

Working Hours & Attendance Policy

1. Standard Working Hours

The standard working week is 40 hours, Monday to Friday, from 9:00 AM to 6:00 PM (local time), inclusive of a 1-hour lunch break.

Core working hours during which all employees must be available are 10:00 AM to 4:00 PM.

Employees may flex their start time between 8:00 AM and 10:00 AM, provided they complete their 8-hour shift and are available during core hours.

2. Remote & Hybrid Work

Employees in hybrid roles are expected to attend the office at least 3 days per week (Tuesday, Wednesday, Thursday are preferred in-office days).

Fully remote employees must attend in person for quarterly team meetings and any onboarding sessions they are supporting.

All remote work arrangements must be formally approved in writing by the employee's manager and HR.

3. Overtime

Work beyond 48 hours per week constitutes overtime and must be pre-approved by the manager.

Non-management employees are compensated for approved overtime at 1.5x their hourly basic rate.

Management-grade employees (Band 4 and above) are not entitled to overtime pay; overtime is considered part of their role responsibility.

4. Attendance Tracking

All employees must mark attendance daily via the HRMS portal or biometric system at the office.

Three or more unexplained absences in a calendar month will trigger an HR review.

Habitual late arrivals (more than 15 minutes late on 5 or more occasions in a month) may result in a formal warning.

5. Work From Home Guidelines

Employees working from home must be reachable on all official communication channels during core hours.

WFH employees are responsible for maintaining a professional background during video calls and using a stable internet connection.

WFH days cannot be used concurrently with sick leave or casual leave.