

Office Time & Discipline, Work Management, and Performance Policies

Office Time Discipline

1. The office check-in time is **9:45 AM**.
2. The final check-in time is **10:05 AM**. Regular delays beyond this limit are not acceptable (maximum **four times per month** with a valid reason). Any delayed time must be compensated; otherwise, it will result in **salary deductions** or may impact performance evaluations for half yearly salary increments.
3. Official working hours are from **9:45 AM to 6:15 PM**, with a **20-minute flexibility window** and a **45-minute lunch break**.
4. The total working hours per day are approximately **7 hours and 30 minutes**.
5. Weekly working hours must total **at least 45 effective hours**. This should have to be calculated in terms of the tasks assigned to that person and completion of that task, Team lead or senior developers will be supporting this on a regular basis.
6. If an employee takes **two leaves per month** (16 hours in total), those hours will be deducted from the required working hours, in case we have to adjust that time because of lack of effective working hours. Approval from **management** is required for this adjustment.
7. Any **delays in project delivery** will directly impact the performance evaluation of the responsible member and the entire team.
8. Project delivery delays may also affect the allocation of **future projects** to the responsible employee.
9. The above policies will not apply in cases of **critical project deliveries** or **live project issues**.
10. Every team member must be available to address any **critical live project issues** promptly, as unresolved problems could lead to legal concerns for the company.

Work Management

1. Before starting a new project, if **complete project documentation** is available, the team must **create and assign tickets** for the entire project.
2. Tickets can be created and assigned **weekly** or all at once by the **Team Lead**.
3. In the event of **requirement or workflow changes**, the **Team Lead** can modify ticket management and project timelines accordingly.
4. If a developer is assigned a task on a **previous or ongoing project**, the **current Team Lead** must coordinate with the respective project's **Team Lead** to manage workload and timing efficiently.
5. Each developer must provide a **clear understanding** of the assigned project module, including its **start, completion, and testing**.

6. Developers must conduct **sanity testing** before submitting work for **QA testing**.
7. The **Team Lead** or developer must communicate effectively with the **QA team** to ensure they understand the testing requirements.
8. **QA testers** must submit detailed reports **on time** to the **Team Lead** or communicate directly with the developer to ensure smooth workflow and timely delivery.
9. **Work from home (WFH)** requires prior **approval from the Team Lead**. If the **Team Lead** requests WFH, proper work updates must be provided on that day. WFH approval is at the discretion of the team.
10. The **Team Lead** is responsible for ensuring **timely delivery**, maintaining **code quality**, and adding **proper code comments** throughout the project. Senior team members may review these aspects at any time.
11. If an **employee** uploads an **incorrect build** to a live project by mistake, the accountability for the error will rest with the Project and **their team**. They are **responsible** for ensuring proper checks and quality control measures are in place to prevent such incidents from happening.

Performance & Self-Improvement

1. Every team member is expected to **enhance their technical skills** regularly.
2. The company will **cover expenses** for certifications that improve its market presence or are required for specific projects. The **management** will decide which certifications are necessary and select appropriate candidates.
3. The certification will remain the **company's property** unless the certified employee trains other team members in the organization.

HR Management

1. The **HR team** must update the attendance sheet **daily by lunchtime**, tracking absences and delays, including the **number of minutes late**.
2. The HR team must assess and **report weekly** on which **technical skills** are lacking or will be required in the next **30–40 days**.
3. HR must ensure that all employees submit **daily task updates**. If not, HR must maintain a **worksheet** to help **identify potential concerns** with the **Team Lead** or individual team members.
4. HR must maintain and manage **all employee-related documents**.
5. HR should ensure that all team members **follow communication and seating discipline** in the workplace.
6. HR must have a **weekly meeting with management** to discuss upcoming job requirements and **resource availability** for future projects.
7. HR must track and report on the **progress of trainees**, assessing whether they are effectively understanding and applying their skills.
8. HR must **regularly evaluate trainee capabilities** and **report progress to management** to address any concerns.
9. HR must maintain **updated employee records**, including email addresses, phone numbers, emergency contacts, and home addresses.
10. HR must keep detailed records of **salary information**, including **CTC, salary accounts, leaves (sick leave, casual leave, etc.), and absences**, ensuring all **leave requests are approved and logged accurately**.

11. HR is responsible for the **timely issuance** of offer letters, training letters, service bonds, and salary slips:
- **Offer letters** after selection
 - **Training letters** in advance
 - **Service bonds** during onboarding
 - **Salary slips** by the **first week of each month**

Key Responsibilities of QA

Project Understanding:

- QA must have a thorough understanding of the project, including all workflows and modules.
- Any client-requested changes should be communicated to QA to ensure accurate testing.
- QA should be included in all team and client communications.

Unit-wise Testing:

- QA is responsible for conducting unit-wise testing to facilitate a smooth development process and team integration.
- Each project unit should be submitted to QA before being sent to the client, following a one-day review timeline.
- QA will assign bug fixes and task updates to developers, ensuring they are resolved within one day.

Regression Testing:

- QA must perform regression testing until the project is deployed to the client, provided they are not occupied with other projects.
- Before final deployment, team members must also review the project to ensure quality.

Team Communication:

- QA should maintain clear and effective communication with team members to ensure alignment on project updates.
- QA and the team must keep everyone informed about progress and changes via the Skype group.

- **Key Responsibilities of Team Lead & Team Members**

Collaboration with QA:

- The team lead must ensure that QA is informed about all project changes and fixes.
- QA should be involved in every communication with the team and client.
- Projects should be submitted to QA before being sent to the client, with a one-day timeline set in Zoho for each developer-assigned ticket.
- Team members must update QA on any changes or fixes, either manually or via the group chat.

Skype Alerts:

- The team lead must ensure that all team members send a message in the Skype group upon completing a new build or when they have project-related queries.
- All project-related questions must be discussed within the Skype group.

Bug Fixing & Defect Resolution:

- The team lead is responsible for ensuring that bugs and defects are fixed promptly and assigned to testers within a one-day timeline in Zoho.
- Every bug and fix should be addressed based on tester feedback to maintain a user-friendly project flow.

Ticket Assignment:

- For short-term projects, ticket management in Zoho is not required.
- For long-term projects, the team lead or tester should divide tasks module-wise and assign tickets with appropriate timelines in Zoho.
- Tickets should be assigned based on module progress, with senior team members setting deadlines for developers.
- Developers must close their own tasks if they pertain to a module.
- Any bugs and fixes assigned to developers must be submitted to QA in Zoho upon completion.

Acknowledgment of Receipt and Agreement

By signing this document, I, the undersigned, acknowledge receipt of the **Office Time & Discipline, Work Management, and Performance Policies**. I understand and agree to comply with these guidelines as outlined in this document.

Employee Signature: _____

Employee Name: _____

Date: _____