

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.