

## Document 1: Operations Manual

Title: Standard Operating Procedures Manual

Department: Operations

Effective Date: January 1, 2024

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### 1. Facility Management

Office Access:

Office hours: 7:00 AM to 10:00 PM

After-hours access: Register with security 24 hours in advance

Visitors: Must be escorted at all times

Vendor access: Limited to delivery/pantry areas

Meeting Room Booking:

System: Outlook Calendar or Confluence booking portal

Large conference rooms (>10 pax): Book max 4 hours

Small rooms: Book max 2 hours

Cancellation: Required if not used (30 minutes grace)

Equipment: Request via ops@company.com 2 hours in advance

Pantry Management:

Stock replenishment: 9 AM, 12 PM, 3 PM daily

Report issues: Scan QR code in pantry

Special requests: Submit by 4 PM previous day

Birthday celebrations: Kitchenette available with advance booking

## 2. Asset Management

Laptop and Equipment Issue:

New joinees: Raised automatically by HR

Existing employees: Submit ticket with business justification

Replacement cycle: 3 years for laptops, 4 years for desktops

Damage assessment: Within 48 hours of reporting

Mobile Phone Policy:

Eligibility: Managers and above, sales team, on-call engineers

Handset: OnePlus/Samsung mid-range or equivalent

Plan: ₦799 per month (unlimited calls, 2GB daily data)

Personal usage allowed within fair usage policy

Stationery Procurement:

Monthly quota per employee: ₦500

Order via procurement portal

Delivery: Next business day

Special requirements: Manager approval needed

### 3. Travel and Expense Management

Travel Approval Matrix:

Domestic travel (up to ₦15,000): Manager approval

Domestic travel (₦15,001-₦50,000): Department head approval

International travel: VP approval + finance approval

Last-minute travel (<24 hours): Director level approval

Booking Channels:

Flights: Via company travel portal (MakeMyTrip for Business)

Hotels: Preferred hotels list on intranet

Local transport: Uber for Business/Ola Corporate

Expense Reimbursement:

Submission: Within 15 days of expense

Receipts: Mandatory for all expenses > ₹500

Approval flow: Self → Manager → Finance

Payment: Next payroll cycle if submitted by 25th of month

Per Diem Rates:

Tier 1 cities (Mumbai, Delhi): ₹5,000 per day

Tier 2 cities: ₹3,500 per day

International: As per company policy document

#### 4. Vendor Management

New Vendor Onboarding:

Submit vendor evaluation form

Background check by procurement team

Legal agreement signing

Payment terms: Net 45 days

Monthly Review:

Service level agreement tracking

Quality metrics review

Invoice reconciliation

Performance scorecard

Emergency Vendor Contact:

Electricity backup: Mr. Sharma - 98765-43210

AC maintenance: CoolAir Services - 1800-123-456

Internet: Airtel NOC - 1800-345-678

Security: Securitas - 0124-4567890

## 5. Safety and Emergency Procedures

Fire Safety:

Assembly point: Ground floor parking lot A

Wardens: List displayed on each floor

Drills: Quarterly (schedule on intranet)

Fire extinguisher locations: Near staircases, pantries

Medical Emergency:

First aid: Available on each floor (pantry area)

Ambulance: Dial 102 or company security (ext. 2222)

Tie-up hospitals: Fortis (5km), Max (3km)

Emergency contact update: Mandatory in HRMS

Business Continuity Plan:

Work-from-home protocol activated by ops head

Critical systems: Redundant infrastructure

Communication: Slack #emergency-alerts channel

Recovery time objective: 4 hours for critical systems