

# **CSU\_GLB Human Resources Policy Manual**

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**Document Title : Comprehensive HR FAQs and Policies**

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## **Section 1: General HR Policies FAQs**

### **Q1: What is the company's HR philosophy?**

Ans : CSU\_GLB is committed to fostering a fair, inclusive, and high-performing workplace where employees are valued as the organization's greatest asset. Policies ensure ethical practices, transparency, and opportunities for growth.

### **Q2: How does CSU\_GLB ensure fairness and transparency?**

Ans : Fairness is maintained through standardized procedures for recruitment, performance evaluation, promotions, and compensation. Transparency is ensured via documented policies, open communication, and audit mechanisms.

### **Q3: How can I report a workplace concern?**

Ans : Employees may report concerns through the HR Helpdesk, direct manager, or anonymously via the whistleblower system. All reports are investigated promptly while maintaining confidentiality.

## **Section 2: Recruitment and Onboarding FAQs**

### **Q1: What is the standard recruitment process?**

Ans : Job posting, application screening, interviews, assessments (if applicable), and final HR approval.

### **Q2: How long does it take from application to offer?**

Ans : Typically, 4–8 weeks depending on role and candidate availability.

### **Q3: Is there an employee referral program?**

Ans : Yes. Employees can refer candidates through the referral portal and may receive a referral bonus if the candidate is hired.

## Section 3: Probation and Performance FAQs

### **Q1: How long is the probation period?**

Ans : Standard probation period is 90 days, with periodic performance evaluations.

### **Q2: What are the success criteria?**

Ans : Job performance, alignment with company values, teamwork, and contribution to organizational objectives.

### **Q3: Can probation be extended?**

Ans : Yes. Probation may be extended if additional evaluation is needed, subject to HR approval.

### **Q4: How are performance ratings decided?**

Ans : Ratings are determined via structured performance reviews, manager feedback, KPI assessments, and adherence to competencies.

## Section 4: Attendance and Leave FAQs

### **Q1: What are the core working hours?**

Ans : Standard hours: 9:00 AM to 5:00 PM, Monday–Friday. Flexibility may be granted per department needs.

### **Q2: How do I apply for leave?**

Ans : Submit leave requests via HR portal; requires manager approval.

### **Q3: How is annual leave calculated?**

Ans : Accrues monthly based on tenure; standard entitlement: 20 days per year.

### **Q4: What is the sick leave policy?**

Ans : 10 paid sick days per year; medical documentation may be required for extended absences.

### **Q5: How do I apply for remote or flexible work?**

Ans : Requests submitted to HR and approved by department manager.

## Section 5: Benefits & Payroll FAQs

### **Q1: What health plans are available?**

Ans : Multiple medical plan options (HMO, PPO); dental and vision plans also offered.

**Q2: How do I enroll in benefits?**

Ans : New hires enroll within 30 days via benefits portal; open enrollment occurs annually.

**Q3: What retirement plans are offered?**

Ans : 401(k) plan with company match; no company pension plan currently offered.

**Q4: Are stock options or ESPP available?**

Ans : Eligible roles may receive stock options; ESPP allows discounted employee stock purchases.

**Q5: Is tuition assistance available?**

Ans : Reimbursement up to \$5,000/year for approved courses and certifications.

**Q6: What wellness and commuter benefits are offered?**

Ans : Wellness program includes EAP, gym subsidy, and pre-tax commuter benefits.

**Q7: How is payroll processed?**

Ans : Bi-weekly via direct deposit; payroll schedule available on HR portal.

**Q8: How are bonuses determined?**

Ans : Discretionary annual bonuses based on company performance and individual objectives.

**Q9: When are tax forms issued?**

Ans : W-2 and 1099 forms issued by January 31 each year.

**Q10: How is expense reimbursement handled?**

Ans : Pre-approved expenses submitted with receipts; reimbursed via payroll.

## **Section 6: Leave, Holidays & Special Policies**

**Q1: Which company holidays are observed?**

Ans : 10 paid holidays annually; calendar posted on HR portal.

**Q2: What parental leave benefits exist?**

Ans : Primary caregiver: up to 16 weeks; secondary caregiver: up to 6 weeks, coordinated with FMLA.

**Q3: Are there birthday or bereavement leaves?**

Ans : One half-day birthday leave; up to five days bereavement leave for immediate family.

**Q4: How does COBRA work?**

Ans : Eligible employees and dependents may continue benefits upon qualifying events; notices provided by Benefits Admin.

**Q5: What protections does FMLA provide?**

Ans : Eligible employees get up to 12 weeks unpaid, job-protected leave for qualifying family/medical reasons.

**Q6: How does the company comply with ADA?**

Ans : Reasonable accommodations for qualified individuals with disabilities; coordinated by HR.

## **Section 7: Career, Performance & Exit FAQs**

**Q1: How are job postings and internal transfers managed?**

Ans : All openings posted internally and externally; internal candidates apply via portal with manager notification.

**Q2: How often are performance reviews conducted?**

Ans : Formal reviews annually; mid-year check-ins also conducted.

**Q3: What is the promotion process?**

Ans : Based on performance, readiness, and role availability; compensation adjusted per HR review.

**Q4: What is the resignation and termination process?**

Ans : Professional roles provide two weeks notice; managerial roles may require 30–90 days. Exit includes interview, property return, benefits closure, and final payroll reconciliation.

**Q5: How are harassment or code of conduct violations handled?**

Ans : Zero-tolerance policy; complaints investigated promptly; may result in disciplinary action up to termination.

**Q6: What diversity and inclusion programs exist?**

Ans : DEI initiatives, affinity groups, training, and recruitment programs support a diverse and inclusive workplace.

## **Section 8: Training, Compliance & Miscellaneous FAQs**

### **Q1: Are training and professional development programs available?**

Ans : Employees receive mandatory and optional training; eligible employees may use learning budget up to \$1,200/year.

### **Q2: What is the remote work policy?**

Ans : Permitted for eligible roles with manager approval; must **comply** with remote work guidelines.

### **Q3: What is the emergency closure policy?**

Ans : CEO or designee may declare closure; essential personnel notified; time-off or pay adjustments communicated.

### **Q4: How is workers' compensation handled?**

Ans : Report injuries immediately to manager/HR; claims processed per state law with medical benefits provided.

### **Q5: How are payroll deductions handled?**

Ans : Includes statutory taxes, benefit premiums, and authorized voluntary deductions; Payroll team can clarify specifics.