**📘 People & Culture Policies**

**1. Introduction & Purpose**

**(Already covered, but now expanded with tone + company values)**

**The purpose of this handbook is not only to lay out the policies but also to reflect the culture we want to nurture. Policies are a foundation, but culture is the glue that makes employees stay, grow, and thrive.**

**Our core values are:**

1. **Integrity – doing the right thing even when no one is watching.**
2. **Collaboration – succeeding as one team across functions and geographies.**
3. **Innovation – continuously improving products, processes, and people practices.**
4. **Empathy – putting people at the heart of decision-making.**

**2. Code of Conduct**

**2.1 Professionalism – Case Example**

**Imagine two employees, Alex and Priya. Alex frequently misses deadlines and blames other departments. Priya, when blocked, escalates proactively and documents dependencies. While both face challenges, Priya models professionalism through accountability and transparency.**

**Policy takeaway: professionalism isn’t about avoiding problems, but about how responsibly we respond to them.**

**2.2 Conflict of Interest – Example**

* **Owning shares in a vendor company.**
* **Hiring a family member without disclosure.**
* **Accepting expensive gifts from suppliers.**

**Employees must disclose conflicts via the Conflict of Interest Form submitted to HR.**

**2.3 Workplace Safety**

**Remote employees are expected to:**

* **Have ergonomic chairs and desks.**
* **Use surge protectors for devices.**
* **Ensure secure internet with password-protected Wi-Fi.**

**3. Employment Policies**

**3.1 Recruitment Process – Example Flow**

| **Stage** | **Responsible** | **Expected Timeline** |
| --- | --- | --- |
| **Job Requisition** | **Hiring Manager** | **Day 1** |
| **Job Posting** | **HR** | **Day 3** |
| **Resume Screening** | **HR** | **Day 7** |
| **Technical Interviews** | **Panel** | **Week 2** |
| **HR Round & Offer** | **HR** | **Week 3** |
| **Onboarding** | **HR + IT** | **Week 4** |

**4. Work Hours, Leave & Attendance**

**4.1 Hybrid & Remote Work Policy**

* **Employees can apply for permanent remote roles if aligned with business needs.**
* **Hybrid employees must work from office at least 2 days per week.**
* **Teams should ensure at least 4 hours of overlapping work time with their managers.**

**4.3 Leave Policy – Table**

| **Leave Type** | **Days per Year** | **Eligibility** | **Notes** |
| --- | --- | --- | --- |
| **Paid Time Off (PTO)** | **15** | **All employees** | **Encashable up to 5 days/year** |
| **Sick Leave** | **10** | **All employees** | **Doctor’s certificate > 3 days** |
| **Parental Leave** | **16/8 weeks** | **Mothers/Fathers** | **As per law** |
| **Compassionate Leave** | **5** | **All employees** | **In case of bereavement** |
| **Sabbatical** | **3–12 months** | **3+ years service** | **Unpaid, management approval** |

**Case Example: Leave Misuse**

**An employee frequently applies for sick leave on Fridays/Mondays. HR investigates patterns and may classify repeated misuse as absenteeism, leading to warnings.**

**5. Compensation & Benefits**

**5.2 Benefits – Detailed Table**

| **Benefit** | **Coverage** | **Notes** |
| --- | --- | --- |
| **Health Insurance** | **Employee + dependents** | **Covers hospitalization, OPD, maternity** |
| **Retirement Savings** | **Employer matches up to 6%** | **Withdrawable as per law** |
| **Wellness Allowance** | **$500/year** | **Gym memberships, therapy, mindfulness apps** |
| **L&D Stipend** | **$1,000/year** | **Certifications, conferences, courses** |
| **Transport Subsidy** | **50% of monthly pass** | **For office commuters** |

**Example: Reimbursement**

* **Priya attends a cybersecurity workshop ($800). She applies via the L&D Portal, attaches receipts, manager approves, finance reimburses within 20 business days.**

**6. Career Development**

**6.1 Performance Reviews – Case Example**

**During review:**

* **Manager provides feedback on goals, behavior, teamwork.**
* **Employee shares aspirations (e.g., moving into leadership).**
* **Development plan created: training + mentoring + stretch project.**

**6.2 Growth Paths**

* **Technical Path: Junior Engineer → Engineer → Senior Engineer → Principal Engineer.**
* **Managerial Path: Team Lead → Manager → Senior Manager → Director.**

**Employees can switch tracks if they demonstrate required competencies.**

**7. Employee Engagement & Culture**

**7.1 Diversity & Inclusion – Initiatives**

* **Blind Resume Screening: removing names to reduce unconscious bias.**
* **Inclusive Holidays: floating holidays for cultural/religious observances.**
* **DEI Training: mandatory for all managers.**

**7.2 Recognition Programs – Example**

* **Spot Awards: Managers nominate employees for instant recognition.**
* **Annual Excellence Awards: Cross-functional panel judges top contributors.**

**8. Disciplinary Policy**

**8.1 Grounds – Expanded**

* **Gross Misconduct: theft, fraud, violence → immediate termination.**
* **Major Misconduct: harassment, repeated insubordination → written warning or termination.**
* **Minor Misconduct: tardiness, inappropriate language → verbal/written warnings.**

**9. Separation & Exit Process**

**9.1 Exit Interview Questions**

* **Why are you leaving?**
* **What could have improved your experience?**
* **Would you recommend our company as a place to work?**

**Feedback is anonymized and shared with leadership to identify retention gaps.**

**10. Grievance Redressal**

**Employees may raise concerns through:**

1. **Direct manager.**
2. **HR Business Partner.**
3. **Anonymous Ethics Hotline.**

**Cases are logged, investigated within 14 days, and resolved with transparency.**

**11. Policy Review & Governance**

* **HR + Legal review every 12 months.**
* **Changes communicated via email and company intranet.**
* **Employees must digitally acknowledge updates.**