



EMPLOYEE HANDBOOK

**a help book in knowing what to do
& how to do in a right way**

Version 2.0

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Special addition:

Key takeaways for important sections”

1 WELCOME TO VOPRO

We believe you will find a pleasant and exciting environment full of growth-oriented opportunities in VoPro Solutions Pvt. Ltd. We're committed to provide quality Business management and Outsourcing solutions to our clients.

SCOPE & PURPOSE

This manual was created to provide you with in-depth overview of some of the work procedures, workplace culture, and policies that VoPro Solutions Pvt. Ltd. adheres to.

Another key goal of its creation is to answer the most often asked questions by the employees about company policies and how they are implemented. VoPro wants every employee to go through the whole Employee Handbook thoroughly to make sure they are having a clear understanding of how our business processes or procedures are conducted and the various consequences if not followed.

ABOUT EMPLOYEE HANDBOOK

(i) This document shall be called VoPro Solutions Pvt. Ltd. 'Employee Handbook' or EHB and the policies given in this handbook shall apply to all the employees.

(ii) Senior Management Team (SMT) consists of the Managing Director (MD) and the Commercial Director (CD). Any reference to SMT in this handbook implies shared decision-making authority between these two roles.

(iii) The company reserves the right to amend (add, delete or modify) the EHB from time to time and such amendment shall be binding on all the employees from its effective date.

(iv) All the employees are requested to read the whole document carefully & acknowledge the receipt of the EHB page no. 41 by signing it and handing it over to the Strategic Planning Executive for record purpose.

There are two more Acknowledgement receipts for the employees on Page no, 42 & 43 respectively who are allotted with company's mobile phone & walkie talkie. Please sign the form, if applicable, and hand it to the Strategic Planning Executive for record purpose.

(v) This handbook is **modified in April 2025.**

2 TIMELINE OF VOPRO'S GROWTH

From a modest start in Jalandhar to opening branch offices in Bangalore and now in Dubai, VoPro continues to deliver excellence in outsourced business solutions. Our commitment to innovation, reliability, and client success drives us forward every day.

With over a decade of service excellence, VoPro has become a name trusted by leading international clients. Our client-first approach and agile execution keep us ahead in a competitive world.

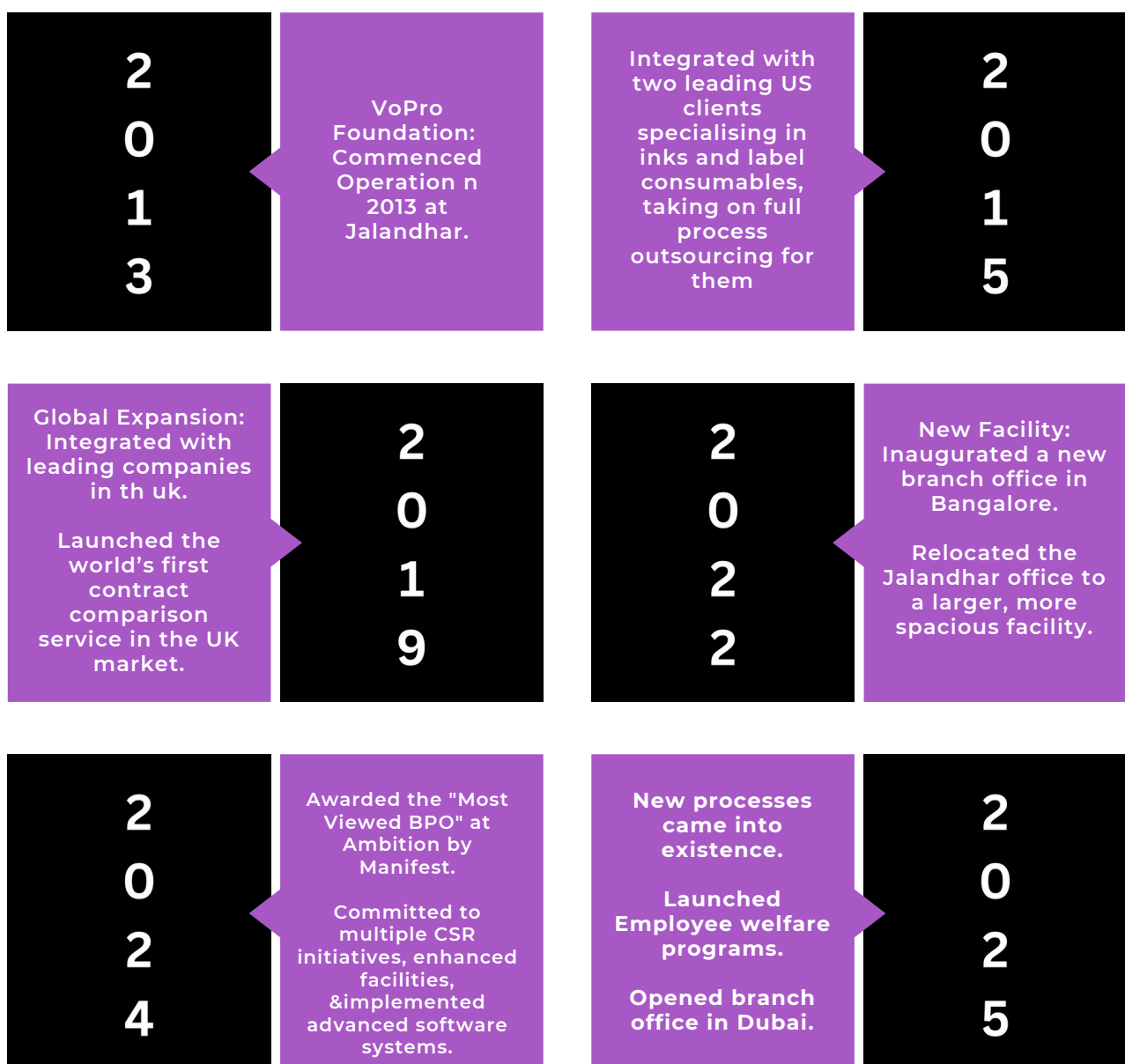


Fig.1

3 HIRING

VoPro Solutions Pvt. Ltd. is committed to hiring the most qualified candidates who align with company values, contribute to its mission, and drive the business forward. This hiring process outlines the fair and transparent process through which the company recruits, selects, and onboards new employees.

The company is dedicated to promoting equality, diversity, and inclusion throughout our hiring process. The company has its hiring policy in place, which applies to all hiring activities conducted within the company, including the recruitment of full-time, work-from-home, part-time, contract employees, and apprentices.

This hiring and recruitment policy complies with all necessary and relevant employment laws and regulations. Regular reviews and updates ensure alignment with evolving organisational needs and best practices in recruitment and selection.

YOUR DAY 1 @ VOPRO

Congratulations!!! It's your first day in the office.

You have successfully completed the interview process and you have:

- accepted the Offer Letter.
- signed the Appointment Letter.
- attended the Employee Induction and successful onboarding.
- completed all the joining formalities and are now set to learn our working culture via our customised training module.
- been assigned a work-buddy as well.

We assure you that you will receive full support from us to make your professional journey full of learning and growth.

EMPLOYMENT & PLACEMENT

1

BUDDY-UP SYSTEM

Starting a new job can feel overwhelming, but we make it easier and more exciting with our **Buddy-Up System!**

From day one, you'll be paired with an experienced colleague—who will help you settle in seamlessly. He'll help you understand your role, navigate the company culture, and ensure you feel confident as you begin your journey with us. Think of them as your first friend at VoPro, making sure you hit the ground running!

Our Buddy Program includes regular check-ins. Through three structured feedback forms, both you & your mentor will share insights on your progress, challenges, and wins.

2

PROBATION

All newly joined employees will undergo a six-month probation period, allowing the Management to assess skills & address any concerns. Based on performance evaluations, VoPro reserves the right to extend the probation period if needed.

During these 6 months, SMT may terminate employment with just one (1) week's notice. Likewise, employees can resign during probation by serving a minimum notice period of four (4) weeks. Employees on probation may take unpaid casual or sick leave with prior approval from their Reporting Manager. However, leave requests may be rejected due to business needs.

For certain projects, employees may be hired as apprentices for six months or longer, based on Senior Management's discretion.

3

CONFIRMATION

Upon successfully completing the probation period, an employee's status will be 'confirmed' based on performance reviews from Reporting Managers or Senior Management Team. A Confirmation Letter will be issued if performance is satisfactory.

If performance is unsatisfactory, the employee will receive an email notifying a Probation Extension or Termination.

4 WORK ESSENTIALS

Working Hours






Each process at VoPro Solutions Pvt. Ltd. follows its own designated start time, as outlined in employees' appointment letters.

- **Operating Hours:**

- Winters: 12:00 PM – 10:30 PM
- Summers: 11:00 AM – 9:30 PM

Shift timings are specified at the time of employment and may vary based on process needs. Employees are expected to work up to 48 hours per week, in line with VoPro's operational requirements.

Quick Summary

-  Working Hours: Process-based
-  Weekly offs (may rotate)
-  Must clock-in via HRMS
-  Lateness leads to deductions
-  Submit HRMS regularisation if late

- **Weekly Offs:**

- Saturday & Sunday are designated as weekly offs but may vary based on process demands.
- Weekly offs can be assigned on a rotational basis if required.
- Employees may be required to work on weekends as per business needs.

Operational Saturday Policy

As per VoPro's Operational Saturday Policy, every process must operate for a minimum of six (6) Saturdays annually if required by the client. These mandatory working Saturdays may also be utilised for training sessions and skill development programs.

Additionally, HRMS login & adherence to the company dress code is mandatory on these working Saturdays. Employees will be informed in advance regarding their scheduled working Saturdays.

Attendance, Lateness & Absenteeism

At VoPro, punctuality is key to ensuring smooth operations. Every employee is expected to adhere to their designated work hours and maintain discipline in attendance.

Attendance Rules:

- ✓ Daily attendance is recorded via Biometric and/or the HRMS at least 5 minutes before the shift starts.
- ✓ Don't forget to clock-out when leaving at the end of your working hours.
- ✓ Missed punches (either at arrival or departure) will be counted as lateness or absence unless reported immediately (within 24 hours) to the IT department via HRMS regularisation request.
- ✓ Failure to report missed punches may result in salary deductions.

Lateness Policy:

- Lateness is determined by recorded attendance time.
- If you arrive late, the deduction will be directly proportionate to the delay (refer to the example on the next page).
- Employees will receive an email for each instance of lateness, along with guidance to improve punctuality.

Repeated Lateness & Consequences:

Frequent lateness may lead to:

- Initiation of a 3 month Performance Improvement Plan (PIP).
- A permanent warning letter for indiscipline for Company Internal records.
- Further strict actions if the issue persists even Termination.

 **Reminder: Your official clock-in time is 5 minutes before your shift begins!**

Important Rule:

- ✓ Lateness deductions apply for up to 3 hours only.
- ✓ If an employee is late beyond 3 hours, it will be considered an unpaid half-day leave, regardless of the reason provided.

No Exceptions – Except for Extreme Situations:

Lateness will not be excused for any personal reasons. However, exceptions apply in cases of widespread disruptions such as:

- ✓ Heavy rains
- ✓ Dense fog
- ✓ Punjab bandh calls
- ✓ Any officially declared emergencies

Important Reminder: Attendance Regularisation Requirement on HRMS:

Whenever you arrive late to the office—regardless of the reason or whether it was informed in advance—you're required to submit a correct regularisation request on HRMS immediately or within same day's working hours.

Please ensure that your request clearly mentions the reason for the delay. This step is essential for maintaining accurate attendance records, maintaining record of lateness and ensuring transparency.

Kindly note that the approval or disapproval of the regularisation request will be based on the nature of the situation and will be evaluated by the Senior Management Team in exceptional or emergency cases only.

The employee can put the regularisation request on the Keka immediately after returning to the office if missed a certain time shift in a working day. The acceptance/rejection of the request will be decided by the IT and then Senior Management Team.

Example Calculation for Employee X:

Employee X Salary: ₹20,000 per month

Total Working Days: 30 days

Per Day Wages: $\text{₹}20,000 \div 30 = \text{₹}666.66$ per day

Daily Shift Duration: 9 hours = 540 minutes per day

Per Minute Wage: $\text{₹}666.66 \div 540 = \text{₹}1.23$ per minute

Scenario: Employee 'X' arrives 23 Minutes Late

Deduction Calculation:

23 minutes × ₹1.23 per minute = ₹28.29

Final Salary Deduction for the Day: ₹28.29

STATUTORY HOLIDAYS (process-dependent)

At VoPro, confirmed employees are entitled to **7 Casual Leaves (CL) and 7 Sick Leaves (SL) annually**. Additional leave benefits, including Maternity Leave, Paternity Leave, and 3 Bereavement Leave, are available exclusively for confirmed employees.

Public Holidays & Work Requirements

VoPro operates multiple processes with distinct holiday schedules. To ensure clarity and accessibility, the official list of process-specific holidays will be:

- ✓ Shared via email at the beginning of each calendar year.
- ✓ Available on the HRMS portal for easy reference.



The SMT reserves the right to close the office between Christmas and New Year's to enable employees (process-based) to spend time with their families. This will be reviewed annually and will depend on operational requirements.

5 LEAVE POLICY

Leave is a provision that allows employees to take time off from work for valid reasons, subject to prior approval. It may be granted for casual purposes, planned activities, medical reasons, or exceptional circumstances.

Quick Summary

- Confirmed employees are eligible for 7 CL & 7 SL annually.
- CL requests—at least 5 days in advance.
- Unapproved absences = LWP & may lead to disciplinary action.
- Emergency leave - allowed for unforeseen situations & reported immediately.

VoPro's leave policies are categorised under different types, governed by a set of predefined rules. At the discretion of Senior Management Team, employees may also be permitted to work from home for specific periods based on operational needs.

Key Guidelines

• **Leave Approval & Record Maintenance**

- Employee leave records are maintained by the Senior Accounts Executive via HRMS.
- Reporting Manager/ SMT is the sole authority to approve or reject leave requests.
- SMT reserves the right to deny or revoke leave if business needs require.

• **General Leave Rules**

- Leave entitlement follows a calendar year (January 1st – December 31st).
- Casual Leave requests must be submitted at least 5 days in advance or as early as possible.
- Emergency leave is permitted only for unforeseen or critical situations, and the employee must inform the SMT immediately.
- Unapproved absences will be considered Leave Without Pay (LWP).
- Employees on leave are strictly prohibited from taking up any external employment during their leave period. Violation may result in disciplinary action.

• **Unauthorised Absence & Consequences**

- Absence without approved leave will result in a salary deduction for the period of absence.
- If an employee remains absent for three consecutive days without approval or notification, it will be treated as voluntary abandonment of employment, leading to automatic termination from the date of absence.

Please Note: The definition of emergency would be considered as something which can not be foreseen or something critical in nature.

LEAVE TYPES

(I) CASUAL LEAVE

- All confirmed VoPro employees will be eligible for a total of 7 days of CL during a calendar year.
- A new employee joining the office will be entitled to take CL on a pro-rata basis (based on their joining date) after clearing probation.
- For the grant of CL, the employee must apply five days in advance or as early as possible on company HRMS to get the leave sanctioned from the Senior Management Team, failing which he/she will be marked absent. The salary will be deducted for the Absent days.
- The SMT/Reporting Manager will respond to employee leave requests within 2 working days from request received & have the right to approve/disapprove the leaves as per VoPro operational needs. SMT may ask for supporting documents from the employee, if needed.

- CL cannot be combined with any other type of Leave.

- Un-availed CLs can neither be encashed at the end of the year nor carried forward to the next year.

- CL can be availed for half day also.

- An employee can avail

maximum of 2 CLs in a month. However, if any situation arises, where the employee needs more than 2 CLs in a month, he/she must discuss the matter with the SMT beforehand before taking leaves. (e.g. Marriage of an employee, marriage of a family member or any other emergency) and wait for the decision.

7 annual Casual Leaves will be split into two equal parts:

- **3.5 CLs from January to June**
- **3.5 CLs from July to December**

Unavailed leaves from 1st semester will be carry forwarded to the next semester automatically during a calendar year.

Quick Summary

- Max 2 CLs/month, unless approved.
- SL: 7 days/year. Requires a medical certificate if taken for more than 1.5 days. RTW applies after extended leave.
- Maternity Leave: Up to 12 weeks (conditions apply)
- Paternity Leave: 5 working days (conditions apply)
- Bereavement Leave: 3 paid days for loss of an immediate family member.

(II) SICK LEAVE

- All confirmed employees will be eligible for **7 days of SL** per Calendar year.

- A new employee joining the office who are under probation period or Apprenticeship are not entitled to take paid SL. Also will be covered under government's ESIC scheme as per their policy.
- SL can be taken through the information over the phone, but the employee shall, at the earliest, inform the Reporting Manager/SMT before the start of work timings for the smooth running of the department functions.
- An employee who avails SL for more than 1.5 day(s) will be required to produce a medical certificate from a registered medical practitioner. SMT reserves the right to refer an employee to any doctor to ascertain the genuineness of the sickness.
- All VoPro employees, taking more than 1.5 SLs will go through RTW i.e. Return To Work.
- SL cannot be combined with any other type of Leave.
- Misuse of SL will be treated as a breach of discipline and suitable action may be taken against the employee. Such days of leave shall be treated as leave without pay.
- Un-availed SLs can neither be encashed at the end of the year nor be carry forwarded to the next year.
- SL can be availed for half day also.
- RTW of an employee can be conducted even for one day leave only at management discretion.

Reminder:

- ✓ Employees must apply for leaves promptly through the HRMS portal provided by VoPro.
- ✓ Sick leaves must be applied within 24 hours of absence. Delayed applications will not be considered or approved.
- ✓ Negligence in leave application may result in salary deductions.
- ✓ For sick leaves exceeding one day, employees must submit relevant medical documents/proofs to the designated person-in-charge. A Return to Work (RTW) process will also be conducted.

(III) MATERNITY LEAVE

- Maternity Leave benefit for women employees will be on full pay for up to twelve (12) weeks, of which a maximum of 6 weeks can be availed before delivery. An approved medical practitioner should certify the confinement and the employee must not take up any employment, temporary or part-time, or otherwise, during this period.
- This is applicable only if the employee applicant has served a minimum tenure of one year in VoPro as a confirmed employee.
- Maternity leave benefits are applicable for up to two children, provided the first two are in good health and living. Requests beyond this may not be eligible under the policy.
- An applicant for maternity leave must notify SMT/Reporting Manager supported by a medical certificate not less than 8 weeks prior to the start of the leave period. Maternity leave may be availed in combination with other leave entitlements. No payment shall be due or payable in lieu of un-availed maternity leave.

(IV) PATERNITY LEAVE

- Irrespective of Gender, our company supports their freedom to become parents. To assist new dads in fulfilling their new parental responsibilities, we provide **five (5) consecutive working days** of Paternity leave for our male employees.
- The employee needs to keep the Reporting Manager informed on tentative dates of these leaves required as per the doctor's recommendations.
- Paternity leave may be availed only with prior approval. This benefit is applicable for up to two children, provided both are living. This leave will not be granted for a third child. Any unavailed paternity leave will lapse and no payment shall be made in lieu of it.
- This is applicable only if the employee applicant has served a minimum tenure of one year in VoPro as a confirmed employee.

(V) BEREAVEMENT LEAVE

- Every employee is entitled to 3 consecutive paid leaves upon the unfortunate death of an immediate family member. The employee's first point of contact to inform will be Management/Reporting Manager.

An immediate family member is defined as 'grandparents, parents, spouse, child, siblings, grandchild and the spouse's immediate relatives' (grandparents, parents, siblings, sister-in-law, brother-in-law).

- Employees are entitled to bereavement leave from the day they join.
- No payment shall be due or payable in lieu of un-availed bereavement leave.
- Employee must update BL on company's HRMS as soon as he re-joins the office.

RETURN TO WORK (RTW)

Employees are required to notify their Immediate manager either verbally or an email after coming back to the office in regard to the leave taken on the basis of:

- Sudden Leave/Un-planned leave
- AWOL
- More than 1 Sick leave
- Prolonged Medical Conditions
- Employees who are under PIP
- More leaves than approved
- or at Management discretion

RTW is a procedure which is used to encourage the employees to openly discuss with the employer regarding their ongoing issues related to health, sickness, or any personal matter so that it can be taken care of with mutual understanding.

Process:

Usually when the employee comes back to the office after prolonged leave(s), Vopro due to its data security reasons will disable employee's access to any company accounts like Zoho, Microsoft Office. To re-activate the said accounts, the employee will meet his reporting manager to schedule the RTW process as soon as possible so that he/she can start working again.

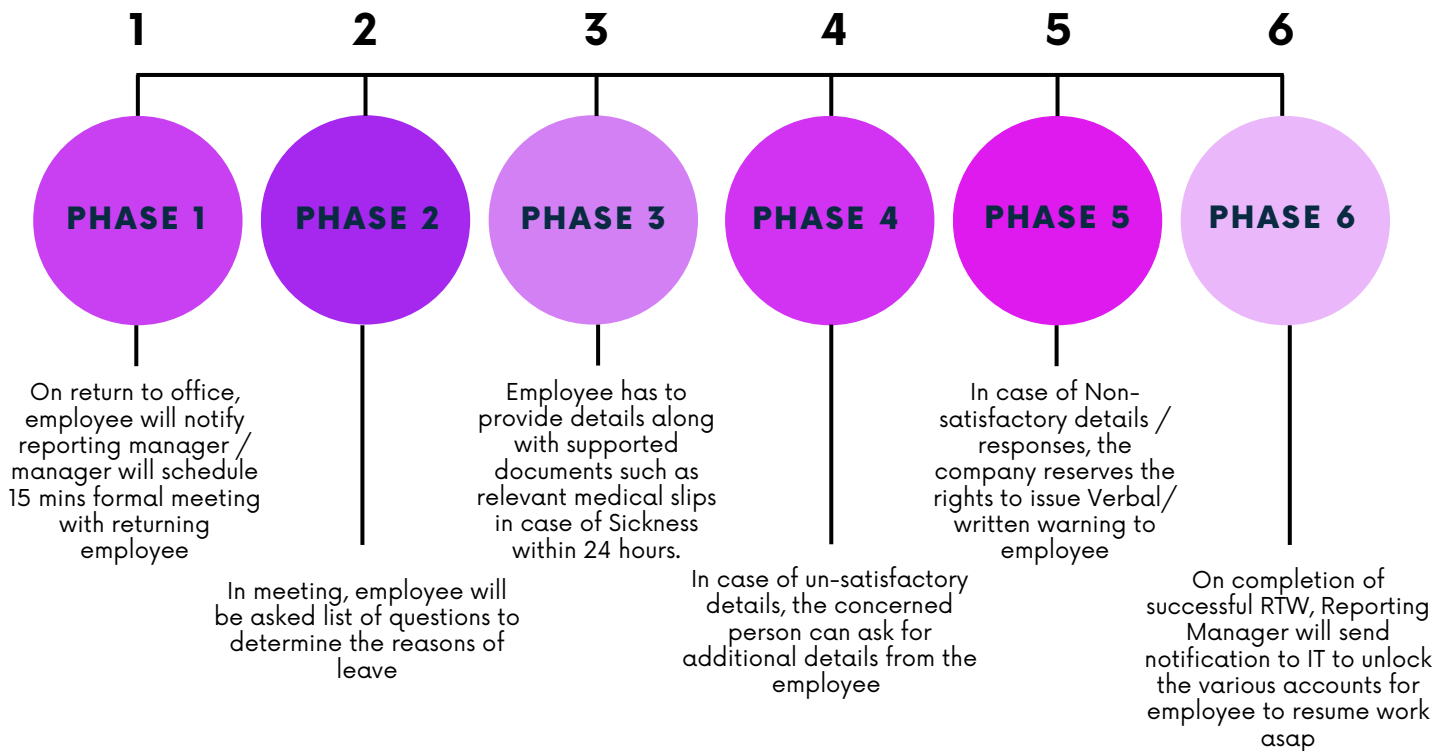


Fig.2
A simple step-wise process

- A RTW or a formal interview will be conducted by the Strategic Planning Executive with proper follow-up questions. The interview is just a 15-20 minutes 1:1 conversation which will record the sickness reasons of the employee and things to be taken care for his welfare/comfortable working conditions in the office. After a successful RTW, the I.T person will be instructed to enable the employee's account.

This is a special note to be considered

Both apprentices and Employees on probation period are required to undergo a Return to Work (RTW) process for all types of leave taken.

Quick Summary.

- RTW is mandatory after any extended or unplanned leave, including sick leave over 1.5 days.
- It's a 15–20 minute formal meeting with the Reporting Manager or Strategic Planning Executive.
- Employee must present supporting documents (like medical slips) within 24 hours. Failure to submit will lead to LWP.
- If details are unsatisfactory, verbal or written warnings may be issued.

6 PAYROLL & COMPENSATION

(I) EMPLOYEE SALARY

VoPro provides its employees with the best pay packages as per the current market scenario to attract and maintain the best talent in the office.

Our pay practices are based on:

- Employee's qualifications
- Past work experiences
- Offered Job role & responsibilities
- Previous proved performances

& achievements analysed & reviewed by the SMT.

Quick Summary

- Salaries are credited on the 10th of each month for the previous month.
- Payments are made to official bank accounts only.
- Salary slips are shared monthly.
- Lateness or unapproved leaves lead to salary deductions.
- Incentives/commissions (for eligible roles) are paid by the 20th, post statutory deductions.

(II) DISBURSEMENT

VoPro opens salary accounts for all the new employees. It is important to provide correct bank account details to the Senior Accounts Executive. VoPro is not liable to pay at incorrect bank account number.

Salaries are paid on the 10th of every month for the previously worked month.

If the 10th of the month is a company holiday or bank holiday, the salary will be paid 1 day before the holiday. Your salary will be credited only to your official bank account only.

Every employee is provided with a salary slip with details for thorough understanding. In case of any doubts, please feel free to communicate with the Senior Accounts person.

(III) SALARY COMPONENTS

Every employee's salary will be broken down into various elements or salary components. The components of your salary slip include the basic pay, TA, HRA, Education Allowance, medical allowance, EPF, ESI, State Tax and other tax deductions (such as TDS, if applicable).

- VoPro can make mandatory company deductions from your pay as required. The basic deductions are Employee's EPF, TDS, State Tax, and ESIC health plan or lateness (if any) or unpaid days (if any).
- VoPro will contribute that said amount to employee EPF account which employee can withdraw as EPF withdrawal rules.

- In addition, VoPro reserves the right to make salary adjustments to your pay where an overpayment has been made or in case of malicious damage done to Employer property.
- All Employees will get detailed Salary slips from Senior Accounts Executive with complete details of salary received each month. Please see the below sample of Salary slip.

VOPRO Solutions Pvt. Ltd.
SC05-6 PUDA Complex, Ladowali Road, JALANDHAR

Card No

Emp.Name Pay slip for the month of

Employee Particulars	Rate Salary	Earnings	
Code : Father/Husband.: Designation : Dept.Name : PF NO : Bank A/C: PAN NO: E.L : 0.00 F.H C.L : 0.00 N.H Bal. Loan: 0	Basic Salary HRA CONV MEDICAL EDUCATION Days work : Week off: Total Holidays : Absent :	Earned Basic Incentive Arrear HRA CONV MEDICAL EDUCATION	PSDTA:
Salary Rate :	Payable days	Gross Salary :	Total Deductions :
Nett Pay : Rs.		For VOPRO	

Note: This is a computer generated statement

Fig.3

(IV) COMMISSIONS / INCENTIVES

VoPro has many roles/Profiles which attract additional commissions per month. The commissions are paid on 20th of every month. If 20th is a Company/Bank Holiday then the amount will be credited on the next working day in respective accounts. Senior Accounts Executive will provide the commission paid details in a detailed commission / Incentive statement. Commissions will be paid direct to employee bank accounts after statutory deductions such as TDS.

VOPRO Solutions Pvt. Ltd SCO 5-6, Second Floor, PUDA Complex Opp. Suvidha Center, Ladowali Road, Jalandhar - 144001 Tel: 0181-4011202			
Incentive Statement			
Employee Name:xxxx	Designation: xxxx	Employee Code: xx	
Please Check the incentive statement payable in the month of xxxx 2025			
Incentive Paid for the month			
Total Incentive Payable (Sterling Pound)		#N/A	
TDS Deductions		#N/A	
Exchange Rate	#N/A		
Total Incentive Payable (INR)		#N/A	
Final Incentive Payable (INR)		#N/A	
Mode of Payment NEFT		Name of Bank: HDFC Bank	
Date:			
On Behalf of Vopro _____		Note- Incentive will be paid into salary accounts only, please check your accounts once confirmed and in case of any issues with transfer, please notify with 24 hours.	
SCO 5-6, Second Floor, PUDA Complex, Opp. Suvidha Center, Ladowali Road, Jalandhar - 144001 Phone Number : 0181-4011202			

Fig.4

7 PERFORMANCE APPRAISALS

Quick Summary

- A continuous process with regular reviews plus a formal annual review.
- Evaluations are based on set KRAs and KPIs.
- Annual reviews are for confirmed employees with 12+ months of service.
- Salary revisions depend on performance scores, role-specific benchmarks, and departmental salary brackets.

At VoPro, performance evaluation is a continuous process, not a once-a-year event. We aim to provide clarity, feedback, and growth opportunities through monthly or quarterly reviews (based on process needs), and a comprehensive annual review.

Regular Performance Reviews

- Evaluated monthly or quarterly.
- Evaluation is based on:
 - Targets achieved
 - Expectations set at the beginning of the review period
- These reports build towards the Annual Review and influence salary appraisals.

Annual Performance Review

Applicable to all confirmed employees with 12+ months of service. Evaluated on:

- Approved & unapproved leaves
- Punctuality and attendance
- Disciplinary record, PIPs and RTWs (if any)
- Job performance & achievements
- Teamwork & professionalism
- Time management
- Creativity, initiatives, and attitude

The Senior Management Team thoroughly assesses submitted feedback to assign performance ratings and determine salary revisions.

Performance Standards – What Do They Mean?

Each employee is rated under clear benchmarks defined by their role:

- Exceeds Expectations
- Excellent
- Satisfactory
- Fair
- Unsatisfactory

Every rating comes with justification, and the outcome is shared post-evaluation.

Key Performance Indicators (KPIs)

Common metrics reviewed across roles:

- Attendance & punctuality
- Communication & attitude
- Problem solving & adaptability
- Initiative & creativity
- Professional growth
- Feedback (internal/client)

Note: KPIs differ by role

- Sales: Targets, Revenue, Online reviews, credit control, new acquisitions
- Business Support: Timely delivery, accuracy, productivity, quality, innovation

Salary Appraisal Criteria

Salary revisions are based on:

- Final performance rating
- Department/Process-specific salary brackets
- KRAs and KPIs as defined by role

Appraisal Process: Step-by-Step

- KRAs based on role
- Evaluate actual performance
- One-on-one Appraisal Meeting - if required
- Document & acknowledge – signed by employee & Management

Example: Why Reviews Matter

Let's say an employee "X" worked at VoPro for over a year but was let go due to underperformance. He claims he was unaware of expectations.

This situation can be avoided when:

- Expectations are clearly defined
- Regular reviews are conducted
- Feedback is discussed timely
- Performance is documented against set standards

At VoPro, we follow a transparent, structured approach to prevent such gaps and ensure fairness.



CORE VALUES



1

Growth Centric

Have a growth mindset, stepping out of your comfort zone. Strive for success in all areas.

Trust in your ability to reach new heights and set ambitious growth goals. You are integral to the growth of you and the business.

2

Value Workforce

Value the people you work with.

Appreciate the contributions of all and move forward with integrity, honesty and compassion.



3

Skilled, Dynamic, & Adaptable

Improve yourself and be proactive to change and new ideas for the betterment. Identify and solve problems with a can-do attitude.

Be keen to enhance your abilities. Improvement in all ways, always.

4

Results Driven

Know your end goal and understand the steps needed to reach them. Push yourself for new personal bests.

Take ownership of the route to achieving these goals.



5

Exceed Expectations

Understand what is being asked and see targets as a minimum expectation.

Always go above and beyond minimum requirements and assist, support and share, to help you and your colleagues.

6

Self-Development

Knowledge is precious and priceless. Understanding what you do well now and what you can do better.

Increase your knowledge and abilities through your determination and motivation.



8 WORKPLACE POLICIES

(I) DRESS CODE

Maintaining a professional and presentable appearance is essential in both professional and social settings. At VoPro, employees are expected to adhere to a smart casual or business casual dress code, whether inside or outside the office. *From Monday to Thursday, employees must wear formal or semi-formal attire to maintain a professional workplace environment. On Fridays, casual wear is permitted, provided there are no scheduled client meetings.*

Repeated non-adherence will lead to receive warning emails or even strict action.



Fig.5

(II) PERSONAL MOBILE USAGE POLICY

- As part of our efforts to maintain a focused and productive work environment, VoPro request all employees (Tele Calling process) to deposit their mobile phones before the start of work.
- Employees can use their mobile phones in breaks.
- If you need to keep your phone at your desk due to an emergency or urgency, please complete the Mobile Phone Permission Form before doing so. The form is already shared. It's available with the IT executive otherwise.
- Additionally, in the Business Support area, they are refrain from using their personal phones for personal calls or messaging during work hours.

(III) COMPANY WALKIE-TALKIE USAGE

- It is mandatory to carry your walkie-talkie device always with you during the official working hours so that you don't miss any important messages.
- Devices are provided to help you in performing daily tasks efficiently and are a very important tool in the event of an emergency.
- Use only professional language and for professional purpose only.
- Long sentences can be difficult to understand over walkie-talkies. Break up long sentences into shorter ones.

for example:

"Hi, this is John, I'm in the board room, I need water and there is no one here. Can Jack please if you're free come to the boardroom so I can have some water."

Vs

"Jack, please bring water to board room. Thanks!"

Await confirmation from Jack

- Use Phonetic Alphabets when spelling words over walkie-talkies.
- Do not conduct unnecessary talks over the walkie-talkies.
- Do not carry your official walkie-talkie outside the office without permission of Senior Managers.
- It is the duty of I.T person to perform regular or fortnightly walkie-talkie checks to ensure that the radio is in good working condition. Checks such as volume, battery strength and signal strength should be performed on a regular basis.
- In case of any malfunction of the equipment, please report to the I.T person quickly.
- Sharing of your officially allocated equipment with others is not allowed.
- In case of any loss or neglectful damage of the equipment, you're solely responsible for the consequences and must bear the cost to replace or repair the item.
- All the employees who are using company walkie-talkies must sign an acknowledgment form (in the end) and return it to the Strategic Planning Executive.

(IV) SOCIAL MEDIA CONSENT POLICY

Under this policy, VoPro will take employee consents to the use their photo on social media/ marketing posts.

Purpose:

- Creating a more distinctive brand
- Creating awareness about opportunities at VoPro
- Attracting new clients and keeping hold of the current ones
- Highlighting company achievements
- Attract new talent

Process:

- At the time of Joining, the employee will accept or deny for the same when a checklist is shared.
- The existing employee can send an email to the concerned person if he/she is not comfortable using his/her photograph on social media pages.

(V) VoPro ASSOCIATE POLICY

The VoPro Associate Policy outlines the guidelines for employees who are part of specialised or contract-based assignments. It defines the roles, responsibilities, benefits, and expectations of associates working within different business processes. The policy ensures clarity in work commitments, fair treatment, and structured career progression within VoPro. Please access company HRMS to access full details of the policy.

(VI) PERSONAL DELIVERIES

- Timing windows for personal deliveries (breaks)
- Zero involvement of office operations staff in handling parcels.
- All non-essential deliveries are restricted and use of personal addresses only.
- Repeat violations lead to delivery privileges being revoked for a specific period.

(VII) EMERGENCY RESPONSE PROCEDURES

In case of a fire or earthquake, follow these steps to ensure safety:

(a) Fire Emergency

- Stay Calm & Alert – Do not panic; act quickly but cautiously.
 - Raise the Alarm – Inform nearby staff and supervisor immediately. Activate the fire alarm.
 - Use Fire Extinguisher (if safe) – Only attempt to put out small fires using the nearest extinguisher.
-

- Evacuate Immediately – Do not collect personal belongings or waste time in unnecessary activities.
- Evacuate in an Orderly Manner – Do not push, rush, or create panic. Move swiftly but carefully to the nearest exit. Make sure no one gets injured in the process.
- Guide & Assist Others – Help direct employees and visitors toward the exit.
- Do Not Use Lifts – Instruct everyone to always take the stairs in case of fire. Lift is not a safe option.
- Report to the Assembly Area – Gather at the designated safe zone outside the building.
- Wait for Further Instructions – Only return to the office when declared safe by authorities.

(b) Earthquake Emergency

- Drop, Cover & Hold – Take cover under a table or sturdy furniture.
- Stay Indoors – Avoid running outside unless the building is at risk of collapse.
- Stay Away from Windows & Heavy Objects – Protect yourself from falling debris .
- Once the Shaking Stops, Evacuate Safely – Use stairs, not lift.
- Move to Open Areas – Avoid standing near walls, trees, or poles.
- Assist Those in Need – Help colleagues and visitors if possible.
- Await Further Instructions – Follow safety officer or management directives.

(VIII) WORK FROM HOME (WFH) POLICY

To maintain professionalism, productivity, and consistency while allowing employees to work from home when approved by SMT. Employees must receive approval from the Management to work from home.

Guidelines:

- Employees must follow their standard working hours during WFH.
- Employees must clock in and clock out on time using the company HRMS system.
- Failure to clock in will be treated as an absence, even if work was completed for the day.
- Timely clock-in and clock-out are mandatory. No exceptions will be entertained.
- Follow official office break timings strictly. For example, if your break is 15 minutes, make sure you're back at your system and working as per schedule.

- Exceeding break limits repeatedly may be treated as misuse of policy.

Productivity & Availability

- Be reachable on phone, WhatsApp, or Microsoft Teams during work hours.
- Submit daily task updates as instructed by your reporting manager.
- Ensure you have:
 - A stable internet connection.
 - A quiet and professional working environment.
 - All required tools/software installed and functional.

Professional Conduct

- Attend all scheduled virtual meetings on time.
- Dress appropriately and maintain professional decorum during video calls.
- Respond to official emails and messages within a reasonable time.

Security & Confidentiality

- All company data, documents, and client information must be handled with utmost confidentiality.
- Use only official communication channels and approved devices for company work.

Non-Compliance

- Repeated failure to follow WFH policies (like missed attendance, late clock-ins, long breaks, unresponsiveness) will lead to:
 - Verbal or written formal warnings
 - WFH privilege revocation
 - Disciplinary action in serious cases

(IX) DATA PROTECTION POLICY

- During your employment at VoPro, you'll have access to and become acquainted with all the company trade information. You'll have access to all the confidential information related to sensitive and proprietary information which are owned by the company.
- The information of VoPro clients/suppliers are used in the operation of company operations only.
- The employees are prohibited to disclose any kind of information to unauthorised parties.

- It is employee's responsibility to safeguard company information.
- Employee cannot access, download, copy, email, reproduce or duplicate otherwise any confidential data/information of the company.
- Furthermore, any such confidential information, obtained through employment with the Vopro, must not be used by an employee for personal gain or to further an outside enterprise.
- Information in any format should not be removed from the premises without prior written consent of the Management.
- Misuse / Removing information in any format is considered a breach of contract and you may result in immediate dismissal and legal action.

(X) EXPENSE POLICY

Expense Policy is in place to streamline expenses for team celebrations, employee engagement activities, and other relevant events or genuine requirement. This policy allows a select group of employees to obtain pre-approval for their respective budgets, ensuring seamless planning and execution.

Process Overview: If you have a genuine budget request for any team activity requiring resources, please follow these steps:

- Prepare a detailed proposal outlining the purpose, estimated costs, and expected outcomes of the activity.
- Submit the proposal to the Senior Management for initial review.
- Fill the expense form on HRMS and send for approval.
- The Senior Accounts Executive/ SMT will approve your requested expenses and consequently the budget allocation will be done.
- Once approved, you will receive confirmation and all the relevant guidelines for managing the allocated budget is as follows.

EXPENSE POLICY GUIDELINES

- All Bills should have GST Number & Company Name present in them. GST Number of the VoPro is 03AAKCV2978F1Z4.
- Bills without GST Number will not be considered.
- Any kind of discrepancy with Actual Expenses (Payment Made) and Bill Produced will be considered as Person's own expense.

- Cash Payment made by the employee must have cash receipt attached to it. Any expense made for eatables need to have receipt attached to it. (For example: Zomato bills, receipts, G-pay receipts etc)
- Any expense of more than Rs.2000/- cannot be made in cash. (In case of such expense, person needs to take prior cash expense approval from the Manager) Expenses over the approved limit will be rejected.
- Any expense made, must be submitted between 5 working days, otherwise it'll considered as persons' own expense and company is not liable to reimburse it.
- For making any expense request employee needs to fill the Expense Approval Form priorly and then wait for the approval.
- Once the expense is made, person needs to give full details of the usage of funds with full description and details of the funds along with the required receipts.
- For certain payments, company will require Bank details of vendor in advance for timely money transfers.
- The Expense forms will be checked / verified by the Senior Accounts person.
- You could be asked to produce additional details of the expense in case of unsatisfactory receipts and details supplied. In case of failure to produce such details, the expense could be classified as personal expense.
- Payments through online or card systems are encouraged.

Please Note: A few authorised employees are allowed to use the policy. If you're not the one but need to make a genuine expense please contact with your Reporting Manager or ask Accounts person.

(XI) PROFESSIONAL CONDUCT

All employees are expected to conduct themselves in a professional, respectful, and appropriate manner while at work.

Any behaviour, body language, or personal interaction that may cause discomfort to colleagues or create a disruptive atmosphere is discouraged. This includes actions that may blur the line between personal and professional boundaries, or impact team morale and workplace harmony.

While we encourage a friendly & collaborative environment, employees must be mindful of how their actions are perceived in a professional setting.

Everyone is responsible for contributing to a workspace where all individuals feel safe, respected, and focused. The company reserves the right to take appropriate action if any behaviour is found to be unprofessional, disruptive, or in violation of this standard.

Important Note: Failure to adhere to this policy may lead to a Performance Improvement Plan (PIP), and if uncorrected, may result in termination of employment.

(XII) OPEN DOOR POLICY

The purpose of this policy is to:

- Promote transparent & constructive feedback
- Encourage open discussions without fear
- Address employee concerns promptly and respectfully

How to Use the Open Door Policy?

1 Casual Communication

- Can include quick support requests, suggestions, or sharing minor issues
- Employees can walk up to any senior (as per hierarchy), respecting their schedule and maintaining professional decorum

2 Formal Feedback

- Structured feedback gathered to assess workplace experience, policies, and leadership
- Encourages open, documented communication to help improve systems and culture

Formal Feedback Mechanism

VoPro regularly collects structured feedback via email forms or verbal conversations. This helps address employee experiences from Day 1 onward.

A. Feedback for New Joinees

- Induction & Onboarding Feedback – Collected post induction
- 1-Week Experience Feedback – Sent after the first 7 working days
- Buddy-Up Feedbacks – Regular short feedback from new joiners on their integration

B. Continuous Feedback (For All Employees)

- VoPro Improvements Form – Covers suggestions, concerns, and ideas
- Company-Wide Meetings – For open feedback and discussion
- Employee Satisfaction Check-ins – Randomised, anonymous surveys sent periodically.

Feedback Analysis & Action

- All feedback is documented and analysed (verbal or written)

- Key themes are categorised to balance positives and improvement areas
- Action points are created and shared with concerned departments
- Updates or policy changes are shared via VoPro's quarterly newsletter

(XIII) GRIEVANCE POLICY

At VoPro, we acknowledge that differences in opinion or workplace concerns can arise. Employees are encouraged to raise their concerns respectfully, either informally or formally. Grievances may relate to:

- Interpersonal issues
- Work conditions
- Compensation or benefits
- Technical or I.T. challenges
- General dissatisfaction or conflict

The grievance policy ensures:

- A safe and respectful work environment
- Every employee feels heard, valued, and supported
- Concerns are resolved through a fair and timely process

Step-by-Step Grievance Procedure

Step 1: Informal Complaint

- Employees should first raise concerns with their BDL (Buddy/Reporting Manager).
- The BDL will attempt to resolve the issue informally within 1–2 working days.
- If unresolved or unsatisfactory, the employee may escalate it to the Reporting Manager.

Step 2: Formal Complaint

- Submit a formal grievance via the designated form available on the VoPro SharePoint.
- Include clear details, dates, people involved, and supporting documents or evidence.
- The Reporting Manager will:
 - Collect facts and review the grievance thoroughly
 - Consider any social or legal factors
 - Resolve the matter within 4 working days
 - Conduct interviews if needed for fact-finding

If required, the manager may appoint an independent nominee for a neutral opinion and fair resolution.

Rights of Parties Involved

- The Griever (complainant) may submit all relevant documents.

- The Respondent (accused employee) has the right to:
- Receive a verbal briefing on the complaint
- Respond with their perspective and explanation

⚠ **Special Note**

Any grievance involving illegal activity or serious misconduct will be escalated to appropriate legal authorities.

GRIEVANCE PROCESS (Flow Chart)

STEP 1 **Resolve Informally**



The employee will raise a grievance with the BDL

STEP 2 **Formal Complaint**



The employee is not satisfied with the attempt to resolve this informally and lodges a formal grievance with Reporting Manager

STEP 3 **Escalation to Management**



The employee is not satisfied with the response from Reporting Manager and requests a Senior Management review

STEP 4 **Final Decision**



Final Review will be done by the Senior Management team (if accepted) along with BDL, Reporting manager and Nominee



In Step 3:
Management can also reject to review the appeal further based on report from Reporting Manager.

Step 4:
In case appeal is accepted, the decision taken in STEP 4 will be final.

Fig.6



BDL



Reporting Manager



Nominated Person



SMT



Griever

(XIV) DISCIPLINARY POLICY

At VoPro, we expect all employees to uphold high standards of conduct. Our policies ensure fairness and consistency, and disciplinary action is taken when these standards are not met.

Applicable Cases:

- Unplanned/Excessive Leave or AWOL
- Chronic Lateness
- Indiscipline or Misconduct
- Insubordination
- Policy Violations
- Non-compliance with rules

Disciplinary Stages (Progressive Action)

1. Verbal Caution

- Purpose: Initial alert to address minor concerns.
- Validity: 12 months
- Note: Documented in personnel file.

2. Verbal Warning

- Purpose: Issued for repeated behavior or unresolved issues from caution period.
- Validity: 12 months
- Note: Escalated step; officially recorded.

3. Written Warning

- Purpose: For continued misconduct or serious issues.
- Action: Formal letter/email issued by designated person.
- Validity: 12 months
- Note: May lead to further action if behavior persists.

4. Suspension (Without Pay)

- Purpose: For grave misconduct or repeated violations during warning periods.
- **Process:**
 1. Show Cause Notice issued
 2. Employee must submit a written explanation
 3. Decision based on evidence and justification
- Validity: 12 months
- Note: Suspension details are recorded in personnel file.

5. Decision-Making Leave

- Purpose: Management evaluates next steps post-suspension.
- Duration: 1 day (extendable)
- Nature: Unpaid leave

Note: No work permitted during this time.

6. Termination

- Purpose: Final step when the issue is irreversible or harmful to company.
- Action: Immediate dismissal, without notice.
- Consequence: Loss of all exit benefits.
- Employee must: Return all company property before final clearance.

Important Notes

- While a progressive approach is followed, VoPro reserves the right to take immediate and appropriate action depending on the severity.
- Serious misconduct like theft, assault, or gross negligence may lead to direct suspension or termination, bypassing earlier steps.
- All actions are documented in the employee's personnel file.

Quick Policy Glance – What You Need to Know

- ✓ **Dress Code:** Formal attire Mon–Thu; casual on Fri if no client meetings.
- ✓ **Mobile Policy:** No personal use during work; tele-calling staff must deposit phones.
- ✓ **Walkie-Talkie Use:** Carry during work; for professional use only.
- ✓ **Social Media Consent:** VoPro may share employee photos only with consent.
- ✓ **WFH Rules:** Must clock-in/out via HRMS; maintain professional conduct.
- ✓ **Attendance:** Clock in 5 mins before shift; lateness = salary deduction.
- ✓ **Leave Rules:** Apply via HRMS; unapproved absence = LWP or termination.
- ✓ **Sick Leave:** Medical proof needed for SL >1.5 days; RTW required.
- ✓ **Expense Policy:** Pre-approval & valid GST bills needed; submit in 5 days.
- ✓ **Data Security:** Confidential info = zero tolerance for misuse or leaks.
- ✓ **RTW Process:** Post-absence meeting mandatory before resuming work.
- ✓ **Open Door:** You're welcome to talk to management—no red tape.
- ✓ **Emergency Procedures:** Evacuate calmly, follow protocols, no lift use.
- ✓ **Grievances:** Raise issues with your Buddy/Manager—get resolution fast.

(I) ETHICS & INTEGRITY

It is the intent of this policy to comply with applicable state, local and federal laws prohibiting discrimination on the basis of:

- Colour
- Race
- Religion
- Sex
- National origin
- Disability
- Age
- Genetic information

& any other status protected under such laws.

Quick Summary

- Maintain professionalism, respect & integrity.
- No discrimination based on race, religion, gender, or disability.
- No nepotism in reporting lines.
- Use of company property must be responsible—devices must be returned in good condition.
- Any damage or loss to company property may result in salary deductions or disciplinary action.

(II) NEPOTISM

While members of the same family are eligible to work in the office, no candidate shall be hired for a position where they may report to or supervise a member of their immediate family. Immediate family is defined as: parent(s), stepparent(s), foster parent(s), sibling(s), grandparent(s), spouse, step child(ren) or ward of the staff member, father-in-law or mother-in-law. Personal relationships with other employees or members of the VoPro's Management team should be disclosed prior to accepting any offer from the employer.

(III) ACCESS FOR PERSONS LIVING WITH DISABILITIES

VoPro ensures that the whole office infrastructure and all the facilities in the office are accessible to all the persons living with disabilities as per the Rights of Persons with the Disability Act 2016 in India.

*In case employee wants to highlight any issue regarding the above-written topics, he/she can write at **management@vopro.in***

(III) USE OF COMPANY PROPERTY

VoPro empower its employees with various electronic gadgets/ products to ensure completion of tasks assigned to them however employees must follow below:

✔ Devices

All the devices provided by VoPro like laptops, computers, pen drives, ID cards, Office Access cards, or any other material must be in good condition, and shall be surrendered to the Department Manager promptly and without being requested to do so.

✔ Intellectual property

Trademarks, copyrights and patents, and any work created by an employee in the course of employment at VoPro shall be the property of VoPro and the employee is deemed to have waived all rights in favour of The VoPro.

✔ Ownership

All Devices are property of VoPro and will only be used for business purposes and not for any personal reasons. The devices cannot be left unlocked and unattended. In case of lost device, the employee have to bear the expenses.

You're responsible for the care & safe keeping of the ID cards & devices provided to you. VoPro reserves the right to charge for the lost items or damaged ones from your monthly payroll or final pay. A final settlement can not be made unless the required property has not been handed over to I.T executive.

Please note the fine for loss of ID/Access card is Rs. 200.

Instructions to use electronic devices and appliances:

- All devices must be operated as per manufacturer instructions manual.
- Avoid eating or drinking near devices to prevent spills that may damage them.
- Unplug devices and appliances when not in use to conserve energy.
- Don't attempt to repair any electronic device on your own. Report issues to IT Support or Reporting Manager.
- Do not leave electronic devices unattended or unlocked as they may contain sensitive information.
- Avoid overloading electrical outlets to prevent fire hazards.

10 HEALTH, SAFETY & ENVIRONMENT

VoPro recognises & accepts its responsibility as an Employer to maintain so far as is reasonably practicable, the safety & health of its employees. The organisation goes above & beyond to make the office environment a healthy one. Further, as a responsible employee, it's your prime duty not to put at risk either yourself and others by your acts.

Under General Health & Safety, the office premises takes care of:

- First Aid facility
- Fire Safety procedures
- Forbids Verbal or Physical violence
- Free from the influences of alcohol or other illegal drugs
- Hygiene Pantry
- Smoke free environment
- Sanitiser dispensers in every corner
- Restricted renovation during office work hours
- Regular Pest control
- Cleaning of all the desks and common areas with sanitiser

Quick Summary

- Ensures a safe, clean, and healthy workplace for all employees.
- Office is equipped with first aid, fire safety protocols, and sanitisers in every corner.
- Workplace is smoke-free, drug-free & violence-free—zero tolerance policy.
- Employees must report hazards or health concerns immediately.
- Regular pest control, hygiene maintenance, and cleaning are part of office upkeep.
- All employees share responsibility for maintaining a safe work environment.

Guidelines for Employees to follow in order to maintain the Office facilities:

- Office cleanliness & hygiene is every employee's prime responsibility.
- Everyone is requested to use the office facilities wisely.
- Office Safety our another responsibility. If you notice anything threatening/risky, inform your Reporting manager/Operations Staff immediately.
- Do not throw litter in your surroundings. Use bins.
- Keep your work areas neat and tidy.
- Close your cabin drawers properly and do not put any eatables inside them.
- Operate water dispensers and coffee machine carefully.
- Don't interfere with AC remotes and it's set temperature.
- Don't put your used glasses in common areas. Keep them on your desk only.
- Use restrooms and the installed equipment wisely.

EMPLOYEE BENEFITS

At VoPro, employee motivation and recognition go beyond just a monthly paycheck. The company actively celebrates achievements and supports employee growth through various monetary and non-monetary benefits.

☀️ **Core Employee Benefits:**

- Employee Provident Fund (EPF)
- Gratuity
- Success Celebrations
- Sponsored National & International Trips [Process-dependent]
- Recognition Programs for Top Performers

🏆 **Culture & Work-Life Balance**

VoPro values people as its greatest asset and strives to maintain a healthy work-life balance.

Regular engagement includes:

- Fun Fridays & Theme Days
- Birthday Celebrations
- Gaming Area & Pool Table
- Annual Cricket Matches
- Potluck Lunches & Movie Days
- Weekend Offs
- Accessible Office with Shared Parking

(I) Employee Provident Fund (EPF)

EPF is applicable to employees earning a basic salary up to ₹15,000/month. Both employee and employer contribute monthly:

Example:

- Basic salary = ₹10,000
- Employee's contribution = 12% of ₹10,000 = ₹1,200
- Employer's contribution = 13% of ₹10,000 = ₹1,300
- Total monthly contribution = ₹2,500

EPF Withdrawal Eligibility:

- Retirement (age 58+)
- After 2 months of unemployment or resignation
- Medical emergency (self or immediate family)
- Home loan repayment (up to 90% of PF balance)
- Permanent disability or death

Note: Always refer to the EPFO website for updated rules.

(II) Gratuity

Gratuity is a one-time thank-you payment for long-term service (minimum 5 years), calculated at 15 days' wages per completed year of service.

Example:

Mr. B worked for 12 years and 8 months (rounded to 13 years).

Last drawn basic salary = ₹10,000

Gratuity = $(15 \times 10,000 \times 13) / 26 = ₹75,000$

Gratuity Eligibility:

- Retirement / Resignation
- Demise or Disability
- VRS or Layoff due to retrenchment

⚠ Gratuity may be forfeited in cases involving misconduct or moral turpitude.

 Tax exemption: Gratuity is tax-free up to ₹20 lakh.

(Always refer to the government gratuity policy for latest updates.)

(III) Success Celebrations

VoPro regularly celebrates team wins—successful projects, sales milestones, or organizational growth. These events boost morale and promote a positive work culture.

(IV) Sponsored National & International Trips

VoPro rewards high achievers with fully funded trips—both domestic and international—for reaching business milestones.

Past Destinations Include:

- International: Thailand, Malaysia
- Domestic: Manali, Goa, Dalhousie, Palampur, Dharamshala

These trips serve as both recognition and rejuvenation for our top performers.

(V) Employee Recognition Awards

Employees/teams who demonstrate exceptional performance—like:

- Achieving sales targets early
- Managing large-scale projects
- Maintaining perfect attendance
- Displaying innovation or leadership

...are honored annually with certificates and awards by senior management.

Apprenticeship Program

VoPro's dynamic Apprenticeship Program helps fresh graduates and young professionals gain practical exposure in domains like:

- Telesales
- Customer Service
- Credit Control
- Marketing
- IT
- Web Development
- Finance & Accounting

Apprentices receive a stipend and hands-on training, guided by seasoned professionals, enabling them to transition from theory to real-world contributions.

Why it matters:

VoPro isn't just creating employees; it's shaping global professionals from Punjab's youth.

Vision:

"VoPro Excel envisions a future where Punjab's youth not only thrive locally but compete and excel on the international stage."



11 TERMINATION & EXIT PROCEDURE

Types of Termination:

1. Voluntary Termination (Resignation)

Initiated by the employee for personal reasons such as:

- Better career opportunity
- Relocation
- Further education

Key Guidelines:

- Minimum 30 days' notice or as per the employment contract
- Notice period may extend up to 3 months based on role/designation
- No leaves are permitted during the notice period
- Employer may waive the notice period and provide payment in lieu
- Final resignation must be in writing or via email, addressed to SMT

2. Involuntary Termination

Initiated by the employer due to:

- Dishonesty or breach of confidentiality
- Harassment or insubordination
- Negligence or poor performance
- Policy violation or misconduct

🚫 No prior notice is required in such cases.

3. Layoff

Initiated due to operational or funding constraints.

✦ Notice & Severance:

- 1 week's notice per year of service
- Employees with 6+ years of service receive additional severance: 1 week pay for each year served.

4. Employee Retention Process

Applicable in Voluntary Termination cases.

- The Talent Acquisition Expert/Commercial Director may attempt to resolve concerns to retain the employee
- If retention is not possible, the exit process continues
- A mandatory exit interview and completion of all exit formalities are required

5. Exit & Final Clearance

Before leaving, the employee must:

- Complete all work commitments
- Return all company property in good condition (laptop, ID card, files, etc.)
- Fill out Exit Survey, No Dues Form, and Termination Checklist.
- Coordinate with Hiring person for Full & Final Settlement.

⚠ Important Note

VoPro reserves the right to handle termination cases at its discretion based on severity, role, and circumstances. For detailed clarification, employees must contact Talent Acquisition Expert of the company.

RESIGNATION POLICY

- It's a permanent separation from employment initiated by the employee.
- An employee should not leave the service with VoPro without giving a prior notice of one month or as per the appointment letter.
- Any employee leaving VoPro should submit the resignation in writing or via an email addressing to the SMT.
- The final decision is up to the Senior Management, based on the circumstances and work responsibilities.
- Applicable notice period shall begin on the date when the resignation is accepted by the Senior Management.
- All employees are required to serve full notice period. However, VoPro at its discretion can relieve the employee from the services earlier than the above defined notice period in case the employee has fulfilled all work commitments.
- The employee is not allowed to take any leave during the notice period. If any leave is availed during the notice period in that case the last working date will be extended by number of leaves taken.
- If any employee intends to resign without serving his/her prescribed notice period, will be required to pay to the company an amount equivalent to the 30 days or equivalent to agreed notice period as per Appointment letter, Gross salary in lieu of, the said of period.
- The separating employee shall complete his/ her work commitments before the relieving date. The Job exit survey form and no dues form (Termination checklist) must be duly filled & later submitted to Talent Acquisition Expert.
- The employee should also hand over all returnable company property which may include laptops, desktops, mobile phone, headset, access cards, ID card, stationary, cabinet keys, various files/documents etc to the IT personnel prior to full and final settlement in acceptable condition.

Note: Adherence of every company policy is must. For detailed information or any doubts please contact company's Talent Acquisition Specialist.

12 IMPORTANT CONTACTS

S.No.	DEPARTMENT	CONTACT
1	Payroll/Company Accounts	9875994711
2	Sales & Operations	9875994715
3	I.T	9872192005
4	Emergency Leave Approvals (All Processes)	9875994715
5	General Queries & Feedback	management@vopro.in
6	Jobs & Careers	jobs@vopro.in
7	Facilities	9872364166

Please Note:

- Make contact with the employees during the working hours only.
- Disclosure of any of the above-mentioned contacts are covered under VoPro Confidentiality policy and you're expected to ensure these numbers are not shared outside VoPro.
- Emergency contact number for your family and friends : 0181-4011202



Acknowledgment Receipt of Employee Handbook (EHB)

My signature below indicates that I have received a soft copy of the Company's Employee Handbook v2.0. I understand that this manual contains information regarding the Company's rules, regulations, benefits and consequences in case of violation of the rules/policies which affect me as an employee.

I acknowledge that:

- I have read, understood, and agreed to comply with the policies & process outlined.
- I understand that this handbook is subject to change, and the Company may revise, update, or withdraw any section at its discretion, with or without prior notice.
- It is my responsibility to stay informed of any such changes communicated by the Company.

Name _____ **Employee ID** _____

Department_____

Signature with Date:

Official Mobile Device Acknowledgment & Usage Agreement

I, _____, hereby acknowledge receipt of the following mobile device issued by VoPro Solutions Pvt. Ltd. for official use only:

- Device Type: _____
- Mobile Number in Use: _____
- IMEI/MEID Number: _____

Terms & Conditions of Use

1. **Ownership & Use:** The mobile device remains the property of VoPro Solutions Pvt. Ltd. and is issued solely for official business purposes. Personal use is discouraged and subject to review.

2. **Care & Responsibility:** I agree to:

- Safeguard the device from loss, theft, or damage.
- Immediately report any such incident to the IT In-charge and Senior Management.
- Avoid installing unauthorised applications or altering device settings that could compromise system security.

3. **Security Compliance:**

- I will not engage in activities that risk the integrity, confidentiality, or availability of corporate data.
- I understand that VoPro may monitor the device for compliance and security reasons.

4. **Return of Device**

- Upon termination of employment or at the company's request, I will return the mobile device and any accessories in working condition, subject to normal wear and tear.

Employee Declaration

I confirm that I have read, understood, and agree to abide by the terms and conditions stated above. I accept full responsibility for the use and safekeeping of the issued mobile device.

- **Employee Name:**
- **Employee Signature with Date:**

Walkie-Talkie Equipment Acknowledgment & Usage Agreement

I, _____, hereby acknowledge that I have been issued a walkie-talkie device by VoPro Solutions Pvt. Ltd. with the following details:

- Device Serial Number: _____
- Employee ID: _____
- Department: _____

Terms & Conditions of Use

1. Ownership & Usage

- The walkie-talkie remains the property of VoPro Solutions Pvt. Ltd.
- It is to be used strictly for official communication and operational purposes.

2. Care & Maintenance

- I will ensure the equipment is handled with care and responsibility.
- In the event of loss, theft, or damage, I will immediately inform the Operations/IT team and Senior management.

3. Return of Equipment

- Upon termination of employment, I agree to return the device in good working condition, accounting for normal wear and tear.
- If I fail to return the device or it is returned in damaged or non-functional condition, I authorise VoPro to deduct the fair market value of the equipment from my salary or final pay check.

Employee Declaration

I confirm that I have received the walkie-talkie as stated above and understand the terms of use and return. I agree to comply with all related policies and procedures set by the company.

- **Employee Name:**
- **Employee Signature with Date:**



CONTACT INFORMATION



0181-4011202



hello@vopro.in



www.vopro.in

If you have any queries or require any further clarification on any of the mentioned topics within this employee handbook or having any feedback on the content, please write us at management@vopro.in