Product Space – Company Knowledge Hub

This document serves as a central source of truth for employees across different departments. It consolidates policies, guidelines, and processes that are often spread across multiple tools like **Notion, Google Drive, and Confluence.** The goal is to make information easy to retrieve and accessible when needed.

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1. HR Policies

Leave Policy

- Employees are entitled to **20 paid leaves per year.**

- Maximum of **5 consecutive days** are allowed without prior manager approval.

- Leave applications must be submitted through the **HR Portal** at least **3 days in advance**, except in cases of emergencies.

- Unused leaves do not carry forward to the next year.

Work From Home (WFH) Policy

- Employees can take up to **8 WFH days per month.**

- Prior approval from the reporting manager is mandatory.

- For team collaboration, employees must remain available on Slack and attend all scheduled meetings during WFH days.

Expense Reimbursement

- Employees can claim reimbursements for travel, accommodation, and meals when on official duty.

- All expense claims must include valid bills and be submitted within **10 days of expense**.

- The reimbursement form is available on the **HR Portal → Expense Claims Section**.

- Claims are processed within **7–10 working days**.

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2. Product Guidelines

Product Naming & Branding

- Always use the **official product names** in presentations, documentation, and client communications.

- Avoid using abbreviations or unofficial nicknames in customer-facing material.

Design Assets

- Logos, brand templates, and official banners are stored in the **Design Assets Google Drive Folder**.

- Employees must not create their own variations of logos or brand materials.

- Any design modifications require approval from the **Design Team Lead**.

Feature Requests

- Employees and customers can suggest new product features through the **Product Request Form** on the internal portal.

- The Product Team reviews all requests within **7 working days**.

- Approved requests are added to the **Product Roadmap**, visible on the **Product Wiki**.

- Urgent requests may be fast-tracked with manager approval.

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3. Engineering & IT Guidelines

Bug Reporting

- Critical bugs should be logged in **Jira → Internal Support Board** with detailed descriptions, screenshots, and reproduction steps.

- Non-critical bugs can be logged under the **Engineering Backlog** for prioritization.

System Access

- To request access to a new tool or internal system, employees must raise a ticket through the **IT Helpdesk Form**.

- Access requests require manager approval and are usually granted within **3 business days**.

Data Security

- Sharing internal documents outside the company is strictly prohibited unless encrypted.

- Always use company-approved tools for storing and sharing data.

- Report any suspected data breach immediately to the **Security Team**.

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4. Sales & Customer Support

Refund Policy

- Customers can request a refund within **15 days of purchase**.

- Refunds are only valid if the product is undamaged and used for less than **20%** of its intended usage.

- The refund amount is credited to the customer's bank account within **7 working days**.

- Refund requests must be raised via **support@company.com**.

Client Onboarding

- The **Onboarding Checklist** for new clients is available in the **Sales Wiki**.

- It includes steps like account setup, training sessions, and integration support.

- Sales managers must ensure clients receive onboarding documents within **48 hours** of contract signing.

Escalation Process

- If a customer issue is not resolved within **48 hours**, it should be escalated to the **Support Manager**.

- For high-priority enterprise clients, unresolved cases must be reported to the **Head of Customer Success**.