

Employee Handbook

1. Introduction

Welcome to Acme Corporation. This handbook provides essential information about our company policies, procedures, and expectations. All employees are expected to read and understand this document.

2. Key Roles and Definitions

Client Senior Manager (CSM): A Client Senior Manager is defined as a senior-level professional responsible for managing key client relationships and ensuring successful delivery of services. CSMs serve as the primary point of contact for strategic clients and are accountable for client satisfaction and retention.

Project Lead (PL): A Project Lead oversees the day-to-day execution of projects, coordinates team members, and reports progress to stakeholders.

Technical Architect (TA): A Technical Architect designs system architecture, makes technology decisions, and ensures technical quality across projects.

3. Company Policies

All employees must adhere to the following policies:

- Remote work is permitted with manager approval
- Annual leave is 20 days per year
- Sick leave requires a doctor's note after 3 consecutive days
- Performance reviews occur quarterly

4. Leave Entitlements

Leave Type	Days/Year	Carryover
Annual Leave	20	Up to 5 days
Sick Leave	10	No carryover
Parental Leave	12 weeks	N/A
Bereavement	5	N/A