➢ HR POLICY DOCUMENT

1. Purpose

This document defines the Human Resources policies and procedures of NovaTech Solutions Pvt. Ltd. The objective is to ensure transparency, fairness, and operational consistency across all employee-related matters.

2. Recruitment & Hiring Process

NovaTech follows a structured recruitment process:

1. Application Screening
2. Technical Assessment
3. Technical Interview
4. HR Interview
5. Final Management Approval

Candidates are evaluated based on technical expertise, cultural alignment, communication skills, and relevant professional experience.

3. Employment Categories

- Full-Time Employees
- Contract-Based Employees
- Interns

Employment terms are defined in individual offer letters and contracts.

4. Leave Policy

Employees are entitled to:

- 18 days of paid annual leave per year
- 10 days of sick leave per year
- Public holidays as per government regulations

Leave requests must be submitted through the internal HR portal and approved by reporting managers.

5. Payroll & Compensation

- Salaries are processed on the last working day of each month.
- Performance bonuses are awarded based on annual evaluation.
- Compensation revisions occur during annual appraisal cycles.

6. Work-from-Home Policy

Employees may work remotely up to three (3) days per week, subject to managerial approval and project requirements.

7. Employee Benefits

NovaTech provides:

- Group health insurance
- Performance-based incentives
- Professional development allowance
- Certification reimbursement program

➢ FINANCE & BILLING POLICY DOCUMENT

1. Purpose

This document outlines the financial policies related to invoicing, billing, payments, and refunds.

2. Payment Terms

- Standard payment terms are Net 30 (30 days from invoice date).
- Custom contracts may define alternate payment schedules.

3. Invoice Generation

- Invoices are generated on the 1st working day of each month.
- Invoices are delivered via email and made available on the client portal.
- Each invoice contains invoice number, service description, billing period, and total payable amount.

4. Late Payment Policy

- A 2% late fee applies after 30 days of non-payment.
- A 5% penalty applies after 60 days of non-payment.
- Continued non-payment may result in service suspension.

5. Accepted Payment Methods

- Bank transfer
- Corporate credit card
- Authorized cheque

6. Refund Policy

Approved refunds are processed within 14 business days from approval date.

➢ **SALES & PRICING DOCUMENT**

1. Overview

NovaTech offers AI-powered enterprise automation solutions tailored to businesses of all sizes.

2. Pricing Plans

Starter Plan

- $5,000 per month
- Suitable for small to medium businesses
- Includes core automation features

Pro Plan

- $15,000 per month
- Advanced analytics and integrations
- Priority technical support

Enterprise Plan

- $50,000 per month
- Dedicated infrastructure
- Custom integrations
- 24/7 premium support

3. Custom Enterprise Solutions

Custom pricing is available based on:

- Project scope
- Integration complexity
- Data processing volume
- Dedicated infrastructure requirements

4. Discount Policy

- Annual contracts qualify for a 10% discount.
- Multi-year contracts may qualify for custom discounts.

➢ **ENGINEERING & TECHNICAL DOCUMENTATION**

1. System Architecture

NovaTech operates on a scalable microservices architecture deployed on cloud infrastructure.

2. Technology Stack

- Backend: Python, FastAPI
- Frontend: ReactJS
- Database: PostgreSQL
- Cloud Infrastructure: AWS
- Containerization: Docker
- CI/CD: GitHub Actions

3. API Framework

The platform provides REST-based APIs secured via token-based authentication.

4. Deployment Process

All deployments follow CI/CD best practices with automated testing and staging validation prior to production release.

➢ **CUSTOMER SUPPORT GUIDE**

1. Support Channels

Customers can reach support via:

- Support email
- Client portal ticket system
- Dedicated enterprise account manager

2. Ticket Priority Levels

- High Priority – Response within 4 hours
- Medium Priority – Response within 24 hours
- Low Priority – Response within 48 hours

3. Login & Account Recovery

Users may reset passwords using the "Forgot Password" option.
Identity verification is required for account recovery requests.

4. Service Escalation

Unresolved issues are escalated to senior technical engineers after initial troubleshooting.