

TechVista Solutions - Employee Handbook

Human Resources Policies and Guidelines

Document Version: 2.1

Effective Date: January 1, 2026

Department: Human Resources

Contact: hr@techvista.com | +91-20-4567-8900

1. Leave Policy

1.1 Annual Leave Entitlement

- **Paid Leave:** 24 days per calendar year for all full-time employees
- **Casual Leave:** 12 days per year (cannot be carried forward)
- **Sick Leave:** 12 days per year with medical certificate required for leaves exceeding 3 consecutive days
- **Earned Leave:** Accumulates at 2 days per month, maximum carry forward of 30 days to next year

1.2 Leave Application Process

1. Submit leave request via HR portal at least 7 days in advance for planned leave
2. Manager approval required within 48 hours
3. Emergency leave can be applied retroactively with valid documentation
4. Leave balance visible on employee self-service portal

1.3 Public Holidays

TechVista observes 12 national and state holidays as per the Maharashtra Shops and Establishment Act. Holiday calendar is published annually by December 15th.

2. Work Hours and Attendance

2.1 Standard Working Hours

- **Core Hours:** 10:00 AM to 6:00 PM (Monday to Friday)

- **Flexible Hours:** Employees may arrive between 9:00 AM - 10:30 AM with manager approval
- **Weekly Hours:** 40 hours per week
- **Lunch Break:** 1 hour (not included in working hours)

2.2 Attendance Tracking

- Biometric attendance mandatory for all employees
- Late arrivals (after 10:30 AM) require prior intimation to reporting manager
- 3 unauthorized late arrivals in a month may result in written warning
- Remote work attendance tracked via daily check-ins on Slack

2.3 Remote Work Policy

- Hybrid model: 3 days in office, 2 days remote per week
 - Fully remote work requires VP approval and valid business justification
 - Remote employees must be available during core hours (10 AM - 4 PM IST)
 - VPN access mandatory for remote work
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3. Compensation and Benefits

3.1 Salary Structure

- Salaries paid on last working day of each month via bank transfer
- Annual appraisal cycle: January-February with increments effective April 1st
- Performance bonus: Up to 20% of annual CTC based on individual and company performance
- Joining bonus (if applicable) paid after completion of probation period

3.2 Insurance and Health Benefits

- **Group Health Insurance:** Coverage up to ₹5,00,000 for employee and immediate family
- **Accident Insurance:** ₹10,00,000 coverage for all employees
- **Maternity Leave:** 26 weeks paid leave as per law
- **Paternity Leave:** 15 days paid leave
- **Annual Health Check-up:** Free health screening at empanelled hospitals

3.3 Other Benefits

- Provident Fund (PF): 12% employee contribution, 12% employer contribution
 - Gratuity: Applicable after 5 years of continuous service
 - Learning & Development Budget: ₹25,000 per year for courses and certifications
 - Gym Membership Reimbursement: Up to ₹5,000 per year
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4. Performance Management

4.1 Probation Period

- Standard probation: 6 months for all new hires
- Mid-probation review at 3 months
- Confirmation subject to satisfactory performance and manager recommendation
- Extension of probation up to 3 additional months in exceptional cases

4.2 Performance Review Cycle

- **Annual Reviews:** Conducted in January with 360-degree feedback
 - **Mid-year Check-ins:** July for goal alignment and progress tracking
 - **Rating Scale:** 1 (Needs Improvement) to 5 (Outstanding)
 - **Performance Improvement Plan (PIP):** Mandatory for employees rated below 2.5
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5. Code of Conduct

5.1 Professional Behavior

- Maintain professional decorum in all interactions (in-person, email, chat)
- Harassment of any kind (sexual, verbal, physical) strictly prohibited - immediate termination
- Confidential company information must not be shared externally
- Social media posts about company require prior approval from Communications team

5.2 Dress Code

- Business casual attire for office days
- Formal business attire for client meetings
- Fridays: Smart casual permitted

5.3 Asset Management

- Company laptop and equipment must be returned within 3 days of resignation
 - Personal use of company resources limited to reasonable usage
 - Lost or damaged equipment may require employee reimbursement
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6. Resignation and Exit Process

6.1 Notice Period

- **0-1 year service:** 30 days notice
- **1-3 years service:** 60 days notice
- **3+ years service:** 90 days notice
- Notice period can be bought out with mutual agreement (1 month salary per month)

6.2 Exit Formalities

1. Resignation letter submitted to reporting manager and HR
 2. Knowledge transfer to assigned colleague
 3. Exit interview with HR within last week
 4. Full and final settlement processed within 45 days of last working day
 5. Experience certificate and relieving letter provided on last working day
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7. Grievance Redressal

7.1 Reporting Channels

- **First Point of Contact:** Immediate reporting manager
- **HR Escalation:** hr-support@techvista.com
- **Anonymous Complaints:** ethics@techvista.com or toll-free hotline: 1800-123-4567
- **POSH Committee:** For sexual harassment complaints - posh@techvista.com

7.2 Resolution Timeline

- Initial acknowledgment within 24 hours
 - Investigation and resolution within 15 working days
 - Confidentiality maintained throughout the process
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8. Learning and Development

8.1 Training Programs

- Mandatory onboarding training for all new hires (2-week program)
- Technical skill enhancement workshops quarterly
- Leadership development program for managers
- External certifications reimbursed upon successful completion

8.2 Career Growth

- Internal job postings published on employee portal
- Employees eligible to apply for internal roles after 1 year in current position

- Mentorship program available for junior employees
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9. IT and Security Policies

9.1 Data Security

- Password policy: Minimum 12 characters, changed every 90 days
- Two-factor authentication mandatory for all systems
- USB drives and external storage require IT approval
- Work emails must not be forwarded to personal accounts

9.2 Device Usage

- Company laptops configured with endpoint security software
 - Personal device usage for work requires MDM enrollment
 - Software installation requires IT approval
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10. Amendments and Acknowledgment

This handbook is subject to periodic review and updates. Employees will be notified of major policy changes via email.

Continued employment constitutes acceptance of these policies.

Last Updated: January 15, 2026

Next Review Date: January 2027

Approved By: Priya Sharma, VP - Human Resources

For Questions or Clarifications:

Human Resources Department

TechVista Solutions Pvt. Ltd.

Hinjewadi Phase 1, Pune - 411057

Email: hr@techvista.com

Phone: +91-20-4567-8900

Portal: <https://hr.techvista.com> (<https://hr.techvista.com>)