

# EMPLOYEE HANDBOOK



BIOLUME<sup>™</sup>  
*skin science*

# Welcome to Biolume!

 Dear Team,

As we step into the new financial year, I want to take a moment to welcome you to another exciting chapter at Biolume. Whether you're a long-standing member of our team or just joining us, you are an essential part of our journey.

At Biolume, we are more than just a skincare brand—we are innovators, creators, and disruptors in the salon industry. Our mission is to empower salons with high-performance skincare solutions while redefining beauty standards. Every product we create, every partnership we build, and every idea we bring to life is driven by our passion for excellence.

This handbook is designed to help you understand Biolume's values, policies, and culture. It serves as your guide to navigating the workplace, growing in your career, and contributing to our collective success. We believe in fostering a work environment that is dynamic, collaborative, and rewarding—one where your ideas matter, and your growth is a priority.

Let's make this year one of growth, innovation, and success. Thank you for being a part of Biolume!

Welcome aboard!



## Equal Employment Opportunity

Biolume Skin Science Pvt Ltd is committed to providing equal opportunities to all employees, regardless of race, gender, age, religion, disability, sexual orientation, or any other legally protected status. Discrimination or bias in any form will not be tolerated. We believe in a fair and inclusive work culture that promotes diversity and respect.

## Workplace Conduct

### **1 Code of Conduct**

- Employees are expected to maintain professionalism, integrity, and mutual respect in all interactions, both internally and externally. Ethical conduct, transparency, and accountability are essential to uphold the company's values.

### **2 Anti-Harassment Policy**

- We have a zero-tolerance policy against harassment, discrimination, or bullying. This includes verbal, physical, or digital misconduct. Any violations should be reported immediately to HR, and appropriate action will be taken.

### **3 Workplace Safety**

- To ensure a hazard-free workplace, employees must follow all safety protocols, report unsafe conditions, and comply with emergency procedures. The company will provide regular safety training and necessary equipment to maintain a secure environment.

# Attendance & Leave Policy

## Working Hours

- Monday to Saturday: 10:00 AM – 7:00 PM
- Lunch Break: 1:30 PM – 2:00 PM
- Employees must adhere to punctuality and complete their working hours diligently.

## Leave Types

- Casual Leave: 12 days per year
- Sick Leave: As per medical requirements with valid proof
- Maternity/Paternity Leave: As per government regulations
- Public Holidays: As per company calendar
- All leave requests should be submitted in advance through the HR portal, except in emergencies

# Travel Policy for Sales Team

This policy applies to all sales team members including Business Development Executives (BDE), Senior BDE, Technical Educators, Area Sales Managers (ASM), Regional Territory Managers (RTM), Regional Sales Managers (RSM), and above.

## Travel Arrangements

- **Approval:** All travel must be pre-approved by the respective department head or manager.
- **Booking:** Travel bookings must be made through the company's designated travel agency or booking portal.
- **Class of Travel:**
  - Domestic travel: Economy class

## Allowances

Allowances are provided to cover food, accommodation, and other incidental expenses during travel.

- **Level 1: BDE, Sr. BDE, Technical Educator**
  - HQ Allowance: ₹300 per day
  - Out Station Allowance: ₹500 per day
  - Hotel Accommodation: Up to ₹1500 per night (company booked)
- **Level 2: ASM, RTM**
  - HQ Allowance: ₹400 per day
  - Out Station Allowance: ₹700 per day
  - Hotel Accommodation: ₹1500-2000 per night (company booked)
  - Joint Working Food Bill: Actuals with capping of both sums & approved by your reporting manager



## Travel Policy for Sales Team

- **Level 3: RSM and Above**

- HQ Allowance: ₹500 per day
- Out Station Allowance: ₹900 per day
- Hotel Accommodation: Up to ₹2000 per night (company booked)
- Joint Working Food Bill: Actuals with capping of both sums & approved by your reporting manager

## Reimbursement

- **Submission:** Expense reports must be submitted within 10 days of completing travel i.e. by 10th of Every Month.
- **Documentation:** All expense claims must be supported by original receipts.
- **Approval:** Expense reports must be approved by the department head or manager.

## Non-Reimbursable Expenses

- Personal entertainment (movies, sightseeing, etc.)
- Alcoholic beverages
- Expenses for family members or companions
- Fines and penalties

## Policy Compliance

- **Review:** All travel and expense reports will be reviewed for compliance.
- **Violations:** Non-compliance may result in disciplinary action, including termination.

**No TA & DA will be claimed while working with the Director or Co-founder.**

# Compensation & Benefits

## Payroll Process

- Salary Disbursement: Salaries are processed on the 10th working day of each month via direct deposit.
- Tax Deductions & Provident Fund (PF): All statutory deductions will be applicable as per government regulations.
- Expenses should be submitted to the HR before 10<sup>th</sup> of every month and the expenses will be transferred before every 25<sup>th</sup> of the Month

## Performance Appraisal

- Annual performance reviews will determine salary increments and promotions based on key performance indicators (KPIs).
- Constructive feedback sessions will be conducted to ensure continuous professional growth.

## Employee Benefits

- Health Insurance: Coverage for employees as per company policy.
- Provident Fund (PF): Contributions as per statutory requirements.
- Employee Discounts: Special discounts on Biolume products for employees.
- Training & Development: Skill enhancement programs for career progression.

## Compensation & Benefits

### Grievance Redressal

- Employees are encouraged to report any workplace concerns to the HR department. All grievances will be handled confidentially, fairly, and promptly to ensure a supportive work environment.

### Disciplinary Action

- Any violation of company policies may result in disciplinary action, including but not limited to:
  - Verbal/Written Warnings
  - Suspension
  - Termination
- Severe violations such as misconduct, fraudulent activities, or breaches of confidentiality may lead to immediate termination.

### Exit Policy

- Employees must serve a 30-day notice period before resignation.
- The final settlement (salary, benefits, etc.) will be processed within 45 days of the last working day.
- Any company assets must be returned before the last working day.



# Key Responsibility Areas (KRA) for Sales Team

## Reporting Timelines

- Morning Report Submission: Before 10:30 AM
- Evening Report Submission: Before 11:00 PM
- Reports must be submitted through the designated company application.

## Work Updates

- All work activities, including market visits, client interactions, and sales orders, must be documented in the company system.

## Sales & Collection Responsibilities

- Business Development Executives (BDEs) and Business Development Managers (BDMs) are responsible for:
- Primary Sales (Sales to distributors)
- Secondary Sales (Sales from distributors to retailers)
- Distributor Collection (Ensuring timely payments)

## Distributor Stock Closing

- By the end of each month, BDEs/BDMs must submit the distributor's closing stock report on the distributor's letterhead, duly signed and stamped.
- The submission must be accompanied by the sales invoice.

## Key Responsibility Areas (KRA) for Sales Team

### Sales Target & Salary Structure

- Achieving 75% of the assigned sales target ensures 100% salary payment.
- If the achievement is below 75%, the salary will be processed proportionally based on the achievement percentage.

### Code of Conduct for Sales Team

- 1** Any sales team member found engaging in dual working or promoting personal brands/other brands will face immediate termination without full & final settlement.
- 2** Compliance with KRAs is mandatory, and any deviation will result in disciplinary action.

## Contact Details:

### HR Related Queries

- Kumud Diwedi (Head HR)
  - [hr.head@biolume.in](mailto:hr.head@biolume.in)
- Sony (HR Executive)
  - [hr@biolume.in](mailto:hr@biolume.in)

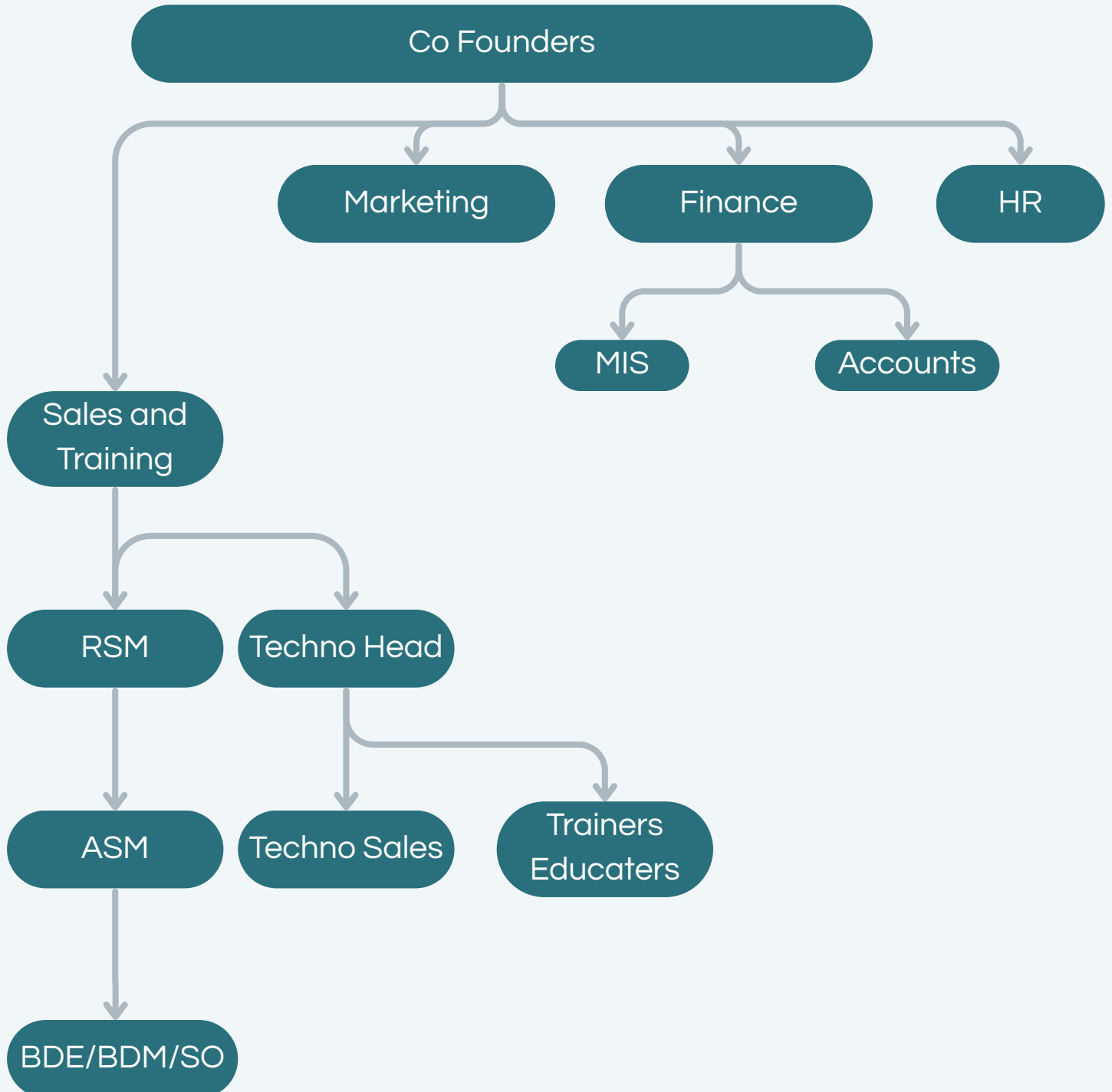
### Branding Related Queries

- Ansh Bhatia (Design and Marketing Head)
  - [marketing@biolume.in](mailto:marketing@biolume.in)
- Mahendar Singh (Admin)
  - [biolumedesign@gmail.com](mailto:biolumedesign@gmail.com)

### Accounts Related Queries


- Saibal Mukherji (Manager, Account & Finance)
  - [accounts@biolume.in](mailto:accounts@biolume.in)
- Pratyaksh Singhal (Senior Accountant)

# Company Hierarchy



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