

# Workforce Hand Book and Policies

**ACSPL PRINCIPLES OF ENGAGEMENT**

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**acspl**

**Arthadisha Consultancy Services Pvt. Ltd.**



# Know about ACSPL

## Who we are

- Company Full Name: **Arthadisha Consultancy Services Pvt. Ltd.**
- Established in year **2000**.
- **Promoters of ACSPL**
  - Satish Aher (CFO)
  - Manoj Chandgude (COO)
  - Manoj Chavanke (CTO)
- Its joint venture of **Disha Systems** and **Samvit Infotech**.

## What we do

- **ACSPL** offer end-to-end solutions for **Regional Co-operative Sectors**.
- **ACSPL** provide **SaaS based Solutions** for Co-operative Financial Segment.
- **ACSPL** work as a **Backbone** and **OEM Partner** for Solution Provider Companies.

## Our Clientele

- **ACSPL** on boarded **2,000+** active clients.
- Targeting **10,000+** by the year **2025**.

## Our Wings (Departments)

- |                                    |    |
|------------------------------------|----|
| • Application Development Services | SD |
| • Support Services                 | SS |
| • Data Services                    | DS |
| • Administration                   | AH |
| • Sales and Promotion              | SP |
| • IoT and Embedded Services*       | ET |
| • Gadgets RnD Services*            | RD |

## Office Hours

- **9:30 AM to 6:30 PM**
- Monday to Saturday
- **Sunday** Weekly Off

## Attendance

- Biometric Attendance is mandatory for every team member.
- It is mandatory for every employee to complete **210 hours** in a month.

## Public Holidays

- **List of Annual Public Holidays** available with HR or Admin personal.
- Total Public Holidays are no more than **15 days** in a calendar year.

## Work from Home

- **ACSPL** does not encourage Work From Home practice. Although in special cases, Employees are allowed to work from home only if their job duties permit it.
- Employees have to use their own resources like laptops, the Internet, and other requisites. **ACSPL** will not provide any reimbursement for the same.

## Attire

- The team members are advised to wear clothes that reflect their professional appearance. Therefore, attire that is **formal or semi-formal** may be worn. Casual attire is not encouraged.

# Employee Joining Policy

The joining process and formalities are to be completed by new joiners at **ACSPL**. The joining and induction have been divided into two parts **Onboarding** Formalities and **Induction** at Campus.

## Onboarding

- On the Day of Joining, joiners have to **submit the following documents** at the office.
  - Photocopy of the Aadhaar Card or Passport.
  - Photocopy of the Highest Education Certificate.
  - Soft-copy of a color photo, taken in the last 6 months with a clear image of your face only.
  - Banking Details: Account Name, Account Number, Bank Name and IFSC.
  - Signed Copy of the Offer Letter given by **ACSPL**.
  - Duly filled HR Form.
- If you are an **experienced** joiner, submit the following documents as well
  - Experience and Relieving Letter from previous employers.
  - Proof of the last salary drawn: Previous Three Months pay slips.
- Joiners can have discussions with HR for Queries and Help.
- HR shall help joiner for mandatory **Biometric Registration**.
- HR shall quickly brief you about **“do's and don'ts”**
- **ID Card** will be provided after a week time.

For **Interns**, After joining interns will go through a **probation period of three months**. After the evaluation intern's assessments and feedback from seniors will be confirmed as an employee. If the Intern's performance is not satisfactory **ACSPL** may discontinue the intern's services.

**ACSPL** Internship program is based on the **On-Job-Training** method. **ACSPL** will not charge any fees to the Interns, but **no wages or stipend** will be given to the interns during the training period.

## Induction

*Attendance for the program by all new joiners is mandatory and no exemption from the same shall be allowed.*

- HR shall organize a formal and detailed Induction program for new joiners at the office.
- HR shall **introduce** new joiners with other team members.
- Each new joiner shall be assigned a **buddy**, who will assist her/him to settle at **ACSPL** and address their queries, in the initial days of joining.
- HR shall collect **feedback** from new joiners to understand their views and suggestions on improving their onboarding experience.
- The second feedback shall be taken post completion of 30 days by the new joiners at **ACSPL** on their experience over the last 30 days at **ACSPL**.
- Desk Assignment, User Credentials, and Data Storage Location, personalized workspace (drive and folder) shall be preamble by the Buddy or Admin.

### **ACSPL approach to a “Positive Work Environment”**

- Prioritize onboarding and training
- Help your employees find a comfortable work environment
- Conduct regular check-ins
- Encourage team collaboration and communication
- Develop a strong workplace culture
- Facilitate opportunities for learning

## Compensation and Benefits

**ACSPL** will provide equitable compensation to all team members based on their role and nature of the job profile, and structured with an aim to enable team members to maximize their performance at work.

- The salary and other payouts for the month of work will be credited into Team Member's **bank account** on the **15<sup>th</sup> of the following month**. (e.g. Salary for 1<sup>st</sup> Jan to 31<sup>st</sup> Jan will be credited on 15<sup>th</sup> Feb).
- Official **travel expenses, fuel charges** incurred by the employee for official duty and other **official expenses** (the cost of operations that a company incurs to generate revenue) will be reimbursed.
- Deduction for the unpaid leaves will be shortened from the salary by 150% of the hourly wage rate.
- Other Deductions are in preference by team members like professional tax, insurance, etc.
- We encourage team members for **personal and family medical insurance**. It's an individuals' decision but **ACSPL** strongly recommends it. **ACSPL** will help the crew to lend money for insurance and deduct the same amount in no more than **9** months' installment.
- **ACSPL** will guide team members for **ITR (Income Tax Return)** and will provide all the necessary documents required for Bank Loans.
- **A minimum of 45 days of service is required to claim 1st salary. This is non-negotiable.**

## Leaves

**ACSPL** recognizes the need of employees to accommodate their personal needs and therefore required to take time off of work occasionally. However, as far as possible leaves must be planned well in advance so as to avoid any possible loss to the business.

- Leave year is from 1<sup>st</sup> January to 31<sup>st</sup> December This policy is applicable to all permanent employees as well as contract workers of **ACSPL**.
- Paid leaves are only applicable after the **completion of 3 months** in the company.
- The team members can apply for a maximum of **9 paid leaves** in a calendar year.
- A maximum of **3** paid leaves can be availed at a time.
- It is mandatory to submit a **medical certificate** in case of sick leave for more than 3 days.
- It is mandatory to apply for the leave via the **company portal** well in advance (minimum 8 days).
- In exceptional and rare cases, the approval may be taken immediately after returning from leave and submitted on priority to HR. this is applicable for Privilege leave.
- Supporting documents/information/clearance may be required for approval from the employee.
- For Maternity and Paternity leave, a team member can personally discuss with HR personnel and avail the same.
- **Uninformed or unapproved leave will be considered unpaid leaves and resulted in a salary deduction (150% of the hourly salary wage). Adjacent holidays or weekly off will be added to the unpaid leave days.**
- Every **3** Late marks (30 minutes) in a month will be considered as 1 Day of **unapproved** leave and In the case of 60 minutes late on any working day will be considered a half-day **unapproved** leave.

# Training

**ACSPL** believes, *Develop the skills your workforce needs to compete and win. Our curated learning pathways help close knowledge gaps and drive measurable outcomes.*

**Fresher (Entry Level) Training Program (ELTP)** is designed by **ACSPL** with Experienced and Technical Experts. The assignments and complexities of the training are decided based on project-specific requirements and current market trends.

## Common Training Program Includes

- Soft Skills Enhancement
- Professional Skill Enhancement
- Business Communications and Business Writing

## Department Specific Training Program

- Training Material is available with Senior, Admin, and Company Portal.

## Application Development Services Training Program

- Knowledge of a basic set of tools and Development Environment.
- Fundamentals of Programming / Testing / System Administration
- Fundamental concepts of Web Application Development
- Coding Standards, Code Optimization, Smart Coding Concepts
- Coding with Framework
- Critical Reasoning and Problem and Error Solving based on case studies
- SQL Queries, Triggers, Functions and Store Procedures
- Software Quality Testing
- Application Deployment
- Mobile Application Development
- Artificial Intelligence
- Time management
- Engineering Essentials and Agile Software Development.

**This program ensures that the participating candidates become readily billable and deployable resources.**



# Technologies at ACSPL

## Application Development Services



JavaScript and JavaScript Frameworks Most used (65%), programming languages and platform among developers worldwide, as of 2022.

\* In contract development, technology may change as per the client's requirements.

## IoT and Embedded Services



## Framework

mcfJS and mcfWS

## Unique Propositions

- **True SaaS** Applications.
- Work on **Live Project** from Day One.
- Full **Software Lifecycle** Experience.
- Practising Best and Stable Technologies Adopted by fortune companies.

# Appraisals

*The performance review policy is a way to convey to the employees that the company appreciates their hard work and dedication towards work.*

- The employee will be eligible for an appraisal after completing **9 months** in **ACSPL**
- Every employee will be eligible for an appraisal only once every year. This would be done in the month of **January** and **July**.
- Salary and Position Chart is available with HR, Admin and Company Portal.

## **The responsibilities of individual employees for appraisal include**

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

## **Responsibilities of Team Leader / Appraisers include**

- To conduct regular meetings to discuss the performance and development of team members.
- To provide feedback on performance, achievement, and progress throughout the year.
- To identify the successor for critical positions in the organization and implement PDP for the employees.
- To ensure healthy communication between team members and create a supportive working environment.
- To follow a fair performance appraisal process and provide a deserved grade to the team members.
- To keep a record of yearly performance appraisal data.

## Daily Activity Reporting

A team member's **Daily Activity Report (DAR)** is a documentation of his or her performance, activities, accomplishments, and achievements in a given workday.

the team member needs to fill up to give information about the work he/she has done for the day and how it contributes to a team's or company's overall accomplishments.

This is **mandatory for everyone** to prepare and share with the team lead and or on the company portal.

**Failure of submitting DAR will be considered unsanctioned leave and resulted in a salary deduction.**

## Harassment

*Our anti-harassment policy expresses our commitment to maintaining a workplace free of harassment, so our employees can feel safe and happy. We will not tolerate anyone intimidating, humiliating, or sabotaging others in our workplace. We also prohibit wilful discrimination based on age, sexual orientation, ethnicity, racial, religion, or disability.*

- Feel free to reach out to Admin or Management in any case of harassment no matter how minor it may seem. **Anything you disclose will remain confidential.**

## Disciplinary Consequences

- Punishment for harassment depends on the severity of the offence and may include counselling, reprimands, suspensions, or termination.

## PoSH Committee

- The purpose of the POSH Policy is to **provide a safe working environment for the women in the Company** including safety from the persons coming into contact with the women at the Company.
- **ACSPL** encourages the team shall constitute a committee of 3+1 female members called the "**PoSH Committee**".
- Committee memorandum available with HR, Admin, or Company Portal.

# Exit Policy

## Resignation

- The team member must submit an **official resignation letter** (written / email) to the HR or concerned admin personnel.
- A **notice** is expected by the team member consistent with the minimum notice requirement.

## Discharge for Cause (Termination)

- Discharge for cause refers to immediate **termination** of employment due to an employee's **misconduct**.
- Any disciplinary action or progressive discipline that results in termination may be considered "**for cause**". Other wrongful behaviour or actions that result in immediate dismissal are also considered "for cause".

## Sustained Absence

- Any employee who is absent without information, for a period of **7 days continuously**, will be assumed to have lost interest in continuing his/her job with the company. Thus his/her services shall be automatically terminated.

## Notice Period

- The period of notice shall be **45 days**.
- However, **ACSPL** can relieve the employee from the services **earlier** than the above-defined notice period.
- The employee is **not allowed to take any leave** during the Notice Period.

## Handover Process

- It is mandatory for employees to hand over all assigned work to the concerned or assigned colleague and take approval from the senior before leaving **ACSPL**. No remuneration will be provided in the handover process.

## Exit Interview

- Employees are responsible for participating in the exit interview process on a voluntary basis.
- If an employee chooses to participate in an exit interview, he/she will be encouraged to be honest, candid, and constructive in their responses.
- The information received through Exit Interviews will be confidential.

## Documents need to Submit

- **Resignation Letter** (written or email)
- Signed **ACSPL Resignation Form** (available with HR or Admin)
- Supporting Document if required or requested by **ACSPL**.

## Certificates and Documents Provided by ACSPL

\*Subject to fulfilment of exit policy

- Work Experience Certificate.
- Revealing Letter.
- Last 2 Months Salary Slips.

**IF AN EMPLOYEE DOES NOT SERVE THE NOTICE PERIOD, THE NOTICE PERIOD AMOUNT SHALL BE RECOVERED FROM THE DUES TO THE COMPANY.**

**ACSPL MAY HOLD SALARY AND THE ISSUANCE OF ALL THE CERTIFICATES AND DOCUMENTS TO THE EMPLOYEE IF THE EMPLOYEE FAILED TO FULFIL THE EXIT POLICY.**

# Very Important and Mandatory Instructions for Team Member to follow...

## Confidentiality and Intellectual Property

Team Member acknowledges that all notes, artwork, presentations, distribution plans, technical information, workflows, strategies, business plans, discoveries, concepts, ideas, innovations, improvements, developments, methods, designs, analyses, drawings, sketches, writings, photography, reports, software, **source code, data** or copyrightable work (whether or not including any confidential information) and all registrations or applications related thereto, all other proprietary information and all similar or related information which is conceived, developed, made, discovered, authored, invented or reduced to practice by team member (whether alone or jointly with others) within the scope of team member's employment ("Work Product") **belong to the Company**.

**The team member shall return to it (or, at the request of the Company, erase or destroy) all materials that contain or embody any Confidential Information of the Company thereof. Return or destruction of such material shall not relieve the Employee of its obligations of confidentiality.**

## Company-issued equipment

We expect our employees to respect and protect our company's equipment. "Company equipment" in this computer usage policy for employees includes company-issued phones, laptops, tablets, pen-drives, and any other electronic equipment, that belongs to **ACSPL**.

## Internet usage

We want to avoid inappropriate or illegal internet use that creates risks for our company's legality and reputation using our company's internet connection, network, and equipment.

We don't want to restrict our employees' access to websites of their choice, but we expect our employees to exercise good judgement and remain productive at work while using the internet. Any use of our network and connection must follow our confidentiality and data protection policy.

**Serious violations will be cause for termination of employment, or legal action when appropriate.**

## Objective

The purpose of this policy document is to ensure that new joiners feel welcomed and settled in the new environment with all relevant information related to employment.

The policy details the joining process and formalities to be completed by new joiners at **ACSPL**. It also outlines the induction process to ensure that new joiners are made familiar with the culture, values, and Principles of Engagement of **ACSPL** and are inducted into their role and work environment.

## Applicability

These HR policies are applicable to all the team members of the company, irrespective of their level, location and role.

## Our Beliefs

We believe in our team, and we appreciate their loyalty and commitment towards their work and organization, every crew member in **ACSPL** can look forward to a professional working environment, with a clear focus on performance.

**We wish you the best and looking forward to a long and mutually-rewarding relationship.**

# Thank You!

**ACSPL** may change or amend the document from time to time. The updated copy will be available with HR, Admin, and the Company Website.

“

*we really wanted to create a beautiful environment  
that we would be proud to work in  
but more importantly one that people also feel  
comfortable coming to*

