediate release date.
- Employees are not eligible for any leave or HR benefits during the notice period.
- Employees need to pick up the clearance form from HRD and fill it out with their ID, SIM, COD book, and access card.
- HR will notify Finance to process the final settlement payment within 15-21 working days.
- HRD will issue the experience certificate.
- All payments to the separated employee will be made through their clearance, with necessary adjustments by the Finance and Accounts Department.

Exit Interview:

- It is a common practice for reputable companies to conduct Exit Interviews for employees. This procedure is not necessary for those who are asked to resign, but it should be a standard practice for those resigning voluntarily.
- Employees in 1st and 2nd line management who choose to leave the company should have an exit interview with Top Management. For those in the third line and below, HR and the relevant Head of Department (HoD) should conduct the interview. If HR identifies any concerning feedback from these interviews, only then should the information be escalated to Top Management.

3.3 Office Hour and Attendance

The Office Hour:

- The Corporate Office operates from 9:00 am to 6:00 pm, with a lunch and prayer break scheduled between 1:00 and 2:00 pm.
- There is a lunch and prayer break from 1:00 pm to 2:00 pm in addition to the regular schedule of 9:00 am to 5:30 pm at the project site. At 9:15 am, a late mark will be recorded.

Office Attendance:

- All employees are required to be present at their workplace according to the established office hours. Attendance should be recorded using the designated Attendance Machine or Register Book through either signing or thumb pressing.
- Arriving after the scheduled start time at the Corporate Office, Branch Office, or Project Office will be marked as late if it is after 9:00 AM.
- If an employee arrives at the corporate office, branch office, or project office after 10:00 AM, they will be deemed missing for the full day.

Penalties/Late Fine for Late Attendance, Absent and Time-Off:

- For every three days of late attendance, a non-confirmed employee will either lose one day of salary or one day of casual leave, while a confirmed employee will lose either one day of salary or one day of earned leave.

- An employee's salary will be reduced by one day for each day they are absent.
- Additional time beyond six hours will be accrued for time off for each employee. For every seven hours of time off, a non-confirmed employee will lose either one day of salary or one day of earned leave. This adjustment will occur annually or upon termination for both parties.

Late Attendance Procedure:

- An employee arriving after the scheduled office hours will be marked as late if they arrive after 10:00 am at the Head Office or branch offices.
- An employee's Casual Leave (CL) and Earned Leave (EL) will be changed in accordance with the following timetable if they are consistently late for three or more days:
 - ✓ Three Days Unintentional Late = 1 CL (Casual Leave)
 - ✓ Four Days Unintentional Late = 1 CL (Casual Leave) & half day leave
 - ✓ Five Days Unintentional Late = 2 CL (Casual Leave) & half day leave
 - ✓ Six Days Unintentional Late = 3 CL (Casual Leave) & half day leave
- Any attendance after 10:00 am will be counted as absent for the day. Late payments after six days will result in an additional deduction of one EL. If CL/EL is not available, salary will be reduced from monthly pay.

Office Provided Transportation Delay (Only Bus):

- In the event of unforeseen circumstances such as sudden obstructions, violence, or destruction (excluding traffic stops for VIPs),
- If employees using official transportation (bus only) arrive at work between 9:00 AM and 10:00 AM, it will be marked as late, continuing the current practice.
- For employees using official transportation (bus only):
 - Arrival between 10:00 AM and 11:00 AM allows them to apply for time off.
 - Arrival between 11:00 AM and 12:00 PM allows them to apply for a half-day leave.
- These guidelines apply exclusively to employees using official transportation (bus only).

Appreciation for No Late:

- Management supports and approves an appreciation policy for all bti members who have no late records throughout the year as part of the "My Company is the Best" initiative.
- The year duration is defined as the period from January 1st to December 31st.
- Late arrival time is determined by the organization's current policy.
- Each achiever will receive an appreciation message with a photograph on the day of the bti Corporate Summit.

Time Off:

- Employees are permitted to take up to six hours of paid time off per month (from Saturday to Thursday, from the 26th to the 25th). Before using this service, each employee must sign the time off registration. Lunch is not included in the time off period; if the employee doesn't come back to work after lunch, the time off will start to count at 2:00 pm. Lunch break duration extensions will also be deducted from the total amount of time off.
- Time Off Allowance: Employees are permitted to take time off while present at the office. If an employee wishes to take time off before coming to the office, prior approval must be obtained from their respective Head of Department (HOD). This will generally only be approved for medical reasons.
- Time Off Register Monitoring: The HR and Admin departments will periodically review the Time Off register. Any instances of misconduct or dishonesty will result in strict disciplinary measures.

Movement: Before leaving for an official outside visit, employees must first come to the office and record their attendance. Afterward, they should sign the MOVEMENT REGISTER before proceeding. Head of Department (HOD) must get prior consent from higher authority if they think an employee needs to go on an outside visit without first regularly entering the workplace or for a designated amount of time each day.

3.4 Dress Code Policy of BTI

Dress Code Policy of the company specifies our expectations for employees' attire at work. Employees need to recognize that their appearance is significant when representing the company to clients, visitors, and other external parties. An employee's appearance can impact the company's image positively or negatively. The following dress code guidelines apply to all employees:

All Employees.

- Employees should maintain a clean and well-groomed appearance. Grooming styles related to religion and ethnicity are acceptable.
- Attire must be suitable for a work environment. Clothing typically worn for workouts, outdoor activities, picnics, or parties is not appropriate.
- Professionalism should be reflected in clothing choices. Revealing or inappropriate attire is not permitted.
- Clothing and footwear should be clean, of good quality, and well-maintained.
- Clothing with noticeable rips, tears, or holes is not allowed.

Employees in Customer-facing Positions (Sales, BD, CSD, Interiors, Brokerage, Hollow Block, etc.) Are Allowed to Wear Certain Clothing

These employees must adhere to the dress code, keep up a presentable appearance, and practice proper hygiene since they will be in close contact with our consumers.

- **Formal Business Attire:** When dealing with clients, male personnel are required to wear ties.
- **For men:** formal shoes, long or semi-long socks, formal shoes, formal leather belt, and full-sleeved shirt.
- **Shirt Colors:** Light, monochromatic, and neutral.
- **Shoes:** Leather shoes in black or brown color. tidy and well-polished.
- **Coordinating Shoes and Belt:** The shoes and belt need to have the same color. For instance, a black shoe must match a black belt, and a brown shoe must match a brown belt.

- **Ties:** Should be sober in color and contrast with a shirt.
- **Suits with Pants:** Wear sober, neutral hues that go well with pants, such as gray, blue, black, and brown. For instance, if the suit is grey, the pants have to match.
- **Look:** Presentably groomed
- **Perfume:** Mild and pleasing. If necessary, a mouth freshener is recommended. Smokers must use mouth fresheners or clean their mouths before interacting with customers.

Not Acceptable for employees interacting with customers:

- T-shirts, polo shirts, floral printed shirts, striped shirts, or shirts with checks are not allowed.
- The colour of the shirt must not be fluorescent like red, green, orange, yellow, lime, etc.
- **Ties:** Should not have significant or bright prints.
- **Pants:** Must not be too tight. No jeans and gabardine.
- **Socks:** Must not be ankle height.
- **Shoes:** Sports shoes, pointed shoes, sandals, sneakers not allowed. Shoes must not have visible tears, smudges, or holes.
- **Belts:** Must not be old or having rips and tears.
- Accessories like bracelets, chains, caps, hats, and ear studs must not be worn.
- **Appearance:** Must not look untidy, unhygienic, or dishevelled especially in regard to hair, beard.
- Sweaty outfit not acceptable at all. Strong perfume not allowed.
- Previous policy of 50% company contribution in dress making will not be valid anymore.
- The existing policy of providing loan (interest free and repayable in 6 EMIs) to employees with customer facing roles to make dresses will continue. However, an employee can take it only once in a year and maximum twice in service tenure with bti.

Disciplinary Consequences:

- Employees may face more severe consequences up to and including termination, if their appearance causes irreparable damage, like loss of a major client.
- Respective HOD must ensure to follow “Dress Code Policy” in his/her department.

Birthday Celebration:

- Applies to all BTI appointed employees.
- A birthday card signed by the Advisor.
- All employees are entitled to a cake.
- HR will provide department-wise birthday lists to the relevant HOD and Project Office.
- The HR Department will send birthday wishes via internal mail and arrange a card and cake for the Head Office.
- Branch and Project Offices will arrange their own cake within the approved budget.

3.5 Leave and other Holidays

Earned Leave/ Annual Leave:

- For every year of continuous employment, every confirmed employee is entitled to 16 days of earned leave with full pay; additionally, every holiday falling within the leave period will be counted against the earned leave.

Sick Leave:

- Confirmed employees are entitled to 14 days of paid Sick Leave each calendar year. Sick Leave does not carry over to the next year. Probationary employees receive Sick Leave on a prorated basis.
- Sick Leave for more than two days requires a medical certificate from a doctor.
- If Sick Leave balance is zero, it will be deducted from Casual Leave or Earned Leave. If no other leave is available, it will be considered unpaid leave.

Casual Leave:

- Confirmed employees are entitled to 10 days of Casual Leave with full pay in a calendar year. Probationary employees receive leave on a prorated basis.
- Casual Leave is counted only on working days and cannot be accumulated or carried forward to the next year.
- A maximum of 3 consecutive days of Casual Leave is allowed at a time.

- Employees are entitled to a maximum of six half-day leaves annually, which is the same as three full days of casual leave. A half-day leave is from 9:00 AM to 1:00 PM and 1:00 PM to 6:00 PM.

Maternity Leave:

- Female employees who have completed two full years of service are eligible for maternity leave of three months, with full pay for one month.
- If the employee has two or more surviving children, no maternity benefit will be provided. However, she will be eligible for unpaid leave.
- Maternity leave and benefits must receive approval from the respective Head of Department (HOD).

Half Day Leave Policy:

- Half-day leave is split into the following two time slots: I. 9:00 am to 1:00 pm
II. From 1:00 to 6:00 p.m.
- Employees may take Casual Leave (CL) up to 6 times as half-day leave.
- Employees may take Sick Leave (SL) up to 4 times as half-day leave.
- The maximum number of half-day leaves allowed per year is 10.
- Each half-day leave counts as one full day of CL or SL.
- Employees must obtain approval from their Head of Department (HOD) before taking a half-day leave and submit the approval to HR.
- If taking a half-day leave in the morning, employees must notify their department by 9:00 am.
- No half-day leave notifications will be accepted after 9:00 am.
- All other leave conditions remain unchanged.

Leave Adjustment Policy:

- Employees must adjust their used leave within 72 hours.
- Prior approval is required from the relevant department for Casual Leave, and this approval should be submitted to HR.
- If an employee takes sick leave at the end of the month, they must notify the HR department over the phone before their salary is processed.

- If the leave policy is not followed, leave will not be modified.

Special Leave for Hajj:

Considering the spiritual side management has allowed 30 days continuous leave facility to perform Hajj (Not Omrah) by giving 10 working days as special leave. This special leave can be enjoyed as follows:

For Permanent Employees:

- ✓ Days earn Leave
- ✓ 10 days special leave and
- ✓ Days Friday

For Confirmed Employees below 1 Year:

- ✓ Proportionate Earn Leave
- ✓ 10 days special leave
- ✓ Rest of the days will be adjusted from Friday and Casual Leave

Alternative Leave:

- Employees working on their days off are eligible for alternative leave.
- To qualify, employees must sign the register and record their attendance on the duty day.
- Approval for taking this leave must be obtained in advance using the attendance correction slip and submitted to HR promptly.
- This leave should be taken within 30 days of the duty date.

Holidays:

At the start of each calendar year, the Head of HR will create and distribute a list of holidays as soon as it becomes available.

Thursday Holiday:

- The next full office day will be on the first Thursday. The following Thursday will be a full holiday.
- Holidays may be adjusted according to government holidays or any urgent situations.

- A full holiday on Thursday will follow two consecutive full office Thursdays, irrespective of government holidays.
- If a government holiday coincides with a Thursday full holiday, the next Thursday will be taken as a full holiday.
- SICOL (Factory) and the Construction Department will adhere to their own duty schedules.

3.6 Training and Development

Role and Responsibility:

HR will responsible for ensuring that all employees are trained as per training needs provided by HOD.

Training Instructions:

- Every employee shall be trained on instructions that are related to their work they perform by their respective HOD.
- HR Department will provide necessary support for effective training implementation as and when required.

Orientation:

- A new employee will receive bti Mission, Vision & Core values and Culture related documents at the time of receiving Offer Letter.
- Major HR Policy will be discussed at the time of joining and a feedback will be taken on bti Mission, Vision & Core Values
- Additionally all new employees will be given a videos link to have a detail idea on orientation topic like bti Culture, Major HR Policies, Code of Conduct (COC), Moral Integrity Committee (MIC), Organizational Initiatives (OIs), Fire Safety and Lean & Kaizen.
- Departmental/ Cross functional Training will be given by Respective HOD/ Team Leader (TL) and an Orientation Monitoring Chart of each employee will be submitted to HR within 10 days.

- The progress of newly joined employee will be assessed/ evaluated after 10 days by HR & Admin department regardless of position. Thereafter employee's ID & visiting card will be provided to the incumbent. A Q&A Session with new joiners through Zoom will be held for half an hour generally in the third week of every month. It is mandatory for the new joiners to participate in the session. Prior to the program new joiners can email their query, if any.
- If any new employee unable to join the Q&A session for some unavoidable reason e.g. customer visit, sickness etc prior information must be given to HR. So that HR can place him/her in the next Q&A session. A new joined employee will get maximum three chances to attend in Formal Orientation program.
- A Written exam on total 60 marks will be conducted after Q&A session. Unable to achieve 60% marks by any employee will result into attend the next session. if any employee fails to pass in consecutive 3 attempts will be released from service due to Sanctioned incompetence.

Department Orientation and Training:

The newly recruited employees shall be given an orientation for 10/ 12 days by the respective HOD or by his/ her nominee on his relevant functional activities.

Resource Person:

- External Resource Person to be hired as required by the needs of the company. The issue for External Resource Person to be raised by the concern head to HR Department when required.
- HR Department will justify demand for External Resource person in consultation with Top Management for Approval.

3.7 Recognition Policy

Star Performers Recognition and Benefit:

- STAR employees will be nominated by their individual HODs on the basis of their great job performance, commitment to work, and alignment with the BTI culture.
- The nominee must have a well-defined and comprehensive explanation from the relevant Head of The Department (HOD).
- STAR nominations are open to Senior Executives and up. Executives may occasionally be taken into consideration if they hold a senior position.
- The Advisor will choose the HODs' Star of the Stars.
- The HR department will check the candidate's personal file for negative mentions. If there are serious negative mentions, the person will not be eligible for STAR nomination.
- Any negative mention in a file must be signed by the HOD/HR and the Advisor.
- Nominees may be selected only from Excellent, Good, and Average departments.
- An exclusive crest will be presented by the Advisor at the 'bti Corporate Summit'.
- Benefits include 1 month's gross salary or Tk 3 (three) lac, whichever is lower.
- The STAR employee is entitled to 4 days of special leave in addition to regular leave.

Recognition for Knowledge Club Participation:

- Every bti employee is eligible to attend knowledge club sessions after reading the designated books for each session.
- Participants will receive a certificate based on their confirmed attendance for each book.
- Attendance records will be maintained for each book and sent to the Honorable Advisor monthly and before the final session of each book.
- Signing the Knowledge Club attendance sheet will not be allowed after 10 minutes from the session start time.
- Knowledge Club certificates will be stored in personal files.
- Participation in Knowledge Club activities will contribute 10 marks in the yearly performance appraisal under qualitative factors.

- The HR department will evaluate regular participants during the yearly appraisal for an additional increment of up to 10% on the incremental amount, provided they successfully complete the knowledge club sessions.
- HODs will be evaluated by the Honorable Advisor with the recommendation of the Head of HR based on their participation and contribution to the Knowledge Club.
- Participation is contingent upon reading the assigned books.
- A minimum of 80% attendance is required to receive a certificate for each book.
- To receive a certificate, participants must ensure a basic understanding of the books/topics.
- A minimum of 80% attendance in a year is required to be considered for the panel of additional increments. Otherwise, no additional increment will be granted.

3.8 Performance Management System (PMS)

During Annual performance Appraisal, the evaluator must consider the following items.

- Supervisors and supervisees need to clearly define their goals at the start of the performance year.
- Department heads must ensure an impartial evaluation of employee performance to foster continuous improvement, driving organizational growth and productivity.
- Once the “Annual Performance Appraisal Form” is completely filled out, submit it to the designated authority for final approval. After approval, forward it to the HR Department for processing and documentation.

Evaluation Process:

- Both quantitative goals and qualitative performance rating scales will be the basis for performance evaluations.
- During the annual appraisal process, the Head of Department (HOD) is required to conduct performance appraisal interviews with workers, with a sole focus on performance.
- Following the interview, the Head of Department (HOD) is required to fill up the Annual Appraisal Form, indicating any necessary grades and suggesting salary increases based on the rating scale.

- The Annual Appraisal Form needs to be filled out and turned in to the designated person for approval. Upon approval, the form needs to be delivered to the HR Department together with the employee's personal file for follow-up and documentation.
- Appraisals are typically conducted annually, but the HOD may perform mid-term evaluations if necessary.

Mid-Term Performance Review:

- This applies exclusively to employees who did not receive an increment during the last annual review due to poor performance but have shown improvement since then, or those who were too new at the time to be included in the annual appraisal process.
- Employees who experience a role change or job enhancement for at least six months and demonstrate satisfactory performance will become eligible for review.
- A Mission Critical Position (MCP) is a role whose vacancy would create significant disruption in the department due to the unique talent or exceptional performance of the individual. Typically a mid to senior level position, the absence of an MCP would cause operational difficulties and challenges in finding a suitable replacement. If an MCP expresses dissatisfaction with their current remuneration, the Head of Department (HoD) must quickly evaluate the cost of replacement and the availability of an equivalent candidate in the market. If the replacement cost exceeds the current remuneration of the MCP, the HoD should initiate a discussion with the employee to reach a satisfactory agreement, with the involvement of the CEO. This is applicable only for MCPs.
- The department should conduct an annual market survey to establish a salary range. This responsibility lies with the HoD. Our salary structure must align with the top companies in our industry. The HoD should periodically conduct market surveys and propose any necessary adjustments during the mid-term appraisal.
- Each HoD must be mindful of overhead costs in light of increased input costs, stagnant pricing, and higher inflation. A Cost Efficiency Program (CEP) should be implemented as soon as possible.

3.9 Personal Loan Policy

- An employee who qualifies must submit an application in the designated form via their Department Head.
- Every loan application will be examined by the HR Department to make sure it complies with the policy. The security available for the loan amount (including the amount of PF and gratuity less any prior loans) will be specified by the Accounts Department. The necessary policy verification will be carried out by the audit department.
- The Department Head, Audit, and HR Head will approve personal loans according to the policy.

Maximum Loan Amount:

A personal loan may be approved based on the amount of the employee's accessible gratuity fund as security. The loan amount cannot be greater than half of the total cash accumulated in that fund on the application date.

Repayment:

- Repayment must be within six equal monthly installments.
- Repayment must be within twelve equal monthly installments.
- Repayment must be within twenty-four equal monthly installments.

The first instalment will be deducted from the salary one month after receiving the loan. For option 03, after completing twelve months of installments on the current personal loan, an employee may settle the existing loan and apply for a new loan according to their entitlements, if necessary.

General Conditions:

Falsifying, tempering any supporting document(s) or misrepresenting /hiding any information (s) to avail any of these above loans, will be subject to disciplinary action against individual and may lead to lose of Job.

In case of separation from service by any employee, before the loan is adjusted fully the Balance amount of the loan shall be adjusted with his or her total dues receivable from the Company.

3.10 Welfare Fund Policy

Short Title: These Regulations may be called the bti Employee Welfare Fund Rules.

Objective: This is a Welfare Fund that will be utilized for all employees of Building Technology & Ideas Ltd.

The company is organized and incorporated in Bangladesh under the Companies Act, 1994 and is desirous of creating a welfare fund in the name of “bti Employees Welfare Fund” for the upkeep and benefit of the fund members.

whereas a declaration of trust is necessary in respect of the company and member contributions to the fund.

And whereas the trustees have consented to act as Trustees of the fund and are hereby appointed as Trustees for administering the Welfare Fund of the company and the income thereof as provided in the Rules for the time being in force.

Now this indenture witnessed and is hereby agreed and declared that a WELFARE FUND in the name and style of "**THE BTI EMPLOYEES WELFARE FUND**" (hereinafter referred to as "The Fund") is hereby established and constituted in terms of the Rules and Regulations hereinafter provided.

And that, the Fund shall consist of the contributions of its members and the contributions of the company to be made from the date of establishment of the Fund as aforesaid and of the income arising from the investment thereof and of any other constituents of the Fund which may be raised consistently with the provisions of any enactment or rules for the time being in force relating to the Fund.

3.11 Covid-19 Protocols

Policy on checking temperature;

- All visitors and bti employees including tenants’ must be checked at the Porch before entering the building using Temperature Guns (TGs).
- TG does not take more than 2 seconds to check the temperature of an individual. We shall deploy 3-TGs at a time the GF: 2 for personnel entering both the buildings of Celebration Point (CP) and one for checking the drivers in the vehicles entering GF Parking and/ or the basement parking.

- CP/ Head Office (HO) Security led by Security Officer (SO) Mr. Emran ensures that checking temperature will be done 100% and that he will take personal responsibility to ensure. AMD takes personal care of it. Any person revealing temperature above 98 degrees shall be denied of access to the building.
- Security Guards (SGs) and some Support Staffs (SS) will be trained on this equipment for helping SGs when needed. SGs will check temperature of 100% people irrespective of rank and file before entering the building. On the 1st day AMD shall be there at the GF Porch/ entry and later he shall check at random. All bti employees shall make it a habit of getting temperature checked.
- HODs brief their people to show maturity and responsibility that they will not be attending office if they are not feeling 100% well.
- Tenants will be asked to do the same for their people. Admin shall coordinate with them to share the cost involved for the purpose if the tangents take bti's support.
- To ensure minimum 5 feet social distancing, Admin makes necessary markings on the ground/ floors to direct the people entering the building in queue, in discipline.

Disinfection Policy:

- Both personnel and vehicles are subject to essential disinfection before entering the building. There will be no slipper but an arrangement for disinfecting shoe soles and wheels of the vehicles through bleaching powder solution.
- For personnel steel tray or plastic tray (Like RFL Shoe Trays used in Masjids) will be arranged in the sizes that covers the width of the Lift doors of both buildings. There will be synthetic cushions/ felts at the tray base on which 1 inch bleaching powder solution will be poured/ maintained. Individuals step into it wait for a second and get their shoe soles disinfected.
- For vehicles, already introduced backpacked portable hand pumped bleach powder sprayer shall continue disinfecting vehicles' wheels/ tyres with bleach disinfectant. A SS should be detailed for this purpose entirely.
- Everybody must wear mask attending any meeting.

- No other visitors except customers who come without a mask and hand gloves shall be offered mask and hand gloves by the FD Executive at the 7th floor Reception Desk. Visitors (customers) will not be allowed in any other floors.
- All HODs to ensure that the visits from all other stakeholders like contractors/vendors, etc is totally stopped. All transactions will be done electronically. All meetings are arranged on Zoom/Skype/WhatsApp. Vendors submit their bills/ documents to the FD Executive at the GF.

Seating Arrangement:

- A social distancing of minimum 5 feet shall be maintained always in the working floors, inspiration room and conference rooms across bti.
- Admin rearranges all the desks with the support of respective depts. and Design Dept.
- Once set the seating arrangement is permanent. Depts. are to ensure that none of their people disturbs the safe distance seating arrangement. Admin monitors it through random physical check/ visits.

Monitoring Compliance:

Admin must ensure that SS are following the protocol strictly in their accommodation, en-route to office and in the CP. Besides close monitoring by the Admin, senior most people amongst the SS and the gate keeper in the project should be instructed to ensure compliance of the protocol. Admin should recruit a person entirely to work on Protocols compliance.

3.12 Findings and Recommendations

The findings offer valuable insights into the challenges faced by our organization, bti:

- The organization's BTI policy mandates a six-month probationary period for newly hired personnel, with confirmation as permanent members pending recommendation from the Head of Department.
- Bti employs a methodical wage administration system, distributing monthly salaries and implementing deductions for excessive payments, asset damage, illegal absences, and income tax collection, demonstrating financial transparency and regulatory compliance.

- The organization offers various perks like festival bonuses, gratuity systems, and long-term service rewards, providing economic stability and acknowledging employees' dedication and valuable contributions.
- The Bti promotes clear exit protocols for employees, including return of business property and financial obligations, and conducts exit interviews for willing departures to enhance human resources practices and organizational culture.
- In order to demonstrate discipline and punctuality, Bti operates from 9:00 a.m. to 5:30 p.m., with designated lunch and prayer breaks.
- By using biometric authentication and sign-in procedures, BTI strictly enforces attendance, ensuring responsibility and punctuality. Failure to comply may result in disciplinary actions.
- BTI has implemented a system to deal with tardiness that balances flexibility with working hours. Employees take time off but must stick to a limit of six hours per month.
 - Bti offers an organized onboarding process for new employees, giving extensive data about the organization's objectives, vision, values, culture, HR strategies, and a thorough assessment framework.
- BTI's HR department employs specialized experts for growth and advancement and provides job-specific employee training under the direction of Department Heads.
- Maintaining Mission Critical Positions through professional conversations and market assessments are all part of the organization's performance management system, which also includes annual evaluations, goal formulation, departmental evaluations, and mid-term evaluations.

The description of bti's HR practices suggests five recommendations to enhance their HR practices further.

- During the trial stage, upgrade correspondence among supervisors and probation employees by directing normal criticism meetings, recognizing regions for development, and setting clear assumptions for long-lasting status.
- In order to avoid misunderstandings and disagreements, the pay administration system at bti ought to simplify the procedures for deducting asset damage and income tax, as well as communicate clearly with employees.

- Wellness programs, initiatives for professional development, and additional financial incentives can all be added to employee benefits to increase job satisfaction and retain staff.
- Enhancing exit interviews, identifying areas for improvement in human resources, organizational culture, and managerial approaches, and ultimately enhancing the employee experience as a whole can all come from gathering feedback from employees.
- BTI might consider executing adaptable working hours, like working from home or consolidated plans, to further develop balance between serious and fun activities and oblige assorted employee requirements.

3.13 Summary and Conclusion

Bti, a well-known company in the region, has a strong strategy for human resources that is well aligned with its organizational goals and principles. The company's human resources (HR) department plays a crucial role in facilitating the recruitment, advancement, and retention of highly skilled individuals. The enrolment interaction utilized by BTI is described by its far reaching and powerful nature, with a primary emphasis on the distinguishing proof of up-and-comers who have the fundamental gifts as well as line up with the hierarchical culture. The on boarding process is decisively evolved to work with the consistent joining of recently employed faculty into the hierarchical construction. A variety of training and development initiatives are implemented at BTI to enhance skills and foster professional advancement. The company places a significant emphasis on employee development. What's more, the association puts significance on the government assistance of its workers and gives them cutthroat compensation bundles and exhaustive advantages.

In conclusion, BTI's HR procedures show a strong commitment to meeting high standards in personnel management. The company's success in attracting and keeping top-tier employees is largely due to its strategic approach to human resources (HR). Through the essential accentuation on representative turn of events and prosperity, BTI has effectively developed a favorable workplace that advances both individual and expert development, eventually prompting improved efficiency. Human resources procedures at BTI consistently contribute to the success and expansion of the business, and they generally represent industry best practices.

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Appendix:

Questions

1. Could you please tell me about bti culture?
2. What are bti core values?
3. What is your recruitment system and procedures?
4. Could you please give me idea about your employee's compensations & benefits.
5. What is your attendance & leave policy?
6. What kinds of training do you give to your employees?
7. Do you have any employee development plans or succession plans?
8. Could you please tell me about your performance management system?
9. How did you develop respect among employees?
10. What is your final settlement process?