Extending Possibilities
Through Collaboration.

ARCHE
SOFTRONIX
PRIVATE LIMITED

REYNA
SOLUTIONS

OFFSHORE DEVELOPMENT CENTER

MANAGED IT & STAFFING SERVICES

ARCHE SOFTRONIX PRIVATE LIMITED

REYNA SOLUTIONS

MIHIR PATEL

IT DIVISION

• **Priyanka Trivedi**
Senior Business Manager
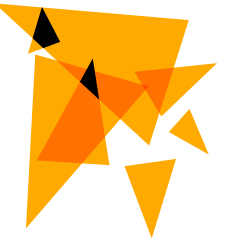Responsible for Client Success, Operations Management and Analytics for IT Division

HR DEPARTMENT

Bhanupriya Rathore
Human Resource Manager

STAFFING DIVISION

RITISHA PATEL

• **Chandra Kansara**
Senior Business Manager
Responsible for Staffing Division

Policies and Procedures :

1. Office timings: **9:30AM to 6:30PM.**

2. It is expected for all the employees to be performing their relevant duties by **9:30AM**. Employees who are frequently late **[beyond thrice (3) acceptable limit of 9:40AM]** would attract a disciplinary action. The employee ID should be worn with pride and be visible (should not be lying on the desk or carried in the pocket). A team member may use his/her Employee ID card or use the biometric system, every time he/she uses the exit door. Tailgating is unlawful.

3. Punch in after **9:35 AM** will be calculated as late comings more than 2 late comings in a month (not more than 15 minutes) will lead to a half day. Break Timings: - **1:00PM to 2:00 PM (One hour).**

4. First, Third and Fifth Saturday will be working from **9AM to 2PM** (The hours may vary depending upon the business needs).

5. Second and Fourth Saturday will be off* (Unless the business demands).

   (*With the Saturdays, Management reserves the right to change it, if the deliverables are not met, the team would have to come and complete their respective task and no excuses would be entertained).

   All the team members should be on calls no later than 9:45 AM.

1. When employee would be working from home it is compulsory you have to log in on time in team logger, as per the team logger your attendance will be counted and if you need any leave you need to inform to your lead and delivery manger in prior.

2. You should reply in first 3 to 5 minutes if manager or senior management send any messages. No other reasons / excuses will be accepted. If in some emergency when working from home you need to immediately inform Reporting Manager and HR department by email or on skype or whatsapp. During **9.30 AM to 6.30 PM** everyone has to be available on call to contact. This will be observed by HR department and rated accordingly for all team members. We request the entire team member be punctual during working hours when they work from home.

Dress Code :

We have smart formals from Monday to Thursday with Fridays having casual dress code. Ideal dress code preferred from Monday to Thursday would be smart business formals and shirts.

Acceptable shirts are:
Plain, Self or Small checks or light strips. The clothes should be free from slogans or any writings on them.

Friday's – Tees, Polos, Shirts, jumpers are acceptable and could be paired with casual trousers, denims or corduroy. The jeans should not be ripped or torn. The tee or the tops worn (by male or female) should be free from any sort of slogans that's could be offensive to a specific race/gender or caste.

Unless a medical condition or monsoon season, a team member should always be in his/her shoes (Casuals or formals). If a team member is asked to go home and have an acceptable dress code, the time consumed would not be counted and the team member is responsible to make out for the difference in the time taken.

Personal Hygiene - It is team member's responsibility to be well groomed while in the business hours and in the office. The facial hair too should be well groomed. Depending on the season or personal body need, it is advisable to wear proper cologne or a deodorant. To fight bad breath, if an employee prefers to chew a gum he/she may do so at their will.
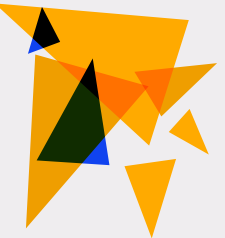
Probationary Period :

1.
Employees new to a position are subject to a probationary period. The probationary period for 1+ Years experienced employees is of three months. For 0-1 Years non – experienced employees, the probationary period is of six months.

2.
Human Resources may authorize the extension of a probationary period for up to three months based on the suggestion or recommendation of the leader.
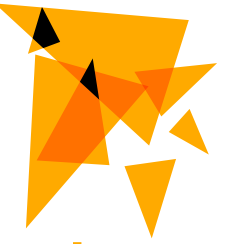
3.
An employee would not be eligible for any leave while on probation unless a medical condition or beyond human control*
(*Beyond Human Control is referred to natural calamities or unforeseen loss in the family).

4.
No paid leaves would be granted while an employee is under probation

ENTRY

Guidelines for Leave Policy :

1. Leave requested for a week should be applied to HR and be approved at least 15 days in advance. Leave of max 15 days could be applied at a stretch on a note it has to be approved a month in advance.

2. In case of emergency when leave cannot be applied in advance, telephonic intimation to the immediate reporting manager should be communicated and it must be updated on ATS tool the very next working day.

3. Monthly leave (1.5) would be added to the team members account considering the team members has worked the full month, else, if the team member has joined any other date, the leave earned too would be on pro data base.

4. Employees will be eligible for Earned Leave only after completion of probationary period. If an employee takes any leave while in probation, it would be termed as LWP (Leave Without Pay).

5. If Employee will take before and after leave between holiday that will be consider as Sandwich Leave.

6. An employee can avail / plan leave depending upon the leave balance available. By the end of the Calander year, only 6 leaves can be carried forward to the new Calendar year.

7. An employee shall not proceed on leave until unless leave has been approved by reporting manager.

8. If an employee is absent continuously for 7 days beyond sanctioned leave with no information, HR will send a warning letter to the employee, If no response from employee within 3 days of issuance of 1st warning letter, 2nd warning letter will be issued. If there is still no response from the said employee final termination letter will be issued in 3 days after issuance of 2nd warning letter.

9. Leave without approval will be considered as Leave without Pay.

10. Leave for the purpose of travelling for official purpose will be paid leave.
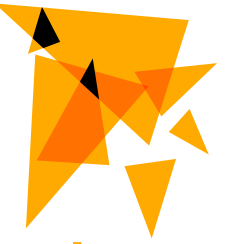
Performance Improvement Plan :

PERFORMANCE IMPROVEMENT PLAN GUIDELINES/PROCESSES Behavior problems include misconduct, insubordination, and other issues related to an employee's conduct or behavior.

Some examples of behavioral challenges include (but are not limited to):

- Refusal to complete tasks or assignments.

- Profanity in the workplace.

- Excessive absenteeism/tardiness.

- Theft performance deficiencies are associated with skills that cause the employee to fall short of the performance standards required by his/her job. It is a supervisor's responsibility to ensure employees have the resources needed to effectively perform their job responsibilities.

Some examples of performance challenges include (but are not limited to):

- Failure to meet deadlines or KRA or KIP

- Poor work quality

- Inappropriate work methods

Escalation matrix and point of contact:

- This to bring to your notice that with fresh Escalation Matrix to make our more effective. The escalation process is a formal process for addressing concerns and smoothening work processes within HR department. The process assigns priority levels to different types of issues, delegates responsibilities to specific personnel and defines how much time personnel at different support levels will spend attempting to fix a given issue before the problem is "escalated" to the person or people at the next support tier.

A formal Escalation Plan is being introduced for the team members in Staffing Division –

Bifurcation Details	POC_Name	Designation	Email _ID
Level 1	Janki Shah	HR Executive	Janki.shah@archesoftronix.com
Level 2	Bhanupriya Rathore	HR Manager	Bhanupriya.rathore@archesoftronix.com
Level 3	Ritisha Patel	Director of Operation	Ritisha.patel@archesoftronix.com

Please Note: To avoid sending emails keeping everyone in loop for any query. And adhere to follow the above matrix level.

This to keep you all posted that going forward all the queries related to salary, incentive, PF calculation & other payroll clarification need to be addressed to the HR team on **hr@archesoftronix.com** to avoid any confusion we are making one point of contact to streamline the line process.

Please Note: No salary or incentives discussion or verbal communication for queries will be encouraged.
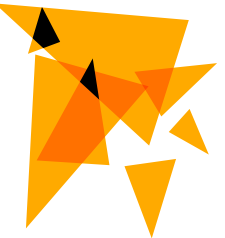
Accessing the Internet:

- To ensure security and avoid the spread of viruses, Users accessing the Internet through a system attached to Arche Softronix's network are routed through an approved Internet firewall or other security device. Bypassing Arche Softronix's computer network security by accessing the Internet directly by modem or other means is strictly prohibited.

System Use:

- Any malfunctioning of the system due to power cut, booting problem and operating system failure, username/-password failure, hard disk problem, keyboard, monitor, LCD display and mouse not functioning should be reported to System Administrator before taking any service from outside parties for repairs. Laptops should be handled with utmost care for not getting damage for the LCD screen and other internal peripherals. Any allocation of system should be routed through IT Team.

- Usage of password for protection of data and share the password.

- IT team not responsible for loss of data in the system.

- Information available on the Computer Systems to be used for official purposes and not to be shared with others.

- Proper shutdown Systems and Disconnect charger before leaving the office.

- Do not install unnecessary Software in the systems and do not open unsafe sites.

- Do not share your system's Remote ID with anyone except Office IT Team.

THANK YOU