

CHAPTER-XIV

ETIQUETTE POLICY

1. Purpose:

- 1.1 To implement the standards of etiquette and its role in the organization.
- 1.2 To improve the standards of professional meetings.
- 1.3 To suggest meeting protocol and multi-cultural etiquette

2. Scope:

All university staffs and faculty members excluding temporary & outsourced department

3. Process:

3.1 Dress code Norms- Employees must wear their respective uniforms/ethnic wear and I.D card while on duty.

3.1.1 MEN-

- 3.1.1.1 Formal wear for everyone, other than those employees who have been provided with uniforms and needs to be in uniforms.
- 3.1.1.2 Checked trousers and jeans or other casual wear not permitted
- 3.1.1.3 Should wear only leather shoes – Sneakers not allowed
- 3.1.1.4 Wearing of Ties for front office, billing, and floor coordinators as part of uniform is compulsory. For all marketing staff and other managerial staff, it is preferable.

3.1.2 WOMEN-

- 3.1.2.1 Salwars / Sarees with large prints, formal trousers/ shirts preferred, flowery or bright colors - not encouraged.
- 3.1.2.2 Very low necklines, sleeveless and $\frac{3}{4}$ lengths sleeves – not encouraged

3.2 Appearance Standard-

- 3.2.1 All employees are expected to exhibit and maintain a well-groomed personal appearance, including cleanliness and proper hygiene.
- 3.2.2 Attire and personal grooming must satisfy all safety and health regulations

- 323 Employee ID Card must be visible at all times, face front, at chest level and in good condition. No changes and alterations are allowed on the card, senior employees and above may have round holder.
- 324 Acceptable attire should be clean, ironed and in good repair. Fit of clothing should allow required movement for job performance at ease.
- 325 Proper attire specially in a hospital setting is very important. A professional appearance generates confidence and respect. Hospital employees should dress in a fashion that fosters a positive reassuring image. Attire should be appropriate to duties performed and for maintaining the safety of patients, visitors and other employees in health care environment.
- 326 Please ensure your hands and feet are neat and clean not only for your safety and health but also for those of our patients. Fingernails shall be clean, neatly trimmed, and well-manicured and of a length that will not cause injury or potential injury to self, customers or co-workers.
- 327 It is important that all are well turned out, with the least number of hair accessories, with neat and tidy hairstyles that don't interface with our functioning or succeed in portraying a very casual approach.
- 328 Perfumes, after shaves and lotions should be used in moderation in order to be considerate of sensitivities, allergies, and illnesses of patients, visitors and other employees.
- 329 Footwear must be clean, polished, securely fitted and in good condition.

3.3 Acceptable attire/appearance that applies to all employees:

- 331 Jeans, short, halter tops, tank tops, sweat suits/ pants, fleece, sheer fabrics, denim, Capri's, low cut necklines, midriff tops, lycra/spandex/metallic tops, tee shirts with logos, athletic wear, casual T-shirts are not appropriate attire for the workplace.
- 332 Hair of unnatural color i.e. blue, purple, green, red, golden etc. is unacceptable.
- 333 Sneakers and flip-flop sandals should not be worn.
- 334 Excessively tight or loose clothing should be avoided.
- 335 Scrubs stamped with other institutional names shall not be worn.

3.4 Uniforms- All uniforms are assigned for a purpose. They serve as a means of identification of an employee. Two pairs of uniform are provided once in a year on



subsidized rate. The employees of below mentioned departments are provided uniforms:

- 341 Administrative Department
- 342 Patient Care Services
- 343 Billing Staff OP & IP
- 344 Nursing staff
- 345 F&B
- 346 Security
- 347 Housekeeping staff
- 348 Transport drivers

Please ensure that:

- Uniforms are clean, well ironed and not torn or obviously re-stitched
- Uniforms should be worn properly and uniformly by everybody and not according to personal styles or with any additions or deletions

3.5 Behavioral Standards- Respect to colleagues

351 In the performance of their duties employees must:

- Maintain high standards in service delivery by:
- Discharging responsibilities conscientiously, honestly and impartially;
- Always acting within the law and performing their duties with positivity, efficiency, diligence and courtesy.
- They should strictly follow the hierarchy of the organization.

352 Observe appropriate behavior at work by:

- Dealing with the public sympathetically, fairly and promptly; and
- Treating their colleagues with respect

353 Maintain the highest standards of probity by:

- Conducting themselves with honesty, impartiality and integrity;
- Never seeking to use improper influence, in particular, never seeking to use political influence to affect decisions concerning their official positions
- Abiding by guidelines in respect of offers of gifts or hospitality and
- Avoiding conflicts of interest.

3.7 Communication Etiquette-

- Do not Use Mobile phone. Employees should not use Mobile phones while on duty except in any emergency.

- Gossiping is not good team building. Talk about the weather, sports, upcoming events, or send a sweet GIF, but whatever you do don't fall into gossiping as a way to relate with colleagues.
- Don't use all caps. Using all caps indicates an aggressive tone, or a lack of digital skills, neither of which will be appreciated by your colleague. The only time caps are acceptable in the workplace is when you are sending "CONGRATULATIONS!" to celebrate an achievement.
- Reply carefully. It is poor workplace etiquette to hit reply-all to emails. This rule requires some finesse. Don't reply all to an email unless it is required for a department-wide update to make sure everyone knows you're on the same page.
- No Politics please: It is inappropriate to discuss politics in the workplace. Even if you think your political interests are aligned with your colleague, it is best to keep politics off the clock.
- Silence your phone. Do you really need a ringtone or vibration for every notification? Your coworkers certainly don't think you do.
- Do not copy the whole team: Before sending an email ask yourself; who needs to see this? If it is not something that the entire organization needs to know, there is no reason why everyone should be copied. Be more selective when sending general correspondence to the concerned.
- Use styles appropriately. The improper use of bolds or italics in office communications is unacceptable. It can be confusing and distract viewers from the message itself.
- Keep Your Jokes to Yourself: It's poor workplace etiquette to send joke emails to the entire team.

3.8 General Standards: Employees must follow the following general rules:

- University campus is Tobacco Free. Smoking is strictly prohibited within the campus.
- Consumption of Tobacco/Gutkha/Alcohol is strictly prohibited in the campus.
- Internet surfing for purposes other than institutional work is not allowed.
- Talking loudly, rude behaviour with colleagues, misbehaviour with seniors is not allowed.
- Contribute in Green Campus for Swachh Bharat and Swasth Bharat.



- Maintain common rules of workplace decorum. Deviation if any shall be punishable.

3.9 Stakeholders / Ownerships: Roles, Responsibilities and Accountabilities:

- 3.9.1 **HODs:** HODs are responsible for the activities in their respective domains. The Etiquette requirements in those departments need to be assessed by them. Director/HOIs/Dean/HOD and HR department will collaborate to determine the professional Etiquette.
- 3.9.2 **Head-HR:** He/She will help the HODs in determining the Etiquette requirements. All employees are responsible for the professional Etiquette.
- 3.9.3 **President:** Reviews the Etiquette requirements and approves the same.