



BerryBytes Technologies

Employee Handbook

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Welcome to BerryBytes Technologies!

Welcome to the BerryBytes Technologies team! We are thrilled to have you join us on our mission to empower businesses to thrive in the digital future. At BerryBytes, we specialize in intelligent automation and cutting-edge AI solutions, and your role will be integral to our continued success.

This handbook is designed to be your guide as you embark on your journey with us. It will help you understand our innovative approach, our commitment to excellence, and the core principles that drive everything we do.

We believe in fostering a vibrant workplace where **innovation, efficiency, and client success** are not just goals, but deeply embedded values. Our expertise lies in seamlessly integrating Generative AI (GenAI) with Agentic Programming, creating dynamic systems that adapt and grow with our clients' evolving needs. From robust DevOps practices to advanced AI implementations, we provide comprehensive, expert-driven solutions designed to ensure our clients remain competitive and agile in an ever-evolving technological landscape.

Our Foundation: Mission, Vision, and Values

Our collective efforts are guided by a clear set of principles that define who we are and what we aim to achieve.

Our Mission: To unlock your AI-enabled potential by providing secure, intelligent, and scalable IT ecosystems that empower your business to innovate constantly, respond quickly, and lead decisively.

Our Vision: To be the cornerstone of your digital mastery, inspiring AI-driven businesses that adapt fearlessly, innovate relentlessly, and succeed sustainably.

Our Core Values:

- **Pioneering AI Innovation:** We are committed to inventing, disrupting, and evolving constantly. We encourage a culture of continuous learning and exploration, pushing the boundaries of what's possible with AI.

- **Transparent Integrity:** Ethical AI forms the foundation of all our partnerships and internal operations. We believe in honesty, accountability, and building trust through every interaction.
 - **Customer Centric Dynamism:** We pride ourselves on crafting solutions that truly amplify our clients' unique strengths. This means actively listening, understanding their needs, and delivering flexible, impactful results.
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What We Do: Our Services

BerryBytes Technologies offers a comprehensive suite of services, designed to meet the diverse and evolving needs of our clients in the digital realm. As a member of our team, you'll contribute to or support these key areas:

- Agentic AI Engineering
 - AI/ML (Artificial Intelligence / Machine Learning)
 - Data Engineering
 - Cloud Advancement
 - Managed Kubernetes Services
 - Platform Engineering
 - Infrastructure Automation
 - Data Intelligence and Innovation
 - Cloud Native Architecture
 - Internet of Things (IoT)
 - SAP
 - DevEx (Developer Experience)
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Your Role in Our Success

At BerryBytes Technologies, every team member plays a crucial role in driving digital transformation and fostering the innovation that propels our clients' businesses forward. We are excited about the contributions you will make and look forward to partnering with you on your journey to AI-enabled success, both for our clients and for your professional growth.

Welcome aboard!

General Employment Policies

Berrybytes Technologies is committed to creating a diverse and inclusive work environment. We provide equal employment opportunities to all qualified individuals without regard to **race, color, religion, gender, gender identity, sexual orientation, age, disability, or any other characteristic protected by law.** This commitment is based on our belief that a

diverse workforce brings a variety of perspectives and experiences, leading to greater innovation and success.

Employment Status and Classification

Employees at Berrybytes Technologies are classified based on their position and employment status. Common classifications include:

- **Full-Time:** Employees regularly working **40 hours per week**.
- **Part-Time:** Employees regularly working **less than 40 hours per week**.
- **Temporary/Contract:** Individuals employed for a **fixed duration** or for a specific project.

Employee Records

Your employment records are maintained by the **HR Department**. These records are **confidential** and can only be accessed by authorized personnel. Employees may request to review their own records in accordance with company policy and applicable laws.

Probation Period

All new employees at Berrybytes Technologies undergo a probationary period of **three (3) months**. During this time, both the employee and the company will assess the fit and performance. This period allows new hires to acclimate to their roles and responsibilities, while also giving the company an opportunity to evaluate their contribution and alignment with our values.

EMPLOYMENT DOCUMENTATION AND STATUS at BerryBytes Technologies

At BerryBytes Technologies, we emphasize accuracy and transparency in all employment-related documentation. The following outlines our policies regarding employment records and data management:

A. Employment Documentation

BerryBytes Technologies relies on the accuracy of information presented throughout the hiring process and during the course of employment. Any misrepresentations, falsifications, or omissions of information on a job application, personnel form, or any other document provided to BerryBytes Technologies may result in the company's exclusion of the individual from further consideration for employment, or, if the person has been hired, immediate termination of employment.

B. Personnel Data Changes

It is each employee's responsibility to promptly notify the **Human Resources Department** of BerryBytes Technologies of any changes in their personnel data. This includes, but is not limited to:

- Personal mailing addresses
- Telephone numbers
- Emergency contact information
- Number and names of dependents
- Changes in marital status
- Educational accomplishments
- Professional certifications or licenses

Keeping this information accurate and current at all times is crucial for effective communication, benefits administration, and compliance with legal requirements.

C. Access to Personnel Files

BerryBytes Technologies maintains a personnel file for each employee. These personnel files are the property of BerryBytes Technologies and may not be removed from company premises without written authorization from the **Human Resources Department**.

Upon written request, current and former employees, or their authorized representative, will be given access to their personnel files at reasonable times and at reasonable intervals, but no later than 30 days from the date the request is submitted to the Human Resources Department.

Employees are not permitted to remove any portion of their file or to insert comments or documents into their files. Please note that employees do not have access to references, criminal investigation reports (if any), and other similarly confidential information that is legally protected or internal to the company's decision-making processes.

Upon written request, current and former employees, or their authorized representative, will be provided with a copy of their personnel file to the extent required by applicable Nepalese law. Employees will not be given access to or provided with copies of documents that may be excluded under the law.

D. Employee Reference Requests

All requests for employment verification or references for current or former employees of BerryBytes Technologies must be directed exclusively to the **Human Resources Department**.

No other manager, team leader, or employee is authorized to release employment information or provide references for current or former employees.

By policy, BerryBytes Technologies generally discloses only the following information about former employees:

- Dates of employment
- Title of the last position held

If an employee or former employee provides written authorization for broader disclosure, BerryBytes Technologies will also inform prospective employers or lenders of the amount of salary or wage last earned, as specifically authorized. All other information will only be disclosed in accordance with a valid legal order or with explicit, written consent from the individual.

Workplace Guidelines and Policies at BerryBytes Technologies

At BerryBytes Technologies, we are committed to fostering a professional, respectful, productive, and secure work environment. These guidelines and policies are designed to ensure clarity on expectations, promote fair practices, and uphold our core values of Pioneering AI Innovation, Transparent Integrity, and Customer Centric Dynamism.

Please note that this section provides general guidelines. Specific situations may require additional clarification. BerryBytes Technologies reserves the right to interpret, modify, add to, or delete any policies described herein at its discretion, in accordance with applicable Nepalese law.

1. Professional Standards and Conduct

Policy: All employees are bound by the quality service standards established by BerryBytes. You are expected to dedicate your full attention to job duties during working hours and conduct yourselves with integrity, professionalism, and respect in all interactions, whether with colleagues, clients, partners, or the public. This includes upholding company values, adhering to legal and ethical standards, and contributing positively to our work culture.

Guidelines:

- Act honestly and ethically in all business dealings.
- Treat all individuals with respect and courtesy, regardless of their background, role, or position.
- Maintain a positive and collaborative attitude.
- Exercise good judgment and responsibility.
- Refrain from engaging in any behavior that could be perceived as disruptive, offensive, or harmful.

- Employees must work from the office.
 - Make sure to be active with 'status messages' in Google Chat.
 - Employees are expected to be on time for any meetings scheduled.
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2. Attendance and Punctuality (Late Arrival Policy)

Policy Purpose: This policy outlines the expectations about employees' coming to work. Being punctual helps maintain efficiency in the workplace. Timely and regular attendance is an expectation of performance for all BerryBytes employees. To ensure adequate staffing, positive employee morale, and to meet expected productivity standards, employees will be held accountable for adhering to their workplace schedule.

Scope: This policy applies to all employees regardless of position or type of employment.

Guidelines:

- Most employees need to collaborate with their colleagues. To make this collaboration easier, BerryBytes expects its employees to be punctual and follow the schedule that the employee and his/her manager have agreed on.
- The work schedule for all employees is from 9 a.m. to 6 p.m. with a one-hour lunch break, five days a week.
- Employees get a grace time of 15 minutes; they must reach the office by 9:15 a.m. Any time after 9:15 a.m. is considered a late arrival.
- If you are absent or late on occasion, you should have a good reason. Being consistently tardy or absent can cause problems for your colleagues who may have to shoulder your work. This behavior may bring about a "bad attendance" record and may lead to progressive discipline.
- In the event an employee is unable to meet attendance expectations, they must obtain approval from their reporting manager in advance for any requested schedule changes, including requests to use appropriate accruals, as well as late arrivals to or early departures from work.
- Departments have the discretion to evaluate extraordinary circumstances of a tardy, or failure to clock-in or clock-out, and determine whether or not to count the incident as an occurrence.

Unexcused Reasons for Absence/Late Arrival (Non-Exhaustive List):

- Waking up late.
- Stopping on the way to work for personal reasons.
- Traffic or public transportation delays, excluding situations that result in the closing of roads.
- Bad weather, excluding extreme weather conditions like blizzards, hurricanes, and floods.

Procedure for Late Arrivals:

- Late arrivals must be informed to your reporting manager and updated in the 'Status update' space room.
- Late arrival is considered a maximum of 6 times a month.
- On the 7th late arrival, the employee's half-day salary will be deducted for that month. If it continues for more than a seventh time, strict disciplinary action shall be taken.
- If a candidate tends to arrive late continuously for 3 days or more, their half-day salary will be deducted starting from the 3rd time onwards.
- Arriving after 11 a.m. will be considered a half-day leave, and you are not required to compensate for those hours. Likewise, if you leave early before 4:30 p.m., it will also be considered a half-day leave.

Enforcement: This policy will be officially monitored for compliance by HR. Reporting managers are also responsible for ensuring their teammates are punctual. This is to ensure BerryBytes' employees generally follow the schedule and don't cause disruption in the workplace.

3. Communication and Work Status Tracking

Policy: Effective and respectful communication, along with accurate work status tracking, is vital for teamwork, problem-solving, and client satisfaction. All employees/contractors are instructed to use JIRA/GitHub/Gitlab regularly to track project/work progress.

Guidelines:

- All employees/contractors should mention their availability hours as per their schedule. Please use the channel "status-update".
 - For example, if you are starting work at 9 a.m., please let the team know your available hours and the status in general.
 - While you are ending your day, please ensure to drop a message in the "status-update" channel and inform the team member.
 - Always maintain your online status. If you are available, make sure your status is green (active), unless there is a reason to be away. If you are away for lunch, change the status message to "lunch".
 - Employees are expected to be on time for any meetings scheduled.
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4. Workplace Safety and Security (Clean Desk Policy)

Policy Purpose: The purpose of the Clean Desk Policy is to establish a culture of security and trust for all employees. An effective clean desk effort involving the participation and support of all employees can greatly protect paper documents that contain sensitive information about our clients, customers, and vendors. The main reasons for this policy are to produce a positive image when customers visit, maintain better hygiene, reduce security incidents by locking away confidential information, and prevent sensitive documents from being stolen by malicious entities.

Responsibility and Scope: All staff, employees, and entities working on behalf of BerryBytes are subject to this policy.

Guidelines:

- At known extended periods away from your desk, such as a lunch break, sensitive working papers are expected to be placed in locked drawers.
- At the end of the working day, the employee is expected to tidy their desk and put away all office papers, coffee/tea cups, and waste items. The company shall provide locking desks and filing cabinets for this purpose.
- Allocate time in your calendar to clear away your paperwork.
- Always clear your workspace before leaving for longer periods of time.
- If unsure whether a duplicate sensitive document should be kept, it is better to place it in the shred bin.
- Consider scanning paper items and filing them electronically in your workstation.
- Use recycling bins for sensitive documents when no longer needed.
- Lock your desk and filing cabinets at the end of the day.
- Lock away portable computing devices such as laptops or mobile devices.
- Treat mass storage devices such as DVD or USB drives as sensitive and secure them in a locked drawer.
- You are required to secure all sensitive/confidential information in your workplace at the conclusion of the work day and when you are expected to be away from your workplace for an extended period of time. This includes both electronic and physical hard copy information.

Enforcement: This policy will be officially monitored for compliance by HR and may include random and scheduled inspections. Any employee found to have violated this policy may be subject to disciplinary action.

5. Information & Data Security

Policy: Employees must follow all the company's policies, including those related to Confidentiality and Data Protection. Equipment provided by the company is company property and must be kept safe, avoiding any misuse.

Guidelines:

- Keep your equipment password protected. Follow Data Protection Policy guidelines.
 - Store equipment in a safe and clean space when not in use.
 - Follow all data encryption, protection standards, and settings.
 - Refrain from downloading suspicious, unauthorized, or illegal software.
 - Do not use the company resources for personal or freelancing contract work.
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6. Leave Policy

Intent and Purpose: This policy regulates all forms of leave as a benefit to employees and outlines procedures for granting and taking such leaves. Policy provisions apply to all permanent, contract, and temporary employees of BerryBytes.

Leave Cycle: The annual leave cycle is January to December.

Leave Types:

- **Mandatory Holiday:** Considered "off-days" for most employees unless a particular department or branch must operate during these days. For the Nepal Team, Saturday and Sunday are typically off-days.
- **Public Holiday:** Official national holidays declared by the Government. Nepal has 10 public holidays. The holiday list is published and circulated every year.
- **Sick Leave:** 6 days annually. Employees working for one year or less than one year are entitled to receive sick leave proportionately. These leaves are on an accrual basis. A medical certificate or medical report from a duly qualified practitioner is required upon arrival at the office. Unclaimed sick leaves will be encashed at the end of the year.
- **Annual Leave:** 12 days annually. Employees working for one year or less than one year are entitled to receive annual leave proportionately. These leaves are on an accrual basis.
- **Wedding Leave:** 4 days paid, which requires an employee's application for scheduled programs along with the submission of an invitation card.
- **Maternity Leave (for Nepal Team):** Entitled to pregnant women for a total of 14 weeks, of which 60 days are fully paid and the remaining are unpaid.
- **Unpaid Leave:** Employees will not be paid for these leaves but remain eligible for all other benefits.
 - If unpaid leave extends beyond 30 calendar days, it is considered a Leave of Absence. During a Leave of Absence, employees are not eligible for any benefits.
 - If an employee does not return to work after 30 calendar days of unpaid leave (considered Leave of Absence) without approval, they shall be considered to have voluntarily resigned as of the last day of work.
 - Employees will not be paid for National Festivals/Holidays that occur during their unpaid leave period.
 - Employees must seek approval from their Manager before availing unpaid leave; it is benefited once approved by HR.

Instructions for Availing Leaves:

- Employees should notify their Managers for taking any leave and apply for the leave.
- Employees taking leave for more than 3 days need to apply at least 1 week before, otherwise, leave will not be approved.
- At a time, only 3 Annual and Sick leaves are allowed to be taken.
- If annual and sick leaves are taken continuously for 4 working days or more, and weekly offs fall in between, those off days will also be considered as unpaid leave.

- In a team, if one member takes leave, another member cannot take leave on the same day, unless very urgent, and team members must manage their work responsibilities without hindrance.
- Leave can only be taken with the approval of the Manager, with prior information to the HR Manager.
- Before going on leave, employees should be available to the manager for emergency purposes.
- Excess leaves taken will be deducted from the salary.
- Employees are encouraged not to apply for any leaves soon after their festival holidays within that week. Management reserves the right to disapprove such leaves and consider them as unpaid leaves.
- In normal circumstances, employees are expected to apply for leaves in advance.
- If it's not possible to apply in advance, employees should call their Manager as soon as possible, inform them of the inability to work, and apply for the leave at the earliest opportunity, but no later than the day of resuming work.
- Management reserves the right to postpone or cancel any scheduled leave for business-related reasons.
- **For Unavailability/Leave Application (General):** Always submit a formal leave application to your HR Manager after approval from the team lead in advance. Do not use chat messages or voice calls for approval. Write a formal email, keeping hr@berrybytes.com in the loop. Keep your team lead in the loop.
- If you are on leave for more than two days, kindly update your Google email with the vacation responder: turn on the vacation responder, update the subject line with "leave for days," and in the message, simply write "I am out of office for following days will contact you soon" and save the changes. This ensures that if someone emails you, they will be notified of your unavailability.
- Inform in advance about changes in your timing. For example, if you are planning to join late or leave early, please plan this a day before and let your team lead and HR team be intimated, and update your status mentioning the reason.

Self-Service Leave Calendar Entry Process: To ensure clear communication, accurate leave tracking, and visibility to all relevant parties, employees must follow these steps. This applies to all types of leave (planned, unplanned, and sick).

- **Update the HR Hub Google Calendar:**
 1. Open your Google Calendar.
 2. Create a new event for the dates of your leave or unavailability.
 - For full-day leave, select "All day".
 - For half-day leave, specify the start and end time.
 3. **Event Title Format (Mandatory):**
 - 000 - <FirstName> <LastName> - for full-day leave
 - HDL - <FirstName> <LastName> - for half-day leave
 4. **Calendar:** Ensure the event is added to the HR Hub Calendar, not your personal calendar.
 5. **Add Guests:**
 - Your project team group email (e.g., bmg-team@berrybytes.com, mbm-team@berrybytes.com)
 - The HR team: hr@berrybytes.com

6. **Set Visibility:** Set visibility to Default Visibility (shared within the organization).
7. **Optional:** Add details in the event description, such as:
 - Type of leave (e.g., Sick, Casual)
 - Emergency contact (if applicable)
- **Important Notes:** Failure to update the HR Hub calendar or notify the required teams may lead to miscommunication and will be flagged during audits or reviews. This ensures your unavailability is clearly visible to HR, Project Managers, and cross-functional teams. If you are unsure about your project team group email, connect with the HR Department.
- **Need Assistance?** Please contact the HR team at hr@berrybytes.com or your Project Manager.

Policy Modification: Based on business requirements, the management reserves the right to modify, amend, or withdraw this policy in whole or part without assigning any reason whatsoever and without giving any notice. The interpretation of the policy rests exclusively with the Company, and the decision of the company is final and binding. The leave policy might change as per compliance.

7. Music at the Workplace Policy

Overview: Listening to music is popular as a way to focus and avoid distractions, and it can increase productivity, job satisfaction, and employee morale. However, it can also violate the office environment, distract colleagues, and disturb ongoing meetings. Employees listening to music should keep the volume at a level that does not migrate past their space; if it's audible to the next employee's desk, it's too loud. All employees should familiarize themselves with these guidelines.

Purpose: The main reasons for this policy are to establish a noiseless environment, maintain a better corporate workplace, minimize distractions from loud music, and boost morale without disturbing other employees.

Responsibility: All staff, employees, and entities working on behalf of BerryBytes are subject to this policy.

Guidelines:

- Keep the volume low so only you can hear your tunes.
- Use headphones or earphones if you want to.
- Take off your headphones/earphones from time to time to give your ears a break and let others know you are available.
- Headset users should keep the volume at a level that does not prohibit them from hearing others or their surroundings; being able to hear it through their headsets means it is too loud.
- Do not distract your colleagues by singing, humming, or lip-syncing.

Enforcement: Any employee found to have violated this policy may be subject to disciplinary action. If an employee violates this policy for the third consecutive time, the company is obliged to deduct their 2 days' salary of the month.

8. Dress Code

Policy: Employees are expected to maintain a professional appearance appropriate for our office environment and client interactions.

Guidelines:

- Business casual attire is generally appropriate for daily office wear.
 - When meeting with clients or representing the company externally, more formal business attire may be required. Your manager will provide specific guidance for such occasions.
 - Clothing should be clean, neat, and in good repair. Avoid clothing with offensive language, images, or excessive casualness (e.g., beachwear, ripped clothing).
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9. Social Media Policy

Policy: While we respect employees' personal freedom, your online activities can reflect on BerryBytes Technologies. This policy outlines expectations for professional conduct on social media, whether on personal or company accounts.

Guidelines:

- **Professional Conduct:** Be mindful that your online behavior can impact the company's reputation. Exercise good judgment and professionalism.
 - **Confidentiality:** Do not share any confidential, proprietary, or sensitive company or client information on social media.
 - **Respectful Engagement:** Do not post derogatory, defamatory, discriminatory, or harassing comments about BerryBytes Technologies, its employees, clients, or competitors.
 - **Personal Views:** Clearly state that your personal social media posts reflect your own views and not necessarily those of BerryBytes Technologies.
 - **Client Interaction:** Exercise extreme caution when interacting with clients on social media; refer official inquiries to appropriate company channels.
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10. Conflict of Interest

Policy: Employees must avoid any situation where their personal interests conflict, or appear to conflict, with the interests of BerryBytes Technologies.

Guidelines:

- Do not engage in outside activities that interfere with your job performance or create a direct competitive interest with the company.
 - Do not accept gifts, favors, or entertainment from clients, vendors, or business partners that could be perceived as influencing business decisions, beyond customary business courtesies.
 - Disclose any potential conflicts of interest to your manager or HR promptly.
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11. Employee Privacy

Policy: BerryBytes Technologies respects employee privacy while also maintaining the right to monitor company resources and ensure a safe and productive workplace.

Guidelines:

- While we respect your privacy, employees should understand that communications and data on company-provided devices, networks, and systems are generally considered company property and may be monitored for business, security, and legal compliance purposes.
 - Personal electronic devices are subject to company policies when used for company business.
 - The company will handle personal employee data in accordance with Nepalese privacy laws and internal data protection policies.
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12. Whistleblower Policy

Policy: BerryBytes Technologies encourages employees to report any unethical, illegal, or questionable activities without fear of retaliation.

Guidelines:

- If you become aware of any suspected violations of company policy, legal regulations, or unethical conduct, you are encouraged to report it promptly.
- Reports can be made to your manager, HR, or designated confidential channels.
- All reports will be treated with confidentiality to the extent possible, and investigated thoroughly.
- BerryBytes Technologies strictly prohibits retaliation against any employee who makes a good faith report of suspected wrongdoing.