Fair Labour Standards and Protection of Outsourced Workers Policy

1. Purpose

To establish minimum labour-compliance expectations for contractors and service providers and to monitor the statutory rights and working conditions of workers deployed at VISTAS.

2. Scope

This policy applies to outsourced services at University premises or on the University's behalf, including security, housekeeping, gardening, canteen, transport, maintenance and manpower supply, as applicable.

3. Definitions

- **Outsourced worker:** A person engaged by a contractor or service provider and deployed to perform work at the University or on its behalf.
- **Contractor:** A third-party entity engaged by the University to provide services or deploy workers.
- **Statutory labour compliance:** Compliance with applicable wage, social-security, working-time, leave, occupational safety and other employment-related legal requirements.

4. Policy Statement

VISTAS shall require contractors and third-party service providers to comply with applicable labour laws and contractual obligations and to provide their deployed workers with statutory wages, benefits, safety protections and dignified working conditions. The policy does not automatically make outsourced workers employees of VISTAS; legal responsibilities shall be determined under applicable law and the relevant contract.

5. Policy Principles and Commitments

- Contracts shall require payment of at least the applicable statutory minimum wage to covered workers.
- Contractors shall provide statutory benefits, including provident fund and ESI where applicable, and comply with applicable wage-payment requirements.
- Working hours, overtime, weekly rest, leave and occupational safety shall comply with applicable law.
- Workers shall be protected from discrimination, harassment, coercion and unlawful deductions.
- Contractors shall provide necessary protective equipment and safe working conditions appropriate to the work.
- Outsourced workers shall be informed of a channel through which workplace concerns can be raised with the contractor and, where appropriate, the University's designated office.
- VISTAS may verify relevant contractor records and worker conditions in accordance with law and contractual rights.
- Serious or repeated non-compliance may result in corrective directions, contractual remedies or termination, subject to contract and law.

6. Implementation Procedure

1. Before engagement, the Purchase / Contracts Office shall include relevant labour-compliance clauses and obtain required registration, licence and statutory details, as applicable.
2. A University contract manager shall be designated for each significant outsourced service.
3. At intervals specified in the contract, the contractor shall provide wage payment proof and evidence of applicable statutory contributions and benefits.
4. The contract manager and relevant office shall review submitted records and may conduct lawful document checks or worker consultations.
5. Complaints from outsourced workers shall be recorded and referred to the appropriate contract manager, HR or statutory authority, depending on the issue.
6. Where non-compliance is identified, the contractor shall be asked to take corrective action within a stated period, subject to legal requirements.
7. Compliance status and corrective actions shall be summarised annually for institutional review, with personal information protected.

7. Roles and Responsibilities

Role	Responsibility
Purchase / Contracts Office	Maintain standard contract clauses, vendor records and compliance requirements.
Contract Manager / Administration	Monitor each contract, review compliance evidence and track corrective action.
Finance Office	Process invoices in accordance with contract terms and applicable law, taking account of required compliance documents.
Human Resources	Advise on employment standards and coordinate referral of worker concerns.
Contractor	Meet statutory and contractual obligations towards deployed workers.
Competent Authority	Decide escalation and contractual remedies where required.

8. Records and Supporting Evidence

- Approved policy and standard labour-compliance clauses
- Contractor registration / licence details, where applicable
- Wage payment and statutory contribution evidence
- Contract monitoring and inspection records
- Worker complaints and corrective-action records, appropriately redacted
- Annual outsourced-worker compliance summary

9. Review and Amendment

This policy shall be reviewed at least once every three years, or earlier if applicable law, University structures, identified risks or implementation reviews require amendment. The review date and approved amendments shall be recorded.

Created / Revised on: _____

Approved by: _____ Date: _____

Signature / Seal: _____