



# Trust 100

## Bill of Rights & Responsibilities

*"We consistently deliver high quality.  
You can count on us."*

# Message from CEO.....

*“Hello...my dear colleagues. I would very much have liked to address you personally today. However given the time and schedule considerations, please read my message ...*

*I am delighted to have you all here today for this introductory presentation on Trust 360, which is Ionidea's vision. Ionidea's vision is to become one of the most trusted companies in the IT and BPO solutions industries. Nothing less...*

*Trust 360 is built on the bedrock foundation of “Employee Trust”. Only when we have trusted relationships between each other, can we hope to build trusted relationships with our Customers and other stake holders.*

*Trust is built on the 4 pillars of Integrity, Empathy, Commitment and Excellence. For you to trust somebody, you need to know that they are*

- a) Honest and they tell you the Truth,*
- b) They understand your needs and goals, i.e., they are empathetic to you,*
- c) They can really help you, i.e., they excel in the help that you seek from them, and*
- d) They are committed to helping you.*

*Only when all these four factors are addressed, Trust exists in all dimensions. If any of these factors are weak, then the Trust is weak.*

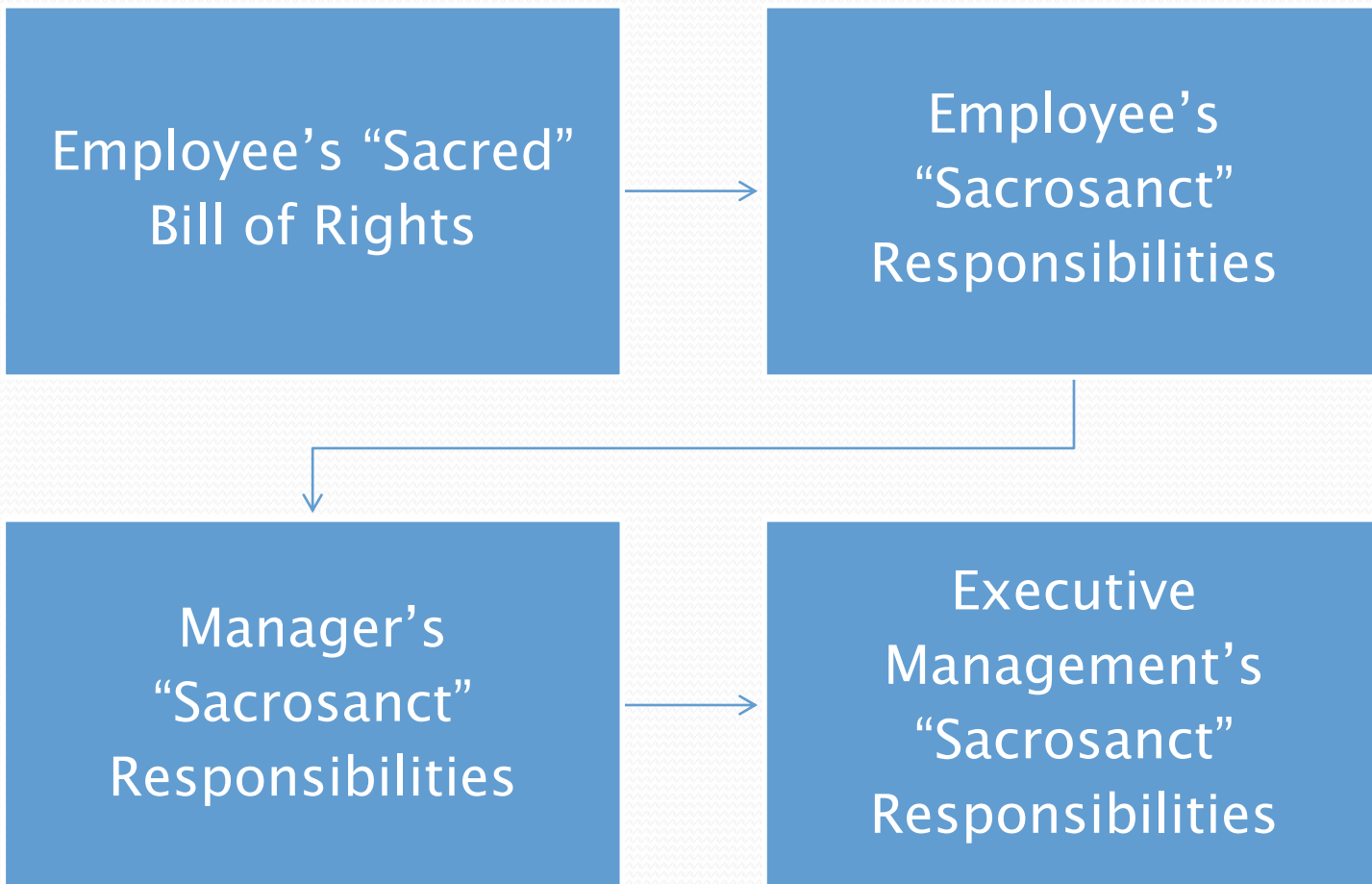
## *Message from CEO....contd.*

*Likewise for others to trust you, you have to have Integrity, you have to empathize with their goals, you have to excel in your work and you have to be committed to your work and to your customers.*

*At Ionidea, we have come up with a 'Bill of Rights' for Employees... so that Employees can trust their Managers, their Business and their company! We also have a 'Charter of Responsibilities' for Employees... so that their Managers, their BU and their Company can trust them!*

*In today's presentation and training session, you will get to know the details of both your "Rights" and your "Responsibilities" as our colleague here at Ionidea. Please carefully listen to what is being presented, ask questions to get answers, give us your input, and take back with you a firm understanding of the ground rules that we operate in."*

# Content



# Employee's "Sacred" Bill of Rights

## Always be treated with Dignity and Respect

- Be recognized for capabilities, contribution & performance in a timely manner
- Transparent communication. Information is readily available as needed to help them succeed
- Always trusted... unless there is strong evidence to be treated otherwise

## A motivating, fair, friendly and performance-oriented work-environment

- Easy access to Senior Management to share ideas & give suggestions for Improvements
- Only Performance determines career growth, compensation and rewards
- IonIdea Management will always live up to the commitments made to the employees
- Opportunities for Career Growth and improvement of skills & personality
- No negative stress – No physical, verbal or mental abuse.
- Discrimination-Free. Nepotism-Free. Harassment-Free.

## Access to HR for addressing grievances without any fear of repercussions

- Access to HR and Senior Management to voice grievances
- Patient hearing. Fair investigation. Fair resolution according to IonIdea policies & values
- No worry about negative repercussions from voicing grievances

# Employee's "Sacrosanct" Responsibilities

## Put our Customers FIRST

- Always treat them with dignity, care and respect
- Put their needs ahead of ours. Ensure that we will deliver what they want.
- Empathize with their needs and goals. Ensure that our customers are the highest priority

## Develop and demonstrate irreproachable Work–Ethics

- Minimum of 40 hours of “very productive work” every week
- Honesty and Integrity in all actions. Transparency in Communication
- Good Team–work. Do not negatively impact or distract others from their work

## Earn and retain Respect & Trust

- Be committed to your work, to your colleagues, to your manager and to your customers
- Excel in your work. Meet all your commitments and deadlines
- Continuously improve the quality, productivity, timeliness and innovation of your work
- Set aggressive Performance Goals in conjunction with your manager. Meet or Exceed them.
- Extend trust to others – respect their strengths and help them overcome their challenges
- Treat all your colleagues – juniors, peers and seniors – with care, respect and dignity

# Manager's "Sacrosanct" Responsibilities

## Employee's "Sacrosanct" Responsibilities!

- Lead by Example. Live up to Ionidea's values.

## Put our Customers FIRST

- Make the team aware of and committed to Customer's goals, deliverables and deadlines

## Provide support all Employees in your Team

- Always treat your employees with Dignity and Respect. Identify their strengths and help them build upon it.
- Extend Trust to all of your Employees. Later Verify. "Trust and Verify"!
- Recognize Excellence, Accomplishments and good Work-Ethics in a timely & public manner
- Honestly give credit to your employees wherever and whenever it is due. Do not usurp credit
- Proactively and periodically discuss and agree upon Performance Goals & Targets with each employee
- Do performance appraisals and provide constructive feedback in a timely manner
- Monitor, Measure & Report performance of each employee. Provide constructive feedback
- Make sure every employee is fairly compensated solely based on their performance

# Manager's "Sacrosanct" Responsibilities

## Employee's Career Growth

- Develop jointly with the employee and HR a personalized Career Development Plan for each employee.
- Help employee through mentoring, training and career opportunities within and outside of the team/BU
- If employee decides to leave IonIdea to achieve Career Goals, then collaborate with them to do a smooth transition of work and provide them honest references based on the work they have done for IonIdea

## Do NOT negatively treat any employee!

- Do not be abusive in any manner – Physical, Verbal or Mental
- Do not apply negative pressure. No harassment of any manner
- Do not be personally critical or sarcastic of employees. Keep it professional, constructive and discuss deficiencies in work or values in private.
- No biases whatsoever! Do not discriminate against anyone for any reason

## Keep your Ego in check. EGO is No-Go at IonIdea...

- With leadership comes a greater need to be humble, as well as, kind & caring about others
- If you made a mistake and knowingly or unknowingly was unfair to others or hurt others, then admit it, apologize and rebuild bridges and relationships. In summary, treat others as you would want to be treated.



# Manager's "Sacrosanct" Responsibilities

## PIP (Performance Improvement Plan)

- Keep it professional. Do not make it personal. Remember everybody has strengths and weaknesses.
- In private, with HR present, provide constructive feedback.
- Identify strengths and areas of improvement required for success or continuation in the role.
- Provide feedback on adherence to Ionidea's values as well as performance
- Provide an opportunity, counseling and training if necessary to effect improvements in a reasonable timeframe
- Put employee on notice if necessary
- Monitor and report improvements made by Employee
- If improvements are satisfactory and lasting, then take employee off of notice
- If improvements are not satisfactory, then initiate employment termination procedures in consultation with HR

## Employee Exit

- Keep it professional. Work with HR to ensure that we are following all Corporate policies

## Employee Hiring

- Solely based on capabilities and fitment for work
- Ensure the candidate fits into Ionidea culture as well. Attitude and Aptitude are as important as technical / business capabilities

# Executive Management's “Sacrosanct” Responsibilities

## Manager's “Sacrosanct” Responsibilities!

- Lead by Example. Live up to Ionidea's values.

## Put our Customers FIRST

- Create a culture in the company that puts our Customers' interests first

## Take good care of the Employees at Ionidea

- Define a Value System and put in place Policies & Procedures that create a fair, open, motivating, positive and performance oriented work environment for all employees
- Define and implement a Compensation package that recognizes and values both performance as well as adherence to Ionidea's values

## Define and Communicate Vision & Mission... and do everything required to achieve them

- Strategies & Plans
- Excellence Initiatives & Trust Initiatives
- Customer Care Initiatives & Employee Care Initiatives

# Contact

*"We will not leave any stone unturned until you are satisfied."*

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