



H A N D B O O K

Your Guide to
Cultivating Professional
Excellence

Disclaimer

This handbook serves as a comprehensive guide to familiarise you with the policies and procedures at Ramailo Tech. It is important to note that this document does not constitute a contractual agreement; rather, it functions as a valuable tool designed to facilitate a smoother journey during your tenure with us.

Periodic updates may occur to ensure the information remains current. For any inquiries, please do not hesitate to contact Human Resources Management or your manager. Your decision to join us signifies your acknowledgment: "I've read it, I understand it, and I am fully committed." Welcome to Ramailo Tech, where together, we aspire to achieve great accomplishments.

Dedicated to all the RMT employees
Thank you for helping us
make such an
incredible place.

Table of Contents

Preface.....	1
How to Use This Book.....	2
Our History and Timeline.....	3
Mission.....	4
Vision.....	4
Company Culture.....	5
Leave Policy.....	7
Training Opportunities.....	8
IT and Security Policies.....	9
Team Outings and Events.....	10
Holidays List.....	11

Preface

In 2022, we kicked off our IT startup with a simple mission: to help other startups grow. Just like any new business, we didn't only want to create awesome products. We also wanted to make a great place to work where everyone can do their best. This handbook has our key principles—a short guide for our team. As our startup grows, we hope these principles connect with each new team member. If you're new here, welcome! While the goals are important, it's really your ideas and skills that will drive us forward in the coming years.

Thanks for being part of our story. Together, let's make waves in the IT world and achieve great things.

How to Use This Book

This section is designed to help you efficiently explore our handbook. Begin with the historical overview, then dive into our Mission and Vision for a deeper understanding of our purpose.

Continue systematically through corporate goals, structure, and work culture. The policies section covers essential details, including work hours, leave policies, and training. Don't miss the engaging side – Team Outings and Events.

Consider this handbook as your compass for unlocking Ramailo Tech's essence. Your engagement is vital for aligning with our values. Start your journey, using this guide to navigate our professional landscape, from our roots to our ambitious Mission and Vision.

Our History and Timeline

Mission

At Ramailo Tech, we're on a mission to help growing startups overcome technical challenges. We're dedicated to crafting solutions tailored to their needs, paving the way for success and ensuring they thrive on their path to excellence.

Vision

Looking forward, we see ourselves as the top choice for startups seeking reliable software development services. Our vision is to be the trusted partner for growing startups, aiding them in reaching their goals with top-quality solutions and unmatched support. With unwavering commitment and cutting-edge expertise, we're set to be a driving force behind the success stories of our partnered startups.

Company Culture

Work Schedule and Remote/Office Work Policy

At Ramailo Tech, our company culture is a testament to flexibility and adaptability in the modern work landscape.

Work Schedule:

- Two holidays per week, on Sundays and Saturdays.
- Minimum requirement: 3 days at the office at your convenience, but you are welcome to come daily if you prefer.

Office Amenities:

- Brunch from 10:30 am to 11:00 am, and lunch from 2:30 pm to 3:00 pm provided by the company.
- Office supplies like copy, pens, tissues, and basic first aid are company-provided.
- Additional peripherals like extra mouse, mouse pads, and monitors are available for in-office use.

Attendance:

- Daily attendance tracking ensures adherence to protocols.
- Reports are generated weekly for higher-ups to monitor attendance and compliance.

Communication and Collaboration Platforms

Central to Ramailo Tech's collaborative culture, our communication platforms facilitate efficient and transparent interaction. With dedicated channels and tools, we ensure seamless information flow, fostering teamwork and enhancing overall productivity in our dynamic work environment.

1. Discord:

- Main communication platform.
- Specific channels for designated topics.

2. Email

- Used for formal requests and official documentation.
- Communication medium for critical matters.

3.. Google Calendar

- Primary tool for scheduling and organising events.
- Shared calendars for team-wide visibility, aiding in efficient time management and coordination.

4. Keka

- Utilised for leave requests.
- Provides payroll details.
- Conveys internal notifications (e.g., completion of probation).
- Information from Keka is communicated through email.

Leave Policy

A. Leave Types:

- Public Holidays
- Paid Holidays

B. Requesting Leave:

I. Notice Period:

- Casual leave: Inform at least 3 days before.
- Urgent leave: Exceptional cases allowed.

II. Leave Request Procedure:

- Submit leave requests through the Keka platform.

C. Approval Process:

I. Managerial Approval:

- Leave requests will be approved by your assigned manager, HR team, or designated personnel.

Training Opportunities

At Ramailo Tech, we are committed to fostering continuous growth and learning for our employees. Our Professional Development program provides diverse training opportunities to enhance your skills and stay abreast of industry advancements

In House sessions:

- Conducted by hired experts, recent sessions include JavaScript and System Design.
- Sessions are 1 hour each, scheduled after office hours for convenience.

External Training:

- You also have the flexibility to explore external platforms like Udemy.
- Company covers the expenses for these external training sessions.

IT and Security Policies

Confidentiality:

- Keep company and client information private and secure.

Security:

Firewall and Antivirus:

- Make sure your computer has strong protection software that is always updated.

Two-Factor Authentication:

- Enable double authentication for an extra layer of security, like a code sent to your phone when working remotely.

Physical Security:

Workstation Security:

- Remember to lock your computer when you're not at your desk.

Team Outings and Events

Frequency:

- Monthly company outings.
- One-night trips every 3-6 months.

Purpose:

- Cultivate informal connections and strengthen bonds among team members.
- Provide a respite from work pressure, offering an opportunity to unwind and enjoy time with coworkers.

Participation:

- Voluntary, but encouraged for fostering collaboration and getting to know colleagues outside of work.

Scheduling:

- Communicated through in-person discussions in the office.
- Detailed information, including date, place, and meeting points, announced on the company's Discord channel.


These outings are not just events; they are experiences crafted to build a vibrant and collaborative team culture at Ramailo Tech.

ies regarding expenses covered by the company

Holidays List

For the official holidays observed at Ramailo Tech, please refer to the holiday list.

 [Holiday List for Nepal](#)

 [Holiday List for India](#)

These links will provide the details of holidays celebrated in Nepal and India. Keep track of these dates to plan your work and personal commitments accordingly.