

# COMPANY HR & OPERATIONS POLICY

## 1. Working Hours & Attendance

**Standard Working Hours:** - Monday to Friday: 9:00 AM to 6:00 PM IST  
- Lunch break: 1:00 PM to 2:00 PM (1 hour) - Saturday and Sunday: Closed (weekend)

**Remote Work:** - Eligible employees may work from home up to 2 days per week (Tuesday, Wednesday, Thursday) - Must coordinate with manager in advance - Core hours: 10:00 AM to 5:00 PM (must be online for calls and meetings)

**Attendance:** - Biometric attendance required at office (fingerprint or badge)  
- Late arrival: Up to 2 times per month is acceptable with manager approval - Repeated tardiness may result in salary deduction or warning

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## 2. Leave Policy

**Types of Leave (per calendar year):**

| Leave Type        | Days                  | Rules  |
|-------------------|-----------------------|--|
| Casual Leave (CL) | 10 days               | Can be taken individually; requires 1-day notice                               |
| Sick Leave (SL)   | 8 days                | Doctor's certificate required for absence >2 consecutive days                  |
| Earned Leave (EL) | 20 days               | Can be carried forward up to 10 days to next year; must use before December 31 |
| Paid Leave        | As per applicable law | Diwali, Holi, Independence Day, Republic Day, etc. (10 days annually)          |
| Unpaid Leave      | On request            | Requires approval from HR and Department Head; max 5 days per year             |
| Maternity Leave   | 90 days               | As per applicable employment law   |

| Leave Type      | Days   | Rules  |
|-----------------|--------|--|
| Paternity Leave | 5 days | Available for male employees; must be taken within 6 months of child's birth |

**Leave Application Process:** 1. Apply through HR system or email (hr@company.com) at least 2 days in advance 2. Approval from direct manager required 3. HR processes and confirms 4. Balance updated in payroll system 5. Rejection reasons must be communicated within 24 hours

**Leave During Notice Period:** - Casual and Sick Leave cannot be taken during notice period - Earned Leave balance must be encashed or taken with HR approval

### 3. Holidays & Public Holidays

**National Holidays (Non-working days):** - Republic Day (26 January) - Holi (dates vary) - Diwali (dates vary) - Independence Day (15 August) - Christmas (25 December) - Eid (dates vary as per lunar calendar) - Additional state/regional holidays as applicable

**Holiday Rules:** - If a holiday falls on a weekend, the next working day is given off - Holiday bonus (if applicable) is paid in December along with salary - Work on holidays requires prior approval and is compensated with off-in-lieu (OIL) or extra pay (50% bonus)

### 4. Salary & Payroll

**Salary Components:** - Basic Salary - House Rent Allowance (HRA): 40% of basic - Dearness Allowance (DA): 15% of basic - Special Allowance: As per offer letter - Conveyance Allowance: 1,200 per month

**Salary Payment:** - Salary is credited on the 25th of every month - Delay beyond 5 days is subject to penalty charge from bank

**Deductions:** - Professional Tax (PT): As per state rules - Income Tax (IT): As per income and tax slab - Provident Fund (PF): 12% of basic (employee contribution) + 12% (employer contribution) - Employee State Insurance (ESI): As per applicable rates (if salary < 21,000) - Group Health Insurance: 500 per month (deducted from salary)

**Salary Advance:** - Up to 1 month's basic salary available at 2% interest - Repayment over 3 months maximum

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## 5. Travel & Conveyance

**Travel Allowance (TA) for Official Trips:** - Domestic flights: Economy class, pre-approved routes only - Hotels: Budget category, max 3,000 per night - Ground transport: Taxi/cab via approved vendors; personal vehicle 10 per km

**Reimbursement Process:** 1. Submit original receipts/invoices within 10 days of travel 2. Attach pre-approval email or travel request form 3. Submit through finance portal or email (finance@company.com) 4. Reimbursement within 5-7 business days

**Meal & Incidental Allowance:** - Domestic tours: 500 per day - International tours: As per company policy or offer letter

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## 6. Reimbursements & Expense Claims

**Eligible Expenses:** - Official travel (flights, trains, taxis) - Hotel accommodations for business purposes - Meal expenses during business trips - Office supplies and materials (with approval) - Client entertainment (with manager approval) - Professional training/courses (pre-approved only)

**Ineligible Expenses:** - Personal or leisure activities - Alcoholic beverages (except client entertainment with approval) - Traffic fines or parking violations - Personal medical expenses - Gym or wellness programs

**Claim Submission:** - Submit within 30 days of expense - Provide original receipts/invoices - Include business justification - Approved claims reimbursed within 5-7 business days

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## 7. Bonuses & Incentives

**Annual Performance Bonus:** - Up to 2 months' salary based on company performance and individual rating - Eligible after 12 months of service - Paid in December along with December salary

**Project Completion Bonus:** - 5,000 to 50,000 based on project scope - Requires manager recommendation - Subject to HR and Finance approval

**Referral Bonus:** - 10,000 when a referred candidate is hired - 5,000 additional if candidate completes 6 months - Paid in the month following candidate's joining

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## 8. Work from Home (WFH) & Flexible Work

**WFH Eligibility:** - Employees in non-client-facing roles - After probation completion (6 months) - Requires manager approval

**WFH Guidelines:** - Maximum 2 days per week (not consecutive preferred)  
- Must maintain core hours (10 AM – 5 PM) - Must be reachable on email, chat, and phone - Attendance system updated with WFH status - Performance expectations remain the same

**Flexible Timing:** - Flexible start time: Between 9:00 AM – 10:00 AM (approval required) - Must complete 9 hours per day - Lunch break remains 1 hour  
- End time adjusts accordingly

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## 9. Health & Wellness

**Health Insurance:** - Group Health Insurance provided for all employees - Coverage: 5 lakhs per employee - Dependents covered under family plan (spouse + 2 children) - Premium: 500 per month (deducted from salary)

**Health Checkup:** - Annual free health checkup for all employees - Scheduled in April or May - Reports submitted to HR

**Wellness Programs:** - Yoga/meditation sessions every Tuesday and Thursday (5:30 PM) - Fitness center partnership: 50% subsidy on gym membership  
- Mental health support: Counseling available through EAP (Employee Assistance Program)

**Medical Leave:** - Covered under Sick Leave (8 days per year) - For serious illnesses, additional unpaid leave may be granted - Medical certificate required for absences >2 days

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## 10. Conduct & Discipline

**Code of Conduct:** - Professional behavior at all times - Respect colleagues and clients - Maintain confidentiality of company information - No harassment, discrimination, or bullying - Alcohol/drugs strictly prohibited on office premises

**Disciplinary Action (Progressive):** 1. Verbal warning (first offense) 2. Written warning (second offense) 3. Suspension (third offense) 4. Termination (repeated violations)

**Grounds for Immediate Termination:** - Theft or fraud - Violence or assault  
- Gross negligence - Serious breach of confidentiality - Violation of company policies

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## 11. Probation & Confirmation

**Probation Period:** 6 months

**Probation Rules:** - Performance reviewed monthly - No bonus or incentive during probation - 2 weeks' notice for resignation - No severance if terminated during probation

**Confirmation:** - After 6 months, employee is confirmed - Written confirmation email issued by HR - Eligibility for bonus and other benefits begins

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## 12. Notice & Resignation

**Notice Period:** 30 days (for confirmed employees)

**Resignation Process:** 1. Submit resignation letter to manager and HR 2. Serve full notice period or pay in lieu 3. Complete knowledge transfer 4. Return all company property (laptop, ID, keys, etc.) 5. Full and final settlement within 10 days of exit

**Exit Formalities:** - Off-boarding checklist must be completed - Full and final settlement includes: final salary, bonus (if eligible), leaves encashment, gratuity - Experience certificate issued post-submission of relieving documents

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## 13. Grievance & Redressal

**Grievance Process:** 1. Report to direct manager or HR (within 10 days of incident) 2. HR investigates within 5-7 days 3. Resolution communicated to employee 4. If unresolved, escalate to HR Head 5. Final appeal to Managing Director (if needed)

**Escalation Contacts:** - HR Manager: hr@company.com - HR Head: hr-head@company.com - Grievance Officer: grievance@company.com

**Confidentiality:** All grievances handled with utmost confidentiality

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## 14. Contact & Support

**HR Department:** - Email: hr@company.com - Office Hours: 9:00 AM – 6:00 PM, Monday–Friday - Helpline: +91-XXXX-XXXXXX

**Frequently Needed Support:** - Leave application issues - Salary/payroll queries - Policy clarifications - Travel/reimbursement approvals - Grievance resolution

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## **Policy Version & Update**

- **Version:** 1.0
- **Effective Date:** 1 January 2025
- **Last Updated:** November 2025
- **Next Review:** November 2026

*This policy is subject to change at the company's discretion. Employees will be notified of any changes. In case of conflict between this policy and applicable labor laws, labor laws take precedence.*

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**Document Status:** For Internal Use Only **Confidentiality:** Restricted Distribution