1. Company Overview

Acme Solutions is a SaaS company that builds workflow automation tools for small and mid-sized businesses, headquartered in Bengaluru, India.

Our product, **Acme Workspace**, helps teams manage tasks, projects, approvals, and internal communication in a single workspace.

2. Working Hours & Attendance

- Standard working hours: **9:30 AM to 6:30 PM**, Monday to Friday.

- Core working hours: **10:00 AM to 5:00 PM** – employees are expected to be available during this time.

- Late coming beyond 15 minutes more than 3 times in a month may be discussed with the reporting manager.

- Employees must mark attendance through the company's attendance system or HR portal.

3. Leave Policy

- Employees receive **18 days of paid annual leave** per year.

- Employees receive **12 days of sick leave per year**.

- Public holidays follow the **official state holiday calendar** shared by HR at the beginning of each year.

- Planned leave must be requested at least **3 days in advance** through the HR portal and approved by the reporting manager.

- In case of sick leave for **more than 2 consecutive days**, a medical certificate may be requested by HR.

4. Work From Home (WFH) Policy

- Employees may request **up to 4 WFH days per month**, subject to manager approval.

- WFH requests should be raised at least **1 day in advance**, except in emergencies.

- During WFH, employees must be available on email, chat, and calls during working hours.

5. User Roles in Acme Workspace

- **Admin**

  o Can create and delete workspaces.

  o Manages users and permissions.

  o Configures integrations (Google Drive, Slack, etc.).

  o Manages billing and subscription plans.

- **Manager**

  o Can create projects and task boards.

  o Assigns tasks to team members.

- o   Reviews team progress and basic reports.

- **Member**

  - o   Can view and update their own tasks.

  - o   Can comment on tasks and upload files.

  - o   Can create personal task lists.

6. IT & Security Basics

- Company email and tools must be used only for **official work**.

- Employees must **not share passwords** for any internal system.

- Laptops must be locked when away from the desk.

- External drives or software should **not** be installed without IT approval.

7. Support & Ticketing

- Issues with the Acme Workspace product should be reported via the **Support Portal** or by email to **support@acmesolutions.com**.

- Normal tickets are usually responded to within **24 business hours**.

- Critical issues (system down for many users) are treated as **high priority** and are responded to within **2 hours** during business hours.

8. HR & General FAQs

Q1. Where is Acme Solutions headquartered?
Acme Solutions is headquartered in **Bengaluru, India**.

Q2. How many sick leaves do employees get per year?
Employees receive **12 sick leave days per year**.

Q3. What are the normal working hours?
Normal working hours are **9:30 AM to 6:30 PM**, Monday to Friday.

Q4. How can I request leave?
Leave should be requested through the **HR portal**, and it must be approved by your **reporting manager**.

Q5. How can I reset my password for Acme Workspace?
Go to the login page, click **"Forgot Password?"**, enter your registered email ID, and follow the link sent to your email.

Q6. Who should I contact for any HR-related questions?
For HR-related questions, email **hr@acmesolutions.com**.