

2020

# LEAVE POLICY

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## 1. General

Managers are responsible for approving leave and flexi-hour working (if required) of their team members. Leave would be granted, based on employee requirements while appropriately balancing business interests.

Managers would exercise due caution while granting such approval so that the interest of organization is not compromised.

Team and Managers need to make sure that at-least 50% of team strength must be maintained on each working day. In case of non-adherence all leaves for team taking leaves would be marked as LWP even if approved.

HR Team to track the attendance, record leave and provide the necessary payroll inputs. No tailgating is allowed in office for security purposes.

Maximum leaves an employee allowed to take in a year is 25(including LWP) and any further leaves would be marked as LWP. Disciplinary action might be taken in this case.

## 2. Attendance Capturing

All employees will be required to record their attendance through the biometric attendance system installed at the reception. It is also mandatory to mark the presence in attendance register as per government policies. The attendance shall be reviewed by the HR department on weekly/bi-weekly basis to track the leaves taken by the employees. Also, one can see the records of leave and attendance in Goal Plan System.

## 3. Work Timings

### Description

Our office timings are from 9:00AM - 6:00PM. Grace period of one hour from 9:00AM - 10:00AM is provided for flexible timings. It is mandatory to complete a minimum of 9:00 hours in office.

If a person IN time is  $\geq 10:30$  am and  $\leq 11:00$  am OR OUT Time  $\geq 05:00$  pm and  $< 06:30$  pm then it would be marked as **Short Leave** in ALL the cases automatically. Additionally, if total time in office is  $< 09:00$  hrs and  $\geq 08:00$  hrs then also **Short Leave** would be marked.

If the IN time  $> 11:00$  am OR OUT Time  $< 05:00$  pm then **Half Day** would be applied. If the total time  $< 08:00$  hrs and  $\geq 04:30$  hrs then also **Half Day** would be marked.

In case of total time  $< 04:30$  hrs then it would be marked as **Unplanned Leave and EL would be adjusted**.

- A. Lunch hour would be observed for not more than 30 minutes.
- B. Tea breaks etc. should not exceed 10 - 15 minutes total in a day, failing which might attract disciplinary action.
- C. Employees are expected to report to work regularly and on time, failing which might attract disciplinary action.
- D. Recurrent unsatisfactory attendance will result in disciplinary action and will affect the performance appraisal.
- E. Any leave without intimation/information on the same day would be considered as a LWP. Unless it is for any medical reasons or an emergency, which must be duly supported by prescription from a registered medical practitioner or emergency leave with reason.
- F. Employees should notify their manager **via Phone call and Email (both)** at the earliest possible if they anticipate that they would be delayed to work or would be absent from work for any reason. This notification should include the reasons for the absence/delay and probable date of return.

In case of prolonged absenteeism or tardiness, the manager can initiate appropriate disciplinary / termination action as and when required.

## 4. Leave Management

### Leaves:

Starting January 2019, a total of 18 leaves are authorized to all employees in a year starting January of each year. Leaves will be credited on **quarterly basis** (4.5 for each quarter)

### Leave Breakup:

Sick Leave	6
Casual Leave	6
Earned Leave	6
<b>Total</b>	<b>18</b>

\*During the probation period of 4 months, Person is entitled for 1.5 leave per month. No more leaves allowed during the probation period of employee.

In calculating leaves, Saturdays, Sundays and holidays falling between the leaves would not be counted, however if leave is for a continuous period of 11 days or more, then the weekends will be counted.

If the person takes 15 or more continuous leaves including weekend, this will lead to attract the full month salary deduction of employee. Exceptions are prior approval for special cases like marriage, death in family or any emergency condition arises due to some serious personal accident.

Negative leaves will be adjusted from next year that to limited with 2nd Quarter. In this, the next calendar year leave balance of first 2 quarter would be Zero.

In the month of December, every year, employees MUST not be applying and availing more than two leaves. No leaves would be meant approved without HR confirmation. HR can provide the approval after coordination with different departments for extreme cases.

\* Employees are encouraged to plan and avail their quota of CLs and SLs in a year till November, to consume maximum of their CLs and SLs as both leaves do not fall into **Carry Forward** category.

\* Earned leaves deduction would start after consumption of all CLs and SLs. However, any unplanned or emergency leave might fall under EL or LWP on case-to-case basis.

### Leave Carry Forward

- A. Only Earned Leave will be carried forward. Any days availed in excess will be recovered by deduction of leave balance.
- B. The leaves carried forward from previous calendar year shall be credited to the employee at the beginning of the calendar year (1st January to 31st December).
- C. In case an employee has Earned Leaves balance of more than 25 days or more till the employment, Employees are entitled to avail leave encashment maximum of 20 days that means 70% of leaves encashment out of total leave based on basic salary. Amount calculation formula is:  $(EL \text{ in hand} / 30) *$

Basic salary. Apart from this, in case, employee resigned then earned leaves balance will be processed with the rest of salary balance and transferred along with the full and final settlement.

\*In case of employee termination or misconduct / misbehavior by employee, the above mentioned earned leaves balance policy will not be applicable.

- D. Leave applications to be approved by the respective Manager. It is the responsibility of the employee to check that the leave application and records have been updated.
- E. LWP (Leave without Pay) is not a matter of right. Sanctioning of LWP is at the sole discretion of the company. Absence from work without Manager Approval is breach of discipline. Disciplinary action, including termination of service, can be initiated.
- F. Approval should be obtained prior to going on LWP; otherwise, the employee might be treated as absconding from the services of the company.
- G. If for any unforeseen reason, an employee is compelled to return late from an agreed leave, the employee shall notify his/her Manager about the extension. Failure to do so will render the employee liable for disciplinary action for an unauthorized absence.
- H. **WFH – Work from Home** is not encouraged because of QSS IT security policies. However, person may be asked to work from home in case of emergencies, if approved by manager.
- I. Organization may ask people to work on off hours to complete the delayed work.
- J. **Comp Off – The Comp off is applicable only in cases where customer asked for the additional work to be done, instead of the delay in the assigned tasks. Comp Off earned by an employee while working during weekends or company's list of holidays would keep on adding into their casual leave balance and can be allowed to avail accordingly. The Comp Off would be confirmed and approved by your reporting manager. Minimum 08 hours of work/duty to be performed to request a comp off for approval from respective reporting manager.**

### Annual Holidays

QSS observes 11 national and festival holidays that will be communicated to employees at the beginning of the calendar year. These holidays can be location-specific, client-specific, or project-specific. The decision of public holidays for next calendar year shall be taken by the HR department by 25th December of the previous year.

Circulation to the employees will be done before start of the calendar year by HR department.

### 2019 Holiday Calendar: Refer the shared doc

### in drive Leave Procedure

- A. An employee who wishes to take 4 or more days of leave is advised to plan vacation/such leave at least 30 days in advance, and to obtain approval from his/her manager. And an employee who wished to take 2 to 3 days of leave is advised to plan such leave at least 15 days in advance.
- B. A manager should exercise discretion while approving leave.
- C. Only approved leave will be treated as authorized leave.
- D. Management may initiate disciplinary action if an employee takes leave without approval.

**Note: For applying leave email to the HR department keeping manager in cc.**

## 5. Absconding Employees

If an employee is absent from work for three consecutive days without approval, the organization shall assume that the employee has abandoned its services and will be treated as absconding. It shall attract disciplinary action including (and up to) termination of the services of the employee without any notice pay.

Strict legal action might be taken against any such unprofessional behavior.

**Salary Credit** - Salary will be processed on the last working day of each month effective August 2025 it would help to get the salaries credited to everyone's account on or before the end of the month. To facilitate timely processing, the salary calculation period will be from the 21st of the previous month to the 20th of the current month.

**Salary Correction** – Employee may be put on improvement plan for 2-4 months in case of non-performance. During / after improvement plan, his / her salary may get revised based on performance during this period.

**Communication**– Employees are expected raise any or every concern like work culture issues, salary issues, leave balance discussions, team member communication issues, resignation etc. to HR ONLY.

## 6. Notice Period

QSS revised notice period policy. Moving forward a notice period of 3-months must be served by employee. This is required to make sure the smooth operations of the organization. This policy is effective from 1<sup>st</sup> March 2019 for all the employees. Notice period buyout can be provided based on the sole decision of management and can be rejected without prejudice.

## 7. Terms and Conditions

All the policies mentioned in the document are under sole decision of management. Any dispute should be referred to the company and the decision of the company shall be final.