Equivalent Rights for Outsourced Workers Policy

1. Introduction

Masters' Union engages third-party organisations for selected operational, professional and support services.

The institution recognises that outsourcing an activity does not remove its responsibility to promote lawful, fair, safe and dignified working conditions for individuals delivering services on its behalf.

This policy sets out the principles, responsibilities and controls adopted to ensure that workers engaged through third parties receive employment rights and workplace protections equivalent in effect to those provided to directly employed personnel performing comparable work.

2. Policy Statement

Masters' Union is committed to protecting the rights of workers engaged through contractors, vendors and service providers.

Outsourced workers shall not receive lesser protection in relation to fundamental employment rights solely because their legal employer is a third party.

Masters' Union shall not outsource activities for the purpose of:

- Avoiding lawful employment obligations
- Reducing fundamental worker protections
- Concealing unlawful labour practices
- Avoiding responsibility for workplace health, safety or welfare
- Restricting access to grievance mechanisms

3. Scope

This policy applies to all third parties providing workers or labour in connection with Masters' Union activities, including those engaged in:

- Security
- Housekeeping
- Catering and food services

- Facilities management
- Building maintenance
- Technical and information-technology support
- Transportation
- Event operations
- Temporary staffing
- Construction and renovation
- Professional and administrative support
- Any other outsourced institutional activity

The policy applies to principal contractors and all authorised subcontractors.

4. Legal and Regulatory Framework

This policy is aligned with applicable Indian labour legislation, including:

- The Code on Wages, 2019
- The Occupational Safety, Health and Working Conditions Code, 2020
- The Code on Social Security, 2020
- The Industrial Relations Code, 2020
- Applicable Central and Haryana rules and notifications
- Applicable requirements concerning contract labour, wages, social security, working conditions, non-discrimination and workplace safety

India's occupational-safety framework places responsibility on principal employers for prescribed welfare facilities for contract workers.

5. Equivalent Employment Rights and Protections

Workers engaged through third parties shall receive equivalent protection in relation to:

- Lawful and timely payment of wages
- Applicable minimum and overtime wages
- Working hours and rest periods
- Statutory leave and holidays
- Applicable social-security benefits and contributions
- Safe and healthy working conditions
- Necessary protective equipment
- Access to drinking water, sanitation and welfare facilities
- Protection from forced, bonded and child labour
- Protection from harassment, abuse and discrimination

- Freedom of association and collective representation
- Access to grievance and reporting mechanisms
- Protection against retaliation
- Respectful and dignified treatment

Equivalent rights mean that outsourced workers shall receive the same fundamental protections and access to remedy as directly employed personnel, even where salary structures or contractual benefits are administered by the third-party employer.

6. Wages and Employment Records

Contractors and service providers shall:

- Pay at least the applicable statutory wage
- Make wage payments within prescribed timelines
- Issue appropriate wage statements or records
- Pay overtime where applicable
- Avoid unlawful or unexplained deductions
- Provide applicable statutory benefits
- Maintain accurate attendance, working-hour and wage records
- Maintain evidence of social-security contributions
- Provide written information regarding employment conditions

Where a contractor fails to meet wage obligations, Masters' Union may require immediate corrective action and exercise available contractual and legal remedies.

7. Equal Treatment at the Workplace

Outsourced workers shall not be denied basic workplace protections or facilities because of their contractual status.

They shall receive appropriate access to:

- Safe working areas
- Drinking water
- Toilets and sanitation
- Rest and meal facilities
- Emergency procedures
- First-aid support
- Safety information and equipment
- Relevant training

- Reporting and grievance mechanisms

Access may be adapted to operational requirements but shall not be withheld arbitrarily or discriminatorily.

8. Non-Discrimination and Harassment

Outsourced workers shall be protected against discrimination or harassment based on:

- Gender
- Gender identity
- Nationality
- Religion
- Caste
- Disability
- Age
- Marital or family status
- Union or association membership
- Employment status
- Any other protected characteristic

Third-party status shall not restrict access to institutional reporting channels for concerns arising on Masters' Union premises or during Masters' Union activities.

9. Vendor Due Diligence

Masters' Union shall undertake proportionate due diligence before and during third-party engagements.

Due diligence may include:

- Verification of registrations and licences
- Review of labour-law compliance
- Review of wage and social-security practices
- Assessment of health and safety arrangements
- Review of grievance mechanisms
- Disclosure of authorised subcontractors
- Review of previous material violations
- Compliance declarations

Higher-risk services may be subject to enhanced review and monitoring.

10. Contractual Controls

Contracts with third-party service providers shall include appropriate provisions requiring:

- Compliance with applicable employment laws
- Compliance with this policy
- Maintenance of employment and wage records
- Cooperation with monitoring and audits
- Disclosure and approval of subcontracting
- Prompt investigation of worker concerns
- Corrective action where gaps are identified
- Protection against retaliation
- Appropriate consequences for material or repeated violations

Failure to comply may result in corrective-action requirements, suspension, withholding of payment or termination of the business relationship.

11. Responsibilities

11.1 Senior Management

Senior Management is responsible for ensuring appropriate oversight and reinforcing the institution's commitment to equivalent worker rights.

11.2 Procurement and Finance Functions

Procurement and Finance teams are responsible for:

- Incorporating labour-rights requirements into procurement processes
- Conducting proportionate vendor due diligence
- Embedding contractual safeguards
- Reviewing appropriate compliance records
- Escalating material concerns

11.3 Operations and Administrative Functions

Operations and administrative teams are responsible for:

- Monitoring day-to-day working conditions
- Ensuring access to appropriate workplace facilities
- Identifying and escalating potential violations
- Supporting site-level corrective action

11.4 Human Resources

Human Resources is responsible for:

- Advising on employment and non-discrimination standards
- Supporting investigation of worker grievances
- Monitoring protection against retaliation
- Providing appropriate guidance to institutional personnel

11.5 Vendors and Contractors

Vendors and contractors are expected to:

- Comply with applicable law and this policy
- Maintain accurate records
- Inform workers of their rights
- Cooperate with due diligence and audit processes
- Investigate complaints
- Implement corrective action

12. Reporting and Whistleblowing

Outsourced workers may report concerns through:

- Their third-party employer
- The relevant Masters' Union department
- Human Resources
- Compliance personnel
- The institution's designated grievance or whistleblowing channels

Workers shall not be required to report solely through their contractor.

All reports shall be treated confidentially and investigated appropriately. Masters' Union shall not tolerate retaliation against outsourced workers who raise concerns in good faith.

13. Training and Awareness

Appropriate guidance shall be provided to:

- Procurement personnel
- Operations personnel

- Managers supervising outsourced activities
- Relevant Human Resources personnel
- Vendors and contractors

Guidance shall cover worker rights, wage compliance, health and safety, non-discrimination, grievance handling, non-retaliation and identification of potential violations.

14. Monitoring and Effectiveness

Masters' Union may monitor compliance through:

- Vendor declarations
- Wage and attendance records
- Social-security documentation
- Site inspections
- Worker interactions
- Compliance audits
- Review of grievances and incidents
- Corrective-action plans

Appropriate improvements shall be implemented where required. This policy shall be reviewed periodically and updated to reflect changes in legal requirements, outsourcing arrangements and institutional practices.