HR POLICY MANUAL: ITBREAKCOM PVT LTD

Financial Year: 2025–26 | Phase: Plan A

PAGE 1: POLICY INTRODUCTION & INDEX

POLICY TITLE: MASTER HR POLICY MANUAL
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1. PURPOSE & OBJECTIVE
This HR Policy Manual is designed to create a robust, performance-driven culture at ITBREAKCOM PVT LTD. The objective is to transition from a workshop-based model to an institutional platform model (Plan A: ₹10 Cr ARR) by incentivizing high performance and ensuring financial compliance.

2. KEY CHANGES (VERSION 2.0)

- **Minimum CTC:** All confirmed Employees (M1 and above) must have a minimum CTC of **₹23,000/month**. This ensures the company and employees are compliant with ESIC exemption thresholds (Gross Salary > ₹21,000).
- **Universal Variable Pay:** Every level (M1 to M5) now has a Variable Component linked to KPIs. Even "Support" roles have performance incentives.
- **Trainee vs. Employee:** Roles requiring skills below the ₹23,000 CTC bracket are designated as M0 (Trainees). Trainees are not eligible for full statutory benefits (PF/Gratuity) until promotion.
- **Consultant Framework:** Introduction of part-time/retirement-age experts compensated on a project basis, not on payroll.

3. APPLICABILITY

- **Employees:** M1 to M5.
- **Trainees:** M0.
- **Consultants:** Contractual Experts.

4. POLICY INDEX

1. Organization Structure & M-Level Hierarchy
2. Compensation & CTC Structure (Minimum ₹23k)
3. Trainee Policy (M0 Level)

4. Consultant Engagement Policy
5. Variable Incentive & Bonus Policy
6. Recruitment & Hiring Protocols
7. Performance Management (KPIs & KRAs)
8. Travel, Expense & Reimbursement
9. Statutory Compliance & Benefits
10. Code of Conduct, Disciplinary Action & Termination

PAGE 2: ORGANIZATION STRUCTURE & M-LEVEL HIERARCHY

POLICY TITLE: ORGANIZATION STRUCTURE & M-LEVEL HIERARCHY
SECTION: 1.0

1.1. THE M-LEVEL PHILOSOPHY
Authority at ITBREAKCOM flows strictly through M-Levels. Titles define designation, but M-Levels define Compensation bands and Variable Pay eligibility.

1.2. DIVISIONAL STRUCTURE
The organization is divided into three verticals:

1. Growth (Sales & Field): Institutional Relations, Workshop Sales.
2. Product & Tech (R&D): DevOps, Live Labs, Content Development.
3. Operations (Support): Program Management, Mentor Coordination, HR/Admin.

1.3. M-LEVEL DEFINITIONS & REPORTING

Level	Designation	Type	Minimum CTC (Fixed + Variable)	Reporting To
M6	Founder & MD	Strategy	N/A	Board

M5	Head of Programs	Leadership	₹70,000+	M6
M4	Senior Manager	Function Head	₹55,000+	M5
M3	Manager	Team Lead	₹40,000+	M5
M2	Senior Executive	Specialist	₹30,000+	M3 / M4
M1	Executive	Operations	₹23,000	M2 / M3
M0	Trainee / Intern	Learner	Stipend (<₹15,000)	M1 / M2

C1	Consultant	Part-Time	Project Fee	M3 / M5

1.4. DEFINITION OF ROLES

- **M5 (Head of Programs):** Owns the P&L for Plan A. Focuses on Strategy and Scaling.
- **M3 (Manager):** Owns a "Result" (e.g., Workshop Revenue or Mentor Quality). Manages a team.
- **M2 (Specialist):** Independent Contributor. Owns a Domain (e.g., DevOps, Field Sales, Bio-Content).
- **M1 (Executive):** Executes daily tasks. Focuses on Accuracy and Speed.
- **C1 (Consultant):** Subject Matter Expert (SME). Provides advisory service on specific modules/projects.

PAGE 3: COMPENSATION & CTC STRUCTURE

POLICY TITLE: COMPENSATION & CTC STRUCTURE (MINIMUM ₹23K)
SECTION: 2.0

2.1. THE "TOTAL CTC" PRINCIPLE
To ensure all employees are out of the ESIC bracket and to foster a growth mindset, the **Total Cost to Company (CTC)** for any confirmed employee (M1+) is fixed at a minimum of ₹23,000 Per Month.

2.2. SALARY COMPONENTS
All CTCs are divided into two parts:

1. **Fixed Pay (50% - 70% of CTC):** Base Salary paid monthly. Includes PF/Gratuity provisions.
2. **Variable Pay (30% - 50% of CTC):** Performance pay linked to KPIs. Paid monthly/quarterly based on achievement.

2.3. CTC SLABS (PLAN A)

Role (Level)	Fixed Pay (Monthly)	Variable Pay (Linked to KPI)	Total Target CTC
M5: Head of Programs	₹50,000	₹20,000 (Quarterly Strategic Bonus)	₹70,000
M3: Workshop Mgr	₹30,000	₹10,000 (Team Revenue Slab)	₹40,000
M3: Mentor Mgr	₹30,000	₹10,000 (Quality/Content Milestones)	₹40,000
M2: Field Exec	₹20,000	₹10,000 (Revenue/Leads)	₹30,000
M2: DevOps Eng	₹40,000	₹10,000 (Uptime/Budget Control)	₹50,000

M2: Sr. Exec (Bio)	₹25,000	₹5,000 (Domain Revenue)	₹30,000
M1: Executive	₹18,000	₹5,000 (Task Accuracy/Process)	₹23,000
M0: Trainee	Stipend: ₹12,000	None	₹12,000 (Stipend)

2.4. STATUTORY DEDUCTIONS

- **Provident Fund (PF):** 12% of Basic Salary deducted from employee share; Company matches 12%. Applicable to all M1+ levels.
- **ESIC:** Not applicable as CTC is > ₹21,000.
- **Professional Tax:** As per Delhi State laws (deducted if applicable).

PAGE 4: TRAINEE POLICY (M0 LEVEL)

POLICY TITLE: TRAINEE POLICY (M0 LEVEL)
SECTION: 3.0

3.1. OBJECTIVE
The Trainee Policy serves as a talent pipeline. M0 Trainees are not full-fledged employees but learners undergoing a "Probationary Learning Phase."

3.2. ELIGIBILITY

- Fresh graduates with 0-1 year of experience.

- Candidates whose skill set does not justify the ₹23,000 CTC immediately.
- Internal hires promoted from Internships.

3.3. COMPENSATION & BENEFITS

- **Stipend:** Fixed Stipend of ₹12,000 (subject to change based on project). This is **NOT** a salary.
- **Benefits:** Trainees are **NOT** eligible for PF, Gratuity, Health Insurance, or Paid Leaves during the training period.
- **Work Hours:** Same as full-time employees (10:00 AM – 7:00 PM).

3.4. DURATION & ASSESSMENT

- **Training Period:** 6 Months.
- **Assessment:** Review at the end of Month 3 and Month 6.
- **Absorption:** Upon successful completion of 6 months and meeting the "Role Readiness" KPI, the Trainee is promoted to **M1 (Executive)** with a revised CTC of ₹23,000.

3.5. TERMINATION

- The Trainee engagement can be terminated by the company with **7 days' notice** or payment of stipend in lieu of notice.
- If a Trainee resigns, they must serve **7 days' notice period**.

PAGE 5: CONSULTANT ENGAGEMENT POLICY

POLICY TITLE: CONSULTANT ENGAGEMENT POLICY
SECTION: 4.0

5.1. DEFINITION
A Consultant is an external expert engaged on a specific project, module, or advisory basis. They are **NOT** employees of ITBREAKCOM PVT LTD.

5.2. TYPES OF CONSULTANTS

1. **Academic Consultants:** Retired Professors or PhD scholars for curriculum design and quality assurance.

2. **Technical Consultants:** Experts for specific DevOps implementations or software architecture.
3. **Strategic Consultants:** Advisors for sales strategy or fundraising.

5.3. COMPENSATION MODEL
Consultants are compensated via one of the following methods (decided at the time of contract signing):

- **Project Basis:** Fixed fee for delivery of a specific outcome (e.g., "Design Nanowires Module").
- **Hourly Basis:** Fee charged per hour of active consultation.
- **Retainer Basis:** A monthly fixed fee to be available for X hours/month.
- **Revenue Share:** A percentage of revenue generated from leads introduced by the Consultant.

5.4. COMPLIANCE & TAX

- **TDS (Tax Deducted at Source):** ITBREAKCOM will deduct TDS as per current Indian laws (usually 10% for professional fees) before releasing payments.
- **Invoicing:** The Consultant must submit a valid GST invoice to receive payment.
- **Benefits:** Consultants are **NOT** entitled to PF, ESIC, Gratuity, Leaves, or Office perks.

5.5. ENGAGEMENT DURATION
Typically 3 months to 1 year, renewable based on project requirements.

PAGE 6: VARIABLE INCENTIVE & BONUS POLICY

POLICY TITLE: VARIABLE INCENTIVE & BONUS POLICY
SECTION: 5.0

6.1. PHILOSOPHY: "PAY FOR PERFORMANCE"
Every M-Level (M1 to M5) has a Variable Pay component. This is not a gift; it is an "At-Risk" portion of the salary that must be earned.

6.2. INCENTIVE STRUCTURE BY LEVEL

Level	Variable Trigger	Payout Logic
M5 (Head)	Strategic Milestones	Quarterly. Paid if Company hits >90% of Plan A Revenue Target.
M3 (Manager)	Team KPIs	Paid if *Team* hits targets (e.g., >₹7L Workshop Rev).
M2 (Field)	Individual Revenue	Gatekeeper: 0 Incentive if Revenue < ₹3L.
M2 (DevOps)	Tech Stability	Paid if Uptime >99% AND Cloud Bill < Budget.
M1 (Exec)	Process & Quality	Paid for "Zero Operational Errors" for the month.

6.3. THE GATEKEEPER RULE

For Sales/Field Roles (M2), the Variable Pay is binary.

- If Revenue < Target Threshold: Variable Pay = ₹0.

- If Revenue ≥ Target Threshold: Full Variable Pay unlocked + Bonus.

6.4. STATUTORY BONUS

As per the Payment of Bonus Act, employees drawing a salary up to ₹21,000 (Basic + DA) are eligible for Statutory Bonus.

- *Note:* Since our Basic+DA is typically structured to be below this limit while CTC is higher, eligible employees will receive Statutory Bonus (Min 8.33%) subject to the company's profit and accounting year.

6.5. PAYOUT TIMELINE

- Variable Pay is calculated on the **7th of the following month**.
- Paid along with the salary of the subsequent month (e.g., March Incentive paid in April Salary).

PAGE 7: RECRUITMENT & HIRING PROTOCOLS

POLICY TITLE: RECRUITMENT & HIRING PROTOCOLS
SECTION: 6.0

7.1. AUTHORITY TO HIRE

- **M0 & M1:** Approved by M5 (Head of Programs).
- **M2 & M3:** Approved by M5 (Head of Programs).
- **M4 & Consultants:** Approved by M6 (Founder).

7.2. OFFER LETTER COMPONENTS

Every Offer Letter must explicitly state:

1. **Designation & M-Level.**
2. **Total CTC** (Fixed + Variable Split).
3. **Probation Period:** 6 Months for all new joiners.
4. **Notice Period:** 1 Month (M1-M2) / 3 Months (M3+).

7.3. BACKGROUND VERIFICATION

- Educational and previous employment verification is mandatory for all M2 and above roles.

- Address verification is mandatory for all Field Staff.

7.4. PRE-EMPLOYMENT CHECKS

- **CRM Literacy Test:** For Field Sales (M2), a test on CRM logging is mandatory.
- **Technical Test:** For DevOps and Content roles.

7.5. JOINING FORMALITIES

- Submission of Aadhar Card, PAN Card, Bank Account Proof, and Previous UAN (for PF transfer) is mandatory on Day 1.
- Failure to submit docs within 3 days will result in onboarding hold.

PAGE 8: PERFORMANCE MANAGEMENT (KPIS & KRAs)

POLICY TITLE: PERFORMANCE MANAGEMENT (KPIS & KRAs)
SECTION: 7.0

8.1. KPI TRACKING
All employees must have defined "Hard KPIs" set at the start of the quarter.

8.2. SAMPLE KRAs BY DIVISION

GROWTH DIVISION (Sales/Field)

- **KPI:** Revenue Generated (₹).
- **KPI:** Meetings Logged in CRM (Activity).
- **KPI:** Mentors Onboarded (Pipeline).

PRODUCT DIVISION (Tech/Content)

- **KPI:** System Uptime %.
- **KPI:** Number of Technical Bugs resolved.
- **KPI:** Content Modules Delivered vs Deadline.

OPERATIONS DIVISION (Support/Mgmt)

- **KPI:** Workshop Fill Rate (>85%).
- **KPI:** Zero Operational Errors (Certificate Links).

- **KPI:** Team Attrition Rate.

8.3. APPRAISAL CYCLE

- **Probation Review:** End of Month 6.
- **Annual Review:** April 1st.

8.4. PERFORMANCE IMPROVEMENT PLAN (PIP)
If an employee fails to meet KPIs for 2 consecutive months:

1. Verbal Warning.
2. **PIP Initiated (Month 3):** Specific targets set for 30 days.
3. **Exit:** If PIP is failed, employment is terminated.

PAGE 9: TRAVEL, EXPENSE & REIMBURSEMENT

POLICY TITLE: TRAVEL, EXPENSE & REIMBURSEMENT
SECTION: 8.0

9.1. THE "GOLDEN RULE"
"No CRM Entry = No Reimbursement."
All travel expenses must be supported by a valid meeting log in the CRM within 24 hours of the visit.

9.2. LOCAL CONVEYANCE (DELHI/NCR)

Mode	Rate	Eligibility	Approval
Personal Bike	₹4.00 / KM	Field Sales (M2) Only	Auto-approved if CRM valid

Metro	Actuals	All Employees	Max ₹3,000/month
Cab/Rickshaw	Actuals	Only Post 8:30 PM (Female) or Heavy Kit	Manager Approval

9.3. OUTSTATION TRAVEL

- **Travel Mode:** Train (3AC) for M0-M2; Train (2AC) or Flight for M3+ (if >500km).
- **Lodging:** Max ₹2,000/night (M0-M2); ₹3,500/night (M3+).
- **Daily Allowance:** ₹800/day (M0-M2); ₹1,200/day (M3+).

9.4. SUBMISSION CYCLE

- **Expense Claims:** Submitted every Friday.
- **Processing Time:** Reimbursement credited to bank account by following Tuesday.
- **Rejected Claims:** Claims submitted without valid bills or CRM proof are auto-rejected and cannot be resubmitted.

PAGE 10: STATUTORY COMPLIANCE & BENEFITS

POLICY TITLE: STATUTORY COMPLIANCE & BENEFITS
SECTION: 9.0

10.1. PROVIDENT FUND (PF)

- Applicable to all employees with Basic Salary ≤ ₹15,000 (mandatory) and voluntary for those earning above.
- Since our Minimum CTC is ₹23,000, most employees will contribute to PF to build long-term savings.
- Contribution: 12% Employee + 12% Employer.

10.2. GRATUITY

- As per the Payment of Gratuity Act, 1972.
- Employees completing **5 years of continuous service** are eligible for gratuity (15 days of wages for every year of service).

10.3. LEAVE POLICY

- Earned Leave (EL): 15 days per year (Accumulative).
- Casual Leave (CL): 7 days per year.
- Sick Leave (SL): 5 days per year.
- *Note:* Leaves are **NOT** encashable during service. Only encashable upon resignation/termination (if applicable by law).

10.4. HEALTH INSURANCE

- The company provides Group Health Insurance (GHI) coverage of ₹3.0 Lakhs – ₹5.0 Lakhs for all employees (M1+).
- Coverage includes [Spouse + 2 Children] (subject to policy terms).

10.5. MATERNITY & PATERNITY LEAVE

- Maternity: 26 weeks as per Maternity Benefit (Amendment) Act, 2017.
- Paternity: 2 weeks (for M1+ only).

PAGE 11: CODE OF CONDUCT, DISCIPLINARY ACTION & TERMINATION

POLICY TITLE: CODE OF CONDUCT, DISCIPLINARY ACTION & TERMINATION
SECTION: 10.0

11.1. CODE OF CONDUCT

1. **Integrity:** Falsifying CRM data or expense claims leads to immediate termination.
2. **Confidentiality:** Data regarding students, mentors, or financials is proprietary. Sharing leads to legal action.
3. **Punctuality:** 3 late marks in a month count as half-day leave deduction.
4. **Office Etiquette:** Maintain professional decorum. Harassment of any kind is zero tolerance.

11.2. DISCIPLINARY ACTIONS

Level 1 (Warning): Verbal warning for first offense of minor breach (e.g., late coming).
Level 2 (Warning Letter): Written warning for repeated breaches.
Level 3 (Suspension/Investigation): For serious breaches (Theft, Data Theft, Misconduct).
Level 4 (Termination): Immediate termination for Gross Misconduct.

11.3. RESIGNATION PROCESS

- Notice Period:
    - M0 & M1: 1 Month.
    - M2 & M3: 2 Months.
    - M4 & M5: 3 Months.
- Exit Interview: Mandatory with M5.

11.4. FULL & FINAL SETTLEMENT

- All company assets (Laptop, ID Card, Access Cards) must be returned.
- Settlement will be processed within 45 days from the last working day.
- Unpaid notice period will be adjusted from the F&F settlement amount.