

POLICIES AND MAINTAINANCE

1. Breaks:

- Employees are entitled to the following breaks during the workday
- **Lunch Break:** 1 hour (typically between 1:30 PM and 2:30 PM)
- Breaks should not interfere with work responsibilities or client deliverables.
- Extended or unscheduled breaks should be avoided and must be approved by the reporting Team lead and HR.

2. Punctuality:

- All employees are expected to arrive on time and adhere strictly to their working hours.
- Late arrivals and early departures must be informed in advance and approved by the reporting manager and HR.

3. Attendance Monitoring:

- HR will regularly review attendance records and follow up in case of inconsistencies.

4. Dress Code Policy:

- Employees are expected to wear formal or business-casual attire during working hours.
- When attending client meetings or visits, it is essential to maintain a clean, well-groomed, and professional appearance that reflects the company's standards and values.

5. Leave Policy:

- All CL requests must be sent via email to the respective Team Lead (TL) and HR at least 14 days in advance.
- Leave will be considered approved only after explicit confirmation from the reporting TL.
- Sick Leave should be requested as soon as possible unless circumstances prevent such notification.
- Loss of pay (LOP) will be calculated based on the number of additional days taken beyond the allocated CL and SL days.
- It is essential to maintain clear communication with your TL and HR when requesting CL or SL
- Exceeding the allotted days without prior approval may impact your attendance record and performance evaluation.
- Make every effort to plan your sick leave wisely to avoid any potential loss of pay.

6. Internal communication:

- All internal communications must be conducted via Microsoft Teams to ensure clarity, accountability, and minimal disruption across departments.
- Employees are strictly advised not to visit or disturb other departments in person, unless it is an emergency or related to critical work that requires immediate attention.

7.Compensation and Permissions:

- Employees are allowed to request permission (up to 1 hour) a maximum of two times per month

8. Office Maintenance and Discipline Policy:

- Keep your work area tidy and organized at all times.
- Please ensure that chairs and seating arrangements are returned to their original position after leaving a meeting room or workstation.
- Do not leave food, wrappers, or disposable cups at your desk.
- Dispose of garbage in designated bins.
- Pantry and common areas must be kept clean after use.
- Report any maintenance issues (e.g., electrical, plumbing, AC, etc.) to the HR or Facilities team immediately.
- Use company property and IT equipment responsibly.
- Do not tamper with hardware, software, or network settings without IT approval.
- Any damage or malfunction should be reported to the IT Support team.
- Personal use of office equipment should be limited and responsible.
- Office systems and the internet must be used strictly for official purposes.
- Accessing inappropriate websites, streaming, or downloading unauthorized content is prohibited.
- Use strong passwords and do not share login credentials.
- Lock your system when away from your desk.
- Maintain a neat and presentable appearance while at work.
- Wear your ID badge at all times within the office premises.
- Employees are expected to maintain professionalism in all forms of communication. The use of offensive, vulgar, disrespectful, or inappropriate language is strictly prohibited.