

EMPLOYEE HANDBOOK

& HR OPERATIONS MANUAL

testcompany

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1 Introduction & Corporate Commitment

1.1 Strategic Mission

This document outlines the policies, procedures, and behavioral expectations mandated by **testcompany**. It serves as a formal reflection of our mission, vision, and strategic goals to create a cohesive and professional work environment.

1.2 Corporate Vision

Our vision is to cultivate an international environment that caters specifically to the individual needs of our global clients and stakeholders.

1.3 Equal Opportunity Statement

testcompany is strictly committed to valuing diversity. We assure equal employment opportunities and establish workplace relationships based on mutual respect. We oppose all forms of discrimination on the grounds of age, disability, race, religion, or sex.

2 Employment Framework

2.1 Recruitment & Selection

We prioritize internal promotion to assist current staff in achieving their professional goals. Effective recruitment is viewed as critical to our corporate success.

2.2 Probationary Period

All new staff members are subject to a **six (6) month probationary period**. Performance and suitability for continued employment will be strictly monitored during this timeframe.

2.3 Employee Records

The HR Department acts as the primary custodian of official employment records. Internal access to these records is restricted to personnel with legitimate business reasons.

3 Induction & Onboarding

3.1 Onboarding Policy

Management provides a structured induction and orientation program to ensure employees integrate effectively and productively.

3.2 First-Day Essentials

On the first day of employment, staff will be provided with:

- An introduction to the team.
- A dedicated workspace with relevant IT equipment.
- Access to the company's CRM system.

3.3 Support Structure

Employees are encouraged to communicate directly with HR for any support needed while settling into the company.

4 Working Hours & Operations

4.1 Administrative Staff

Standard Days: Monday to Friday.

Hours: 09:00 AM – 06:00 PM.

4.2 Specialized Staff

Structure: Session-based work.

Requirement: Minimum of two sessions per day (e.g., 9am–12pm, 12pm–3pm, or 3pm–6pm).

4.3 Ramadan Adjustments

During the Holy Month of Ramadan, if normal daily hours exceed eight hours, the workday will be reduced by two hours per day for administrative staff.

5 Professional Code of Conduct

5.1 Ambassador Status

All staff members are regarded as ambassadors of **testcompany**. Conduct both inside and outside the organization must align with our ethos of mutual respect and fairness.

5.2 Employee Duties

Employees are expected to:

- Exercise reasonable skill and care in the performance of duties.
- Adhere to all rules, policies, and work directions.
- Strictly abstain from offensive or discriminatory language.

5.3 Dress Code

Requirement: Smart, professional attire that is clean and tidy.

Prohibited: Shorts, flip-flops, and beachwear are not permitted on company premises.

6 Safeguarding, Security & IT

6.1 Safeguarding Policy

Employees must maintain clear professional boundaries with students/clients. Physical contact is strictly avoided. Staff should avoid being alone in a room with a client; if unavoidable, the door must remain open.

6.2 Information Security

Confidential information—including financial data, trade secrets, customer lists, and strategic objectives—must be protected. All staff must carry their ID cards visibly while on office premises.

6.3 IT Usage & Monitoring

IT facilities (Internet and Email) are provided for operational requirements only. Users must not view inappropriate or illegal material. The company reserves the right to inspect and review all data recorded in company systems at any time without notice.

7 Total Rewards & Leave Benefits

7.1 Annual Leave

- **Year 1:** 20 working days.
- **Year 2+:** 22 working days.

Leave must be requested in writing. The notice period given must be at least twice the duration of the leave requested.

7.2 Sick Leave

Following probation and three months of service, employees are entitled to up to **90 calendar days** of sick leave per year:

- First 15 days: Full Pay
- Next 30 days: Half Pay
- Remaining 45 days: Unpaid

7.3 Parental Leave

Both male and female employees are entitled to **five (5) days** of parental leave, to be taken within six months of the birth.

8 Performance & Disciplinary Code

8.1 Performance Appraisals

Appraisals are conducted annually to review achievements and establish Personal Development Plans.

8.2 Disciplinary Action

Procedures ensure breaches of the code of conduct are treated reasonably, consistently, and fairly.

- **Minor Misconduct:** Lateness, poor timekeeping, unauthorized absence.
- **Gross Misconduct:** Theft, physical assault, bringing the organization into disrepute.

8.3 Sanctions

Corrective actions may include verbal warnings, written warnings, or final severe warnings.

9 Termination of Employment

9.1 Notice Periods

For unlimited contracts, a minimum of **30 calendar days' notice** is required for resignation or termination.

9.2 Exit Interviews

All departing employees are required to undergo an exit interview to provide feedback on workplace culture and morale.

10 Employee Acknowledgment

I acknowledge that I have received, read, and understood the **testcompany** Employee Handbook and agree to act in accordance with these policies.

Employee Name: _____

Signature: _____ **Date:** _____

A Departmental Compensation Matrix

Note: Base salaries listed below are illustrative placeholders. Please update with actual budget bands.

A.1 Administration & HR

Role	Job Title	Base Salary	Leave (Yr1)	Leave (Yr2+)
L1	Admin Assistant	5,000 - 8,000	20 Days	22 Days
L2	HR Coordinator	8,000 - 12,000	20 Days	22 Days
L3	Office Manager	12,000 - 18,000	20 Days	22 Days
L4	HR Director	25,000+	20 Days	22 Days

A.2 Specialized Staff (Operations)

Role	Job Title	Base Salary	Leave (Yr1)	Leave (Yr2+)
L1	Junior Specialist	7,000 - 10,000	20 Days	22 Days
L2	Senior Specialist	12,000 - 16,000	20 Days	22 Days
L3	Lead Consultant	18,000 - 24,000	20 Days	22 Days

A.3 Technology & IT

Role	Job Title	Base Salary	Leave (Yr1)	Leave (Yr2+)
L1	IT Support Assoc.	6,000 - 9,000	20 Days	22 Days
L2	Systems Admin	10,000 - 15,000	20 Days	22 Days
L3	CTO / Tech Lead	30,000+	20 Days	22 Days

B HR Digital Service Delivery (Bot Logic)

Technical specifications for Slack/Teams integration.

Category A: Instant Knowledge Retrieval

User Query	Backend Logic	System Response
"How many days of leave do I have?"	1. Check Join Date. 2. Calc: < 1yr=20, > 1yr=22. 3. Deduct used days.	"Hi [Name], based on tenure you have [X] days. Balance: [Y] days."
"Can I expense coworking space?"	1. Search "Expense" + "Coworking". 2. Ref Policy 9.1.	"Policy prioritizes office work. Refer to Travel Expense Clause if traveling."
"Working hours during Ramadan?"	1. Search "Ramadan". 2. Ref Policy 4.3.	"During Ramadan, admin hours are reduced by 2 hours/day."

Category B: Transactional Requests

Command	Required Data	Action & Confirmation
"Update address"	1. Street Address 2. City/State 3. Postal Code	Action: Update Employee Table. Confirm: "Address updated."
"Add spouse"	1. Name 2. DOB 3. Cert Upload	Action: Create Ticket. Confirm: "HR will verify in 48h."