

## Company Policy Handbook 2025

### 1. Introduction

Welcome to ABC Technologies. This handbook outlines the company policies, employee responsibilities, and operational guidelines.

### 2. Working Hours

Standard working hours are from 9:00 AM to 6:00 PM, Monday through Friday.

Employees are expected to log their attendance in the HR system daily.

Flexible work arrangements may be approved by managers.

### 3. Leave Policy

Employees are entitled to:

- 20 days of paid annual leave
- 10 days of sick leave
- 5 days of casual leave

Leave requests must be submitted through the HR portal at least 3 days in advance.

Emergency leave must be reported directly to the reporting manager.

### 4. Remote Work Policy

Employees may work remotely up to 2 days per week with prior approval.

Remote employees must be available during core hours (11:00 AM – 4:00 PM).

### 5. Code of Conduct

All employees must:

- Maintain professional behavior.
- Respect workplace diversity.
- Protect confidential information.

Violation of the code of conduct may result in disciplinary action.

### 6. IT Security Policy

Employees must:

- Use strong passwords.
- Enable two-factor authentication.
- Avoid sharing login credentials.
- Report suspicious emails to IT security immediately.

### 7. Expense Reimbursement

Business expenses must be submitted within 30 days.

Reimbursement will be processed within 15 working days after approval.

### 8. Refund Policy (For Customer Services Team)

Customers are eligible for refunds under the following conditions:

- Product returned within 30 days of purchase.
- Product is unused and in original packaging.
- Valid proof of purchase is provided.

Refunds are processed within 7–10 business days after product inspection.

### 9. Performance Evaluation

Performance reviews are conducted twice a year.

Employees are evaluated based on:

- Quality of work
- Team collaboration
- Initiative and innovation
- Timely delivery of tasks

### 10. Termination Policy

Employees must provide a 30-day notice period before resignation.

The company may terminate employment under serious misconduct or policy violations.