

BBD SOFTWARE

Comprehensive HR Policy Manual

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Classification: Internal - Confidential

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1. INTRODUCTION AND COMPANY VALUES

1.1 About BBD Software

BBD Software is a fast-growing software development and consulting company specializing in cloud-native solutions, DevOps practices, and enterprise software architecture. Our mission is to empower businesses through innovative technology while fostering a culture of continuous learning, collaboration, and excellence.

1.2 Scope and Application

This HR Policy Manual applies to all employees of BBD Software, including full-time, contract, and intern employees across all locations (India and international offices). This manual represents our commitment to fair, transparent, and inclusive employment practices.

1.3 Core Values and Principles

- **Ownership:** Employees take responsibility for their work and impact
- **Innovation:** We encourage experimentation, calculated risks, and creative problem-solving
- **Collaboration:** Cross-functional teamwork and knowledge sharing are fundamental
- **Integrity:** Honest communication and ethical conduct in all interactions
- **Growth Mindset:** Continuous learning and skill development for all employees

- **Work-Life Balance:** Sustainable productivity with respect for personal well-being
- **Diversity and Inclusion:** Equal opportunity and celebration of diverse perspectives

1.4 Employee Acknowledgment

All new employees acknowledge receipt of this manual during onboarding via digital signature in our HR management system (BBD HR Portal). Policy updates are communicated via email and in-app notification within 5 days of amendment. Questions regarding policies directed to people@bbd-software.com.

2. CODE OF CONDUCT AND PROFESSIONAL STANDARDS

2.1 Professional Conduct

All employees maintain highest standards of professional conduct:

- **Respect:** Treat colleagues, clients, vendors, and partners with dignity and respect
- **Punctuality:** Honor commitments regarding meeting times, deadlines, and deliverables
- **Accountability:** Take responsibility for mistakes; communicate proactively about challenges
- **Open Communication:** Share ideas, concerns, and feedback in constructive manner
- **Continuous Improvement:** Seek feedback; learn from experience; evolve professionally

2.2 Diversity, Equity, and Inclusion

BBD Software commits to equal opportunity employment regardless of race, color, religion, gender, gender identity, sexual orientation, age, national origin, disability, or veteran status.

- **Zero Tolerance:** Discrimination, harassment, and bullying strictly prohibited
- **Inclusive Culture:** Active promotion of diverse perspectives and backgrounds
- **Accessibility:** Reasonable accommodations provided for employees with disabilities
- **Reporting:** Incidents reported to HR@bbd-software.com with confidentiality protection
- **Investigation:** All complaints investigated promptly; no retaliation permitted

2.3 Confidentiality and Intellectual Property

Confidential Information:

- Client data, source code, and proprietary algorithms are confidential
- Non-disclosure agreements (NDA) signed at onboarding; apply during and after employment
- Unauthorized disclosure results in disciplinary action and potential legal liability
- Social media and public forums: No sharing of company information without approval

Intellectual Property:

- All code, documentation, and inventions created during employment belong to BBD Software
- Side projects using company resources or knowledge require written approval

- Open-source contributions encouraged but require license compliance review

2.4 Conflict of Interest

Employees disclose conflicts of interest in writing to HR:

- Personal relationships with colleagues or supervisors in reporting chain
- External business interests or side projects
- Investments in competitors or vendors
- Gifts or benefits from clients/vendors exceeding nominal value (₹5,000)

Management: Conflicts managed through recusal, disclosure, or separation of duties; not automatic disqualification.

2.5 Use of Company Resources

- Company equipment (laptop, phone, software licenses) for work purposes only
- Personal use minimal and during breaks; no interference with productivity
- No installation of personal software without IT approval
- Internet usage monitored for policy compliance and security; privacy respected within legal limits

2.6 Substance Abuse Policy

- No use, possession, or distribution of illegal drugs or controlled substances on company premises
- Alcohol consumption only at authorized company events
- Employees impaired due to substances not permitted to work or operate vehicles
- Rehabilitation and counseling support available through EAP (Employee Assistance Program) with confidentiality

2.7 Disciplinary Action

Progressive discipline addresses policy violations:

Offense	Action
Minor violations (first occurrence)	Verbal warning + coaching
Minor violations (repeated)	Written warning + improvement expectations
Moderate violations	Suspension (1-3 days) + written warning
Severe violations	Termination without notice
Gross misconduct	Immediate termination

Gross Misconduct (Immediate Termination): Theft, violence, sexual harassment, breach of confidentiality, fraud, or violation of law.

Right to Appeal: Disciplinary decisions appealed to HR Director within 5 working days; decision final after review.

3. RECRUITMENT AND TALENT ACQUISITION

3.1 Hiring Process

BBD Software recruits top talent through merit-based evaluation:

Stage 1 - Application Review: Resume screening based on technical skills, experience, and cultural fit

Stage 2 - Technical Assessment: Coding challenge or technical test (paid for senior roles); evaluates problem-solving and domain knowledge

Stage 3 - Technical Interview: Discussion of past projects, architecture decisions, and technical depth; 1-2 rounds depending on seniority

Stage 4 - Culture and Values Interview: Behavioral interview assessing collaboration, communication, and alignment with company values

Stage 5 - Leadership Interview (Senior Roles): Discussion of team leadership, mentorship approach, and strategic thinking

Stage 6 - Offer and Background Verification: Offer extended post-reference checks and background verification

3.2 Offer Letter

Appointment letters include:

- Position title, reporting manager, and team/department
- Location (office or remote eligibility)
- Start date and joining procedure
- Fixed compensation and variable components (if applicable)
- Equipment and resources provided
- Probation period (3-6 months depending on role)
- Confidentiality and IP assignment agreement
- At-will employment clause
- Policy acknowledgment

3.3 Probation Period

Duration: 3 months for lateral hires with experience; 6 months for graduates or career changers

During Probation:

- Mentorship assigned; structured onboarding program
- Bi-weekly check-ins with manager on progress and expectations
- Performance evaluated at month 1, 2, and final month
- Either party may terminate with 1 week notice; no severance

Success Criteria:

- Technical competency demonstrated in assigned tasks
- Team collaboration and communication effective
- Cultural fit with company values
- Reliability and commitment shown through attendance/engagement

Outcomes:

- **Confirmed:** Employee transitions to permanent status; formal confirmation issued
- **Extended:** Additional 1-2 months if further evaluation needed (rare)
- **Not Confirmed:** Role not suitable; separation discussion; referral assistance provided

3.4 Onboarding Experience

Pre-Joining:

- Equipment ordered and delivered to home or office
- IT account, email, and access provisioned
- Welcome video and company overview shared
- First-week schedule and team introductions arranged

Day 1:

- Welcome by HR and direct manager
- Office/workspace orientation
- IT setup and device configuration
- Company values and policies overview
- Team introductions

Week 1-2:

- Codebase orientation and development environment setup
- Project and team deep-dive
- Meeting with cross-functional teams
- Mentor relationship kickoff
- Company history, product roadmap, and culture immersion

Month 1:

- Pair programming or code review participation
- First small task assignment
- Monthly 1:1 with manager on progress
- Feedback from mentor on ramp-up journey

Month 2-3:

- Increased project ownership and responsibility
 - Independent task completion with code review
 - Cross-team collaboration opportunities
 - Final assessment and confirmation discussion
-

4. LEAVE AND TIME-OFF POLICY

4.1 Paid Time Off (PTO) Framework

BBD Software embraces unlimited PTO philosophy with responsibility:

Flexible Paid Time Off:

- No daily accrual or exhaustion requirement
- Employees take PTO as needed for rest, health, and personal needs
- Expectation: 15-20 days annually (guideline, not limit)
- Carryover: Unused PTO does not accumulate; takes during year or forfeited
- Manager approval process: Simple; does not require justification

Approval Process:

1. Employee proposes PTO dates via HR Portal (calendar interface)
2. Manager approves in 1 working day (or auto-approves if no conflict)
3. Handover plan communicated to team for coverage
4. PTO marked on shared calendar (visible to team)

4.2 Statutory Leaves (Mandatory)

India statutory leaves provided regardless of PTO:

Leave Type	Entitlement	Eligibility
National Holidays	As per calendar	All employees
Maternity Leave	180 days (26 weeks)	Female employees up to 2 children
Paternity Leave	10 days	Male employees within 2 years of child birth
Adoption Leave	60 days	Adoptive parents
Medical Leave	10 days/year	For medical emergencies beyond PTO

4.3 Sabbatical and Extended Break

Sabbatical Policy:

- Eligibility: 5+ years service
- Duration: 3-6 months
- Frequency: Once in career
- Compensation: 50% of base salary during sabbatical
- Benefits: Health insurance continues

- Return: Job (or equivalent role) guaranteed post-sabbatical
- Purpose: Rest, personal project, upskilling, or travel

Extended Personal Leave:

- Up to 3 months without pay for significant personal circumstances
- Requires 2-month advance notice
- Benefits continue (insurance, PF)
- Return date confirmed pre-approval

4.4 Leave During Notice Period

If employee separates (resignation or termination):

- **Pending PTO:** Paid out in final settlement at last drawn salary
- **Non-Accrual During Notice:** New PTO not accrued during notice period
- **Notice Period Reduction:** Employee may use PTO to reduce notice period (if mutual agreement)

5. FLEXIBLE WORK ARRANGEMENTS

5.1 Work Model Options

BBD Software supports multiple work models based on role and organizational needs:

Model 1: Fully Remote

- Work from anywhere; no office required
- Eligible roles: Individual contributors in software development, design, technical writing
- Preference: Employees in same or nearby time zones for collaboration
- Equipment: Company laptop, monitor, and internet stipend provided
- Frequency: Onboarding and critical meetings may require occasional office visits (negotiable)

Model 2: Hybrid (3 Days Office, 2 Days Remote)

- 3 days/week in designated office; 2 days remote
- Flexible schedule: Can choose which days office-based
- Ideal for: Team leads, architects, and cross-functional roles
- Equipment: Desk space in office; home setup support
- Coordination: Core collaboration hours 10 AM - 3 PM (all time zones)

Model 3: Flexible Schedule (Office-Based)

- 5 days in office; flexible arrival/departure times
- Core hours: 10 AM - 3 PM IST (flexible start between 8-11 AM)
- Ideal for: Roles requiring on-site presence or mentorship
- Benefit: Work-life balance maintained through flexible timing

5.2 Remote Work Requirements

Workspace:

- Quiet, professional setup with ergonomic seating
- Dedicated desk (no shared/public spaces like cafés)
- Adequate lighting and minimal distractions
- No home-office sharing with family members/roommates

Internet and Connectivity:

- Minimum 10 Mbps broadband speed
- Backup mobile hotspot if home broadband unreliable
- Internet stipend: ₹1,500/month reimbursement with bill proof
- Company VPN mandatory for all system access

Security:

- Multi-factor authentication (MFA) enabled on all accounts
- No storage of company data on personal devices
- Secure Wi-Fi (WPA2 or stronger encryption)
- Regular device security patches and antivirus software
- No printing of sensitive documents at home

Equipment:

- Provided by BBD: Laptop (value up to ₹150,000), monitor, mechanical keyboard, mouse
- Employee responsible for: Desk, chair, webcam, microphone (budget assistance available)
- Replacement: Covered by company insurance if equipment damaged/stolen due to negligence

5.3 Core Collaboration Hours

Global Team Coordination:

- Core hours: 10 AM - 3 PM IST (all employees)
- Expected presence in meetings, Slack, and email during core hours
- Flexibility outside core hours for different time zones
- Meeting scheduling avoids off-hours; emergencies an exception

Focus Time:

- No-meeting blocks: Tuesdays and Thursdays 2-4 PM (protected coding time)
- Slack status "Focus" respected; urgent communication via phone only
- Collaboration balanced with deep work time

5.4 Flexibility Policy Changes

Review Frequency: Quarterly review of flexibility arrangement effectiveness

Modification Triggers:

- Performance decline or collaboration issues
- Project or organizational changes requiring different arrangement
- Employee request for change
- Extended leave or role change

Change Process:

1. Manager discusses change rationale
2. New arrangement documented in writing
3. 2-week trial period with feedback
4. Permanent adjustment or revert to original arrangement

5.5 Return to On-Site Work

If remote arrangement revoked:

- **Notice:** 4 weeks advance notice of change
- **Support:** Relocation assistance if office location differs
- **Transition:** Ramp-up plan for office-based collaboration
- **Salary Impact:** No reduction; if cost-of-living changes due to relocation, reviewed mutually

6. PERFORMANCE AND DEVELOPMENT FRAMEWORK

6.1 Philosophy

BBD Software emphasizes continuous learning and growth over annual performance ratings. Performance management focuses on:

- **Development Over Judgment:** Conversations about growth, not evaluation
- **Frequent Feedback:** Ongoing dialog, not annual event
- **Growth Trajectory:** Progression through increasing responsibility
- **Skills and Impact:** Technical growth and business contribution

6.2 Continuous Feedback System

Monthly 1:1 Meetings:

- 30-minute structured meetings between employee and manager
- Agenda: Recent accomplishments, challenges, learning, and support needs
- Documentation: Brief notes in HR Portal for reference
- Feedback: Two-way feedback on collaboration and growth

Feedback Channels:

- Peer feedback: Colleagues provide input on collaboration (informal, monthly)
- Manager observation: Task quality, communication, and initiative

- Self-reflection: Employee articulates learnings and growth areas
- Cross-functional feedback: Partners in other teams share perspective

Feedback Guidelines:

- **Timely:** Given within 2-3 days of incident (positive or constructive)
- **Specific:** Behavior-focused, not personality judgments
- **Actionable:** Clear suggestions for improvement
- **Balanced:** Acknowledges strengths and growth opportunities
- **Private:** One-on-one delivery; confidentiality respected

6.3 Skill Development and Growth Paths

Technical Growth Track:

- Senior Engineer → Staff Engineer → Principal Engineer
- Specialization: Architecture, DevOps, Data Engineering, etc.
- Expectation: Mentorship, technical thought leadership, architecture decisions

Leadership Track:

- Individual Contributor → Team Lead (2-4 reports) → Engineering Manager (3-4 reports) → Director
- Expectation: Team development, hiring, strategy, and execution
- Optional: Not all senior engineers pursue management

Specialist Track:

- Deep expertise in specific domain (e.g., Platform, Security, Performance)
- Span: Influence across multiple teams
- Contribution: Guidance, architecture review, knowledge sharing

Career Conversation:

- Annual (Dec) career discussion with manager and HR
- Employee articulates desired growth direction
- Learning plan created: Courses, projects, mentorship, lateral moves
- Progress reviewed quarterly; adjustments made as needed

6.4 Learning and Development

Learning Budget:

- ₹50,000/year per employee for courses, conferences, certifications
- Utilization encouraged: Coding courses, leadership development, technical certifications
- Flexibility: Online courses, bootcamps, conference attendance
- Request Process: Submit course/event link to manager for approval

Learning Resources:

- Subscription to Coursera, Pluralsight, O'Reilly, and learning platforms (company-wide access)
- Internal tech talks: Weekly 30-minute sessions on architecture, tools, and practices

- Brown-bag lunches: Peer-led knowledge sharing on interesting projects
- Mentorship: Paired with senior engineer for guidance and skill development

Conference Attendance:

- Budget for 1-2 external conferences annually per employee
- Company covers registration and travel
- Employee shares learnings with team upon return
- Speaking opportunities: Company support for conference speaking

6.5 Performance Concerns and Support

Underperformance Identification:

- Missed deadlines or quality issues identified in 1:1 meetings
- Communication breakdown or collaboration issues surfaced
- Technical skill gaps creating project risk
- Engagement or initiative decline noticed

Support Plan (Informal):

1. Manager and employee discuss concerns candidly
2. Root cause explored: Skill gap? External factors? Role fit?
3. Support plan created: Additional training, mentorship, workload adjustment, or role pivot
4. 30-day observation period; progress tracked in weekly check-ins
5. Outcome: Improved performance, continued support, or separation discussion

Performance Improvement Plan (PIP - Formal):

If concerns persist after informal support:

- 60-day structured plan with specific, measurable goals
- Weekly progress reviews with manager
- HR engagement and support
- Clear success criteria and consequences
- Outcome: Success (continue) or unsuccessful (separation)

No Forced Rating Distribution: Unlike traditional appraisals, BBD does not enforce percentage targets for ratings. Focus on development and impact, not ranking.

6.6 Promotion Criteria

Readiness Assessment:

Dimension	Criteria
Technical Mastery	Deep expertise in current role; ready to expand scope
Impact	Clear contributions to team and organizational goals
Leadership Potential	Initiative, mentorship, and influence shown
Maturity	Emotional intelligence, conflict navigation, judgment
Readiness	Employee expresses interest; no forced promotions

Promotion Process:

1. Manager initiates discussion; employee confirms interest
2. Feedback collected from peers, skip-level manager, cross-functional partners
3. HR and leadership review readiness against next-level criteria
4. Decision made; communication by manager
5. Salary adjustment: Minimum 12-15% increase; negotiation welcomed

Frequency: Promotions evaluated annually (typically Nov-Dec); effective date Feb 1 or negotiated date.

7. COMPENSATION, BENEFITS, AND EQUITY

7.1 Compensation Philosophy

BBD Software compensation is:

- **Competitive:** Benchmarked to software industry standards; reviewed annually
- **Transparent:** Pay ranges shared; no secrecy around levels and bands
- **Equitable:** Equal pay for equal work; gender and demographic parity reviewed regularly
- **Performance-Aligned:** Base salary competitive; variable pay rewards business impact

7.2 Compensation Structure

Fixed Component (70%):

- Base salary: Reflects role, experience, market rate, and performance
- Annual increases: Reviewed Jan each year; 3-7% based on inflation and merit
- No salary reduction: Exception with documented mutual consent

Variable Component (up to 30%):

- **Quarterly Bonus:** Based on company financial performance and team delivery (0-10% of salary)
- **Annual Bonus:** At discretion based on annual performance (0-15% of salary)
- **Project Bonus:** Special bonus for critical project delivery (rare; discretionary)
- **Spot Awards:** ₹5,000-50,000 for exceptional contribution (non-monetary recognition also included)

Other Compensation:

- Stock Options (ESOP): Offered to employees at joining or after 1 year; 4-year vesting with 1-year cliff
- Sign-on Bonus: For senior/specialized roles (₹50,000-500,000)
- Referral Bonus: ₹20,000-100,000 if referred candidate hired (paid after 6-month retention)

7.3 Benefits Package

Health and Insurance:

- Health Insurance: Comprehensive cashless insurance for employee + 4 family members; covers hospitalization, maternity, pre/post-hospitalization
- Life Insurance: 10x annual salary coverage (inclusive of variable component)
- Accidental Disability: Additional ₹25 lakhs if work-related accident causes disability
- Mental Health: Annual budget ₹50,000 for therapy/counseling (fully confidential)

Retirement and Savings:

- Employee Provident Fund (EPF): 12% employee + 12% employer contribution
- Gratuity: Payable after 5 years service; calculated as 15 days salary × years / 30 (capped as per law)
- Superannuation: Additional 5% contribution for long-service employees (10+ years)

Wellness Programs:

- TCS Wellbeing Platform: Mental health, fitness, nutrition, and financial wellness
- Fitness Reimbursement: ₹600/month gym or home fitness equipment
- Annual Health Check-up: Covered fully; preventive care encouraged
- Stress Management: Meditation, yoga, and therapy resources available
- Work-Life Balance: Unlimited PTO, flexible hours, and sabbatical support

Family Benefits:

- Maternity and Paternity: Covered (see Leave Policy)
- Childcare Assistance: ₹3,000/month allowance for children <5 years
- Spouse Job Placement: Career counseling and outplacement support if relocation required
- Emergency Support: Emergency fund assistance for critical situations (hardship policy)

Financial Support:

- Personal Loan: Up to 2x monthly salary at 6% interest; 36-60 month tenure
- Home Loan: Up to 85% property value at 4% interest through partner banks

- Tuition Reimbursement: ₹2 lakhs for further education (MBA, MS, PhD); employees may pursue part-time
- Financial Counseling: Annual session with financial advisor (investments, tax, retirement planning)

7.4 Equity and Stock Options (ESOP)

Eligibility: All employees offered ESOP based on role and tenure

Grant Process:

- Initial grant at joining (post-probation confirmation)
- Annual refresh grants for high performers
- Vesting: 4-year schedule with 1-year cliff (25% at 1 year; remaining over 36 months)

Details:

- Strike price: FMV (Fair Market Value) at time of grant
- Exit events: Exercisable at IPO, acquisition, or company milestone events
- Retention: Equity encourages long-term commitment; significant upside potential

7.5 Taxation and Deductions

Standard Deductions:

- Income Tax (calculated per IT Act 1961)
- EPF: 12% of basic + DA
- Professional Tax: ₹200/month (state-dependent)
- Employees' State Insurance (ESI): If applicable

Voluntary Deductions:

- Health Insurance premium portion
- Loan EMI repayment
- Charitable donations
- Tuition reimbursement
- Fitness subscription

Tax Benefits Guidance: HR provides tax planning support; annual tax computation statement issued by Jan 31.

8. GRIEVANCE AND CONFLICT RESOLUTION

8.1 Open-Door Policy

BBD Software culture emphasizes direct communication:

- **First Step:** Discuss issue directly with manager or HR representative
- **Informal Resolution:** Most issues resolved through conversation; no formal process necessary
- **Escalation:** If unresolved or uncomfortable discussing with manager, escalate to HR or skip-level manager

- **Confidentiality:** Conversations treated confidentially; no retaliation for raising concerns

8.2 Grievance Process (Formal)

When to Use: If informal resolution unsuccessful or formal documentation required

Submission:

1. Employee submits written grievance via email to hr@bbd-software.com
2. Include: Nature of grievance, dates, people involved, evidence, desired resolution
3. HR acknowledges receipt within 1 working day; assigns investigator

Investigation:

- Investigator interviews complainant, respondent, and witnesses (2-5 working days)
- Documentation reviewed; evidence collected
- Confidentiality maintained; restricts access to need-to-know parties

Resolution:

- HR communicates findings and action plan to employee (7-10 working days from submission)
- Corrective action taken if grievance substantiated
- Appeal available if complainant disagrees with resolution (within 5 working days)

Timeline: Total 15-20 working days from submission to resolution

8.3 Diversity, Inclusion, and POSH Grievances

Sexual Harassment (POSH) Complaints:

- Fast-track process: Investigation within 15 days
- Internal Complaints Committee (ICC) handles; senior HR and external member included
- Victim support: Counseling and accommodation provided
- Anti-retaliation: Strictly enforced; violations result in termination

Discrimination Complaints:

- Handled by HR Director and senior management
- Investigation and resolution within 10 working days
- Remedial action including sensitivity training if substantiated

Confidentiality: Special protections for sensitive grievances; information restricted to investigating team.

8.4 Anti-Retaliation and No Adverse Action

Protected Activities:

- Filing a grievance
- Reporting policy violations or misconduct
- Participating in investigation
- Refusing illegal or unethical requests

- Reporting external violations (labor board, law enforcement)

Prohibited Retaliation:

- Adverse performance appraisal due to grievance filing
- Denial of benefits or opportunities
- Unfavorable transfer or scheduling changes
- Reduction in compensation
- Any punitive action by manager or HR

Enforcement: Retaliation substantiated results in disciplinary action against retaliating party; serious cases result in termination.

8.5 External Escalation

If unsatisfied with internal process:

- **Labor Department:** File complaint with District Labor Commissioner
- **NCSC/NCST:** For caste-based discrimination complaints
- **POSH Authorities:** External complaints body for sexual harassment
- **Legal Action:** Civil litigation or labor court appeal; supported without penalty

9. HEALTH, SAFETY, AND WELLNESS

9.1 Workplace Safety

BBD Software maintains safe, healthy work environment:

Office Safety:

- Fire exits clearly marked; emergency procedures communicated
- Fire drills conducted quarterly
- First aid kits available; trained first-aiders designated
- Ergonomic assessments available upon request
- Injured employees provided immediate first aid and medical attention

Virtual Work Safety:

- Employees encouraged to take regular breaks (Pomodoro technique)
- Eye strain prevention: 20-20-20 rule (every 20 min, look 20 ft away, 20 sec)
- Ergonomic home setup support: Budget up to ₹25,000 for furniture/accessories

Mental Health Safety:

- Psychological safety: Open dialog encouraged; no judgment for mistakes
- Supportive culture: Failure viewed as learning opportunity
- Stress management: Resources available; no stigma seeking mental health support

9.2 Health and Wellness Programs

Physical Wellness:

- Annual health check-ups (fully covered; preventive focus)
- Gym membership or home fitness stipend (₹600/month)
- Nutrition counseling (quarterly sessions)
- Sports and recreation: Company-sponsored softball, badminton, running club

Mental Wellness:

- EAP (Employee Assistance Program): Confidential counseling (10 sessions/year)
- Mental health days: Separate from PTO; use for mental health without explanation
- Therapy support: Budget ₹50,000/year for professional therapy if needed
- Peer support groups: Employee resource groups for specific communities

Preventive Care:

- Vaccination drives: Annual flu shot, COVID-19 boosters at office
- Ergonomic support: Desk setup consultations for office and remote workers
- Stress reduction: Meditation, yoga classes offered (lunchtime virtual sessions)
- Sleep wellness: Resources on sleep hygiene and nap policy (short 15-min naps encouraged)

9.3 Sick Leave and Medical Support

Illness and Medical Needs:

- Report to manager as soon as possible
- Medical certificate required for illness >2 consecutive days
- Remote work accommodated if medically advised and role permits
- Flexible schedule if managing chronic condition with manager agreement

Medical Accommodation:

- Reasonable accommodations provided for disabilities or medical conditions
- Modified hours, remote work, equipment adjustments considered
- Confidential medical discussion with HR; information restricted

9.4 Pandemic and Emergency Preparedness

Work Continuity:

- Business continuity plan in place for emergencies
- Crisis communication protocols established
- Remote work capability ensured for all roles
- Essential services identified and prioritized

Employee Support During Crisis:

- Emergency leave provisions (beyond PTO)
- Mental health support amplified
- Flexible work arrangements accommodated
- Financial hardship support (emergency fund) available

10. POLICY GOVERNANCE AND UPDATES

10.1 Policy Review and Amendments

Review Schedule:

- Comprehensive annual review: December
- Regulatory compliance updates: Within 2 weeks of law changes
- Ad-hoc updates: As needed for organizational changes

Amendment Process:

1. HR and leadership identify needed changes
2. Legal review for compliance
3. Senior management approval (CEO level for major changes)
4. Communication: Email, in-app notification, all-hands meeting
5. Effective date: 7 days post-communication (or sooner if regulatory requirement)

10.2 Communication and Acknowledgment

New Policies:

- Published on BBD HR Portal with version history
- Email summary with "what changed" highlighted
- Q&A session held for significant changes
- Manager briefing: Ensures consistent communication

Employee Acknowledgment:

- Digital signature required in HR Portal for policy acceptance
- Material changes: Re-acknowledgment required
- Acknowledgment deadline: 2 weeks post-publication

10.3 Policy Interpretation and Disputes

Ambiguity Resolution:

- Policy intent prioritizes employee fairness
- HR Director provides official interpretation
- Conflict with law: Applicable law supersedes policy

Disputes:

- Grievance process available for fairness concerns
- Manager and HR engage in resolution discussion
- Escalation to CEO if necessary

10.4 Continuous Improvement Culture

BBD Software values employee feedback on policies:

- **Surveys:** Quarterly pulse surveys on policy effectiveness
- **Feedback:** Direct suggestions to hr@bbd-software.com
- **Town Halls:** Policy topics discussed in all-hands meetings
- **Evolution:** Policies refined based on feedback; improvements communicated

APPENDIX A: EMPLOYEE ACKNOWLEDGMENT

I hereby acknowledge receipt and understanding of the BBD Software HR Policy Manual, Version 1.0 (December 2025).

I understand that:

- These policies apply to my employment
- Policy violations may result in disciplinary action
- Confidentiality and anti-retaliation protections are available
- I have grievance redressal mechanisms to address concerns
- My statutory rights under applicable labor laws are not waived

I confirm:

- I have received the complete manual
- I had opportunity to ask questions and seek clarification
- I understand the procedures for reporting concerns
- I acknowledge receipt and agree to comply

Employee Name: _____

Employee ID: _____

Department: _____

Joining Date: _____

Email: _____

Signature: _____

Date: _____

Manager Name: _____

Manager Signature: _____

HR Authorized Signature: _____

Date: _____

APPENDIX B: DOCUMENT CONTROL

Version	Date	Key Updates	Approved By
1.0	Dec 2025	Initial Comprehensive Policy Manual	CEO & People Team
(Future)	TBD	Regulatory updates, policy refinements	CEO & People Team

APPENDIX C: QUICK REFERENCE - KEY POLICIES AT A GLANCE

Topic	Key Point
PTO	Unlimited; guideline 15-20 days/year
Remote Work	Multiple options: Fully remote, hybrid, or flexible schedule
Performance	Continuous feedback; no forced ratings; development-focused
Salary Increase	Annual review (Jan); 3-7% based on inflation and merit
Grievance	Open-door first; formal process if needed; 15-20 days resolution
ESOP	All employees eligible; 4-year vesting with 1-year cliff
Wellness	Mental health (₹50K/year), gym (₹600/month), counseling (10 sessions)
Learning	₹50,000/year budget; Coursera, conferences, certifications supported
Probation	3-6 months; simple process; clear success criteria
Promotion	Annual evaluation; minimum 12-15% raise; discussion-based

Classification: Internal - Confidential

Audience: All BBD Software Employees, Managers, HR Personnel

Distribution: Via BBD HR Portal; email distribution to all staff

Next Review: December 2026

BBD Software is committed to creating a positive, inclusive, and growth-oriented workplace. This policy manual reflects our values and our commitment to fair treatment of all employees. For policy questions or concerns, contact the People Team at hr@bbd-software.com.