

HR Policies & FAQ Document

1.What is the official working schedule?

Employees work 8 hours per day, Sunday to Thursday. Core hours are 9:00 AM to 4:00 PM.

2.How many annual leave days do employees receive?

Full-time employees receive 21 days of paid annual leave per year. New hires earn leave balance monthly.

3.How do I request a vacation?

Submit a request through the HR portal at least 7 days before your leave date. Approval depends on workload and manager confirmation.

4.What public holidays do the company observe?

The company follows the official national holidays announced by the government. HR sends the holiday calendar every January.

5.What is the sick leave policy?

Employees have 15 paid sick days per year. A medical report is required for absences longer than 2 days.

6.What are the penalties for late attendance?

Three late arrivals per month result in a written warning. Repeated patterns may lead to salary deduction according to company policy.

7.What penalties apply for unapproved absences?

An unapproved absence results in a deduction of one working day. More than three unapproved days in a year may result in disciplinary action.

8.How is overtime calculated?

Overtime must be pre-approved by a manager. Weekday overtime is paid at 125%, weekend and holiday overtime at 150%.

9.What is the probation period?

The probation period is 3 months. During this period, either party may terminate employment with shorter notice.

10.Who do I contact for HR support?

You can email hr@company.com or visit the HR office during working hours.:

11.How do I update my personal information?

Employees can update details such as phone number, address, or emergency contacts through the HR portal. Certain changes may require supporting documents.

12.What is the dress code policy?

Employees are expected to follow a business-casual dress code unless otherwise specified for certain departments or events.

13.Are employees eligible for remote work?

Remote work may be allowed based on job role and manager approval. Employees must submit a request at least 48 hours in advance.

14.How does the performance evaluation process work?

Performance reviews are conducted annually. Managers assess goals, competencies, and achievements, followed by an employee–manager meeting.

15.What is the company policy on training and development?

The company offers internal and external training programs. Employees may request training through their manager or during performance reviews.

16.How do I report workplace issues or misconduct?

Employees can report concerns confidentially to HR via the hotline or email. Reports are reviewed under the company's investigation procedures.

17.What benefits does the company provide?

Benefits may include medical insurance, transportation allowance, and social insurance enrollment. Details are provided in the employee handbook.

18.What is the policy on workplace internet and device use?

Company devices and internet must be used primarily for work-related activities. Misuse may result in disciplinary action.

19.How do I handle business travel arrangements?

All business travel must be approved by the direct manager. HR or the admin team coordinates bookings according to travel policy.

20.What is the resignation process?

Employees must submit a written resignation and serve the required notice period. HR will guide the employees through the clearance and handover procedure.