



# Flykite Airlines: Human Resources Policy Handbook

## Introduction

Flykite Airlines is dedicated to cultivating an organizational culture that synergizes operational excellence with a supportive, equitable, and legally compliant workplace environment across all departments and employee levels. This document establishes an exhaustive framework comprising all human resource policies currently in effect. All provisions are subject to amendment, interpretation, or rescindment at the sole discretion of the Human Resources and Legal departments. In the event of ambiguities or conflicting interpretations, the official determinations by these departments shall prevail and govern subsequent actions.

## 1. Employment Policies

### Probationary Employment Policy – Flykite Airlines

#### 1. Duration of Initial Probation

- All new employees are placed on a probationary period of **90 calendar days** from their official start date.
- For technical, safety-critical, or senior management roles, probation is **120 calendar days**.
- Any probation may be **extended only once**, for a **maximum of 90 additional days**, provided that a **Performance Improvement Plan (PIP)** is approved by the HR Director.

#### 2. Criteria for Probation Extension



- Extensions are granted **only if**:
  - a. The employee has achieved **at least 60%** of their probationary objectives.
  - b. A **written PIP with measurable targets** is issued **within 5 working days** of the original probation end date.
  - c. The Department Head and HR Manager both sign off on the extension request.
- Employees will be notified of extensions **in writing** at least **7 calendar days** before the probation end date.

### 3. Impact on Benefits, Seniority, and Contract

- While on probation (including any extension), employees are **not eligible** for:
  - Annual leave encashment
  - Internal role transfers
  - Performance bonuses
- Seniority accrual starts **only after** successful probation completion.
- If an employee has **two or more** extensions in different roles (due to internal transfers), HR will assess **contract renewal eligibility** based on performance history – no automatic carry-over is granted.

### 4. Performance Review Process

- Mid-probation review: Conducted **at 45 days** for 90-day probations, or **at 60 days** for 120-day probations.
- Final probation review: Conducted **within the last 10 working days** of the probation period.



- Review includes **KPI scorecard**, peer feedback, and compliance checks against **company safety and conduct rules**.

## 5. Confirmation or Termination Process

- **Confirmation:** Requires written recommendation from the direct supervisor and HR validation within **5 working days** of the final review.
- **Termination during probation:**
  - **Step 1:** Verbal warning (documented) within **24 hours** of the observed issue.
  - **Step 2:** Written warning with a minimum **7 calendar days** for improvement.
  - **Step 3:** Final written notice with **immediate termination** or a final **15-day remediation window** (if the issue is performance-related).

## 6. Exit Procedure & Timeline

- Company property (ID badge, uniforms, devices) must be returned **on or before** the last working day.
- Clearance forms must be signed by Finance, IT, and Admin within **3 working days** post-termination.
- Final salary settlement is processed within **7 working days** of clearance completion.
- **Exit interview:** Mandatory and to be scheduled **no later than 5 working days** after last working day. Failure to attend delays issuance of relieving letter.



## 2. Equal Opportunity and Non-Discrimination

### **Anti-Discrimination & Harassment Policy – Flykite Airlines**

#### **1. Zero-Tolerance Commitment**

- Flykite Airlines strictly prohibits discrimination, harassment, or unfair treatment based on **race, ethnicity, gender, sexual orientation, marital status, religion, age (18+), disability**, or any other legally protected category under **Section 12 of the Workplace Equality Act, 2015**.
- All employees, including contractors and interns, are covered by this policy from **Day 1 of employment**.

#### **2. Bona Fide Occupational Qualifications (BFOQ) & Exceptions**

- Exceptions to this policy (e.g., gender-specific roles for safety, cultural authenticity, or privacy) are allowed **only** under:
  1. Written legal justification prepared by the **HR Compliance Unit**.
  2. Approval by **two executive board members** and the **Chief Legal Officer**.
  3. Documentation of the necessity being reviewed **every 12 months**.
- Any such exception must be recorded in the **BFOQ Register**, available for **external audit every 18 months**.

#### **3. Reporting Suspected Violations**

- Employees must report incidents **within 15 calendar days** of occurrence or discovery.



- Accepted reporting channels:
  1. Confidential HR Helpline: **+91-8000-456-789** (available Mon-Sat, 9 AM-8 PM IST).
  2. Secure Email Portal: **hr.ethics@flykiteair.com**.
  3. Anonymous drop-boxes in crew lounges and staff cafeterias.
- Reports must include **date, location, persons involved, and a brief incident description**.

#### **4. Protection Against Retaliation**

- Retaliation (e.g., demotion, shift change, exclusion from training) against a reporting employee is **grounds for immediate disciplinary action**.
- Allegations of retaliation must be reported **within 7 calendar days** of occurrence, even if the original harassment/discrimination case is still under review.

#### **5. Investigation & Resolution Timelines**

- HR must initiate a preliminary review **within 3 working days** of receiving a report.
- Formal investigation begins **within 7 working days** and must conclude **within 30 calendar days** unless extended by **written executive approval** (max extension: 15 days).
- Both complainant and accused must receive:
  1. Written acknowledgment of the complaint **within 48 hours**.
  2. Outcome summary and next steps **within 5 working days** of conclusion.



## 6. Disciplinary Actions for Violations

- Possible outcomes for confirmed violations:
  1. Written warning (retained in personnel file for **24 months**).
  2. Mandatory sensitivity and workplace conduct training (min. **12 hours**).
  3. Suspension without pay (**3-14 working days** depending on severity).
  4. Immediate termination for severe breaches.

## 3. Special Leave Policy – Flykite Airlines

### 1. Covered Situations

Special leave is granted for the following:

- Bereavement: Immediate family (parent, spouse, child, sibling, grandparent) or in-law.
- Jury duty or official legal summons.
- Emergency family care due to critical illness or accident.
- Natural disasters affecting the employee's primary residence.
- Other exceptional circumstances approved by HR and the Department Head.

### 2. Entitlement & Duration Limits

- **Bereavement:** Up to **5 consecutive working days** per incident.



- **Jury duty / legal summons:** For the full duration specified in the official court document.
- **Emergency family care:** Up to **3 working days per calendar year**.
- **Natural disasters:** Maximum **7 consecutive calendar days** per incident.
- Additional days require **conversion from annual leave** or unpaid leave.

### **3. Documentation Requirements**

Special leave is approved **only** upon submission of:

- Death certificate, funeral notice, or obituary (bereavement).
- Official court summons or jury duty letter (legal obligations).
- Medical certificate from a registered practitioner (emergency care).
- Government-issued disaster report or evacuation notice (natural disasters).
- All documents must be submitted **within 5 working days** of returning to duty.

### **4. Impact of Operational Demands**

- During peak flight operations (e.g., **December 15-January 5 and April 1-10**), leave may be:
  - Granted in partial days.
  - Staggered across shifts.
  - Declined if the employee's function is deemed critical for operations.
- Approval is subject to review of **prior leave consumption** in the last **90 days**.



## 5. Additional Conditions for Employees on Probation

- Special leave requests during probation are limited to:
  - **Maximum 2 consecutive working days** for bereavement or emergency family care.
  - Full jury duty leave is allowed if legally mandated, but probation period is **automatically extended by the same duration**.
- Approval requires **both** Supervisor and HR Manager sign-off.

## 6. Restrictions for Employees Under Harassment/Discrimination Investigation

- While under active investigation:
  - Non-mandatory special leave (e.g., non-critical family care, discretionary events) is **suspended** until investigation concludes.
  - Bereavement and jury duty exceptions still apply, but **employee must provide live contact details** during leave for investigation-related communication.
  - Any leave exceeding **3 days** must be approved directly by the **Chief HR Officer**.

## 7. Notification Process

- Employees must inform their direct supervisor **at least 48 hours before** planned leave, except for emergencies.
- For sudden emergencies:
  - Verbal notification within **6 hours** of incident.



- Written/email notification within **24 hours**.
- Non-compliance may trigger consequences under the **Attendance & Disciplinary Policy**, including loss of pay for the leave period.

## 4. Leave Accrual, Carry-Over, and Forfeiture

### 1. Accrual Rate

- **Full-time employees:** 1.75 days of annual leave per completed month of service.
- **Part-time employees:** Accrue on a prorated basis (e.g., 0.875 days/month for 50% schedule).
- **Contract staff:** 1 day/month unless otherwise stated in contract.

### 2. Carry-Over Limits

- Max carry-over: **12 days** at fiscal year-end (March 31).
- Unionized employees: Max **15 days** per union agreement.
- Any balance above this is forfeited unless a **Leave Extension Request** is filed at least **30 days before fiscal year-end**.

### 3. Special Exceptions

- Extensions granted only for **medical reasons** (certified by a doctor) or **operational necessity** (certified by Dept. Head).

### 4. Operational Planning



- Leave requests must be approved at least **14 days in advance**.
- Peak operational blackout periods (Dec 15-Jan 5, Apr 1-Apr 10) require **GM approval**.

## 5. Allowable Expenses and Reimbursement Procedures

### 1. Eligibility

- Expenses must be **directly work-related** and supported by **itemized receipts**.
- Per diem limits: ₹1,200/day domestic, ₹4,000/day international.

### 2. Exclusions

- Alcohol, entertainment unrelated to work, and non-economy travel (unless pre-approved) are not reimbursable.

### 3. Submission Deadlines

- Claims must be filed **within 15 calendar days** of incurring expense.

### 4. Appeals

- Appeal must be submitted within **7 working days** of claim denial with supporting documents.
- Expense Review Board decision is final.

## 6. Customer Data Protection and Privacy



## 1. Compliance

- Follow GDPR, CCPA, and India PDP Bill 2023.
- All customer data stored only on **company-approved encrypted systems**.

## 2. Incident Reporting

- Breach must be reported to IT Security **within 24 hours** of discovery.

## 3. Discipline

- First offense: Retraining within **10 days**.
- Second offense: Suspension (3-7 days).
- Third offense: Termination and legal action.

# 7. Attendance and Absence Management

## 1. Core Hours: 9:30 AM - 6:00 PM IST.

## 2. Notification

- Planned absence: Email supervisor **at least 1 day before**.
- Emergency absence: Call within **1 hour** of shift start.

## 3. Consequences

- 3 unreported absences in 60 days → Written warning.
- 5 unreported absences in 90 days → Termination review.



## 8. Payroll and Termination Procedures

1. **Exit Checklist** must be completed **within 5 working days** of last working day.
2. **Final Settlement** processed within **7 working days** after clearance.
3. **Delays** due to missing equipment or unpaid advances result in deduction from dues.

## 9. Performance-Related Employment Extensions

1. **Extension Limit:** Max 3 months beyond original probation.
2. **PIP Requirements:** At least 3 measurable goals reviewed every **30 days**.
3. **Failure to Improve:** Termination or reassignment within 10 working days of review end.

## 10. Compensation and Benefits

1. **Salary Review Cycle:** April annually.
2. **Mid-Year Adjustments:** Only on written approval from CEO & CFO.
3. **Benefits Eligibility**
  - Health insurance starts after **30 days** service (full-time).
  - Retirement plan enrollment: Within **60 days** of confirmation.
4. **Termination Impact:** Benefits end on last working day unless law mandates otherwise.



## 11. Workplace Safety and Health

1. **Hazard Reporting:** Within **4 hours** of incident discovery.
2. **Safety Drills:** Quarterly participation mandatory.
3. **Non-Compliance:** Written warning after first offense; suspension after second.

## 12. Training and Development

1. **Mandatory Training:** Completion within **60 days** of assignment.
2. **Non-Completion Impact:** Delays in confirmation, promotion, or role change.
3. **Supervisor Role:** Must recommend at least 1 training/year for each team member.

## 13. Code of Conduct

1. **Social Media:** No posting of company information without PR approval.
2. **Conflict of Interest:** Declare within **5 working days** of discovery.
3. **Misconduct Reporting:** Use anonymous hotline; case updates within **10 working days**.

## 14. Grievance and Disciplinary Procedures

1. **Step 1:** Informal discussion → 3 working days for resolution.



2. **Step 2:** Formal complaint → Response within 7 working days.
3. **Step 3:** External mediation/arbitration within 30 days if unresolved.
4. **Discipline:** Verbal → Written → Final → Termination.