

CSU_GLB Human Resources Policy Manual

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

Effective Date: **November 2, 2025**

Version: 1.0

Contents

Section 1: General HR Policies FAQs.....	2
Section 2: Recruitment and Onboarding FAQs	2
Section 3: Probation and Performance FAQs	3
Section 4: Attendance and Leave FAQs.....	3
Section 5: Benefits & Payroll FAQs	3
Section 6: Leave, Holidays & Special Policies	4
Section 7: Career, Performance & Exit FAQs	5
Section 8: Training, Compliance & Miscellaneous FAQs	6

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.