1. General HR Policies

Q: What is the company's vacation policy?
A: Employees are entitled to paid annual leave as outlined in the employment contract. Vacation requests must be submitted in advance through the HR system and approved by the direct manager.

Q: How many paid leave days do I have?
A: Full-time employees typically receive 20 working days of paid leave per calendar year. Check your remaining balance in the HR system under "My Time Off."

Q: How do I apply for leave?
A: Log in to the HR portal and select **"Request Leave"** from the menu. Fill in the start and end dates and submit for manager approval.

Q: What are the working hours?
A: Standard working hours are from **9:00 AM to 6:00 PM**, Monday to Friday, with flexibility depending on team arrangements.

Q: How do I report sick leave?
A: Inform your manager as soon as possible and record the absence in the HR system under **"Sick Leave."** A medical certificate may be required after 3 consecutive days.

Q: What is the overtime policy?
A: Overtime must be pre-approved by the manager. Compensation may be provided as time off in lieu or paid, depending on the project and contract type.

Q: How can I update my personal information?
A: Go to the HR portal > **Profile Settings** > **Personal Information** and make the necessary changes. Notify HR if sensitive information (e.g., address, bank details) changes.

Q: Where can I find the employee handbook?
A: The employee handbook is available on **SharePoint → HR → Documents → Policies and Guidelines.**

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2. Salaries, Benefits & Compensation

Q: When is the salary paid?
A: Salaries are transferred on the **last working day of each month** to your registered bank account.

Q: How can I check my payslip?
A: Payslips are available in the HR system under **“My Payroll”** or sent automatically to your company email.

Q: What benefits do we have (health insurance, gym, etc.)?
A: Employees have access to private health insurance, wellness initiatives, and gym membership discounts. Check the **Benefits** section on SharePoint for details.

Q: How do I change my bank account details?
A: Submit an update request in the HR system under **Payroll Settings** or contact **HR Support** with your new account information.

Q: How are bonuses calculated?
A: Bonuses are based on company performance, team results, and individual achievements as part of the annual review process.

Q: What are the rules for travel reimbursements?
A: Reimbursements are issued after submitting a valid expense report with receipts within 10 business days of travel completion.

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3. Travel & Expenses

Q: How do I submit a travel expense report?
A: Use the **Expense Management** section of the HR system or the **Travel & Expense SharePoint form** to upload receipts and fill in travel details.

Q: What documents are needed for travel reimbursement?
A: Receipts, invoices, boarding passes, and proof of payment must be attached to the report.

Q: What’s the per diem policy?
A: Daily allowances are provided according to company travel policy and local regulations. The rate depends on destination and trip duration.

Q: How do I book a business trip?
A: Use the **Travel Request** form on SharePoint or contact the **Travel Coordinator** for assistance with booking and approvals.

Q: Who approves travel expenses?
A: Travel and related expenses are approved by your direct manager or project lead.

Q: How do I upload receipts for reimbursement?
A: Scan or photograph each receipt and attach it in the **Expense Report** section of the HR portal or SharePoint.

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4. Onboarding & Offboarding

Q: What should I do on my first day?
A: Arrive at the office or connect remotely as instructed. HR will provide orientation details, and IT will assist with system setup.

Q: How do I get access to company tools (email, Teams, VPN)?
A: Access credentials are provided by IT before your start date. If you encounter issues, contact **it.support@[company].com**.

Q: Who can I contact for IT setup?
A: Reach out to the **IT Service Desk** via Teams or email **it.support@[company].com**.

Q: Where can I find the organizational chart?
A: The chart is available on **SharePoint → HR → Company Structure.**

Q: What is the offboarding process when leaving the company?
A: Submit your resignation notice to HR and your manager. HR will guide you through return of equipment, exit interview, and final paycheck details.

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5. Compliance & Company Regulations

Q: What is the company's data protection policy?
A: The company complies with GDPR and internal data privacy standards. Personal data is collected and processed only for legitimate business purposes.

Q: What are the rules about confidentiality?
A: Employees must not disclose company, client, or employee information to unauthorized parties during or after employment.

Q: How do I report a conflict of interest?
A: Report it to **HR** or **Compliance** via the confidential reporting form on SharePoint.

Q: How can I report harassment or discrimination?
A: Contact **HR** directly or use the **Anonymous Reporting Tool** on SharePoint under **"Ethics & Safety."**

Q: What's the code of conduct?
A: The Code of Conduct defines expected professional and ethical behavior. It's available on **SharePoint → HR → Policies.**

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6. Time Off & Attendance

Q: How do I request vacation in the system?
A: Log into the HR system, open **"My Time Off"**, select the desired dates, and submit for manager approval.

Q: Can I transfer unused vacation days?
A: Unused vacation days can be carried over once per year, subject to HR approval and local labor laws.

Q: What's the policy for public holidays?
A: Public holidays are based on the local country calendar and are listed on SharePoint under **HR → Holidays**.

Q: How do I log work hours?
A: Use the **Time Tracking** module in the HR system to log hours daily or weekly, depending on your team's process.

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7. Learning & Development

Q: How can I register for training?
A: Visit the **Learning Portal** on SharePoint and select from the list of available courses.

Q: What courses are available this month?
A: Check the **Training Calendar** on SharePoint or ask the chatbot: "Show current training programs."

Q: How can I request a conference or certification?
A: Submit a **Learning Request Form** to your manager for approval, then forward it to HR for budget confirmation.

Q: How is training approval handled?
A: Training requests are reviewed by your manager and HR based on relevance, performance goals, and available budget.

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8. Internal Processes / IT Requests

Q: How do I reset my password?
A: Use the **Self-Service Password Reset** tool available on the company login page, or contact IT support.

Q: Who should I contact for hardware issues?
A: Contact the **IT Service Desk** through Teams or email **it.support@[company].com**.

Q: How do I access SharePoint or Teams channels?
A: Ensure you're logged into your company account. Access requests can be sent to **it.support@[company].com** or your team admin.

Q: How do I set up two-factor authentication?
A: Go to **Account Settings → Security → Two-Factor Authentication** and follow the setup wizard using your phone or authenticator app.