

YES IT Labs team member Handbook



Introduction & Purpose of the Handbook

This YES IT Labs team member Handbook establishes policies, procedures, benefits, and working environment that will be followed by all YES IT Labs team member as a condition of their employment at the Company.

This YES IT Labs team member Handbook is not a contract of employment nor is it intended to create contractual obligations for the Company of any kind. The Company will make every effort to notify team member when an official change in policy or procedure has been made but team member are responsible for their own up-to-date knowledge about Company policies, procedures, benefits, and working conditions.

Please review the policies, procedures, working conditions, and benefits described in this handbook. You should acknowledge the HR team that you have read, understand, agree to abide by, and acknowledge your receipt of this team member handbook and team member Standards of Conduct.

Welcome Message

Welcome new Team member!

On behalf of your colleagues and the management, I welcome you to YES IT Labs and wish you every success here.

We believe that each team member contributes directly to YES IT Labs growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations with our team member and to outline the policies, programs, and benefits available to eligible team member. team member should familiarize themselves with the contents of the team member handbook as soon as possible for it will answer many questions about your employment with YES IT Labs.

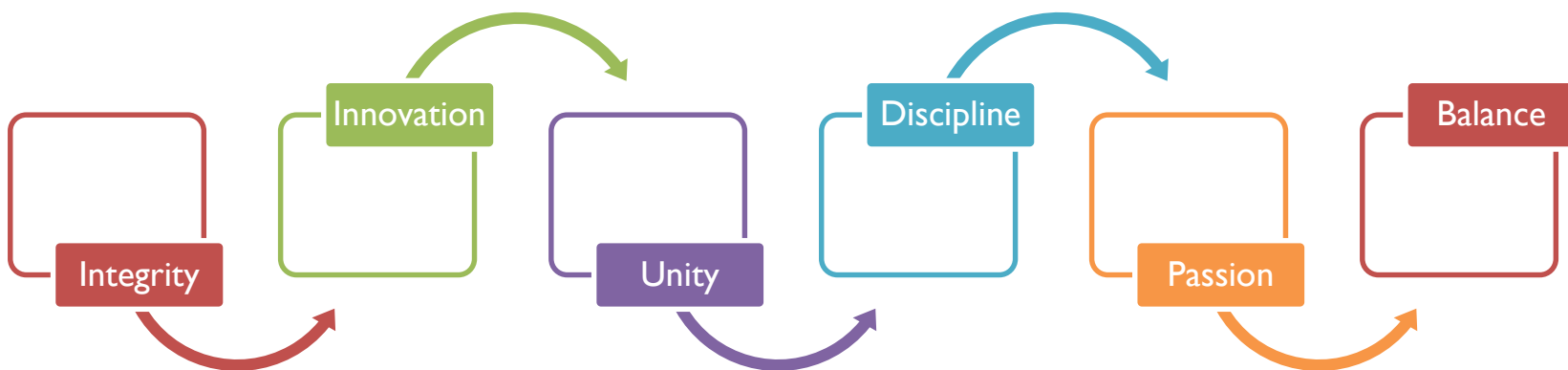
We hope that your experience here will be enjoyable, and rewarding and full of growth. Again, welcome!

Sincerely,
YES IT Labs

Our Mission

Our mission is to create, innovate, and deliver flexible, customer-oriented, and robust IT solutions to a wide spectrum of businesses belonging to all variety of industries. The long-term goal of the company is envisage to pioneer innovative processes for creating new as well as improving upon existing IT solutions and services to enhance productivity and profitability.

The foundation of YES IT Labs is built upon six primary core values:



Each of these reflect in our work, quality and creativity.

Joining the Organisation

Signing up – Forms to Complete

1. Please fill the personal information form for the company records, link below: <https://goo.gl/forms/cYC0GxDStVQezQF>



Following are the documents that a New Joinee is required to carry originals for verification:

1. Academic & Professional Certificates
2. Appointment Letter and Experience Certificate from last two Employer 's (only if applicable)
3. Last three Months Pay Slip drawn / Salary Certificate (only if applicable) or bank statement with salary credits entries.
4. Two Recent Passport size photographs
5. Pan Card
6. ID Proof

Appointment Letter

The clauses mentioned in the Appointment/Offer letter will remain same till your employment or updated as applicable during your appraisal with the company.

New team member will receive his letter of appointment in 7-14 days post his joining with YES IT Labs.

The format of the same can be found in the below link:

<https://bit.ly/3NJBLVu>

Workplace Professionalism and Company Representation

Here are further policies, procedures, benefits, expectations of the employment relationship, professional behavioral expectations that are followed at YES IT Labs. This also covers pay, performance expectations and legalities which YES IT Labs can revise anytime without the consent of existing or new team member .

I. Attendance Expectations and Policy

- Excellent attendance is an expectation from all team member of YES IT Labs, yet in unavoidable circumstances the company allow leaves on acceptance with prior notice for all our team members.
- In case of late coming team member, they should call and email, both their reporting manager and HR to inform with a valid reason.
- Entry should be created in the biometric at the door by all the team members with In & Out Time on a daily basis with the Biometric check-ins.
- Any miss will be considered as leave. In case of leave, the process is explained in “Leave Application Process”.
- Team members are recommended to join 15 minutes before their reporting time to settle and start their day.

2. Working Hours/Overtime/Work Ethics

- Working hours are from 10:00 am – 7:00 pm IST and night shift timings are from 6:00pm to 3:00am for most team member unless agreed upon a different time by the Management/HR.
- **Every team member must complete his/her 9 hours per day in the office premises. * hours of work and 1 hour of break times.**
- Each team member is recommended to join office 15 mins prior to their reporting time to meet / greet and settle themselves. Any punch-in after reporting time (usually 10am / 6pm) will be marked as half-day automatically with 3 exceptions per calendar month to punch-in late by a maximum by 30 mins from the reporting time. (10.30 am / 6.30 pm)
- Anyone who leaves late and returns late the next day must get the reporting managers' approval via email the same day to avoid late punch in record.
- The attendance of 9 hours work in office will be managed as per thumb biometric attendance tracking system.
- **Team member can check their monthly work hours from HR in first week of every month to maintain his/her hours during 2pm to 4pm.**

- Team member are required to complete their tasks assigned for the day on the same day only and for some reasons the task is delayed the company expects its team members to do the needful in the interest of the Client deliverable.
- Kindly make sure you check your skype/email/Asana messages as soon as you receive them and reply also.They should be your first priority.
- When you start your day send a message on skype to your Reporting Manager on what you are working. For, instance, "Good morning, I am working on a module." And should give regular updates to your reporting manager.
- Meet with your reporting manager before leaving from office to avoid any last moment changes on a daily basis and discuss what you did, what is pending, and if there are any issues to resolve/submissions before leaving the day.The HR recommends all the team members to meet usually 30 mins before leaving for the day.
- You need to update Google Timesheet on a daily basis and send it to your Reporting Manager at the end of the day via skype.
- Any change in your working priority should be preapproved by your reporting manager & failing to do so will be considered as unpaid leave for the day.

3. Break & Lunch Periods: Lunch timings from 1:15 PM to 2:00 PM and second break from 5:15 PM to 5:30 PM IST and for night shift it will be 10:00pm to 10:45pm and second break from 1:15am to 1:30am.We recommend our team members to not have their meals inside the office.

4. Work Dress Code: Casual official wear in week days and on Friday wearing Company T-shirts are compulsory. The HR department is working on the new company t-shirt for all team members to wear every Friday as a compulsory dress code.

5. Smoke-Free Workplace

- To protect and enhance our indoor air quality and to contribute to the health and well-being of all team member, YES IT Labs shall be entirely smoke-free. Additionally, the use of all tobacco and smoking products, including chewing tobacco and electronic cigarettes (E-cigarettes), is banned from the company workplace, except as designated in this policy.
- Smoking is prohibited in all of the enclosed areas within the Company work sites, without exception. This includes common work areas, private offices, hallways, the cafeteria, stairs, restrooms and all other enclosed facilities.

6. Drugs & Alcohol Free Workplace

- In a drug-free workplace, YES IT Labs has taken steps and initiated policies to ensure that team member, vendors, and customers are not:
 - ✓ taking or using alcohol or drugs,
 - ✓ selling drugs, or
 - ✓ affected by the after-effects of indulging in alcohol or drugs outside of the workplace during non-work time.

7. Leave Application Process

We expect from all the team member to follow the process of leave application to avoid any unscheduled absence from office.

- **Unscheduled/Sick Leaves:** The team member should call both his/her reporting manager & HR and email to hr@yesitlabs.com is must regarding your reason for urgent leave. In case not informed then sandwich leave will be applied with necessary.
- **Leave without Prior Permission/Without Intimation:** If the team member is absent from office without any prior permission or without intimation to the Management or HR then the Company shall have rights to take necessary action and shall ask the a written explanation on unauthorized leave as soon as the team member resumes on his duties.
- **Scheduled leave:** If a team member is planning to take leaves in coming days then he/she must send an email at hr@yesitlabs.com and inform his reporting manager for approval.
 - 1 day leave- 3 business days in advance
 - 2-3 days leave- 10 business days in advance
 - 4+ days -3 weeks in advance
 - Self Marriage- 14 calendar days leave allowed(max)
 - Unfortunately, we have no maternity/paternity paid leaves available at this moment.
- **Paid Leaves:** An team member is eligible for 1.5 leaves per month after the his completion od probation period i.e. 3 months. However as per Clause No. 1 of your appointment letter your probation period may increase by giving you a written notice.

- **Un-availed Leaves/WFH:** Maximum of 8 un-availed leaves and 5 WFH will be carry forward after the end of the calendar year.
- **Leave Deduction:** If anyone's leave balance goes in –ve then it will be deducted from the current month salary
- **WFH Policy:** Each team member is entitled to take 5 days WFH in every quarter (see WFH guidelines for details) and it should be preapproved from HR/Reporting manager. Any Unapproved WFH will be Half day by default. More than 5 WFH per quarter will be marked as half day automatically.

WFH Policy: <https://bit.ly/3x73nLj>

- **Sandwich Policy:** If anyone avail leave on Friday & Monday or ahead or after any leave, then in between Saturday, Sunday or leave also will be considered as leave.

Instances of Sandwich Leave Policy(considering Saturday and Sundays are week offs):

1. If you apply leave on Thursday and Friday.
2. If you apply leave Friday.
3. If you apply leave on Monday and Tuesday.
4. If you apply leave on Monday.

*Kindly note:Any team member can request to HR for their leave balance anytime.

8. Holidays

- The holidays calendar is sent to the team member via email after joining YES IT Labs. Every year the calendar is updated and in case the team member doesn't receive then he can contact to HR department. Or you can find in the below link for current year: **subject to any changes:

Holiday List: <http://bit.ly/48xgupT>

US Holiday list for Night shift team: <https://bit.ly/3vk4iuv>

*** US Holidays are only applicable for teams:

1. Sales team
2. Online Bidding Team

9. Salary Remittance

- Our pay cycle period is from 1st to 30th of each month. Our pay date is first 10 days of every month and pay mode is salary transfer to the employee's salary A/C. In case you have joined on or later than 25th of that your 5-6 days salary shall be accumulated in next salary cycle as per Clause No. 6 in employee's joining letter.
- Any payments, apart from payrolls will be transferred between 15th to 20th of the month. For instance: Extra Hours, Awards etc.

10. Performance Review

- We believe that weight to performance should be appropriately given and need to perform should be developed among the team member. The performance review policy is a way to convey to the team member that the company appreciates their hard work and dedication towards work.
- The performance review can be conducted anytime after 3 months of candidate's employment with the company and the incentives are on the basis of their performances.

- Every team member has a right to ask for the feedback on their performance. Job skills, teamwork, extra competencies, contribution to the organization, results of given task, special achievements, social skills and organizational citizenship behavior are the important points considered for performance appraisal.
- Please note, you would have different work delivery or performance targets from the HR or your reporting manager which should be achieved to avoid warning letters.

11. Salary Appraisal

- The Company offers appraisal/increment as based on team member' performance, discipline, behaviour, accomplishments and shall be offered from 3 to 12 months effective from the joining date of the team member.
- Appraisal cycle is one year for the team member who's salary is or more than INR 30,000 [Thirty thousand only] per month net payable unless decided by the management.
- Appraisal cycle is 9 months for the team member who's salary is less than INR 30,000 [Thirty thousand only] per month net payable unless decided by the management.
- Each appraisal document of an individual will include next target along with CSR points which will be considered in next appraisal of the team member.

- **Responsibilities of individual team member include:**

1. Submission of self-assessment forms by comparing the achievement and work progress against the set objectives assigned by the company.
2. Attend appraisal meetings
3. Post-performance review every individual team member should agree to follow the Personal Development Plan (PDP), suggested by appraiser or HR Department of the company.

12. Email Use

- Email is also to be used for Company business only. Company confidential information must not be shared outside of the Company, without authorization, at any time. You are also not to conduct personal business using the Company computer or email. Viewing pornography, or sending pornographic jokes or stories via email, is considered sexual harassment and will be addressed according to our sexual harassment policy. As per Clause No. 11 immediate termination is the most frequent disciplinary action that the Company may take in these cases.
- At the time of joining below credentials will be provided to the team member
 - 1. Official email:** This I'd will be used for all official communication internally or to the clients. The I'd will be <name@yeistlabs.pro>/<name@yeistlabs.com>.
 - 2. Gmail:** This I'd serve the purpose of drive uploads or any other Gmail login for project requirements, no official email will be sent or received on this email
 - 3. Skype I'd:** This I'd will be used for internal team communication created from Official Gmail id.

13. Company Owned Equipment

Any device or computer, but not limited to, desk phones, smart phones, tablets, laptops, desktop computers, pen drives, and iPads that the Company provides for your use, should only be used for Company business.

- Keep in mind that the Company owns the devices and the information in these devices. At the end of the day the Company will require that you return the equipment and hand it over to HR or Admin department. Company assets assigned to respective team member should be handed over to concern department at the time of leaving the company.
- You may use personal electronic devices that are not connected to the Company network to access any appropriate internet site during breaks.
- Company assets assigned to respective team member including equipment, furniture, machines should be maintained by the team member and in case of any damage/nonproductive asset, the team member should email IT department on itsupport@yesitlabs.com for replacement.
- Any loss or damage of company device or it's data has minimum penalty of INR one lac.
- Your official mails are meant to be used for official emails+ Calendar and Gmail is only for drive and skype.
- No one is allowed to add personal phone numbers or verification options on your office given accounts.
- Any third party tool- I'd needs to be used, will be signed up using pmo@yesitlabs.com.
- All recovery emails and phones should be company owned and not personal on any official accounts.

14. Internet Use

- Internet use, using company-owned devices that are connected to the Company network, is authorized to conduct Company business only. Internet use brings the possibility of breaches of the security of confidential Company information. The team member is not allowed to use the company credentials for their personal chats or use and their personal accounts as well.
- Additionally, under no circumstances may company owned computers or other electronic equipment, including devices owned by the team member, be used at work to obtain, view, or reach any pornographic, or otherwise immoral, unethical, or non-business-related internet sites. Doing so can lead to disciplinary action up to and including termination of employment. Internet and systems of office are tracked, so you are directed not to use it for personal use like personal emails, social media, etc.

15. Insubordination Policy

- Team member are required to obey company directives issued by their supervisor or manager. A refusal to obey a supervisor's order or a lack of respect directed toward that supervisor/colleague will subject that team member to formal warning letter or termination on disciplinary grounds whichever necessary as decided by the Management & HR as per Clause No. 11(2) in employee's joining letter.

* **Kindly Note:** There are many other professional policies involved that can be used from time to time in favor of company's vision & mission, maintain good working culture.

16. Covenant Not to Compete

- 1. During the employment with the company and for a period of 5 years following the termination/resignation of team member, any team member cannot work or start a business, and gain competitive advantage by exploiting confidential information about their former employer's operations or trade secrets or sensitive information such as customer/client lists, business practices, upcoming products, and marketing plans, directly or indirectly with YES IT Labs' employees/contractor/client.
- 2. During the full time employment with the company any team member cannot work in same industry, at 2nd job or for a competitor in a part-time capacity.

Clarification/Additional Points on Clauses in Employee's Appointment Letter

CLAUSE No. 9 - DATA SECURITY

- If and whenever required the team member carrying, asked by the Company, his personal laptop, pan drives, USB, CDs or any other extra media in office premises for official use will write an official email to the Management & HR for approval and will get it checked before leaving the premises in all good faith of the Company.

CLAUSE No. 12 - RESIGNATION:

- In case, the team member resigns, full & final settlement including current month & notice period salary and relieving letters will be done within 45 days from the last working day of successful notice period completion and on clearance from different departments like IT, Admin, HR, Management. team member are not allowed to take any leaves during notice period.
- As soon as the team member resigns, they are withdrawn with all employee benefits and no Leave/WFH balance is cashed out at time of FnF or adjusted in Notice Period.
- Resigning without serving complete notice period has same rules as absconding.

- Failing any of the above, the company shall stop the full & final settlement of the team member including relieving or experience letters with absconding fines etc. as in your joining letter.

* **Kindly Note:** The Company is authorized to issue warning letters to anyone who fails to follow these guidelines/procedures mentioned in this Handbook. In case, 2 warning letters are already issued to a particular team member, the company shall give 3rd warning as a termination on disciplinary grounds as per Clause 12 (2) from team member' joining letter without any paid notice period.



Welcome to the Team 🙌👉🏻😊

We have attempted to anticipate many of your questions about working at the company in the pages of this handbook. You are welcome to visit Human Resources for additional information and assistance on any issue concerning your employment. We look forward to the contributions you will make in helping YES IT Labs fulfill its mission.