

Introduction and Scope

This Human Resources Policy Manual defines the standards, procedures, and expectations governing employment at DocMind Enterprise. The purpose of this document is to ensure consistency, fairness, and transparency in the management of employees.

These policies apply to all employees, including permanent staff, contract employees, interns, and probationary employees unless explicitly stated otherwise. All employees are expected to familiarize themselves with these policies and comply with them at all times.

Failure to follow company policies may result in disciplinary action, up to and including termination of employment.

Employment Categories and Probation

Employees at DocMind Enterprise are classified into the following categories based on their employment agreement:

- Permanent Employees
- Contract Employees
- Probationary Employees

Probationary employees are required to complete a probation period of **three months** from the date of joining. During this period, employee performance, behavior, attendance, and overall suitability for the role are evaluated.

Completion of probation does not guarantee confirmation of employment and is subject to management approval

Working Hours and Attendance

The standard working hours at DocMind Enterprise are from **9:30 AM to 6:30 PM**, Monday through Friday. Employees are expected to work a minimum of **8 hours per day**, excluding lunch and personal breaks.

Employees must mark attendance using the company-approved attendance system. Repeated late arrivals, early departures, or unauthorized absences may lead to disciplinary action.

Employees are encouraged to maintain punctuality and adhere to assigned schedules.

Leave Policy

Permanent employees are entitled to the following leave benefits per calendar year:

- 12 days of casual leave
- 10 days of sick leave
- 10 public holidays

Probationary employees are **not eligible for paid leave** during the probation period. However, unpaid leave may be granted at the discretion of management.

Leave requests must be submitted at least **three working days in advance** through the official HR portal. Emergency leave requests must be informed to the reporting manager as soon as possible.

Code of Conduct

Employees are expected to conduct themselves professionally and ethically while representing DocMind Enterprise. This includes maintaining respectful communication, professional attire, and adherence to company values.

Harassment, discrimination, bullying, or any form of inappropriate behavior is strictly prohibited. Employees must comply with workplace ethics and avoid conflicts of interest.

Any violation of the code of conduct may result in disciplinary action, including warnings, suspension, or termination.

Confidentiality and Data Protection

Employees are required to maintain strict confidentiality of company information. Confidential information includes internal documents, business strategies, client data, financial information, and system credentials.

Disclosure of confidential information to unauthorized individuals is prohibited, even after termination of employment. Employees must follow data protection guidelines while handling sensitive information.

Violation of confidentiality obligations may result in legal action and disciplinary measures.

IT Usage and Security Policy

Company-provided IT resources such as computers, email systems, and internal software must be used solely for official purposes. Employees must ensure strong password practices and avoid sharing credentials.

Downloading unauthorized software or accessing restricted systems is prohibited. Employees must report any suspected cybersecurity incidents or data breaches immediately to the IT department.

Failure to comply with IT security policies may result in restricted system access or disciplinary action.

Refund and Reimbursement Policy

Employees are eligible for reimbursement of approved business-related expenses, including travel, accommodation, and official supplies. All expenses must be pre-approved by the reporting manager.

Refund or reimbursement requests must be submitted within **7 working days** along with valid receipts and supporting documents. Late or incomplete submissions may not be processed.

False or misleading reimbursement claims will lead to strict disciplinary action.

Performance Evaluation and Appraisal

Employee performance is reviewed annually based on predefined performance metrics. These include work quality, productivity, punctuality, teamwork, and adherence to company policies.

Managers provide regular feedback to employees to support professional growth. Performance appraisals may impact promotions, salary revisions, and incentive eligibility.

Employees are encouraged to participate actively in performance review discussions.

Termination and Notice Period

Employment at DocMind Enterprise may be terminated by either the employee or the company by providing a **30-day written notice**. Salary in lieu of notice may be applicable as per company policy.

Immediate termination may occur in cases of serious misconduct, policy violations, or breach of confidentiality.

All company assets must be returned upon termination of employment.

Grievance Redressal Mechanism

Employees are encouraged to report grievances related to workplace issues, management decisions, or policy concerns. Grievances can be raised through email or the internal HR ticketing system.

All grievances will be handled confidentially and investigated fairly. Retaliation against employees raising grievances is strictly prohibited.

Resolution timelines may vary depending on the nature of the grievance.

