

1. What is the process to apply for annual leave?

To apply for annual leave, you need to log in to the HR portal, navigate to the leave section, and submit a leave request with the desired dates. Your supervisor will receive a notification and must approve it before the leave is confirmed. Always ensure you apply at least 5 working days in advance unless it's an emergency.

2. How do I update my personal information like address or phone number?

You can update your personal information through the self-service HR portal. Navigate to the "Profile" section, make the necessary changes, and click "Save." If you encounter any issues, contact the HR department directly.

3. What are the working hours and is there a flexible work option?

The standard working hours are from 9:00 AM to 5:30 PM, Monday to Friday. Flexible work arrangements, including remote work or adjusted hours, are available depending on your role and manager approval. Please speak with your supervisor or HR to explore options.

4. How is performance evaluated in the company?

Performance is typically evaluated on a semi-annual or annual basis through a structured performance appraisal process. Employees are assessed based on key performance indicators (KPIs), goal achievement, and behavioral competencies. Managers provide feedback and discuss career growth opportunities.

5. What are the company's policies on sick leave?

Employees are entitled to a specific number of sick leave days per year (e.g., 10 days). If you are unwell, notify your supervisor as early as possible and submit a medical certificate if the leave exceeds two days. The sick leave policy is available in the employee handbook or HR portal.

6. Who should I contact for issues related to salary or payroll?

For salary or payroll-related concerns, you should contact the Payroll Officer in the HR department. You can also raise a ticket or send an email through the internal HR system.

7. Are there training and development opportunities for employees?

Yes, the company offers various training programs, workshops, and certifications throughout the year. Employees are encouraged to participate in relevant training to enhance their skills. You can check upcoming training sessions on the HR portal or speak with your manager.

8. What is the company's policy on promotions and internal job postings?

The company encourages internal mobility and promotes from within whenever possible. Job openings are posted on the internal career portal. Employees can apply directly, and selections are made based on performance, skills, and qualifications.

9. How does the grievance handling process work?

Employees can raise grievances confidentially through the HR grievance redressal form or by speaking directly with the HR Business Partner. All grievances are addressed promptly, and appropriate actions are taken in line with company policy.

10. What benefits does the company provide apart from salary?

In addition to salary, the company offers benefits such as health insurance, retirement plans (e.g., EPF/ETF), performance bonuses, wellness programs, and employee assistance programs (EAPs). A full list of benefits is available in the employee handbook.