

HR Policies Manual 2025 - Complete Guide for Employees

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Compliance Framework: New Labour Codes 2025

About This HR Policies Manual

This HR Policies Manual serves as the comprehensive guide for all employees of the organization. The manual outlines the guidelines, procedures, and expectations that ensure fair treatment, legal compliance, and a positive work environment for everyone.

Who Should Follow These Policies

These policies apply to all categories of employees working with the organization, including:

- All full-time employees
- Part-time employees working on reduced schedules
- Contractual employees engaged on fixed-term contracts
- Interns and trainees undergoing training programs

Legal Compliance Framework

This manual has been designed to comply with India's updated labor laws and regulations, specifically:

The **Code on Wages, 2019** governs all matters related to wages, bonuses, and equal remuneration across the organization.

The **Industrial Relations Code, 2020** covers trade unions, industrial disputes, and employment conditions.

The **Code on Social Security, 2020** addresses provident funds, employee insurance, and maternity benefits.

The **Occupational Safety, Health and Working Conditions Code, 2020** sets standards for workplace safety and working hours.

The **Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013** protects employees from sexual harassment.

Additionally, the organization follows Data Protection and Cybersecurity Regulations to safeguard employee and company information.

Employee Leave Policies

The organization offers various types of leave to support employees' personal and professional needs. Understanding these leave types helps employees plan their time off while maintaining operational efficiency.

Annual Leave (Casual Leave)

Who is eligible for Annual Leave? All employees who have completed their probation period are eligible for annual leave. New employees joining mid-year receive pro-rated leave based on their joining date.

How much Annual Leave do employees get? Employees are entitled to 12-15 days of annual leave per calendar year, with the exact number determined by company discretion. Leave accrues monthly at a rate of approximately 1 day per month.

Can Annual Leave be carried forward? Yes, employees can carry forward a maximum of 5 days of unused annual leave to the next calendar year. Any remaining leave beyond this limit can be encashed at the financial year end.

How to apply for Annual Leave? Employees should submit their leave application through the HR system at least 5 working days in advance. The application requires manager approval before being processed.

What happens to Annual Leave during the notice period? When an employee is serving their notice period, any unused annual leave will be encashed as part of the final settlement.

Sick Leave Policy

Who can take Sick Leave? All employees are eligible for sick leave from day one of their employment.

How many Sick Leave days are provided? The organization provides 7 days of sick leave per calendar year. Sick leave accrues on a half-yearly basis rather than monthly.

Can Sick Leave be accumulated? Yes, unused sick leave can be carried forward, but the maximum accumulation is limited to 15 days total.

Is documentation required for Sick Leave? If an employee takes sick leave for more than 3 consecutive days, they must submit a medical certificate from a registered medical practitioner to support their leave request.

Can Sick Leave be encashed? Sick leave encashment is handled as per organization policy and applicable labor laws. Employees should check with HR for specific encashment rules.

Maternity Leave Policy

Who is eligible for Maternity Leave? All female employees of the organization are eligible for maternity leave, regardless of their tenure.

How much Maternity Leave is provided? Female employees are entitled to 26 weeks of paid maternity leave. This leave can be taken before or after delivery based on the employee's preference and medical advice.

Are there additional benefits with Maternity Leave? Yes, the organization may provide additional paid leave beyond the statutory requirement as per company policy. Employees should consult HR for details on extended maternity benefits.

Is job security guaranteed during Maternity Leave? Absolutely. No employee can be terminated during maternity leave. The organization complies fully with the Maternity Benefit Act, 1961, which protects employees' jobs during this period.

Paternity Leave Policy

Who can avail Paternity Leave? Male employees who are biological fathers are eligible for paternity leave.

How much Paternity Leave is granted? The organization provides 5-10 days of paternity leave, with the exact duration subject to company policy.

When can Paternity Leave be taken? Paternity leave must be taken within 6 months of the child's birth.

Is Paternity Leave automatic? No, paternity leave is subject to manager approval and business needs. Employees should apply in advance and coordinate with their manager.

Bereavement Leave Policy

Who is eligible for Bereavement Leave? All employees can take bereavement leave when they experience a loss in their family.

How much Bereavement Leave is provided? For immediate family members (spouse, children, parents, or siblings), employees receive 3-5 days of bereavement leave. For extended family members like grandparents and in-laws, employees receive 1 day of leave.

Is documentation required? The organization may require a death certificate or formal notice to process bereavement leave, particularly for longer periods.

Casual Leave

Who can take Casual Leave? All employees are eligible for casual leave.

How much Casual Leave is available? Employees receive 5-7 days of casual leave per year, depending on company policy.

Can Casual Leave be carried forward? Carry forward of casual leave depends on the organization's specific policy. Employees should check with HR for current rules.

How far in advance should Casual Leave be requested? Employees should provide a minimum of 2 working days' notice when applying for casual leave.

Compensatory Off Policy

What is Compensatory Off? Compensatory off (comp off) is time off granted in lieu of working on weekends or holidays.

Who is eligible for Compensatory Off? Employees who work on weekends or declared holidays are eligible for compensatory off.

How does Compensatory Off work? For each day worked on a weekend or holiday, employees receive an equivalent day off. This compensatory off must be taken within 30 days of earning it.

Is approval required for Compensatory Off? Yes, the timing of taking compensatory off must be mutually agreed upon with the employee's manager.

What documentation is needed? Attendance records must clearly show that the employee worked on the weekend or holiday to support the compensatory off claim.

Earned Leave

How does Earned Leave accrue? Earned leave accrues at the rate of 1.75 days per month of service.

What is the maximum Earned Leave balance? Employees can accumulate up to 45 days of earned leave.

Can Earned Leave be encashed? Yes, earned leave can be encashed as per statutory limits and company policy.

Can Earned Leave be carried forward? Carryover rules for earned leave are defined by company policy. Employees should consult HR for current carryover limits.

Leave Request and Approval Process

Step 1: Submit Application - Employees must submit their leave application through the HR system at least 5 days before the intended leave start date.

Step 2: Manager Approval - The immediate manager reviews the request and either approves or requests changes based on business needs and team coverage.

Step 3: HR Verification - The HR department verifies that the employee has sufficient leave balance to cover the requested leave.

Step 4: Confirmation - Once approved and verified, the employee receives confirmation of their leave approval.

Step 5: Record Keeping - All leave records are maintained in the employee's personnel file for future reference and audit purposes.

Unauthorized Absence

What constitutes Unauthorized Absence? Unauthorized absence occurs when an employee is absent from work without prior approval or without informing their manager.

What are the consequences of Unauthorized Absence?

On the first occurrence of unauthorized absence, the employee receives a written warning that is documented in their personnel file.

If unauthorized absences continue, the organization may initiate disciplinary action, which can ultimately lead to termination of employment.

Salary is not paid for any periods of unauthorized absence.

Employees cannot claim leave encashment for periods marked as unauthorized absence.

Leave During Notice Period

Can employees take leave during their notice period? Yes, employees may take approved leave during their notice period, subject to manager approval and business needs.

What happens to unused leave at the end of employment? All remaining leave balance will be encashed as part of the final settlement, as per the organization's leave encashment policy.

Benefits and Compensation Structure

The organization's compensation structure is designed to attract, retain, and motivate talented employees while ensuring compliance with statutory requirements. This section explains all components of employee compensation and benefits.

Fixed Salary Components

Basic Salary - The basic salary is the core component of an employee's compensation. It forms the foundation for calculating other allowances and benefits.

Dearness Allowance - Dearness allowance is provided as a cost of living adjustment to help employees manage inflation and rising living costs.

House Rent Allowance (HRA) - House rent allowance helps employees meet their housing expenses. The amount varies based on the city of work and the employee's role in the organization.

Conveyance Allowance - Conveyance allowance provides support for daily travel between home and workplace.

Medical Allowance - Medical allowance helps employees manage routine medical and healthcare expenses.

Variable Salary Components

Performance Bonus - Employees can earn a performance bonus ranging from 0% to 25% of their annual salary based on their individual performance ratings and company performance.

Incentives - Some projects or departments may offer additional incentives based on specific targets, deliverables, or business objectives.

Profit Sharing - If the organization has a profit-sharing scheme, eligible employees may receive a share of company profits as per the scheme rules.

Special Allowances

Technical Allowance - Employees in specialized technical roles may receive a technical allowance to recognize their specialized skills and expertise.

Shift Allowance - Employees working non-standard shifts (evening, night, or rotating shifts) receive a shift allowance as compensation for the inconvenience.

On-Call Allowance - Employees who are required to be on-call for emergency support outside regular working hours receive an on-call allowance.

Provident Fund (PF) Benefits

What is the Provident Fund? The Provident Fund is a retirement savings scheme where both the employer and employee contribute a percentage of the basic salary every month.

Employer Contribution to PF - The organization contributes 12% of the employee's basic salary to their Provident Fund account each month.

Employee Contribution to PF - Employees also contribute 12% of their basic salary, which is deducted from their monthly salary.

Who is eligible for PF? Eligibility for Provident Fund follows the rules set by the Employees' Provident Fund (EPF) Act.

How is the PF Account maintained? Each employee has an individual PF account where their contributions and the employer's contributions are deposited.

When can PF be withdrawn? Withdrawal rules for Provident Fund are governed by the EPF Act. Generally, employees can withdraw their PF when leaving employment or at retirement.

Employee State Insurance (ESI)

What is ESI? Employee State Insurance is a self-financing social security and health insurance scheme for Indian workers.

Employer Contribution to ESI - The organization contributes 3.25% of the employee's wages to ESI.

Employee Contribution to ESI - Employees contribute 0.75% of their wages, which is deducted from their monthly salary.

Who is eligible for ESI? ESI is applicable to employees whose wages fall within statutory wage limits as defined by the ESI Act.

What benefits does ESI provide? ESI covers medical expenses, disability benefits, maternity benefits, and death benefits for the insured employee and their dependents.

Gratuity Benefits

What is Gratuity? Gratuity is a lump sum payment made by the employer to employees as a token of appreciation for their service to the organization.

Who is eligible for Gratuity? Employees who have completed a minimum of 5 years of continuous service with the organization are eligible for gratuity.

How is Gratuity calculated? The gratuity amount is calculated using the formula: $(\text{Last drawn salary} \times 15 \times \text{completed years of service}) \div 30$.

When is Gratuity paid? Gratuity is paid at the time of retirement, upon resignation after completing 5 years of service, or in cases of eligible termination.

Is there a maximum Gratuity limit? Yes, there is a statutory ceiling on the maximum gratuity amount as per current labor laws.

Health Insurance Coverage

What health insurance does the company provide? The organization provides group health insurance coverage for all employees and their eligible dependents.

Who is covered under the health insurance? Coverage typically includes the employee, their spouse, and up to 2 dependent children.

What is the sum insured? The sum insured (coverage amount) is determined based on the employee's role and position in the organization.

What benefits are included? The health insurance typically covers hospitalization expenses, diagnostic tests, doctor consultations, maternity expenses, mental health support, and critical illness coverage, as per the insurance policy terms.

Group Personal Accident Insurance

What is Group Personal Accident Insurance? This insurance provides coverage in case of accidental death or permanent disability.

When is this insurance applicable? The coverage is active 24 hours a day, 7 days a week, including during the employee's commute to and from work.

Wellness Programs

What wellness benefits are available? The organization offers various wellness programs to support employee health and well-being.

Annual Health Check-ups - Employees have access to annual health screenings and medical check-ups.

Mental Health Support - Mental health counseling and support services are available to all employees.

Fitness Benefits - The organization may provide gym memberships or fitness reimbursement to encourage physical wellness.

Work-Life Balance Initiatives - Various programs are designed to help employees maintain a healthy balance between work and personal life.

Retirement Benefits Beyond Gratuity

Additional Retirement Plans - The organization may offer additional retirement benefits such as pension plans, superannuation schemes, or retirement counseling services, depending on the company's benefits design.

Leave Travel Allowance (LTA)

What is LTA? Leave Travel Allowance is a benefit that helps employees with travel expenses for vacations within India.

How often can LTA be claimed? LTA is typically available once every two years, as per company policy.

Who can use LTA? LTA can be used for travel expenses for the employee and their family members.

Are there tax implications? LTA claims must comply with income tax rules and regulations for tax exemption benefits.

Education and Skill Development

What education benefits are available? The organization reimburses the cost of approved courses and training programs that are relevant to the employee's role and career development.

Are there any conditions? Reimbursement is subject to spending caps and may require the employee to complete a minimum service period after completing the training.

Salary Review and Increment Process

When are salaries reviewed? The organization conducts an annual salary review for all employees.

What factors determine salary increments? Salary increments are based on individual performance, market salary benchmarks, and internal equity considerations.

When do increments become effective? Salary increments usually become effective on a fixed cycle date determined by the organization.

Other Monetary Benefits

The organization may provide additional monetary benefits based on company schemes and policies:

Referral Bonuses - Employees receive bonuses for successfully referring candidates who are hired by the organization.

Performance Bonuses - Additional bonuses may be awarded for exceptional performance beyond the standard performance bonus structure.

Spot Awards - Immediate recognition awards for outstanding contributions or achievements.

Festival Bonuses - Bonuses paid during major festivals as per company tradition.

Attendance Bonuses - Some positions may be eligible for attendance bonuses based on consistent attendance records.

Tax and Statutory Deductions

What deductions are made from salary? Various statutory and policy-defined deductions are applied to employee salaries:

Income Tax - Income tax is deducted at source (TDS) based on the employee's tax declaration and applicable tax slabs.

Professional Tax - State-mandated professional tax is deducted as per the employee's location.

Provident Fund (PF) - Employee's PF contribution is deducted monthly.

Employee State Insurance (ESI) - ESI contribution is deducted for eligible employees.

Other Deductions - Any other statutory or company policy-defined deductions are applied as per law and the employee's salary structure.

Code of Conduct for Employees

The Code of Conduct establishes the standards of behavior expected from all employees. Following these guidelines helps maintain a professional, respectful, and productive work environment.

Professional Behavior Standards

How should employees behave at work? Employees must maintain respectful and professional behavior at all times. This includes treating colleagues, clients, and stakeholders with courtesy and consideration.

What communication standards are expected? Employees should maintain professional etiquette in all forms of communication, whether verbal, written, or digital. Discriminatory or offensive language is strictly prohibited.

Why is punctuality important? Being punctual demonstrates respect for colleagues' time and helps maintain smooth business operations.

What about confidentiality? Employees must protect confidential information about the company, its clients, and fellow employees. Unauthorized disclosure of confidential information is a serious violation.

How should company resources be used? Company resources, including equipment, software, and facilities, should be used responsibly and primarily for business purposes.

Dress Code Policy

What is the expected dress code? The default dress code is business casual unless otherwise specified for specific roles or occasions.

When is business formal required? Business formal attire may be required for client meetings, presentations, or special business events.

Does the dress code apply to remote workers? Yes, remote workers should maintain a neat and professional appearance, especially during video calls and virtual meetings.

Attendance Expectations

What are the attendance requirements? Employees are expected to be present at work or logged in (for remote workers) on time according to their scheduled work hours.

What if an employee is delayed? Employees should inform their manager immediately if they will be late or unable to attend work.

How is attendance tracked? The organization maintains accurate attendance records through biometric systems, time-tracking software, or other approved methods.

What about unapproved absences? Unapproved absences can lead to disciplinary action as outlined in the Unauthorized Absence policy.

Official Communication Guidelines

Which communication channels should be used for work? All work-related communication should use official company channels such as company email, approved messaging platforms, and collaboration tools.

What tone should be maintained? Professional tone and language must be maintained in all official communications.

How should confidential information be handled in communication? Employees must respect confidentiality when communicating and should only share information on a need-to-know basis. Trade secrets and proprietary information must be protected.

Conflict of Interest Policy

What is a conflict of interest? A conflict of interest occurs when an employee's personal interests could influence their professional judgment or actions.

What must employees disclose? Employees must disclose any potential conflicts of interest to their manager or HR department.

What business activities should be avoided? Employees should avoid engaging in any business dealings that compete with or conflict with the organization's interests.

What about gifts and favors? Employees should refuse gifts or favors from vendors, clients, or partners that could be seen as influencing business decisions. The organization has guidelines on acceptable gifts.

How should decisions be handled when there's a conflict? Employees must recuse themselves from decisions or situations where they have a personal interest that could affect their objectivity.

Fraud and Misrepresentation Prevention

What constitutes fraud? Fraud includes falsification of records, expense fraud, timesheet manipulation, misrepresentation of qualifications or credentials, and any other dishonest behavior.

What are the consequences of fraud? Fraud and misrepresentation are serious violations that can lead to disciplinary action up to and including termination, and may also result in legal action.

Whistleblower Protection

How can employees report misconduct? The organization provides anonymous reporting channels for employees to report violations, misconduct, or unethical behavior.

Will whistleblowers be protected? Yes, the organization strictly prohibits retaliation against any employee who reports a genuine concern or participates in an investigation in good faith.

Harassment and Bullying Prevention

What is the organization's stance on harassment? Any form of harassment, including verbal, physical, or psychological harassment, is strictly prohibited.

How should harassment be reported? Employees who experience or witness harassment should immediately report it to the HR department or through designated reporting channels.

How are harassment complaints handled? All harassment complaints are investigated promptly, confidentially, and impartially, with appropriate action taken based on findings.

Violence and Threats Policy

What behavior is prohibited? Violence, threats of violence, or intimidation in any form are strictly prohibited in the workplace.

What are the consequences? Acts of violence or threats are grounds for immediate disciplinary action, including termination of employment and reporting to law enforcement authorities.

Substance Abuse Policy

What is the policy on alcohol and drugs? Employees must not report to work or work under the influence of alcohol or illegal drugs.

Can employees be tested? The organization may conduct testing for substance use if there is reasonable suspicion or as required by specific job roles.

What happens if an employee violates this policy? Violations lead to disciplinary action. However, the organization also provides access to rehabilitation support for employees seeking help with substance abuse issues.

Proper Use of Company Resources

What are company resources? Company resources include computers, phones, vehicles, office supplies, software licenses, and facilities.

How should company resources be used? Company assets should be used primarily for legitimate business purposes.

What is prohibited? Employees must not use company resources for illegal activities, downloading inappropriate content, or any activities that could harm the organization's reputation or interests.

Social Media and External Communication

What should employees be careful about on social media? Employees must not disclose confidential company information on social media or any external platform.

Can employees comment about the company online? Employees should not make defamatory, disparaging, or inappropriate comments about the organization, its management, or colleagues on social media or public forums.

What about personal social media use? While employees have the right to personal expression, they should be mindful that their online presence can reflect on the organization, especially if they identify themselves as employees.

Disciplinary Actions for Code of Conduct Violations

What happens when an employee violates the Code of Conduct? The organization follows a progressive disciplinary approach:

First Step: Verbal Warning - For minor violations, employees receive a verbal warning and counseling.

Second Step: Written Warning - Repeated or more serious violations result in a written warning that is placed in the employee's personnel file.

Third Step: Suspension - Serious violations may lead to suspension without pay pending investigation.

Final Step: Termination - Severe violations or repeated offenses can result in termination of employment.

Due Process - All disciplinary actions follow due process, giving employees the opportunity to explain their actions. All actions are documented properly.

Anti-Sexual Harassment (POSH) Policy

The organization is committed to providing a workplace free from sexual harassment. This policy is aligned with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

Who is Covered by the POSH Policy?

This policy protects all employees, including permanent, temporary, and contractual employees. It also extends to contractors, consultants, interns, trainees, and visitors at all company locations and any location where company work is being conducted.

What Constitutes Sexual Harassment?

Sexual harassment includes any unwelcome behavior of a sexual nature that makes a person feel uncomfortable, offended, or intimidated. Specific examples include:

Unwelcome Physical Contact - Any unwanted physical contact or advances of a sexual nature.

Sexually Colored Remarks - Comments about a person's body, appearance, or personal life that are sexual in nature.

Display of Explicit Material - Showing, distributing, or displaying pornographic or sexually explicit materials.

Unwelcome Sexual Advances - Making unwanted sexual propositions or advances.

Requests for Sexual Favors - Demanding or requesting sexual favors, especially when linked to employment decisions.

Hostile Work Environment - Any behavior that creates an intimidating, hostile, or offensive work environment of a sexual nature.

Internal Complaints Committee (ICC)

What is the ICC? The Internal Complaints Committee is a statutory committee established to address complaints of sexual harassment.

Who is on the ICC? The ICC includes:

- A woman employee as the presiding officer who has experience in dealing with such issues
- Representatives from HR and employee representatives
- An external member from an NGO or association working on women's rights, as required by law

What is the ICC's role? The ICC receives complaints, conducts inquiries, and recommends appropriate action based on the findings.

How to File a Sexual Harassment Complaint

When should a complaint be filed? Complaints should normally be filed within 3 months of the incident. In

certain circumstances where there are valid reasons for delay, this period may be extended.

How to submit a complaint? Complaints must be submitted in writing to the ICC or the HR department. The complaint should include details of the incident, dates, and any supporting information.

What information should be included? The complaint should describe what happened, when it happened, where it happened, who was involved, and any witnesses or evidence available.

Investigation Process for POSH Complaints

Step 1: Acknowledgment - The ICC acknowledges receipt of the complaint within a specified timeframe.

Step 2: Inquiry Initiation - The ICC begins a formal inquiry into the allegations.

Step 3: Hearing Both Parties - Both the complainant and the respondent are given the opportunity to present their case.

Step 4: Witness Examination - The ICC may call witnesses and examine any relevant evidence.

Step 5: Report and Recommendations - The ICC prepares a detailed report with findings and recommendations within statutory timelines.

Principles of Natural Justice - The entire process follows principles of natural justice, ensuring fairness to both parties.

Remedial Actions for Substantiated Complaints

What happens if the complaint is found to be true? If the ICC finds that sexual harassment occurred, disciplinary action will be taken against the offender.

Types of Disciplinary Action:

- Written warning and counseling
- Suspension from work
- Termination of employment
- Transfer to another location or department

Support for the Complainant - The organization provides necessary support and protection to the complainant, including counseling services and ensuring no retaliation occurs.

What if a Complaint is Not Substantiated?

No Adverse Action Against Good Faith Complaints - If an inquiry finds insufficient evidence to substantiate a complaint, but the complaint was filed in good faith, no adverse action is taken against the complainant.

Malicious Complaints - However, if a complaint is found to be malicious or made with the intent to harm someone's reputation falsely, appropriate action may be taken against the person who filed the false complaint.

Support Resources for Sexual Harassment Cases

Counseling Services - Professional counseling is available for both complainants and those affected by the investigation process.

Employee Assistance Program (EAP) - Employees can access confidential support through the EAP.

External Mechanisms - Employees also have the right to approach external forums such as the police or courts if they choose to do so.

Remote and Hybrid Work Policy

The organization recognizes the benefits of flexible work arrangements and offers remote and hybrid work options where feasible. This policy establishes guidelines for employees working remotely or in a hybrid model.

Who is Eligible for Remote or Hybrid Work?

Eligibility Criteria - Remote or hybrid work eligibility depends on several factors:

Nature of the Role - The job must be one that can be effectively performed remotely. Some roles requiring physical presence or handling of sensitive on-site equipment may not be eligible.

Employee Tenure - Employees typically need to complete their probation period before becoming eligible for remote work.

Performance History - Employees should have a track record of good performance and self-management.

Approval Process - Remote or hybrid work requires approval from the employee's immediate manager and department head.

Work Schedule for Remote Employees

Standard Working Hours - Remote employees must follow the organization's standard office hours unless a different arrangement has been specifically approved.

Flexibility Within Guidelines - While some flexibility in start and end times may be agreed upon, employees must adhere to the approved schedule.

Core Hours - Employees must be available during designated core hours when team collaboration and meetings typically occur.

Meeting Availability - Remote workers must be available and responsive for all scheduled meetings, video calls, and collaborative work sessions.

Equipment and Workspace Setup

Company-Provided Equipment - The organization may provide laptops and other necessary equipment for

remote work. Employees are responsible for the care and security of company-provided devices.

Employee Workspace Responsibilities - Remote employees must ensure they have:

Secure Workspace - A dedicated workspace that allows for confidential work and meetings without interruptions.

Ergonomic Setup - An ergonomically sound workspace to prevent strain and injury.

Reliable Internet - High-speed, reliable internet connectivity sufficient for video calls and cloud-based work.

Data Security for Remote Work

Security Requirements - Remote employees must follow strict data security protocols:

VPN Usage - Always use the company's Virtual Private Network (VPN) when accessing company systems and data.

Secure Wi-Fi - Use secure, password-protected Wi-Fi networks. Public Wi-Fi should be avoided for accessing company data.

Strong Passwords - Maintain strong, unique passwords for all systems and enable multi-factor authentication where available.

Device Security - Company devices and data must be safeguarded from unauthorized access. Lock screens when away from the computer and never share login credentials.

Communication and Collaboration Expectations

Approved Tools - Use only company-approved communication and collaboration tools for work-related activities.

Responsiveness - Respond to messages, emails, and requests within reasonable timeframes during working hours.

Video Etiquette - For video meetings, maintain a professional appearance and ensure appropriate background and lighting.

Regular Check-ins - Participate in regular team meetings and one-on-one check-ins with managers.

Performance Monitoring for Remote Work

Outcome-Based Assessment - Performance is measured primarily by outcomes and deliverables rather than by time spent online or constant monitoring.

Regular Performance Reviews - Remote employees participate in the same performance review process as on-site employees.

Continuous Feedback - Managers conduct regular performance discussions to provide feedback and address any concerns.

Office Days for Hybrid Workers

Mandatory Office Days - Hybrid workers may be required to attend the office on certain specified days for:

Team Collaboration - In-person collaboration sessions, brainstorming meetings, or team-building activities.

Performance Reviews - Annual or quarterly performance review meetings.

Training Sessions - Mandatory training programs or workshops.

Company Events - All-hands meetings or significant company events.

Termination of Remote Work Privilege

When Can Remote Work Be Withdrawn? Remote work privileges can be revoked in several situations:

Non-Compliance - Failure to follow remote work policies or security protocols.

Security Issues - Any data security breach or mishandling of confidential information.

Performance Concerns - Decline in work quality or productivity.

Business Requirements - Changes in business needs or role requirements that necessitate on-site presence.

Notice of Termination - The organization will provide reasonable notice when withdrawing remote work privileges, where practical circumstances allow.

Mental Health and Preventing Isolation

Avoiding Isolation - Remote work can sometimes lead to feelings of isolation. The organization encourages employees to:

Regular Team Interactions - Participate actively in team meetings, virtual coffee breaks, and social interactions.

Wellness Resources - Access mental health resources and counseling services through the Employee Assistance Program.

Work-Life Boundaries - Maintain clear boundaries between work time and personal time to prevent burnout.

Speak Up - Communicate with managers if feeling isolated or overwhelmed.

Grievance Redressal Policy

The organization is committed to addressing employee concerns fairly and promptly. This grievance redressal mechanism provides employees with a clear process to raise and resolve workplace issues.

What is a Grievance?

A grievance is any dissatisfaction or complaint that an employee may have regarding their employment. Grievances can relate to various workplace matters:

Compensation Issues - Concerns about salary, bonuses, allowances, or other pay-related matters.

Working Conditions - Issues with the physical work environment, work schedule, or job conditions.

Discrimination - Complaints about unfair treatment based on gender, religion, caste, age, or other protected characteristics.

Harassment - Concerns about harassment or bullying in the workplace.

Unfair Treatment - Perceptions of bias or unfairness in decisions affecting the employee.

Policy Application - Concerns about how company policies are being applied or interpreted.

How to Raise a Grievance

The grievance redressal process typically follows three levels, allowing concerns to be escalated if not resolved at the initial level:

Level 1: Direct Manager - Employees should first raise their concern with their immediate manager. The manager should attempt to resolve the issue within a specified timeframe (typically 5-7 working days).

Level 2: Department Head - If the issue is not resolved at Level 1 or if the complaint involves the direct manager, the employee can escalate to their department head or a senior manager. This level should respond within 7-10 working days.

Level 3: HR or Senior Leadership - If the matter remains unresolved, or if it's a serious issue requiring higher-level intervention, the employee can approach the HR department or senior leadership. This level typically responds within 10-15 working days.

Grievance Committee

What is the Grievance Committee? For complex or sensitive grievances, a dedicated Grievance Committee may be constituted to review the matter.

Who is on the Grievance Committee? The committee typically includes:

- Representatives from the HR department
- Members of management
- Employee representatives to ensure balanced perspectives

Confidentiality - The Grievance Committee maintains strict confidentiality throughout the process.

Documentation - All proceedings and decisions are properly documented.

Anonymous Grievance Reporting

Can grievances be reported anonymously? Yes, the organization provides mechanisms for anonymous reporting, particularly for sensitive matters such as fraud, harassment, or ethical violations.

Limitations of Anonymous Complaints - While anonymous complaints are accepted and investigated, the lack of direct contact with the complainant may sometimes limit the depth of investigation or the ability to gather additional information.

The Grievance Resolution Process

Step 1: Acknowledgment - Upon receiving a grievance, the concerned authority acknowledges receipt within 2-3 working days.

Step 2: Investigation - A thorough investigation is conducted, which may include interviewing the complainant, the person(s) involved, and any witnesses.

Step 3: Discussion and Mediation - Where appropriate, discussions or mediation sessions may be arranged to resolve the matter amicably.

Step 4: Written Outcome - The employee receives a written response explaining the findings and any actions to be taken.

Step 5: Follow-up - Follow-up is conducted to ensure the issue has been resolved and no retaliation has occurred.

Protection Against Retaliation

Zero Tolerance for Retaliation - The organization strictly prohibits any form of retaliation against employees who raise grievances in good faith.

What Constitutes Retaliation? Retaliation includes any adverse action taken against an employee because they filed a complaint, such as:

- Unfair performance evaluations
- Denial of benefits or promotions
- Hostile treatment or isolation
- Termination or demotion

Reporting Retaliation - Any retaliation should be immediately reported to HR or senior management.

Appeal and Review Process

Right to Appeal - If an employee is dissatisfied with the resolution of their grievance, they have the right to appeal the decision.

Appeal Timeline - Appeals must typically be filed within a defined period (usually 7-15 days) of receiving the grievance resolution decision.

External Recourse - Employees also have the right to approach external legal forums such as labor courts, tribunals, or other statutory bodies as applicable under law.

Timeline Summary for Grievance Redressal

The organization strives to resolve grievances as quickly as possible while ensuring thorough investigation:

Level 1 (Manager) - Target resolution within 5-7 working days **Level 2 (Department Head)** - Target resolution within 7-10 working days **Level 3 (HR/Senior Leadership)** - Target resolution within 10-15 working days

These are target timelines, and complex matters may require additional time for proper investigation and resolution.

Employee Insurance Benefits

The organization provides comprehensive insurance coverage to protect employees and their families from financial hardship due to health issues, accidents, or other unforeseen events.

Health Insurance Coverage

What does the group health insurance cover? The company provides group health insurance for all employees and their eligible dependents (typically spouse and up to 2 dependent children).

Sum Insured - The coverage amount (sum insured) is determined based on the employee's role and position in the organization.

Key Benefits Covered:

Hospitalization - Inpatient treatment and hospital stays are covered as per policy terms.

Diagnostics - Diagnostic tests and pathology services are included.

Consultation - Doctor consultations, both inpatient and outpatient, may be covered depending on the policy.

Maternity Coverage - Maternity-related medical expenses are covered subject to waiting periods and policy limits.

Mental Health - Some policies include coverage for mental health treatments and counseling.

Critical Illness - Coverage may extend to critical illnesses as defined in the insurance policy.

Life Insurance (Group Term)

What is Group Term Life Insurance? This insurance provides financial protection to the employee's family in

case of the employee's death.

Coverage Amount - Employees are typically covered for a sum equal to a multiple of their annual salary (commonly 2-5 times annual salary).

Beneficiary Nomination - Employees must nominate beneficiaries who will receive the insurance payout in case of the employee's death.

Disability Insurance

What is Disability Insurance? This coverage provides income replacement if an employee suffers a permanent disability that prevents them from working.

Coverage Terms - The specific terms, coverage amount, and conditions for disability insurance are defined in the insurance policy.

Employee Assistance Program (EAP)

What is the EAP? The Employee Assistance Program provides confidential counseling and support services to help employees deal with personal or work-related issues.

Services Available:

- Mental health counseling
- Stress management
- Financial counseling
- Family and relationship counseling
- Legal consultation
- Work-life balance support

Who Can Use EAP? Employees and, in many cases, their immediate family members can access EAP services.

Confidentiality - All EAP services are completely confidential.

Maternity and Paternity Insurance Benefits

Maternity Benefits - The health insurance policy typically covers maternity-related medical expenses, including prenatal care, delivery, and postnatal care.

Waiting Period - Most policies have a waiting period (commonly 9-12 months) before maternity benefits can be claimed.

Paternity Coverage - Some policies may extend certain benefits related to childbirth and newborn care to fathers.

Worker's Compensation Insurance

What is Worker's Compensation? This insurance covers employees for injuries or illnesses sustained while performing their job duties.

Coverage - Work-related injuries, occupational diseases, and job-related accidents are covered as per applicable labor laws.

Benefits - Benefits may include medical treatment costs, temporary disability payments, and permanent disability compensation depending on the nature and severity of the injury.

Occupational Accident Insurance

Additional Coverage - The organization may provide additional insurance coverage specifically for accidents that occur in the workplace or during work-related travel.

24/7 Coverage - Some policies extend coverage to accidents occurring outside work hours during official travel.

Insurance Claim Process

Step 1: Notification - Employees must notify the HR department promptly when they need to make an insurance claim (ideally within 24-48 hours for medical emergencies).

Step 2: Documentation - Submit all required documents such as medical bills, prescriptions, discharge summaries, accident reports, or death certificates.

Step 3: Claim Submission - HR assists in submitting the claim to the insurance company.

Step 4: Insurer Requirements - Employees must cooperate with any additional requirements from the insurance company, such as medical examinations or additional documentation.

Step 5: Claim Settlement - The insurance company processes the claim and settles it as per policy terms.

Beneficiary Nomination and Management

Importance of Nomination - Employees must nominate beneficiaries for life insurance and other benefits that are payable on death.

Updating Nominations - Employees should keep their beneficiary nominations up to date, especially after major life events like marriage, birth of children, or divorce.

How to Update - Beneficiary information can be updated by submitting the appropriate forms to the HR department.

Attendance and Working Hours

Clear attendance and working hours policies help ensure operational efficiency while respecting employees' time and work-life balance.

Standard Working Hours

What are the standard working hours? The organization has defined standard working hours that all employees are expected to follow unless a different arrangement has been specifically approved.

Workweek Structure - The standard workweek, daily work hours, and designated lunch breaks are clearly defined and communicated to all employees.

Compliance - Employees must comply with their designated working hours unless flexible arrangements have been approved.

Flexible Working Arrangements

Is flexibility allowed? Minor timing flexibility may be permitted with prior approval from the manager, while maintaining the required total daily working hours.

How to Request Flexibility - Employees should discuss flexible timing needs with their manager and obtain written approval if a regular flexible schedule is needed.

Attendance Requirements

Regular Attendance - Regular attendance and punctuality are essential for team collaboration and business operations.

Planned Absences - Absences should be planned in advance whenever possible and require appropriate leave approval.

Unplanned Absences - In case of unexpected absences due to illness or emergency, employees must inform their manager as soon as possible.

Overtime Policy

When is overtime worked? Overtime refers to work performed beyond the standard working hours.

Pre-Approval Required - All overtime work must be pre-approved by the manager before it is performed.

Overtime Compensation - Overtime is compensated either through additional payment as per law and company rules, or through compensatory leave (comp off), depending on the employee's role and applicable policies.

Shift Work and Rotation

Shift-Based Roles - Some positions may require shift work, including evening or night shifts.

Shift Duration - The duration of each shift and rotation schedules are clearly defined for shift-based roles.

Shift Allowance - Employees working non-standard shifts receive a shift allowance as part of their compensation.

Safety Arrangements - The organization provides appropriate safety arrangements such as transportation for employees working late-night shifts.

Attendance Monitoring Systems

How is attendance tracked? The organization uses various systems to monitor attendance:

Biometric Systems - Fingerprint or facial recognition systems may be used for clocking in and out.

Electronic Systems - Web-based or app-based attendance tracking for remote or hybrid workers.

Manual Backup - Manual attendance registers may be maintained as a backup or for locations without electronic systems.

Consequences of Unauthorized Absence

What happens with repeated unauthorized absences? Repeated unapproved absences lead to progressive disciplinary action:

First Instance - Verbal warning and counseling **Repeated Instances** - Written warning placed in personnel file

Continued Pattern - Suspension or final written warning **Persistent Absence** - May lead to termination of employment

Attendance Bonus

Is there an attendance bonus? Some positions may be eligible for an attendance bonus.

Conditions for Attendance Bonus:

- Full attendance during the period (no unplanned absences)
- Compliance with all attendance rules
- Meeting any other specified conditions

Bonus Amount - The attendance bonus amount and payment frequency are defined by company policy.

Working on Sundays and Holidays

Can employees work on weekly offs? Work on the weekly off day (typically Sunday) or on declared holidays is allowed only when necessary for business operations.

Compensatory Benefits - Employees who work on weekly offs or holidays are entitled to compensatory benefits:

- Compensatory leave (time off in lieu)
- Overtime payment as per law
- Or both, depending on the company policy and applicable labor laws

Approval Required - Sunday or holiday work must be approved by the manager in advance.

Performance Management System

The performance management system helps employees understand expectations, receive feedback, and grow in their careers while aligning individual contributions with organizational goals.

Performance Review Cycle

When are performance reviews conducted? The organization conducts formal performance reviews on an annual basis, typically at the financial year end.

Mid-Year Reviews - A mid-year review checkpoint is also conducted to assess progress and make any necessary adjustments to goals.

Review Timeline - The performance review cycle follows a structured timeline with defined dates for goal setting, mid-year reviews, and annual assessments.

Who is Involved? The review process involves the employee, their immediate manager, and sometimes input from peers, subordinates, or other stakeholders (360-degree feedback).

Performance Rating Scale

How are employees rated? Performance is typically evaluated using a standardized rating scale with clear definitions:

Outstanding Performance - Consistently exceeds expectations in all areas **Exceeds Expectations** - Regularly performs above the required standards **Meets Expectations** - Consistently meets all job requirements and standards **Needs Improvement** - Performance falls below expected standards in some areas **Unsatisfactory** - Performance is significantly below acceptable standards

Components of Performance Review

Performance reviews assess multiple dimensions of an employee's contribution:

Job Responsibilities - How well the employee fulfills their core job duties and responsibilities.

Competencies - Assessment of key competencies required for the role, such as communication, teamwork, problem-solving, and technical skills.

Behavior and Values - Alignment with company values and expected workplace behaviors.

Development Progress - Progress on learning goals and professional development.

Goal Achievement - Evaluation of how well the employee achieved their set objectives.

Goal Setting Process

SMART Goals - All performance goals should be:

- **Specific** - Clearly defined and unambiguous
- **Measurable** - Quantifiable with clear success criteria
- **Achievable** - Realistic given available resources and constraints
- **Relevant** - Aligned with team and organizational objectives
- **Time-bound** - With clear deadlines or timeframes

Goal Alignment - Individual goals are cascaded from organizational objectives through department and team goals to ensure everyone is working toward common priorities.

Goal Documentation - All goals are documented in the performance management system for tracking and reference.

Development Plans

What are Development Plans? Individual Development Plans (IDPs) outline the employee's learning and growth objectives for the review period.

Components of IDPs:

- Skills to be developed or strengthened
- Training programs or courses to attend
- Mentoring or coaching arrangements
- Stretch assignments or projects
- Timeline for development activities

Manager Support - Managers work with employees to create meaningful development plans and provide necessary support and resources.

Performance Improvement Plan (PIP)

When is a PIP Used? A Performance Improvement Plan is implemented when an employee's performance falls below acceptable standards.

Purpose of PIP - The PIP aims to help the employee improve their performance through:

- Clear identification of performance gaps
- Specific, measurable improvement goals
- Timeline for improvement (typically 30-90 days)

- Regular check-ins and feedback
- Support and resources to help the employee succeed

PIP Outcomes - At the end of the PIP period:

- Performance improves and employee returns to regular performance management
- Additional time is provided with adjusted goals
- If insufficient improvement, employment may be terminated

Probation Period Appraisal

Evaluation During Probation - Employees on probation are evaluated before the end of their probation period.

Possible Outcomes:

- **Confirmation** - Successful completion of probation and confirmation as a permanent employee
- **Extension** - Probation period may be extended if more time is needed to assess performance
- **Separation** - Employment may be terminated if performance is unsatisfactory

Promotion and Career Progression

How are Promotion Decisions Made? Promotions are based on multiple factors:

Tenure - Minimum time in current role or level **Performance** - Consistent track record of strong performance
Competencies - Demonstrated capability for the next level **Business Need** - Availability of positions at the higher level **Potential** - Assessment of readiness for increased responsibility

Career Paths - The organization defines career progression paths for different roles and functions to help employees understand potential growth opportunities.

Regular Performance Discussions

Beyond Formal Reviews - Performance management is not limited to annual reviews. Managers and employees should have regular one-on-one discussions to:

- Provide ongoing feedback
- Discuss challenges and roadblocks
- Celebrate achievements
- Make course corrections as needed
- Maintain alignment on priorities

Frequency - Regular 1-on-1s should occur at least monthly, if not more frequently.

Succession Planning

Identifying High-Potential Employees - The organization identifies employees with high potential for leadership and critical roles.

Development for Critical Roles - High-potential employees receive targeted development opportunities, mentoring, and exposure to prepare them for future leadership positions.

Succession Pipeline - Succession planning ensures continuity for critical positions and provides clear career pathways for talented employees.

Health and Safety Policy

The organization is committed to providing a safe and healthy work environment for all employees. Health and safety are shared responsibilities between the organization and employees.

Workplace Safety Responsibilities

Employer Responsibilities - The organization must:

- Maintain a safe work environment free from recognized hazards
- Provide necessary safety equipment and resources
- Conduct safety training and awareness programs
- Promptly address reported safety concerns

Employee Responsibilities - All employees must:

- Follow safety protocols and guidelines
- Use safety equipment when required
- Report hazards, accidents, or unsafe conditions immediately
- Cooperate in safety inspections and investigations

Safety Equipment and Emergency Measures

Emergency Exits - All work locations have clearly marked emergency exits that must be kept clear and accessible at all times.

First Aid - First aid kits are available at designated locations, and trained first-aiders are identified.

Fire Safety - Fire extinguishers, smoke detectors, and fire alarms are installed and regularly inspected. Fire evacuation drills are conducted periodically.

Emergency Procedures - Clear procedures exist for various emergencies (fire, medical emergency, natural disaster, security threat). All employees should be familiar with these procedures.

Ergonomic Standards

Office Ergonomics - Workstations are designed with ergonomic principles in mind to prevent strain and injury.

Ergonomic Equipment - The organization provides ergonomic furniture such as adjustable chairs, proper desk height, and monitor placement guidelines.

Remote Work Ergonomics - Remote employees receive guidance on setting up ergonomic home workspaces and may be eligible for support in obtaining ergonomic equipment.

Training - Employees receive training on proper posture, workspace setup, and techniques to prevent repetitive strain injuries.

Health and Wellness Programs

Annual Health Check-ups - The organization may organize annual health screenings for employees to promote early detection of health issues.

Vaccination Drives - Vaccination campaigns (such as flu shots) may be organized, especially during disease outbreak seasons.

Fitness Initiatives - Wellness programs may include gym memberships, fitness challenges, yoga sessions, or other physical activity promotions.

Mental Health Support - Mental health is given equal importance, with access to counseling, stress management workshops, and Employee Assistance Programs.

Occupational Health Services

Medical Support - Depending on the workplace size and nature, occupational health services may include on-site medical facilities or tie-ups with nearby clinics.

Health Monitoring - For roles with specific occupational health risks (exposure to chemicals, noise, etc.), regular health monitoring is conducted.

Accident and Incident Reporting

Immediate Reporting - All workplace accidents, injuries, near-misses, or safety incidents must be reported immediately to the supervisor and/or HR.

Incident Investigation - The organization investigates all incidents to determine root causes and implement corrective actions to prevent recurrence.

Documentation - All incidents are properly documented, including details of what happened, who was involved, injuries sustained, and actions taken.

Learning and Prevention - Lessons learned from incidents are shared appropriately to prevent similar occurrences.

Workplace Violence Prevention

Zero Tolerance - The organization maintains zero tolerance for workplace violence or threats of violence.

Security Measures - Security systems, access controls, and security personnel help maintain a safe environment.

Training - Employees receive training on recognizing and responding to potentially violent situations.

Reporting - Any threats, aggressive behavior, or violent incidents must be reported immediately.

Work-Related Stress Management

Recognizing Stress - The organization recognizes that excessive work stress can impact health and productivity.

Stress Prevention Measures:

- Reasonable workload management
- Clear role definitions and expectations
- Flexible work arrangements where possible
- Open communication about work pressures

Support Services - Counseling and stress management resources are available through the Employee Assistance Program.

Manager Training - Managers receive training on identifying signs of stress in their teams and having supportive conversations.

Substance Abuse Prevention

Policy on Substance Use - The use of alcohol or illegal drugs during work hours or on company premises is strictly prohibited.

Testing - The organization may conduct substance testing in accordance with policy and applicable laws, especially in roles where impairment could pose safety risks.

Assistance for Employees - Employees struggling with substance abuse issues are encouraged to seek help through confidential support services and rehabilitation programs.

Disciplinary Action - Violations of the substance abuse policy result in disciplinary action, which may include termination for serious or repeated violations.

COVID-19 and Pandemic Preparedness

Health Emergency Response - The organization has protocols in place to respond to public health emergencies like pandemics.

Preventive Measures - During health crises, measures may include:

- Enhanced hygiene and sanitation protocols
- Social distancing arrangements
- Remote work policies
- Temperature screening or health checks
- Mask mandates or other protective equipment
- Vaccination requirements or encouragement

Communication - Regular communication keeps employees informed about health risks and protective measures.

Business Continuity - Plans ensure essential operations can continue even during significant health disruptions.

Diversity and Inclusion Policy

The organization is committed to creating an inclusive workplace that values and respects the diverse backgrounds, perspectives, and experiences of all employees.

Equal Opportunity Employment

Non-Discrimination Commitment - The organization is an equal opportunity employer and makes employment decisions based solely on merit, qualifications, and business needs.

Protected Characteristics - The organization prohibits discrimination based on:

- Gender
- Religion
- Caste
- Race or ethnicity
- Age
- Disability
- Sexual orientation
- Gender identity

- Marital status
- Pregnancy
- Any other characteristic protected by law

All Employment Practices - This commitment applies to all aspects of employment including recruitment, hiring, training, promotion, compensation, benefits, discipline, and termination.

Gender Equality

Equal Pay for Equal Work - The organization ensures that employees receive equal compensation for equal work, regardless of gender.

Gender-Neutral Policies - Policies and practices are designed to be fair and supportive to all genders.

Safe Environment - The organization maintains a workplace free from gender-based discrimination, harassment, or bias.

Women's Advancement - The organization supports programs and initiatives that help women advance in their careers and access leadership opportunities.

Disability Inclusion

Accessible Workplace - The organization strives to make physical workspaces accessible to employees with disabilities, including ramps, elevators, accessible restrooms, and appropriate signage.

Reasonable Accommodation - The organization provides reasonable accommodations to employees with disabilities to help them perform their job duties effectively. This may include:

- Modified work schedules
- Assistive technology or equipment
- Adjusted work processes
- Accessible communication formats

Disability Awareness - Training and awareness programs help all employees understand and support colleagues with disabilities.

Age Diversity

Valuing All Ages - The organization values employees across all age groups and recognizes the unique contributions of both experienced professionals and younger talent.

Age-Neutral Practices - Employment decisions are not based on age. Hiring, promotion, training, and other practices are fair across the employee lifecycle regardless of age.

LGBTQ+ Inclusion

Respect for Sexual Orientation and Gender Identity - The organization respects employees' sexual orientation and gender identity.

Policy Protection - Company policies explicitly protect LGBTQ+ employees from discrimination and harassment.

Inclusive Environment - The organization strives to create an environment where LGBTQ+ employees feel safe, valued, and included.

Support Resources - Employee resource groups or support networks may be available for LGBTQ+ employees.

Caste and Religion Neutrality

Merit-Based Decisions - All employment decisions are based solely on merit, qualifications, and performance, never on caste or religion.

Religious Accommodation - The organization makes reasonable efforts to accommodate employees' religious practices, such as prayer times or religious holidays, as long as it doesn't create undue hardship for the business.

Cultural Respect - Religious and cultural diversity is respected and celebrated.

Diversity Initiatives

Targeted Hiring - The organization may conduct targeted recruitment efforts to reach diverse candidate pools.

Mentoring Programs - Mentoring and sponsorship programs help employees from underrepresented groups advance in their careers.

Awareness and Education - Diversity and inclusion training helps all employees understand unconscious bias and create an inclusive environment.

Employee Resource Groups - Voluntary employee groups focused on various diversity dimensions provide networking, support, and advocacy.

Measuring Progress - The organization tracks diversity metrics and regularly reviews progress toward diversity and inclusion goals.

Inclusive Language and Communication

Respectful Communication - All employees should use inclusive language that respects people's identities and backgrounds.

Avoiding Stereotypes - Communication should avoid stereotypes, generalizations, or language that could marginalize any group.

Accessible Formats - Important communications are made available in accessible formats for employees with visual, hearing, or other disabilities.

Data Privacy and Confidentiality

Protecting personal data and confidential information is critical for the organization and its employees, clients, and partners. This policy establishes guidelines for handling sensitive information.

Personal Data Protection Principles

Consent and Transparency - Personal data is collected only with appropriate consent and for legitimate business purposes. Employees are informed about how their data will be used.

Purpose Limitation - Personal data is used only for the purposes for which it was collected.

Data Security - The organization implements appropriate technical and organizational measures to protect personal data from unauthorized access, loss, or misuse.

Retention Limits - Personal data is retained only as long as necessary for legitimate business purposes or as required by law, after which it is securely deleted or anonymized.

Employee Personal Data

What Employee Data is Collected? The organization collects various categories of employee data:

- Personal identification information (name, address, contact details, ID numbers)
- Employment information (job title, department, salary, performance records)
- Financial information (bank account details, tax information, PF/ESI numbers)
- Health information (for insurance and medical leave purposes)
- Emergency contact information

Access to Employee Data - Access to employee personal data is restricted to authorized personnel who need it for legitimate business purposes (such as HR, payroll, and direct managers).

Employee Rights - Employees have the right to:

- Access their personal data held by the organization
- Request corrections to inaccurate data
- Request deletion of data in certain circumstances
- Understand how their data is being used

Data Correction Process - Employees can request updates or corrections to their personal information by contacting the HR department.

Confidential Business Information

What is Confidential Information? Confidential information includes:

- Business strategies and plans
- Financial information
- Client lists and information
- Proprietary technology or processes
- Trade secrets
- Unpublished financial results
- Product development plans
- Marketing strategies
- Employee personal information

Employee Obligations - Employees must:

- Protect confidential information from unauthorized disclosure
- Share confidential information only on a need-to-know basis
- Not use confidential information for personal benefit
- Continue to protect confidential information even after leaving the organization

Intellectual Property Rights

Work Product Ownership - All work output, inventions, designs, code, documents, or other intellectual property created by employees in the course of their employment belongs to the organization unless otherwise agreed in writing.

Pre-Existing IP - If employees have pre-existing intellectual property they wish to use in their work, this should be disclosed and agreed upon in advance.

Patents and Copyrights - The organization owns rights to any patents, copyrights, or other IP created by employees as part of their job duties.

Client and Vendor Information

Third-Party Data - Information received from clients, vendors, or other business partners must be handled according to contractual obligations and applicable laws.

Non-Disclosure Agreements - Employees working with third-party confidential information must comply with any non-disclosure agreements in place.

Data Sharing - Client or vendor data should not be shared outside the organization without proper authorization.

Data Breach Response

Reporting Breaches - Any suspected or actual data breach, including loss of devices, unauthorized access, or accidental disclosure, must be reported immediately to the IT department and HR.

Investigation - The organization investigates all data breach reports to understand what happened, assess the impact, and determine appropriate responses.

Mitigation - Steps are taken to mitigate the breach, prevent further unauthorized access, and protect affected individuals.

Notification - Where legally required or where significant risk exists, affected parties (employees, clients, regulators) are notified of the breach in accordance with applicable data protection laws.

Cybersecurity Guidelines

All employees must follow cybersecurity best practices to protect organizational and personal data:

Strong Passwords - Use strong, unique passwords for all systems and enable multi-factor authentication where available. Never share passwords.

Software Updates - Keep all devices and software up to date with the latest security patches.

Phishing Awareness - Be vigilant about phishing emails and suspicious links. Verify requests for sensitive information through alternate channels.

Secure Access - Use only authorized methods to access company systems (such as VPN for remote access). Avoid public Wi-Fi for accessing sensitive data.

Device Security - Lock devices when not in use, encrypt sensitive data, and report lost or stolen devices immediately.

Email Security - Be cautious with email attachments and links, even from known contacts. Verify unexpected requests.

Post-Employment Confidentiality

Continuing Obligations - The obligation to protect confidential information does not end when employment ends. Former employees must continue to maintain confidentiality of information learned during their employment.

Return of Materials - Upon separation, employees must return all company property, including documents, files, devices, and any materials containing confidential information.

Non-Solicitation and Non-Compete - Employment agreements may include non-solicitation clauses (prohibiting soliciting company clients or employees) or non-compete clauses (restricting work for direct

competitors for a specified period). Employees must comply with these obligations even after leaving.

Termination and Separation

Understanding the process for ending employment helps ensure smooth transitions whether initiated by the employee or the organization.

Types of Employment Termination

Resignation by Employee

What is Resignation? Resignation occurs when an employee voluntarily decides to leave the organization.

How to Resign - Employees must submit a written resignation letter to their manager and HR department.

Notice Period - Employees are typically required to serve a notice period as specified in their employment contract (commonly 30, 60, or 90 days depending on the role).

Handover Process - During the notice period, employees must complete a proper handover of their responsibilities, pending work, and knowledge transfer to ensure business continuity.

Final Settlement - Upon completion of the notice period, employees receive their final settlement including salary, leave encashment, and other dues as per policy.

Mutual Separation Agreement

What is Mutual Separation? Sometimes, the employee and employer mutually agree to end the employment relationship.

Terms of Agreement - In mutual separation, both parties negotiate and agree on terms such as:

- Separation date (may be shorter than the standard notice period)
- Severance payment (if any)
- Benefits continuation
- Other separation terms

Written Agreement - Mutual separation agreements are documented in writing and signed by both parties.

Termination by Company

Reasons for Termination - The organization may terminate employment for various reasons:

Performance-Based Termination - Consistent poor performance despite feedback and performance improvement efforts.

Misconduct - Serious violations of company policies, code of conduct, or unethical behavior.

Redundancy - Elimination of positions due to business restructuring, technological changes, or economic reasons.

Other Valid Reasons - Failure to meet job requirements, prolonged absence, or other legitimate business reasons.

Due Process - Before termination (except in cases of gross misconduct), the organization follows due process:

- Clear communication of performance or conduct issues
- Opportunity for the employee to improve or respond
- Documentation of issues and discussions
- Fair and consistent application of policies

Termination During Probation

Probationary Period Rules - Employment during the probation period (typically 3-6 months for new hires) can be terminated with shorter notice periods and simplified processes.

Probation Termination Notice - Notice periods during probation are typically shorter, often 7-15 days, as specified in the employment contract.

Assessment - Probation termination usually occurs when the employee is not meeting performance standards or is not a good fit for the role.

Severance and Final Settlement

What is Included in Final Settlement? The final settlement includes all dues owed to the employee:

Salary for Worked Days - Salary for days worked in the final month up to the last working day.

Leave Encashment - Payment for any accumulated and unused leave as per policy.

Gratuity - If eligible (5+ years of service), gratuity is calculated and paid.

Variable Pay - Any earned but unpaid bonuses or variable pay components, subject to policy terms.

Other Dues - Reimbursements for approved expenses or other amounts owed.

Deductions - Any amounts owed by the employee (loans, advances, or company property not returned) are deducted.

Settlement Timeline - Final settlement is typically processed within 30-45 days of the last working day, or as per legal requirements.

Notice Period and Payment in Lieu

Serving Notice - Either the employee or organization must provide advance notice before separation as per the employment contract.

Payment in Lieu of Notice - Either party may choose to pay salary in lieu of serving the notice period:

Employee Pays - If an employee wishes to leave before completing the notice period, they may pay the organization salary equivalent to the remaining notice period (where contractually permitted).

Employer Pays - If the organization terminates employment, it may pay the employee salary in lieu of notice period rather than having them serve the notice.

Resignation Acceptance and Last Working Day

Acknowledgment - Upon receiving a resignation, HR acknowledges receipt and confirms acceptance.

Last Working Day - The HR department, in consultation with the manager, determines and confirms the employee's last working day based on the notice period and business needs.

Exit Formalities and Clearance

Exit Interview - Departing employees typically participate in an exit interview with HR to provide feedback about their experience and reasons for leaving.

Return of Company Property - Employees must return all company property including:

- Laptops, mobile phones, and other devices
- ID cards and access badges
- Office keys
- Company documents and files
- Any other company-owned equipment or materials

System Access Revocation - Access to company systems, email, applications, and buildings is revoked on or before the last working day.

Knowledge Transfer - Complete handover of ongoing work, pending items, and relevant knowledge to designated team members or the manager.

Clearance Certificates - Various departments (IT, Finance, Administration, HR) provide clearance confirming no pending dues or issues.

Experience Letter and References

Experience Letter - After separation, employees can request an experience letter or service certificate.

What's Included? The experience letter typically includes:

- Employment duration (joining and leaving dates)
- Job title and designation
- Brief description of responsibilities
- Factual information about the employment

Employment Verification - The organization provides employment verification to prospective employers or other parties (with the employee's consent) with factual details about dates of employment and job title.

References - Some organizations provide references, while others have policies to only confirm factual employment details.

Post-Separation Obligations

Confidentiality - The obligation to maintain confidentiality of company information continues after employment ends.

Intellectual Property - All intellectual property created during employment remains the property of the organization.

Non-Solicitation - If the employment agreement includes non-solicitation clauses, former employees must not solicit company clients or employees for a specified period.

Non-Compete - If applicable, non-compete clauses restrict former employees from working for direct competitors or starting competing businesses for a defined period and geographic area.

Termination for Misconduct

Serious Misconduct - Gross misconduct (such as theft, violence, fraud, or severe policy violations) can result in summary termination (immediate termination without notice period).

Investigation - Before termination for misconduct, a thorough investigation is conducted, and the employee is given an opportunity to present their side.

Impact on Benefits - Termination for misconduct may affect certain benefits or severance payments, as per policy and applicable laws.

Involuntary Separation Due to Redundancy

What is Redundancy? Redundancy occurs when a position is eliminated due to organizational restructuring, business changes, or economic factors, not due to the employee's performance or conduct.

Selection Criteria - When multiple employees are affected, fair and objective criteria are used to determine which positions are eliminated (such as business needs, skills required, seniority, or performance).

Notice and Severance - Employees affected by redundancy receive:

- Advance notice as per contract and law

- Severance payment based on tenure and position
- Support with transition

Outplacement Support - The organization may provide outplacement services such as resume assistance, job search support, or career counseling to help affected employees find new opportunities.

Policy Amendment and Review Process

HR policies must evolve to remain compliant with changing laws and aligned with business needs. This section explains how policies are reviewed and updated.

How Policies are Amended

Review Process - The HR department, in consultation with legal advisors and management, periodically reviews all policies.

Reasons for Amendment - Policies may be updated due to:

- Changes in labor laws or regulations
- Court judgments or legal precedents
- Business restructuring or strategic changes
- Employee feedback or identified gaps
- Industry best practices

Approval - Policy amendments are reviewed and approved by senior management or designated authorities.

Employee Notification - When policies change, employees are notified through official channels with reasonable advance notice to understand and adapt to new policies.

Frequency of Policy Review

Annual Review - A comprehensive review of all HR policies is typically conducted at least once a year.

Triggered Reviews - Additional reviews may be conducted whenever:

- Significant labor law changes occur
- Major organizational changes happen
- Issues or gaps in existing policies are identified

Compliance Checks - Regular compliance audits ensure policies remain aligned with current legal requirements.

Communication of Policy Changes

How are Changes Communicated? Policy changes are communicated to employees through multiple channels:

Email Announcements - Official emails from HR explaining the changes and their effective date.

Training Sessions - Training or information sessions may be conducted for significant policy changes.

Updated Manuals - The HR policy manual is updated and made available to all employees through the company intranet or document management system.

Manager Briefings - Managers are briefed on policy changes so they can answer team questions.

Employee Acknowledgment - For critical policy changes, employees may be required to acknowledge that they have read and understood the new policy.

Handling Policy Conflicts

Precedence Rules - If there is a conflict or inconsistency between different policy documents or communications:

Specific Over General - More specific policies or agreements take precedence over general policies.

Legal Requirements - Legal or statutory requirements always take precedence over internal policies.

Recent Over Outdated - The most recent policy version supersedes earlier versions.

Written Agreements - Individual employment contracts or written agreements take precedence over general policies in specific matters covered by those agreements.

Clarification - If employees are unsure which policy applies, they should seek clarification from HR.

Addressing Uncovered Situations

Policy Gaps - Sometimes situations arise that are not specifically addressed by existing policies.

Case-by-Case Approach - When policies don't cover a specific situation, HR handles it on a case-by-case basis, aiming for fairness, consistency, and alignment with organizational values.

Precedent Consideration - HR considers how similar situations have been handled previously to maintain consistency.

Policy Development - If a gap is identified, HR may develop new policy guidance to address it for future situations.

Employee Policy Acknowledgment

Reading and Understanding - All employees are expected to read, understand, and follow company policies.

Acknowledgment Process - Employees may be required to acknowledge that they have received, read, and understood the HR policies:

Digital Acknowledgment - Electronic signature or checkbox in the HR system confirming policy receipt.

Physical Acknowledgment - Signed acknowledgment forms in some cases.

New Hire Onboarding - New employees acknowledge policy receipt as part of their onboarding process.

Policy Updates - When significant policies change, employees may be asked to acknowledge the updated policy.

Important Policy Disclaimer

Nature of Policies - The HR policy manual and related policies are guidelines and frameworks for managing employment relationships, but they do not, in themselves, constitute an employment contract.

Management Discretion - Management retains reasonable discretion in applying policies to specific situations, always aiming for fairness and consistency.

At-Will Employment - Where applicable under local law, employment may be at-will (either party can end the relationship at any time for any lawful reason with appropriate notice).

Not a Contract - This policy manual is not intended to create contractual rights or obligations beyond what is specified in individual employment agreements or required by law.

Important Resources and Contacts

HR Department Contacts

For questions about policies, benefits, leave, or any HR-related matters, employees can contact:

HR Help Desk - The primary point of contact for routine HR queries and requests.

HR Business Partners - For complex issues, performance management, or strategic HR matters, employees can reach their assigned HR Business Partner.

Compliance Officer - For questions about legal compliance, data protection, or ethical concerns.

Emergency Contacts

Employees should be aware of emergency contact numbers for their location, including:

- Emergency medical services
- Fire department
- Police

- Building security
- Company emergency response team

Helpline Numbers

Employee Assistance Program (EAP) - Confidential counseling and support services hotline.

Ethics and Compliance Hotline - For reporting ethical concerns, fraud, or serious policy violations anonymously.

POSH/ICC Contact - Contact information for the Internal Complaints Committee for sexual harassment concerns.

Policy Feedback and Suggestions

Employees are encouraged to provide feedback on HR policies. Suggestions for improvements can be submitted to the HR department through:

- Email to HR
 - Anonymous feedback forms
 - Employee surveys
 - Discussion with HR Business Partners or managers
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Closing Statement

This HR Policies Manual is designed to create a fair, compliant, and supportive workplace where all employees can thrive. All employees are expected to familiarize themselves with these policies and comply with them.

The organization values employee feedback and continuously strives to improve policies and practices. Employees with questions about any policy should not hesitate to contact the HR department for clarification.

By working together and adhering to these guidelines, we create a positive work environment that benefits everyone - employees, the organization, and all our stakeholders.

Thank you for being a valued member of our organization.

This document is effective as of December 25, 2025, and supersedes all previous HR policy documents.