

OpsMind AI — Employee Operations Handbook

Version: 1.0

Department: People Operations

Effective Date: 2025-01-01

Purpose

This handbook defines the authoritative policies governing employee onboarding, benefits, time-off, and refunds related to company-sponsored training programs. Employees should refer to the relevant sections for guidance. When clarification is required, contact **People Operations**.

1. Onboarding Policy

1.1 New Hire Overview

All new hires must complete the onboarding checklist within **10 business days** of their start date.

The onboarding checklist includes:

- Account setup
- Mandatory security training
- Equipment verification

1.2 Security Training

All employees are required to complete mandatory security training within the **first 7 days** of employment.

Failure to complete the training within the specified timeframe may result in **temporary access restrictions** to company systems.

1.3 Equipment

Employees are issued a standard company-provided laptop and required accessories.

Any exceptions or special equipment requests must receive **prior approval from the employee's manager**.

2. Refund Policy (Authoritative)

2.1 Scope

This policy applies exclusively to **company-sponsored external training courses** purchased through the **Learning & Development (L&D) portal**.

2.2 Eligibility Criteria

Refunds may be approved if **any** of the following conditions are met:

- The course provider cancels or reschedules the course by more than **30 days**
- The employee withdraws at least **14 days before** the course start date
- The course content is **materially different** from the published syllabus

2.3 Non-Eligible Scenarios

Refunds will **not** be issued under the following circumstances:

- No-shows or withdrawals made fewer than **14 days** before the course start date
- Personal preference after the course has already started
- Internal training programs or internal workshops

2.4 Refund Request Process

Employees must submit a refund request via the **L&D portal** within **10 business days** of the qualifying event.

Required documentation includes:

- Proof of purchase
- Written communication from the course provider

Approved refunds are processed within **15 business days**.

3. Time Off and Holidays

3.1 Paid Time Off (PTO)

Employees accrue PTO on a **monthly basis**.

PTO requests should be submitted at least **7 days in advance**, except in emergencies.

3.2 Local Holidays

Local holidays are determined according to the **regional holiday calendar** published by People Operations.

3.3 Sick Leave

Sick leave is available **immediately upon employment**.

A doctor's note may be required for absences exceeding **3 consecutive days**.

4. Excluded Topics

4.1 Payroll Banking Changes

Procedures for updating payroll banking details are maintained in a separate **Payroll Standard Operating Procedure (SOP)** and are not covered in this handbook.

4.2 Hardware Warranty Terms

Hardware warranty and replacement policies are documented by the **IT Department** and are outside the scope of this document.

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