

Company Policy Document

Company Policy Document — Himanshu Pvt. Limited

1. Product Return Policy

- 1.1 Customers may return products within **15 days** from the date of purchase.
 - 1.2 Returned items must be **unused, undamaged, and in their original packaging**.
 - 1.3 A valid **purchase receipt or invoice** is mandatory for processing returns.
 - 1.4 Refunds will be initiated within **7 business days** after product inspection.
 - 1.5 Customized, discounted, or clearance items are **not eligible** for return.
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2. New Employee Registration Policy

- 2.1 All new hires must complete **digital registration** on the official Himanshu Pvt. Limited HR portal.
 - 2.2 Required documents include **government-issued ID, educational certificates, and offer letter**.
 - 2.3 HR verification and onboarding orientation are mandatory before the employee's first working day.
 - 2.4 Access credentials and internal logins will be provided within **3 working days** after approval.
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3. Code of Conduct Policy

- 3.1 All employees must maintain **professionalism, integrity, and respect** in all company dealings.
 - 3.2 Any form of **harassment, discrimination, or unethical behavior** is strictly prohibited.
 - 3.3 Sharing confidential company data with unauthorized parties is a **serious violation**.
 - 3.4 Breach of conduct may result in **disciplinary action or termination**.
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4. Leave and Attendance Policy

- 4.1 Employees are entitled to **18 paid leaves** per calendar year.
 - 4.2 Leave requests must be submitted at least **3 days in advance** via the HR portal.
 - 4.3 Unapproved or uninformed absences beyond **3 consecutive days** will lead to salary deductions.
 - 4.4 Late arrivals exceeding **three times per month** may attract a formal warning.
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5. Data Security and Privacy Policy

- 5.1 All employees must follow **data protection and encryption standards** while handling company data.
 - 5.2 Personal devices must not be used for official work without **IT department authorization**.
 - 5.3 Employees are responsible for maintaining the confidentiality of all sensitive information.
 - 5.4 Any data breach must be reported immediately to the **Information Security Team**.
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6. Remote Work Policy

- 6.1 Remote work is permitted for up to **2 days per week**, subject to managerial approval.
- 6.2 Employees must remain **available online during official working hours**.
- 6.3 Daily progress updates should be submitted to supervisors by the end of the workday.
- 6.4 Failure to meet productivity standards may lead to revocation of remote privileges.

7. Customer Support Policy

- 7.1 Customer queries will be acknowledged within **24 hours** of receipt.
 - 7.2 Resolution time for most issues will not exceed **5 business days**.
 - 7.3 Escalation protocols are in place for unresolved or critical cases.
 - 7.4 Support channels include **email, toll-free number, and live chat**.
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8. Termination Policy

- 8.1 Employment may be terminated due to **misconduct, non-performance, or policy violation**.
 - 8.2 Both parties are required to serve a **30-day notice period** before final separation.
 - 8.3 All company assets, credentials, and documents must be returned before clearance.
 - 8.4 The final settlement will be processed within **10 working days** after exit formalities.
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9. Equal Opportunity Policy

- 9.1 Himanshu Pvt. Limited is an **equal opportunity employer**.
 - 9.2 Employment decisions are made without discrimination based on **gender, age, race, or background**.
 - 9.3 All recruitment, promotion, and pay decisions are based on **merit and performance**.
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10. Health and Safety Policy

- 10.1 The company ensures a **safe and hygienic working environment** for all employees.
- 10.2 Regular health and safety audits are conducted to prevent workplace hazards.

10.3 Employees must immediately report accidents, injuries, or unsafe conditions.
