



Employee Handbook

2018-19



**Focus on excellent services
and rest will follow**

Index

Welcome Aboard.....	3
Our Motto.....	4
Our Core Values.....	5
Your First Day at Emipro!.....	7
Etiquette that we desire in every eminent.....	9
Working Hours & Attendance.....	9
Attire.....	11
Communication.....	13
Tobacco-Free/Smoke-Free Environment.....	14
Courteous Approach.....	14
Our Policies.....	15
Emoluments & Increments.....	15
Leaves & Holidays.....	16
Resignation & Separation.....	18
Mobile, Social Media and Personal device Usage.....	19
Appraisal & Review.....	20
Bank Account/Payment Mode.....	22
Availability During Company Celebration Days.....	23

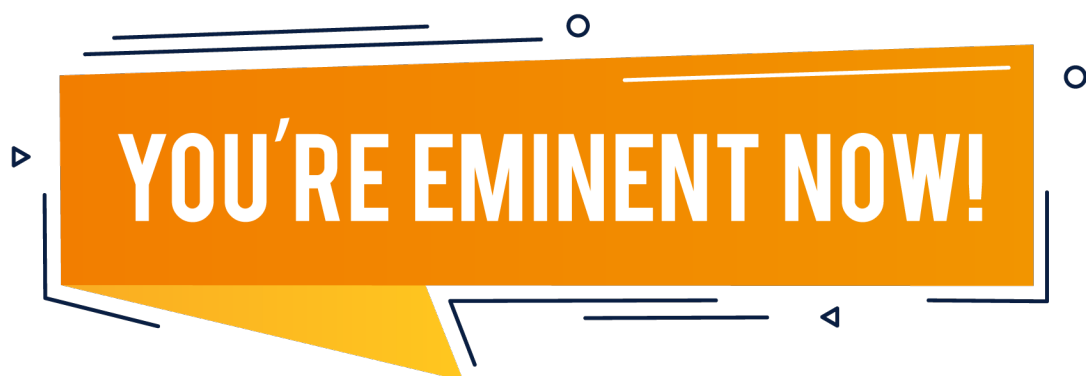


Welcome Aboard

Welcome to **Emipro**!

We extend our hands towards you and invite you to join us in the journey to become an Eminent!

This handbook comprises Emipro's Core values, vision, mission, things we expect from a true Eminent and our company policies. In order to be efficient and effective in whatever we do, it is imperative that each member of our company inculcate these things into their behaviours and react them through their actions in day-to-day work which will help us reach our goals faster. This handbook will serve you as a very useful guideline; be it for dealings with our co-workers or our customers.



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Our Motto

Since the beginning of Emipro, we've always focused on delivering the best possible customer experience through amazing business solutions. We try that, our every solution uplift the revenue of our customers to the new level. Whether we're designing a simple web page or a complex business solution, we take great care to ensure that they will ultimately serve our customer, rather than our own internal goal or objective.



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Our Core Values

◆ Passion

Emipro is a fast-growing company and thus we always strive passionately towards our goal. We appreciate and expect only those candidates who can cope-up with our passion and speed towards success.

◆ Punctuality

We always appreciate punctuality in everything, let it be coming to the office or leaving from the office, submitting the work to the client or reporting your daily work status to the senior manager.

◆ Integrity

We will be fair, honest and ethical in every conduct and we expect the same from our employees. Integrity in work is way more important than having the best skills to fulfil the work. A humble approach is all we follow and desire.

◆ Accountability

We have understood our accountability towards our people and we ensure that what comes from the people goes back to the people many times over.

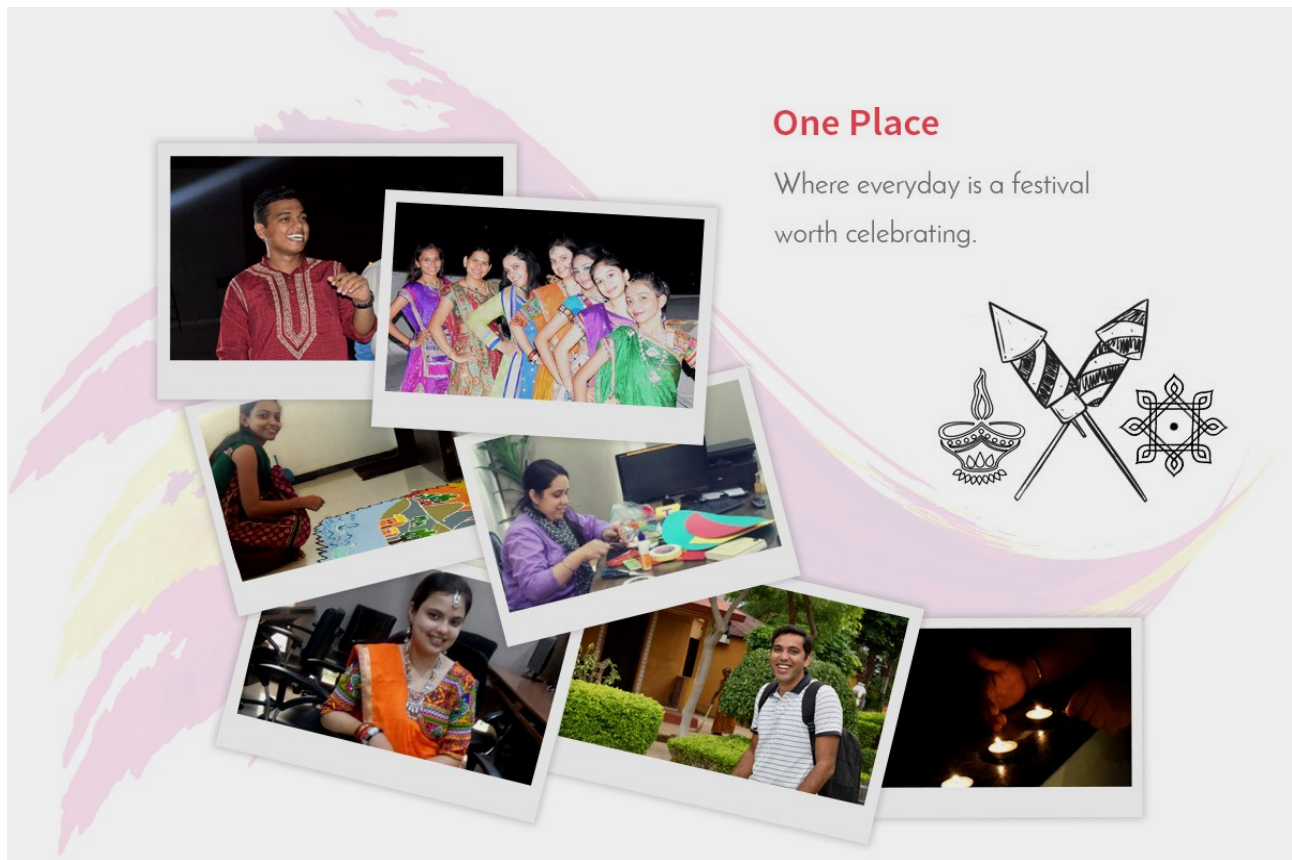
◆ Transparency

We always strive to maintain utmost transparency and honesty with our employee in all the matters. We appreciate the same from employees too.

◆ Team Spirit

Helping others, sharing knowledge, celebrating milestones and working towards a common goal is our core purpose.





Your First Day at Emipro!

Remember the day when you got the news of your selection at Emipro?! It must be a “Yahooo” moment for you! You might have the feeling of being a star that day leaving many of your competitors behind, you cracked the interview. Today, when you are on the premises of Emipro, feelings must have taken a U-turn. You must be feeling nervous and anxious, your mind must be full of questions, things must be looking absolutely new and people must be looking a complete stranger! Well, don’t worry. We had been there, where you are today! we know how to make your first few months as smooth as possible. Our team will help you out at every moment to get you acquainted with daily tasks.

Feel free! Relax, take a deep breath and let’s start this beautiful roller coaster journey!



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Fun and Frolic

We all have celebrated the day with great sportsmanship where winning and losing doesn't matter the only thing matter was celebrating and enjoying.



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Etiquette that we desire in every eminent

Working Hours & Attendance

We believe in punctuality and do not promote being late in the office be it coming late or going late. Thus we would like to inform our new joiners that coming on or before time will be more appreciable here than your leaving the office after time. We care about your time and thus have below provision for flexible hours.

Option-1		Option-2	
Monday - Friday	09:30 -19:30	Monday-Friday	09:30 - 19:00
Lunch Break	13:00 - 14:30	Lunch Break	13:00 - 14:00
Saturday	09:30 - 13:30	Saturday	09:30 - 13:30

The shift you choose cannot be altered for at least one month. If you want to your shift to be changed then you have to take permission of your manager and need to inform the HR team. The rescheduled shift will be in practice from the first day of the coming month and not from any mid-days of the present month.

The company does not tolerate absenteeism without excuse. Employees who will be late to or absent from work should notify their respective manager and HR team in advance, or as soon as practicable in the event of an emergency. In case of sudden absenteeism, you need to inform through a phone call on **+91-9537951996** or **+91- 9537952122**. Chronic absenteeism may result in disciplinary action. Employees who need to leave early, for illness or otherwise, should inform their respective manager and HR team before departure. Unauthorized departures may result in disciplinary action.



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One Place

Where playing together matters
more than winning or losing.



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Attire

We believe what we wear matters! But not at the cost of comfort. We understand that we have to be in the same outfit for almost 9 hours when we are in the office and that cannot be something which makes you feel uncomfortable. Thus, we allow people to be in their comfortable attire but one must keep the following points in mind:

◆ For Males

- **Monday and Thursday** - Company T-Shirt with plain blue denim.
- **Tuesday, Wednesday & Friday** - Formal light color shirt/Collared Light color T-shirt with formal trousers or denim (not torn, ripped, tight fitted or exposing midriff).
- **Saturday** - Any decent casual wear which is suitable for office.
- Preferably Shirt/T-shirt should be tucked into trousers.
- Shirt/T-shirt must be buttoned fully, only the collar button can be kept open.

◆ For Females

- **Monday and Thursday** - Company T-Shirt with plain blue denim.
- **Tuesday, Wednesday & Friday** - Formal Cotton Kurta/Cotton Salwar-Kameez / Collared Light color shirt with formal trousers or denim(not torn, ripped, tight fitted or exposing midriff).
- **Saturday** - Any decent casual wear which is suitable for office.
- Shirt/T-shirt must be buttoned fully, only the collar button can be kept open.



One Place

Where fun and fitness are
an integral part.



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Communication

To communicate within and outside clientele, we usually use Skype chat or a Skype voice call. We may use Google Hangout as well for the same purpose. So while communicating it is **compulsory** for each one of you to use the English language with everybody while chatting. You can speak in Gujarati with your internal colleague when you are talking through a phone call. We do not appreciate excessive informal talk through official Skype/ Hangout account. Also, you are not allowed to add anybody else than our staff members and customers in your official account provided by Emipro.

Communication game

The moment that makes us laugh even today!



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Tobacco-Free/Smoke-Free Environment

Employees are prohibited from consuming and possessing tobacco/alcohol while on duty. In addition, employees may not be under the influence of any controlled substance, such as drugs or alcohol, while at work, on company premises or engaged in company business. Anyone violating this policy may be subject to disciplinary action, up to and including termination.

Courteous Approach

There are few gestures that a true Eminent must have,

- ◆ To address every senior with “Sir” or “Madam” irrespective of their age or department.
- ◆ To address our colleague or subordinate with proper respect and by adding “Sir” or “Madam”.
- ◆ If anybody visits our desk for helping in our problems/issues, we have to offer them the seat.
- ◆ Here, Girls are to be treated with proper respect and they must not feel insecure in anyways.
- ◆ One must be ready to help another person irrespective of their department, age, gender or nature of work.
- ◆ One must start the conversation in Skype through greetings like, “Hello Sir/Madam”, “Good Morning” etc.
- ◆ When applying for leave, then while informing your manager it should be in the request form and not in the informing tone.



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Our Policies

Emoluments & Increments

We have a very simple and transparent emolument policy in our organization. We offer CTC to the employee from which the deduction will be of taxes and PF(if applicable) will be done. For the first three months, the new entrant will be considered in the probation period. Later on, based the performance the person will be entitled to a full-time employment. Once you will be an on-roll employee, there will be deduction of Rs. 1000/- from your CTC as a security deposit for a year which we will return back once you will successfully complete your one year as an On-roll Employee in Emipro.

Usually, the first increment takes place after completion of 6 months of a person as a full-time employee in Emipro. Later on, it will be done on yearly basis. Increments that we provide are solely based on the performance of the employee during the evaluation tenure. If the performance of the employee has shown no betterment since his/her last increment then there will not be any increment done in the CTC of that employee. Similarly, if the performance is increased then the CTC will be incremented in the same per cent as the performance. Also, if performance has gone down then CTC may get deteriorated.



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Leaves & Holidays

We have ONE legal leave in a month which is paid for an On roll employee. Any other leave than one day per month will be unpaid. An employee must inform and should insert the request in ERP system about his/her leave at least before number of days mentioned as in below table.

Number of Leave Days	Number of days, leave have to be inserted and informed to prior
1 day	3-5 days
2 - 3 Days	2 weeks
5 or more days	4 weeks

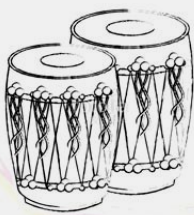
In case the leave is sudden due to some unfavorable circumstances like ill health or family issues, you can inform it to your Manager/HR at earliest. If it is medical leave which extends upto 5 days or more then you have to submit a medical certificate in the company.

We usually have long holidays during the festive time of Janmashtami and Diwali and one day holiday on all the major festivals. It will be declared in prior so you can schedule your plans accordingly. It is advisable to not to plan quite frequently for the leaves before/after during Emipro's paid vacations or Saturdays as it may not get sanctioned.



Tradition in trend!

Dancing, munching and Joy have a directly proportional relationship with each other!



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Resignation & Separation

The company do not have any written bond wherein it will make you sign. Also, we do not withhold your any original documents. We only believe in Bond of trust! So, we expect from our employee that while they decide to leave they inform us well in advance.

If the employee decides to leave before a year of being an on-roll employee then (s)he will not be eligible for any documents like experience letter, relieving letter, No Objection letter etc.

Number of Years in Emipro (Excluded Probation/Training Period)	Notice period to be served
Less than or Equal to One year	30 Days
Greater than one and less than three years	45 to 60 Days (as per company's requirement)
Greater than or equal to three years	75 to 90 Days (as per company's requirement)

It is mandatory for any employee to provide at least a month notice period before separation. If the employee has completed a year then the notice period to be served will be at least 60 to 90 days as per the requirement of the company, only after this notice period, an employee can ask for their exit documents. If the immediate termination is from Emipro end, we will provide 1-month notice or cash in lieu to the employee.



Mobile, Social Media and Personal device Usage

During the first three months of probation/ Official Training Period, the employee has to submit their mobile phones to the HR. Mobile can be taken while lunch break and has to be returned back after the lunch break.

Though company do not follow any strict rules for mobile phone and social media usage during office hours, we expect every employee to use these media as minimum as possible and try to avoid unless and until an emergency. All the employees have to set their phone on Vibration mode during office hours.

Nowadays being constantly online on social media like Whatsapp and Facebook is a trend. Our employees are strictly not allowed to check their personal messages on any kind of social media platforms frequently. These activities will be one of the criteria to evaluate performance management. We may not justify ourselves while your evaluation in this matter. When it comes to social presence, Emipro has an active profile on each social media. It is advisable to remain participative in company's social presence by sharing and liking the updates. It will definitely make a huge difference and motivation for our social media team.

As per the policy, you cannot use your personal device like laptop while in the premises for any official work. It is mandatory to use only office devices like Laptop, Phone, Ipad etc.. during office hours for undertaking official work.



Appraisal & Review

The company may periodically evaluate an employee's performance. The goal of a performance review is to identify areas where an employee excels and areas that need improvement. The company uses performance reviews as a tool to determine pay increases, promotions and/or terminations.

As stated earlier, a thorough evaluation will be done by management and on that basis, an appraisal will take place. Initially, after six months of joining as an employee, your appraisal will be done and then every year after the evaluation process. You will be fairly evaluated on the basis of the following key points,

- ✓ Consistent Performance (Quantity as well as Quality of the work)
- ✓ Grasping power
- ✓ Behavior with other Team Members, colleagues and Seniors
- ✓ The accuracy of submission and reporting of work
- ✓ Punctuality level in daily workplace arrival time
- ✓ Dedication towards work
- ✓ Following each rule positively
- ✓ Carrying the responsibility on your shoulder
- ✓ Taking initiatives and helpful to others
- ✓ Prioritization of work Management
- ✓ Limited usage of personal phone and social media
- ✓ Unnecessary and excessive talks with colleagues
- ✓ Responsive to the top level management
- ✓ Punctuality in work summary/task entries



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- ✓ Performance in critical situation
- ✓ Skills like Analytical, Pro grammatically or in communication
- ✓ Passion towards work

There may be other behavioral points not stated down here but may affect your appraisal and we believe there will not be any invalid questions on the Evaluation which is done by our management team.

lucky Draw

Fortune favors the prepared mind.



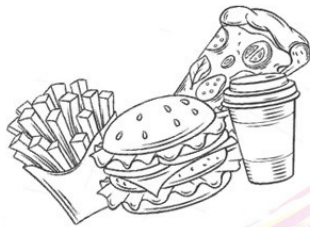
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Bank Account/Payment Mode

Your Salary will be deposited directly into the bank account only and no cheque or cash will be given. For the initial months, you have to give your own personal solely owned bank account number. Later on, a company will open a salary account for you and salary will be deposited in that account only.

One Place

Where we all rejoice in our yummy
Pizza Parties.



Availability During Company Celebration Days

Emipro believes that “Work while work and play while play”. We organize many curricular events throughout the year which we believe makes our bond stronger. The most important day for Emipro is its Establishment day “1 August”, the day which gets more and more enjoyable year by year. So, we expect and want that each and every eminent must be a part of this beautiful celebration and thus we do not allow leave on this day except some extreme critical reason. Also during other events organized by the company is compulsory to be attended by each one of us.



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