**EMPLOYEE**

**HANDBOOK**

Employee Handbook

This Handbook contains only general information and guidelines.  It is not intended to be comprehensive or to cover all possible applications of, or exceptions to, the general policies and procedures described.  If you have specific questions regarding how the content provided in this Handbook applies to you, please direct your questions to HR Personnel.

This Handbook is not an employment agreement or contract.  It does not guarantee any fixed terms and conditions of employment.  Your employment is “at will” and is not for any specific length of time.  You may resign at any time, with prior notice, and for any reason.  In addition, (Upaya) may terminate your employment at any time, without prior notice, and for any reason (except as prohibited by applicable law).

**Table of Contents**

[Employee Handbook 2](#_Toc83829142)

[Welcome 4](#_Toc83829143)

[Overview 5](#_Toc83829144)

[Open Door Policy 6](#_Toc83829145)

[Equal Opportunity Policy 6](#_Toc83829146)

[Diversity 6](#_Toc83829147)

[How We Treat Our Customers 6](#_Toc83829148)

[Anti-Harassment and Non-Discrimination Policy 7](#_Toc83829149)

[Employee Privacy and Personal Activities 9](#_Toc83829150)

[Workplace Monitoring 10](#_Toc83829151)

[Pay Day and Paychecks 10](#_Toc83829152)

[Child Labor and Forced Labor 11](#_Toc83829153)

[Provident Fund and Gratuity 11](#_Toc83829154)

[Wage and Hour Rules 12](#_Toc83829155)

[Clocking In and Out 12](#_Toc83829156)

[Work Week and Schedule for Employees 12](#_Toc83829157)

[Lateness and Absences 13](#_Toc83829158)

[Uniform Policy 13](#_Toc83829159)

[General Policies 14](#_Toc83829160)

[Grievance Handling 15](#_Toc83829161)

[Public Relations and Information Disclosure 15](#_Toc83829162)

[Confidentiality 15](#_Toc83829163)

[Quality and Customer Protection 16](#_Toc83829164)

[Outside Employment 16](#_Toc83829165)

[Conflicts of Interest 16](#_Toc83829166)

[Personal Relationships/Fraternization Policy 17](#_Toc83829167)

[Social Media 17](#_Toc83829168)

[Environmental management plan 19](#_Toc83829169)

[Interaction with the Government and Service of Legal Documents 19](#_Toc83829170)

[Intellectual Property and Proprietary Information 20](#_Toc83829171)

[Employee Benefits 21](#_Toc83829172)

[Annual Leave 21](#_Toc83829173)

[Sick Leave 21](#_Toc83829174)

[Maternity Leave 21](#_Toc83829175)

[Paternity Leave 21](#_Toc83829176)

[Mourning Leave 21](#_Toc83829177)

[Employment at Will 22](#_Toc83829178)

[Performance Evaluations 22](#_Toc83829179)

[Code of Conduct 22](#_Toc83829180)

[Reasons for Reprimand or Termination 22](#_Toc83829181)

[Progressive Discipline 24](#_Toc83829182)

[Safety Policy 24](#_Toc83829183)

[Policy Against Workplace Violence 24](#_Toc83829184)

[Zero-tolerance 25](#_Toc83829185)

[Termination 25](#_Toc83829186)

[Receipt of (Upaya) Employee Handbook 26](#_Toc83829187)

Welcome

First of all, we’re excited you’ve decided to be a part of the (Upaya) team! We look forward to the opportunity to work with you and want you to know that we recognize our employees as our most valuable resource. Our continued success in providing the highest service to our customers depends on having top talent like yourself and your fellow employees. We want your employment here to be a positive start of a new career, not just a job. We are extremely passionate about our brand, and it is essential that our employees feel the same passion about where they work, who they work for, their job responsibilities and duties, being part of a great team and the opportunity for personal and career growth in an organization that puts people first. We understand that the best profitable strategy to stay ahead is to out-do our competition in attracting, hiring, training, coaching, mentoring, motivating, and developing human resource. We want you to enjoy your time here and are committed to help you succeed in your new job.

We have prepared this handbook to answer some of the questions that you may have regarding (Upaya) and its policies. This handbook is intended solely to guide you, it is not intended to be a binding contract. Read it thoroughly and precisely, if you have any questions, contact a member of the HR team for assistance.

We hope you find your time with us to be an enjoyable and rewarding experience.

Once again, welcome to (Upaya)!

Sincerely,

Suman Rayamajhi

CEO

Overview

No single document can give emloyees an answer for every situation or dilemma that may arise. If your judgment and this document do not provide the answer, use other resources that are available, such as your supervisor, (Upaya’s) materials provided upon hire, or contact the owners of the company.

If you are ever uncertain about something you intend to do while conducting (Upaya’s) business, you should seek advice before acting. It is also your responsibility to let us know if you see or learn of something which violates any law or (Upaya’s) policy. Upaya is open to discussion in case any employee has concerns or questions regarding violation of any laws or policies of nation or of Upaya’s.

We have the Employee Handbook because our reputation for integrity stems from our commitment to our values. (Upaya) depends on its employees to follow the law and to make the right decisions. This Handbook provides practical overviews of some of the legal and ethical code that all of us must follow on a day-to-day basis.

(Upaya) seriously takes reports of possible violations of any of its policies or the law. As appropriate, we will investigate and take action, including taking steps to prevent recurrence of any problems. Your cooperation will be duly required in any such investigations.

(Upaya) requires all employees to follow the law and to act honestly and ethically in conducting our business. We are each responsible for our own conduct. No one has the authority to approve illegal acts, and an illegal act cannot be justified because a superior “ordered it”. (Upaya) does not permit an employee to direct or encourage another employee to violate the law or to otherwise act improperly.

Failure to comply with the law, *Code of* *Conduct,* or any of (Upaya) policies can have severe consequences for (Upaya) and the employees involved. Any employee who fails to meet the obligations set forth in this Handbook or the law will be subject to discipline, up to and including dismissal. Discipline also may be imposed if an employee fails to report violations of policies, or the law; if an employee retaliates against another employee for reporting a violation or cooperating in an investigation; if an employee lies or deliberately withholds relevant information in making a report or in an investigation; if an employee directs others to violate any policies, or the law; or if the circumstances indicate a supervisor has failed to adequately or properly perform their supervisory duty.

All employees are required to acknowledge upon hire that they have read, understand, and are in compliance with the Handbook. Abiding by this Handbook is a condition of continued employment with (Upaya).

Open Door Policy

(Upaya) would ensure that you are treated fairly. If anyone, from time to time, has idea/s, question/s, or occasional problem/s relating to his/her job or to the company in general. We encourage you to communicate these thoughts.

When you have an idea/s, problem/s, or concern/s, please follow these steps immediately:

* Talk with your immediate supervisor.
* If you are not satisfied after meeting with your immediate supervisor, schedule an appointment with the People Operations Manager . We encourage you to present your ideas and solve your problems with your supervisor.

Equal Opportunity Policy

(Upaya) policy of equal opportunity includes the following: We recruit, hire, train, and promote human resource in all job classifications irrespective of any ethnicity, color, religion, national origin, gender, sexual orientation, age, disability, or any other protected status.

We ensure that decisions regarding compensation, promotions, benefits, transfers and any social or recreational programs will be administered in accordance with the principals of equal opportunity.

(Upaya) will not tolerate any form of harassment on the basis of ethnicity, color, religion, national origin, gender, sexual orientation, age, disability or any other protected status.(consequences)to be removed.

This provision will be ensured by the Associate Engagement Committee.

Diversity

(Upaya) actively creates and promotes an environment that is inclusive of all people and their unique abilities, strengths, and differences. We respect and embrace diversity in each other, our customers, suppliers, and all others with whom we interact as an essential component of the way we do business.This provision will be ensured by the Associate Engagement Committee.

How We Treat Our Customers

(Upaya) service is special. (Upaya) has a unique way of making people happy. We look at every customer as an important individual and we treat one another with dignity and respect. This means we never harass or discriminate against our customers. Our service is driven by giving each and every customer the (Upaya) experience. Smiles and eye contact, personal greetings, a thank you is all part of the service we give.

Anti-Harassment and Non-Discrimination Policy

**Statement of Policy**

It is the policy and practice of (Upaya) to provide and promote equal employment opportunities for all applicants and employees. (Upaya) is firmly committed to maintaining a workplace based on our collective values, which stresses on the quality of our products and services, the importance of teamwork, and the need for all employees to treat each other professionally, with dignity, fairness, and respect. Therefore, it is the responsibility of all employees to ensure that the concept of equal employment opportunity, non-harassment, and non-discrimination are understood, abided by, and carried out by everyone.

**Prohibition on Discrimination and Harassment**

It is the policy of (Upaya) to hire, train, promote, compensate, and administer all employment practices regardless of race, gender, color, sexual orientation, age, veteran status, marital status, religion, medical conditions, national origin, disability unrelated to the ability to perform essential job functions, or on account of membership in any protected category under law. Harassment of employees or applicants because they are members or affiliated with members of any of the foregoing protected groups is also prohibited and will not be tolerated. (Upaya) will take appropriate measures in response to any such incidents which are reported. Every effort on good faith will be undertaken by (Upaya) to fulfill the objectives of this policy.

(Upaya) believes that every employee has the right to work in an environment totally free of harassment and discriminatory conduct, joking, or epithets. Such behavior does not advance the purposes of (Upaya); it is also morally wrong, and may subject (Upaya) to legal exposure in certain circumstances. (Upaya) policy sets a code of conduct that is higher than what existing laws may require, as it forbids discriminatory conduct of the kind described in this policy even if the conduct does not rise to the level of violation applied under existing laws. Consequently, any employee who engages in these types of prohibited conduct will be subject to disciplinary action i.e. verbal warning will be presented within 7days after the incident of such conduct. If such behavior repeats the warning will be in the written form within 10 days after the incident of such conduct. Even after the written warning if such behavior doesn’t stop then the employee questionable will be presented within 15 days after the incident of such conduct.

**Conduct Constituting Prohibited Sexual or Discriminatory Harassment**

Sexual harassment is one of the forms of harassment forbidden by this policy. (Upaya) also prohibits inappropriate and unprofessional as well as sexual conduct regardless of whether it amounts to unlawful sexual harassment, as such conduct is deemed to be inconsistent with (Upaya) policy of promoting tolerance, respect, and dignity in the workplace.

For example, and without compiling an exhaustive list, the following are illustrative of conduct that (Upaya) condemns and prohibits under this policy regardless of whether the conduct is based on gender or results in an adverse employment action and regardless of whether the conduct is severe or pervasive enough to create an unlawful hostile environment:

1. It is prohibited for any person to condition a benefit such as a certain salary, job, shift, schedule, or promotion on the granting of sexual favors or the establishment or continuance of a personal relationship, or to imply to an employee that an award of such a benefit is conditioned upon the granting of sexual favors or the establishment or continuance of a personal relationship;
2. It is also prohibited for any employee to state or imply that another employee’s performance is attributable in whole or in part to the employee’s gender or membership in any protected-group categories under federal, state, or local laws;
3. It is also prohibited for any employee to state or imply that a fellow employee’s promotion in the corporate hierarchy has resulted from the granting of a sexual favor or relationship; and,
4. It is also prohibited for any person to engage in any type of conduct which has the effect of unreasonably interfering with another employee’s work or creates an intimidating, hostile, or offensive work environment.

As an employee of (Upaya), you should be aware that the issue of whether a behavior constitutes inappropriate, unprofessional harassment or discriminatory conduct might depend on how that behavior is viewed by the employee who is subjected to the behavior.

**Conduct Constituting Sexual or Discriminatory Conduct, Making Jokes, or Epithets**

For example, and without compiling an exhaustive list, the following are illustrative of conduct that (Upaya) condemns and prohibits under this policy:

1. It is prohibited for any employee to bring any item to the work premises that is sexually offensive or discriminatory even if it is intended as a joke;
2. It is also prohibited for any employee to post any material that is discriminatory, offensive or sexual, even as a joke, on Company’s property, bulletin boards, documents, e-mail or voicemail systems;
3. It is also prohibited for any employee to deface Company property or the personal property of anyone else, especially if sexually offensive or discriminatory even if intended as a joke;
4. It is also prohibited for any employee to utter or utilize any offensive sexual or discriminatory jokes or epithets at work, or when referring to or about any other person, be they an employee or a non-employee;
5. It is also prohibited for any employee to harass anyone else in regards to their gender, sexual orientation, race, color, ethnic background, age, national origin, religion, marital status, disability, or other protected-group status; and,
6. It is also prohibited for any employee to bring to or display in the workplace any materials having an offensive content (such as pornography or due to a demeaning reference to another’s protected-group status), or to circulate or disseminate any such materials through (Upaya) internal mail, voice mail, or e-mail systems.

The ‘Workplace Harrassment’ training will be provided to the new employees during the on-boarding process. Whereas, the annual training regarding the same will be provided to all of the employees as a refresher training.

**Application of the Policy to Non-Company Employees**

This (Upaya) policy also applies to the dealings of any employee with non-employees such as customers, vendors and members of the public. Furthermore, the policy also applies to individuals who do business with (Upaya), who are present on (Upaya) premises, or who interact with any employee of (Upaya) while the employee is on duty. In case of any misconduct, the employees who face such incidents can report to the member of AEC committee.

**Procedure Upon Occurrence of Prohibited Contact**

Employees who believe they have been subjected or exposed to discrimination or harassment prohibited by this policy, have the right to have any such activity terminated immediately. Every employee has a role in preventing discrimination and harassment. Every employee must avoid any conduct that could reasonably be interpreted as discrimination or harassment under this policy. In addition, every employee should endeavor to protect other employees from discrimination and harassment. Employees are expected and encouraged to inform others in the workplace whenever their conduct is unwelcome, offensive, inappropriate, or in poor taste. Therefore, employees are required to come forward promptly and report any problems pursuant to this policy before the alleged behavior becomes severe or pervasive. In addition, employees should come forward with complaints about alleged problems or violations of the Company’s policy at any time. Complaints need not be limited to someone who was the target of the alleged offending conduct. Anyone who has observed an alleged violation of the policy is also encouraged to report it to the company.

**Reporting Procedures**

If any employee witnesses any conduct that he or she believes is inconsistent with this policy, (Upaya) expects the employee to notify immediately one or more of the people designated below. (Upaya) has convenient and reliable mechanisms in place for reporting alleged violations of the policy. Complaints will be accepted in writing only. Complaints can be directed to multiple people within (Upaya), including:

* Any Assistant Manager or General Manager
* Any senior member of management
* Any owner of the company
* HR Directly

All complaints shall be treated with the utmost seriousness and discretion. Upon receipt of the complaint or in circumstances where (Upaya) becomes aware of alleged offending conduct, a prompt, thorough, and impartial investigation will be made concerning any alleged offending conduct. Upon determination of said investigation, (Upaya) will disclose to the complainant, regardless as to its result, so as to ensure everyone is informed and up to date. If the investigation leads to a determination that an individual engaged in conduct in violation of (Upaya) policy, appropriate corrective action will be taken promptly, including the possible termination of the offending party. (Upaya) may impose discipline for inappropriate conduct that comes to the Company’s attention, regardless to whether the conduct constitutes a violation of law.

**No Retaliation**

(Upaya) will not tolerate adverse treatment of any employee because he or she reports harassment or discrimination, or provides information related to such complaints. As this policy strictly prohibits retaliation of any form against anyone who complains of alleged violations of this policy, the prohibition against retaliation also applies to any employee involved in or cooperating with any investigation of alleged offending conduct under this policy. Thus, a supervisor is prohibited from making any decision of the personnel or taking any other adverse action against any employee because the employee complained or cooperated in good faith with an investigation of alleged conduct prohibited by this policy. Any act/s of retaliation will be considered a violation of this policy, and corrective action will be taken promptly, including the possible termination of any individual who engages in retaliation of any form.

Employee Privacy and Personal Activities

Treating each other with respect and dignity includes respecting one another’s privacy. Of course, you may keep your personal activities outside of the workplace confidential. However, you should always keep in mind that you are a representative of (Upaya).

Internet Usage

Internet access is provided by (Upaya) to assist employees in obtaining work-related data and technology. All Internet data that is composed, transmitted, or received via our computer communications system is considered to be part of the official records of (Upaya) and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is prohibited.

As a general rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet.

Abuse of the Internet access provided by (Upaya) in violation of law or (Upaya) policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy.

Confidentiality

The information related to the personal details of the employees will be kept confidential by the Human Resource Department.

Workplace Monitoring

Workplace monitoring may be conducted by (Upaya) to ensure quality control, employee safety, security, and customer satisfaction. Computers furnished to employees are the property of (Upaya). As such, computer usage and files may be monitored or accessed.

Additionally, (Upaya) may conduct video surveillance.

Pay Day and Paychecks

The official payroll week begins on first week of next month.

* All employees will be paid within 1st week of every Nepali month.
* If payday falls on a holiday, you will receive your check on the working day before the holiday.
* If you have any questions about your paycheck, contact your supervisor immediately.
* (Upaya) cannot mail your cheque or release it to anyone else without written authorization.
* Your salary is private. It is recommended not to discuss them with anyone except your supervisor.

**Overtime**

All overtime work must receive the supervisor's prior authorization for all employees. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all employees in accordance with labor law act. Unless otherwise required by law, overtime pay shall be calculated based on actual hours worked and at the rate of one-and-one-half (1.5) times the basic remuneration. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performance overtime calculations.

Overtime is paid only when an employee works over 48 hours in his/her workweek. They will not be paid overtime for hours in excess of 4 hours per day, or for work on Saturdays, holidays, or regular days of rest, if the 48-hour requirement has not been met. The over time is paid on the basis of the job roles and on the occasional basis.

**Lost Cheque**

If you are issued a live cheque and you lose it, it is very important that you tell your supervisor immediately. He/she will contact payroll to put a stop payment on the cheque and make arrangements for another cheque to be issued.

Child Labor and Forced Labor

**Child Labor**

Upaya will not hire any employee who is considered as Minor by land law i.e till the age of 18 even if there is the will of the child. Upaya will ensure that the child labor is not practiced with the third party it conducts its business with in contract itself i.e. vendors and franchisees.

**Forced Labor**

Employee shall not work or perform service against their will as a result of the pressure exerted to them in terms of financial, physical or mental impact. Upaya will ensure that the Forced labor is not practiced with the third party it conducts its business with in contract itself i.e. vendors and franchisees.

Provident Fund and Gratuity

Provident Fund and Gratuity is applicable as per law.

Wage and Hour Rules

(Upaya) has a compensation package for its employees. As an employee, your job is classified according to the nature of your employment. (Upaya) is committed to following all applicable minimum wage, overtime wage, and other wage and hour laws and regulations. To assure that all work performed for (Upaya) is compensated correctly, it is essential that all work time is reported and recorded accurately. Every employee is responsible for this important recordkeeping task, both for yourself and for any employees whom you supervise. If you have questions about your classification, or any other wage and hour issues, consult with your manager or the information provided to you upon hire. Any problems with recordkeeping or any inaccuracies in compensation should be reported promptly to your Supervisor.

Clocking In and Out

To ensure you get paid accurately each pay period and do not have to go back and get a check corrected always clock in immediately at the start of your scheduled shift, when you are in and ready to work. Before you leave for the day, check in with the Manager in Charge for approval to leave and then clock out. Altering, falsifying, tampering with time records, or recording time on another employee’s time record may result in disciplinary action, up to and including termination of employment.

Work Week and Schedule for Employees

The staffing of our organization is very important. Your schedule will depend on the shift and position to which you are assigned. The following policies will help our operations run efficiently and allow you the time off you require.

* **Hours of Operation** - Employees who are responsible for opening procedures may be scheduled to arrive before opening. Those responsible for closing procedures may be scheduled to work or more after closing. The (Upaya) work week beings from Sunday to Friday.
* **Your Availability** - (Upaya) has certain scheduling requirements during peak business hours (lunch, dinner, weekends, and holidays). Your permanent availability should be given to your manager at the time of hire. Any changes to this availability should be given to your manager in writing or submitted through the Homebase application.

Because of particular situations, you may be called in to work when you are not scheduled. Also, there may be times when you will be asked to work beyond your scheduled hours. Your cooperation at these times is appreciated and you will be released when the need for your services has passed.

**Schedule Requests** - Requests for days off must be submitted to your manager for the following week. Requests should be submitted through email. All requests will be accommodated whenever possible but we can not guarantee that all requests will be honored.

* **Lateness and Absence** - Each employee must arrive ready for work as scheduled. When you are absent, other employees must cover the responsibilities. If you cannot report for your scheduled shift, you must give your supervisor at least three hours notice. Consistent tardiness or absences will lead to disciplinary action up to and including termination.

Please remember the following:

* It is your responsibility to check the posted schedule daily because it may change due to business fluctuations.
* (Upaya) management reserves the right to determine employees' schedules as business operation necessitates.

**Meal Period**

All full-time employees will have one meal period of 60 minutes in length each workday unless otherwise required by laws. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time.

Lateness and Absences

We take lateness and absence seriously. You must arrive at your scheduled time If you will be late due to an unexpected circumstance, make sure to call your supervisor and let him/her know immediately.

If you are ill or cannot report for your scheduled shift for any reason, you must call your supervisor at least 2 hours prior to your start time. If that is not feasible, contact your supervisor as soon as possible. If a situation arises in which you know in advance that you will have to miss your shift, let your supervisor know immediately so that he/she can make the proper accommodations.

When you call to report lateness or absence, you must speak directly to one of your supervisors. Do not leave a message with any other employee.

It is very important that you contact your supervisor about every instance of tardiness or absence. Failure to report for your scheduled shift without calling your supervisor is considered job abandonment and could lead to immediate termination.

Uniform Policy

You must maintain a high standard of personal hygiene and grooming when you are at work. employees should wear clothing that is comfortable and practical for work, but not distracting or offensive to others. Any clothing that has words, terms, or pictures that may be offensive to other employees is unacceptable.

General Guidelines

**Smoking**

* (Upaya) is a “Smoke Free” environment
* Smoking is not allowed in any area of the organization.

**Parking**

Park in the designated area determined by your manager/supervisor/ by the company.

**Solicitation**

(Upaya) strictly prohibits employees or others from soliciting customers or other employees for anything except products and services offered by the company in working areas, on working time. (Upaya) also prohibits the unauthorized solicitation of employees or customers by outside groups on company property.

This includes posting flyers or order forms on facility windows, counters, or community boards and circulating solicitation via e-mail or in person.

**Media Relations**

We believe that open and honest communication with customers and communities is critical. If for some reason a member of the media visits or contacts, you at the organization please forward them to our General Manager or Owner. Politely explain to them that our General Manager and/or Owner handles all press releases and company operations information.

**Personnel Records**

We want to ensure your company records are correct and the information in the records affects your pay, deductions, benefits, and other matters. For this reason, if you have a change in any of the items below, please notify your manager as soon as possible.

1. Name – (first, middle, last)
2. Blood Group
3. Permanent/Temporary Address
4. Home Telephone Number
5. Emergency Contact
6. Marital Status
7. Previous Work History
8. Educational Qualification

You may review your file at the discretion of the company and in accordance with all relevant state laws. The following guidelines apply:

* Requests must be submitted in writing to management
* Upon approval, you may view your file in the presence of a designated company representative
* Unless mandated by state law you may not mark or make copies of the documents in the file

Grievance Handling

The grievance handling should follow the mentioned process:

1. Grievance should be reported to immediate supervisor.
2. If the grievance couldn’t be solved by the immediate supervisor it should be brought into notice to the Head of Department and then to Human Resource Department.

The process can be face to face or through written medium whichever is easier for the person having grievances. For further clarification, please refer to Grievance Mechanism Policy.

Public Relations and Information Disclosure

All information disclosed outside of the Company (for example, to media, investors, or general public) must be accurate, complete, and consistent. We all represent (Upaya). If someone asks you for information, refer them to the General Manager or Owner. Inquiries about former or current employees, such as reference requests or employment verification, should be referred to the General Manager or Owner. Do not attempt to answer these questions yourself. Be sure to advise your manager of the request. If a member of the media, or someone else, appears unexpectedly at (Upaya) or other facility and asks to shoot video, take photographs or makes other inquiries, immediately notify your manager. Do not discuss (Upaya) business with the individual.

Confidentiality

(Upaya) customers love our services so much that they are often very curious about how we operate our services. Our services are very special and have come about through a lot of time and effort. We have to make sure that we do not give away these secrets.

Quality and Customer Protection

Quality is the hallmark of the (Upaya) experience. Our customers rely on (Upaya) quality and have come to expect the finest service. Every day, we win new customers and stake our reputation on the excellence and consistency of all of the products we serve. We take pride in serving the highest quality product made from the best service and sell our products at a fair price. We are proud of what we offer and make sure that everything is worthy of being served to one of our own family members.

Our commitment to quality also means that we take steps to protect our customer’s commodity safety. You must do your part by following all proper procedures relating to the storage, handling, preparation, and service of our products, by working to ensure clean conditions in all our facilities, and by continually exploring ways to maintain and improve our quality standards and practices. For example, employees are required to follow all rules and training guidelines with respect to the clients; all established procedures, such as handling customers and property, must be strictly followed. Notify your manager immediately if you become aware of anything which suggests that a product may pose a danger to safety.

Outside Employment

If you are employed by (Upaya) in a full-time position, working 48 hours a week or more, we consider your position here to be your primary employment and priority for your working time. Any outside activity must not interfere with your ability to properly perform your job duties with us. If you work for us part-time, less than 48 hours a week, you should inform your manager of your other employment to ensure it does not conflict with your employment with (Upaya). Your manager will inform you if, in the opinion of (Upaya), your other employment appears to be a conflict. If your other job is determined to be a conflict, you may not be employed with (Upaya) so long as you are employed in the conflicting job. You may not take any outside job, either for pay or as a donation of your personal time, with a customer or competitor of (Upaya); nor may you do work on your own if it competes with (Upaya) in any way including sales of products or services we provide our customers.

Conflicts of Interest

We all must avoid conflicts of interest. A conflict of interest exists when a personal interest or activity interferes or appears to interfere with the duties that you perform at or owe to (Upaya). A conflict of interest may unconsciously influence even the most honest person and the mere appearance of a conflict may cause an employee’s acts to be questioned. We all must avoid situations that affect or appear to affect our ability to act in the best interests of (Upaya).

You should carefully review your own situation for any conflicts of interest. You must disclose any conflicts or potential conflicts to your manager. In consultation with management, your manager will determine whether a conflict or potential conflict exists and whether any corrective action should be taken. (Upaya) corporate officers have a special responsibility to avoid conflicts of interest because of their high visibility in the business community and in the community generally. Officers and all other employees should disclose actual, potential, or apparent conflicts to their manager. All employees, including officers, with actual, potential, or apparent conflicts should remove themselves from the decision-making process with respect to any matter involving the conflict.

Some situations in which conflicts of interest may arise, and therefore should be avoided, are:

* Being employed by or operating a firm (including consulting) which does or desires to do business with (Upaya).
* Engaging a family member or someone with whom you have a familial-like or dating relation to perform services for (Upaya).
* You may not enter (Upaya) into contracts with relatives or household members, or represent (Upaya) in any transaction in which you or a related individual has a substantial personal interest.
* Acting on behalf of anyone besides (Upaya) in any transaction with (Upaya) (for example, helping someone sell products and/or services to (Upaya)).
* Competing with (Upaya) for real property rights or interest or engaging personally in real estate or other transactions in which (Upaya) has an interest, without express written approval from the Board of Directors.

Personal Relationships/Non-Fraternization Policy

(Upaya) is committed to ensuring all employees are treated fairly and consistently. To avoid the potential for perceived preferential treatment, sexual harassment, or a conflict of interest, any intimate relationship where a person is in a position to influence, either directly or indirectly, any decision concerning the terms and conditions of the subordinates' employment is prohibited.

(Upaya) encourages positive working relationships among its employees, especially between supervisors and their direct and indirect reports. Sometimes these relationships also involve socializing or fraternization inside and outside the workplace. These activities can build better communication and trust between employees and supervisors, but they can also result in actual or perceived favoritism and other problems for the work group. For this reason, (Upaya) prohibits all supervisors from fraternizing (socializing, including dating) or living with employees who report directly or indirectly to them.

All supervisor/subordinate staff relationships must be strictly professional.  If a personal relationship develops, both individuals are to notify their manager or the Owner immediately.  We will attempt to accommodate the placement of one of the individuals in a non-conflicting position.  However, if that is not possible, we may have no alternative but to terminate one of the individuals’ employment.

Social Media

The purpose of this policy is to provide our employees with requirements for participation in social media in which (Upaya) affiliation is known, identified, or presumed. These restrictions are intended to ensure compliance with legal and regulatory restrictions and privacy and confidentiality agreements. Social media includes items such as blogs, podcasts, discussion forums, and social networks.

Social Media is becoming a more common way to communicate and a tool for self-expression. These best practices will help you when participating in social media.

1. Use a disclaimer: If you publish a blog, post a comment, or share an image and it has something to do with the work you do at (Upaya) make it clear that what you say is representative of your views and opinions and not the views and opinions of (Upaya). At a minimum in your own social media site, you must include the following standard legal disclaimer language:

The postings on this site are my own and don’t represent (Upaya) positions, strategies or opinions.

2. Get Approval: Do not announce company news on your social media site. Do not cite or reference clients, partners, or suppliers without their approval. When the company wishes to communicate publicly, whether to the marketplace or to the general public, it has well-established processes to do so. Only those officially designated by (Upaya) have the authorization to speak on behalf of the company.

You must make sure you do not disclose or use (Upaya) confidential or proprietary information or that of any other person or company on any social media site.

Clients, partners or suppliers should not be cited or obviously referenced without their approval. Never identify a client, partner, or supplier by name without permission and never discuss confidential details of any of the above. Furthermore, your social media site is not the place to conduct business with a client.

3. If you see content on social media forums or online review sites, that disparages or reflects poorly on (Upaya), you should immediately contact the Manager. Do not attempt to reply to such postings or comment in any way. Only the Manager has the authority to handle online review comments on behalf of (Upaya).

4. Use your best judgment: Remember that there are always consequences to what you write. If you’re about to post something that makes you uncomfortable, think about why that is. If you’re still unsure, and the post is about (Upaya) business, feel free to discuss your proposed post with your supervisor. Ultimately, however, you have sole responsibility for what you choose to post online. You should make sure that social media does not interfere with your job or commitments to customers.

4. Be professional: (Upaya) workforce members are directed that, as with all communications, statements made in the confines of private blogs, social media sites, or chat rooms must treat the company and its employees, customers, and competitors with respect.

5. Be mindful of the world’s longer memory: Everything you say is likely to be indexed and stored forever, either via search engines or through bloggers that reference your posts.

If the Company determines that you have violated your obligations under this policy, the Company has the option to take certain steps which may include, among others, warnings, suspension, and/or termination.

The best way to avoid a conflict is to not engage in any social media activities that involve (Upaya) unless through the official sites sponsored by (Upaya).

Interaction with the Government and Service of Legal Documents

(Upaya) values its excellent relations with the local, state, and federal government. (Upaya) is committed to be a “good corporate citizen” and is proud of its record of service to the community. (Upaya) values the communities where we do business. From time to time, employees may interact with local government officials. For example, a (Upaya) organization may require a local permit or approval, or local officials may inspect an organization. (Upaya) is committed to complying with local laws, regulations, and codes and to working fairly and honestly with local officials and others in our communities. In doing so, your actions must meet high ethical and legal standards. It is against our policy (and may violate the law) to offer or make a payment or gift of any kind in order to facilitate a local process or to influence a local government official.

A representative of the government may seek to interview you regarding (Upaya) business activities or your work at the Company. In such event, you and (Upaya) have the right to be represented by counsel. If you are contacted by a government agent or representative and asked to provide information, you should contact your General Manager or Owner.

(Upaya) deals honestly and fairly with government representatives and agents to comply with valid governmental requests and processes. Employees must be truthful and straightforward in their dealings with the government and may not direct or encourage another employee or anyone else to provide false or misleading information to any government agent or representative. Employees must not direct or encourage anyone to destroy records relevant to an investigation. If an inspector appears at your organization or someone arrives to serve legal papers, immediately notify your manager, who will follow the appropriate procedures and contact the Legal Department.

Intellectual Property and Proprietary Information

Confidential Information

During the course of employment at (Upaya), all employees gain some knowledge and information which is nonpublic and proprietary. Employees are trusted with maintaining the confidentiality of this information. If this information were known outside the Company, it could harm (Upaya) and its employees. Confidential information includes: supplier information, our technologies, formulas, business and marketing plans, and existing and future product information. (Upaya) information should be used only for Company purposes and should not be disclosed to anyone outside of (Upaya) unless they have signed a non-disclosure agreement in advance, which is approved by the Legal Department. Even within (Upaya), only those individuals who truly need to know to conduct their business should have access to confidential information. If you leave our company, you must return all Company materials and property.

Some basic rules to follow include:

* DON’T bring any papers or computer records from prior employers to (Upaya).
* DON’T accept or use anyone else’s confidential information (or agree to maintain anyone’s information in confidence) except under an agreement approved by the Legal Department.
* DON’T solicit confidential information from another Company’s present or former employees.
* DON’T engage in “espionage”; be above board in obtaining information about the marketplace.

Other Intellectual Property

As an employee, the things you create for (Upaya) belong to the Company. This “work product” includes inventions, discoveries, ideas, improvements, artwork, and works of authorship. This work product is (Upaya) property (and does not belong to you) if it is created or developed, in whole or in part, on Company time, as part of your duties or through the use of (Upaya) resources or information. This means you have rights to any invention for which no equipment, supplies, facility, or trade secret or confidential information of (Upaya) was used and which was developed entirely on your own time, unless the invention relates to the business of (Upaya), or to (Upaya) actual or demonstrably anticipated research or development, or the invention results from any work that you performed for (Upaya) during the term of your employment relationship with (Upaya). Employees must promptly disclose to (Upaya), in writing, any such work product and cooperate with the Company’s efforts to obtain protection for (Upaya). To ensure that (Upaya) receives the benefit of work done by outside consultants, it is essential that an appropriate agreement or release be in place before any work begins.

Our brands, including the (Upaya) name, are extremely valuable to our success. Brands are fragile and must be used carefully and protected from others’ misuse. Consult (Upaya) Legal Department if you have questions about guidelines for proper trademark usage.

Company Records

(Upaya) retains its records only for as long as the records are being actively used, unless the law or business needs require longer retention. This policy applies to records maintained in all forms at (Upaya), including records kept in written and electronic form.

(Upaya) does not knowingly destroy or discard evidence. Records relevant to a legal action cannot be destroyed or discarded without the approval of the Legal Department. If (Upaya) receives a subpoena, a request for records or other legal papers or if we have reason to believe that such a request or demand is likely, the Company policy is to retain all records which are relevant to the matter. If you receive such a request or other legal papers, notify your manager immediately.

Employee Benefits

Eligible employees at (Upaya) are provided a wide range of benefits. Benefits such as Citizen Investment Trust, gratuity, and insurance cover all employees in the manner prescribed by law.

Home Leave

Home leave is an employee benefit although most countries around the world have minimum annual leave provisions which employers must adhere to 1 day for every 20 worked days (18 days in a year)

Sick Leave

Sick leave is time off from work that workers can use to stay home to address their health and safety needs without losing pay i.e. Fully paid 12 days.

You are requested to bring medical certificate if you are out sick for more than 3 consecutive days.

For those who have not completed one year of service, sick leave is provided on a proportional basis.

Maternity Leave

**Maternity leave** and pay were originally designed to protect the health of mothers and children by providing adequate medical and nursing care in childbirth, to lessen the financial burden of childbearing and ensure a reasonable period free from excessive labour.Therefore, there is a provision for 90 days (Fully paid 60 days) and remaining 30 days is additional maternity leave but unpaid.

Paternity Leave

Statutory Paternity Leave is the time you can take off to support your partner. If you're an employee, you're entitled to either one or 15 days of paid paternity leave. Most agency and contract workers aren't eligible: you must take it as a whole week or consecutive weeks.

A period of absence from work granted to a father after or shortly before the birth of his child.

Mourning Leave

All workers or employees obtain mourning leave for not more than 13 days if they must remain in mourning themselves according to their family custom.

Employment at Will

Your employment with is considered to be “at-will” and does not guarantee any specific terms or length of employment. It is important you consult with an attorney before signing any forms, and we encourage you to do so before accepting this handbook.

The “at-will” employment relationship is one that is voluntarily entered into. This means that you, the employee, are free to resign at will at any time, with or without cause; and similarly, (Upaya) may terminate the employment relationship at will, at any time, with or without notice or cause. However, we cannot terminate you for any reasons that would violate local, state, or federal law.

Performance Evaluations

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. However, we understand that this is not always practical. To ensure all of our employees get the time and attention they deserve toward their professional development, as well as to ensure proper growth from within the company, (Upaya) will periodic performance reviews of all of our employees. You and your supervisor need to discuss performance standards and objectives as well as your results compared to those standards. These meetings should be mutually beneficial, for it is the responsibility of you and your supervisor to not only review performance, but also identify and resolve problems and identify performance and growth opportunities.

Code of Conduct

To avoid any misunderstanding, listed below are examples of some (not all) violations which can result in immediate disciplinary action and/or dismissal. This does not constitute an employment contract. Employees may terminate employment with (Upaya) at any time, for any reason or no reason at all. This list is not all-inclusive and is subject to change. (Upaya) may terminate an employee at any time, for any reason or no reason at all. In other words, all employees are employed-at-will.

To maintain a professional organization with quality, excellent service and reasonable prices, we have determined a minimum number of policies and procedures that must be followed. We ask, in the interest of achieving these goals, that you familiarize yourself with and conform to these policies and procedures.

Reasons for Reprimand or Termination

**Reasons for reprimand or termination include but are not limited to:**

* Any act that endangers the safety or health of others
* Careless, negligent, or improper use of authority
* Conviction of a crime that impairs the desirability of continued employment (theft, fraud, sexual assault, etc.)
* Destruction of property
* Discourtesy to a customer
* Disloyalty to (Upaya) in the presence of customers
* Drinking alcohold or using drugs prior to your shift, during work hours, or in the office premises or parking lots; reporting for work in an impaired state; conviction of using, selling, or possessing any controlled substance
* Failure to carry out any order given by a management representative, including refusal to do assigned work and other acts of insubordination
* Failure to maintain satisfactory and harmonious working relationships with the public or other employees
* Failure to report for a scheduled shift
* Failure to report to work without notification (defined as voluntary resignation)
* Falsifying a time-keeping record, business expense report or other report, record or work-related document
* Releasing confidential information without written authority
* Foul and abusive language
* Gambling on (Upaya) property within office hours.
* Improper cash handling procedures
* Making decisions for your own personal gain such as manipulating inventory
* Leaving the organization unlocked, leaving the safe unsecured.
* Insubordination
* Intentional violation of safety and/or sanitation rules
* Intentionally giving false or misleading employment information
* Job abandonment, failure to report for a scheduled shift
* Conduct unbecoming of an Employee and/or detrimental to the image of (Upaya)
* Allowing non-employees to work for (Upaya)
* Performing personal business on company time
* Spreading rumors/gossip
* Smoking or eating in prohibited areas
* The possession or use of any kind of weapon or other dangerous implement on company premises
* Theft of property belonging to customers, co-workers or (Upaya)
* Unauthorized or improper use of any type of leave
* Unauthorized use of company equipment
* Unsatisfactory job performance
* Violation of company rules, regulations, policies, and procedures
* Violation of no solicitation/no distribution rules
* Violence or sexual harassment, willful destruction of property, and theft or dishonesty towards (Upaya), its customers or its Employees
* Giving out confidential information
* Getting involved in areas related to bribery and corruption, Money Laundering /Financing of Terroism, fraud

Progressive Discipline

(Upaya)’s best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future. (Upaya) may use progressive discipline at its discretion; however, (Upaya) maintains its right to terminate employment at will, with or without cause or advance notice.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal Warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment. If more than 3 months have passed since the last disciplinary action, the process will normally start over.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. Additionally, there may be circumstances when steps are bypassed, and/or it is necessary to terminate an employee without going through the usual progressive discipline steps. By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and (Upaya).

Safety Policy

(Upaya) is committed to providing all employees with a clean, safe, and healthy work environment. To achieve this goal, we must recognize our shared responsibilities to follow all safety rules and practices, to cooperate with officials who enforce those rules and practices, to take necessary steps to protect ourselves and other employees, to attend required safety training, and to report immediately all accidents, injuries and unsafe practices or conditions.

1. Any accident/ Unsafe Condition should be reported to Human Resource Department.
2. Any sickness/ inability to work during office hours by the associates will be provided with the first aid support. If need be, will be rushed in the hospital. The first aid support is free of cost whereas, the hospital expenses should be borne by the individual.

Policy Against Workplace Violence

We are committed to providing and maintaining a safe workplace. In keeping with this commitment, we have a zero-tolerance policy regarding actual or threatened violence against co-workers, visitors, or any other persons in the office with whom our employees have contact in the course of their duties.

We expect all employees and persons who have contact with our employees to perform their duties and conduct themselves in a professional and businesslike manner and to refrain from threatening, disruptive, and violent behavior. The company prohibits all forms of violent, threatening or disruptive behavior made by or against any employee of the company or any other person on the premises who have contact with company employees during the course of their duties.

This includes but is not limited to:

* Threats of violence
* Use of abusive language
* Making annoying or threatening phone calls, emails, or other communications
* Displaying or threatening the use of weapons
* Harassment
* Destroying company property
* Using or attempting to use actual physical violence against another person

And any other conduct that (Upaya) may consider endangers the safety or well-being of any employee or any other person on the premises who may have contact with company employees during the course of their duties.

In a non-emergency situation, any action that causes an employee to feel unsafe should be reported to the manager. Truthful reporting of violations of this policy will not subject any employee to retaliation, discipline, or reprisal of any kind.

Zero-tolerance

Any person who engages in conduct deemed to have violated this policy is subject to disciplinary action up to and including immediate termination.

* Verbal/ Physical Harassment and Bullying
* Sexual Assault
* Use of abusive language and gestures
* Destroying company’s property
* Engaging in fraudulent act/s or dishonesty towards the company
* Making inappropriate or threatening speech, phone calls and emails to colleague/s or client/s

Termination

Voluntary resignation occurs when an employee quits his or her employment with (Upaya) or fails to report to work without notice to, or approval by, his or her supervisor. All Company-owned properties must be returned immediately upon termination of employment.

Involuntary resignation occurs when an employee is terminated with or without cause. Upon termination, all Company-owned properties must be returned immediately upon termination of employment. Employees will be paid all wages due at the time of termination.

Receipt of (Upaya) Employee Handbook

I acknowledge that I have received and have had an opportunity to read a copy of the (Upaya) Employee Handbook. I understand that this Employee Handbook is solely for the purpose of summarizing (Upaya)’s current policies, benefits and rules, **that it is not a contract or enforceable promise or guarantee of any kind, whether of employment or of any specific terms or conditions of employment or procedural rights,** and that any or all portions of this Handbook may be amended or eliminated from time to time without advance notice. I understand that my employment with (Upaya) is at-will, and can be terminated either by me or by (Upaya) at any time, for any reason, with or without notice.

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Employee’s Name & Signature Date