

Induction Manual for New Joinee

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1) Software License Policy

- No team members is authorize to install anything on his system, without written permission from IT team. If you need anything, please ask IT team or create ticket in ERP for the same. You can approach your reporting manager for any assistance related to licensed software.
- Even if client insist to install or trying to install something on your machine, you should not allow him to do so. You must inform your reporting head or IT team for the concern related with the software license.

2) Client NDA

- You may require to sign Non-Disclosure agreement with client before client share confidential project information.
- All client information and project source codes, server credentials, passwords are confidential to client and must not be taken outside premises or shared with unauthorized persons.

3) Confidentiality Clause

- You are not authorize the share any personal data to client e.g. your email, phone, social media account or anything which is not related with the project work. Contact your reporting head for any queries or concern related to this.
- You are not authorized to share your salary with client or participate in discussing service contract agreement, service model or pricing with the client
- You are not allowed to share your salary and appraisal details with any other team members or employee of Virtual employee.
- You are not allowed to share your leave plans directly to client and always apply through ERP. In case of Emergency leave inform HR team and your reporting head.

4) Service Management

- You are required to work with client/team with full dedication and commitment toward fulfilling client expectation and must inform your reporting head about anything important activities/events in the service/project.
- You are required to share Daily Activity Report at the end of each day
- You are required to maintain and share Task list/Work Request from client in Task list document even though client has Task management system.

- There will be Team meeting twice a month at 1st and 3rd week of each month. Participation is mandatory. You will be notified about it in advance.
- You need to maintain SMWB (Service Management Work Book) document and share it to your Reporting head twice a month.

5) Professional Competence

- You need to be competent in various technologies
- You need to be well aware of latest emerging technologies and adopt/introduce it to your team/project.

6) Check List for Employee

- Your Email Account ID/Password
- Skype Account ID/Password
- ERP Account ID/Password
- System User ID/Password (with SQL server User ID/Password)

7) Leave/Break Guidelines

- You need to provide at least 2 weeks of notice for any planned leave request even if it is for a half-day. In case you fail to do so your leaves will not be accepted/approved from HR/Lead. So, kindly make sure that you are providing the requested notice time for any leave that you apply going forward.
- Leaves must be planned and approved by client/Reporting head for most cases. Also not to ask client about leave approval, unless told by HR/Reporting head (case to case basis).
- Any unplanned leaves/short leaves/Shift time Change must be first informed and approved by TL/PL/your immediate reporting head. No direct communication with HR for unplanned leaves.
- If leaves are approved by your reporting head, you must email him and HR a formal request before/after taking such leaves.
- Frequent unplanned leaves will be taken very seriously.
- Every team member must follow 9 hours stipulated shift including 1 hour break. Also follow 8 hours work schedule inside your office premises. Excess Break hours beyond 1 hour is not permissible and invite disciplinary actions.

- You must follow required work reporting as advised by your reporting head and keep a record of your daily activity for review purpose.
- If a team member found violating these rules, suitable action will be taken, not limited to marking absent, deduction in salary for half day/Full day/ number of days, formal show cause notice.
- [It is also seen that people are taking longer breaks and extending it to 2-3 hours at some occasions.]
- [Your work and personal life are equally important and it is a matter of priority and judgement how to balance.]

We have seen team members had taken 2/3 days approval from Lead/HR and after that they left early to catch the train/bus/flight one day before or come late on joining day due to train/bus/flight time. This will not be entertained by us in any manner. So please plan your leave accordingly to include your bus/train/flight/auto schedule.

8) Security

- Team members are not allowed to carry any storage devices such as personal laptops, Pen Drive, USB Drive etc.
- You are not authorized to copy anything to any storage device or cloud based storage such as DropBox, Google Drive, One Drive etc.
- Keep all client data confidential to authorized persons only.
- Lock your system before leaving your desk and close any open program at the end of the day.
- Take backup of all your source code to VE server.