



Employee Handbook

This handbook aims to provide employees with clear guidelines, policies, and expectations to ensure a harmonious work environment and mutual understanding between the company and its employees. It is a comprehensive reference for new hires and existing employees, outlining our values, expectations, and the resources available to support our workforce.

Table of Contents

Employee Handbook.....	1
Table of Contents.....	1
1. Company Overview.....	5
1.1 About Arissa.....	5
1.2 Vision, Mission and Goal.....	5
Vision.....	5
Mission.....	5
Goal.....	5
1.3 CEO Introduction:.....	5
1.4 Services.....	6
1.5 Clients.....	6
1.6 Work Culture.....	6
2. Employment induction.....	7
2.1 Work days, timings and leaves:.....	7
2.2 Company tools and their access.....	7
Teamlogger.....	7
Jira.....	7
LastPass.....	7
Uploading Email Signature.....	7
Zoho payroll.....	8
Fill Employee Details.....	8
Documentation (admin will take care of this).....	8
2.3 Training sessions and Town Hall meetings.....	8
Training Sessions.....	8
Town hall meetings.....	9
2.4 Holiday List.....	9
3. Workplace Policies.....	9



3.1 Attendance and Punctuality.....	9
3.2 Shout-out's.....	10
3.3 Dress Code.....	10
1. Formal Mondays:.....	10
2. Saturdays:.....	10
3. Other Days:.....	10
3.4 Code of Conduct.....	10
3.5 Work Etiquettes.....	11
4. Employment Policies.....	11
4.1 Anti-Discrimination and Harassment Policy.....	11
Prohibited Conduct.....	12
Reporting Procedure.....	12
Confidentiality and Non-Retaliation.....	12
Compliance and Enforcement.....	12
Review and Modification.....	12
4.2 Cyber Security and Social Media Policy.....	12
4.3 Use of Company Resources (Computers, Phones, etc.).....	13
Asset Management - Company Assets.....	13
Personal Use.....	13
Protection of Assets.....	13
Software and Data Usage.....	13
4.4 Confidentiality and Data Protection.....	13
4.5 Dual Employment Policy.....	14
5. Performance Management.....	14
5.1 Performance Reviews.....	14
5.2 Promotions and Career Development.....	14
5.3 Demotions.....	15
6. Training and Development.....	15
6.1 Learning Opportunities.....	15
6.2 Professional Development Support.....	15
6.3 Training Policy.....	15
7. Health and Safety.....	16
7.1 Workplace Safety Guidelines.....	16
7.2 Emergency Procedures.....	16
8. Confidentiality and Data Protection Policy.....	16
8.1 Confidential Information Policy.....	16
8.2 Data Security Guidelines.....	17



9. Use of Company Resources.....	17
9.1 Internet and Email Policy.....	17
9.2 Company Property Usage.....	18
10. Disciplinary Procedures.....	18
10.1.1 Disciplinary Actions Policy.....	18
Types of Misconduct:.....	18
10.1.2 Disciplinary Procedures.....	19
Verbal Warning:.....	19
Written Warning:.....	19
Final Written Warning:.....	19
Suspension:.....	19
Termination:.....	19
10.1.3 Appeal Process.....	19
10.2 Grievance Procedure.....	19
Informal Resolution:.....	19
Submitting a Formal Grievance:.....	20
Investigation:.....	20
Resolution:.....	20
Follow-Up:.....	20
Confidentiality:.....	20
No Retaliation:.....	20
10.3 Women's Harassment Policy.....	20
Reporting Procedures:.....	21
Investigation Process:.....	21
Disciplinary Action:.....	21
Support for Affected Employees:.....	21
Training and Awareness:.....	21
No Retaliation:.....	21
10.4 Private Relationships and Professional Conduct Policy.....	21
11. Leave Policies.....	22
11.1 Long Weekend/Holiday Leave Policy.....	22
11.2 Long Leaves with WFH Policy.....	22
11.3 Notice Regarding Annual Leave Policy and Appraisal Schedule.....	22
11.4 Compensatory Off Policy.....	23
Comp-off will only be considered under the following circumstances:.....	23
11.5 Approval Process for Taking Company Laptop Home.....	23
11.6 Marriage Leave.....	23



11.7 Saturday Leave Policy for WFO.....	24
11.8 Group Leaves.....	24
11.9 Leave Process.....	24
Leave Entitlement.....	24
Probation Period.....	24
Carry Forward and Encashment.....	24
Notification for Planned Leave.....	24
Emergency or Sick Leave.....	25
Approval Process.....	25
Unauthorized Leave.....	25
Leave Encashment Process.....	25
Record-Keeping.....	25
Compliance.....	25
Review and Modification.....	25
Leave Balance Sheet.....	25
12. Termination and Resignation.....	26
12.1 Termination Policy.....	26
Common Grounds for Termination:.....	26
Termination Process:.....	26
Immediate Termination.....	26
12.2 Resignation Policy.....	27
Resignation Process:.....	27
Final Settlement:.....	27
Exit Interview:.....	28
Other Considerations:.....	28
Legal and Compliance:.....	28
12.3 Employee Termination and Support Policy for FIR-Filed Cases.....	28
Immediate Termination Offenses.....	28
Termination Process:.....	29
Cases Eligible for Review and Flexibility.....	29
Investigation Process:.....	29
Termination Based on Conduct Outcome.....	29
Implementation and Compliance.....	29
13. Contact Information.....	30
13.1 HR Department Contact Details.....	30
13.2 Management Contacts.....	30



1. Company Overview

Welcome to the heart of innovation, **Arisa**, where every idea is a potential breakthrough

1.1 About Arissa

Arisa India is a leading digital marketing specialist company helping businesses succeed online. Focusing on innovation, creativity, and data-driven strategies, we offer comprehensive digital marketing services tailored to meet our clients' unique needs.

1.2 Vision, Mission and Goal

Vision

To provide innovative and reliable services that empower businesses to optimize the operations, enhance productivity, and achieve our strategic objectives through technology-driven solutions and exceptional customer support.

Mission

To be the preferred IT service provider recognized for our commitment to excellence, innovation, and customer satisfaction, driving digital transformation for businesses worldwide.

Goal

Our goals include delivering exceptional service quality to achieve a 95% customer satisfaction rate and ensuring that 100% of our technical staff is certified in the latest industry standards and technologies. We also aim to maintain a 20% year-over-year revenue growth by acquiring new clients and retaining existing ones, implementing robust cybersecurity measures to ensure client data protection, and actively engaging in corporate social responsibility initiatives by supporting local communities and fostering sustainable practices within our operations.

1.3 CEO Introduction:

I'm Vinay Venkatesh, CEO and Founder of Arissa India, a premier provider of innovative IT solutions. Established in 2015, our journey began with a bold ambition – to transform the IT landscape through cutting-edge technology with unparalleled service. We originated as a modest team with visionary ideas



and evolved into a powerhouse within the IT sector. Our commitment to integrity and excellence has been the driving force behind our remarkable growth and success. As we forge ahead, we remain dedicated to pushing the boundaries of technology and shaping the digital future.

1.4 Services

- Administrative Support
- IT & Networking
- Data Analytics
- Web & Mobile Development
- Sales and Marketing
- Design & Creative
- Digital Marketing Services
- Hubspot Services

1.5 Clients

Catering to diverse projects and clients locally and globally, Arissa India operates on a dynamic stage of international collaboration. With a commitment to excellence and innovation, we deliver impactful results across a spectrum of initiatives, ensuring tailored solutions that meet clients' unique needs worldwide.

1.6 Work Culture

Feedback and Continuous Improvement: Arissa India fosters a feedback and continuous improvement culture. Employees are encouraged to provide constructive feedback, both giving and receiving, to help each other grow personally and professionally.

Recognition and Rewards: We believe in recognizing and rewarding employee contributions. Whether through performance bonuses, promotions, or peer-to-peer recognition programs, we celebrate achievements and show appreciation for hard work and dedication.

Fun and Celebration: Work should also be enjoyable! We organize regular team-building activities, social events, and themed celebrations to foster a sense of camaraderie and create memorable experiences for our employees.

Customer and Client Focus: At Arissa India, we strongly emphasize customer and client focus. Employees are encouraged to prioritize customers' and clients' needs and satisfaction in everything they do, whether providing services, offering support, or managing projects. Our motto is to ensure 100% client satisfaction is delivered.



Opportunities within the company: At Arissa India, we believe in cultivating a culture of growth and opportunity. We offer our employees a range of opportunities, including mentorship programs, ongoing training initiatives, and internal mobility options, allowing them to develop their skills and advance their careers within the company.

2. Employment induction

2.1 Work days, timings and leaves:

Our company's standard work hours are from 9:00 AM to 6:00 PM, Monday through Friday. Per IT culture norms, employees must maintain at least eight productive hours daily. We work the 1st, 3rd and 5th Saturdays (if the Month has the fifth saturday), and the 2nd and 4th saturday will be holidays.

2.2 Company tools and their access

Displaying Employee Photos in Company Tools: We would like employees to display their photos extensively per our company policy. Having your photo visible helps facilitate smoother communication and enhances team collaboration.

- Please ensure your photo is uploaded and visible in all relevant company tools, such as email accounts, project management platforms, and internal directories.
- To get access to the company tools - Watch the videos below.

Teamlogger

https://drive.google.com/file/d/1r8cXBjBExVCcfGW8GscG810y5cgVUS2X/view?usp=drive_link

Jira

https://drive.google.com/file/d/1d7uzBsSqSakReDTNvCti96QmXKxiRpOM/view?usp=drive_link

LastPass

https://drive.google.com/file/d/1sZlpURD1xC912NoiLeFtzRfF0hbNlfwl/view?usp=drive_link

Uploading Email Signature

https://drive.google.com/file/d/1CzFMTWsfCWU7qad2oI_BrueObwgusk2h/view?usp=drive_link



Zoho payroll

Arisa India relies on Zoho Payroll to manage the payroll processes efficiently. With Zoho Payroll, you can see the salary calculations and generate compliant payslips.

Fill Employee Details

Having basic details of the employee serves several essential purposes to the company, like connecting any communication or emergencies to any of your family members; for the same, please fill in the sheet below, and all fields must be filled out mandatorily.

https://docs.google.com/spreadsheets/d/1UIGbZjnAZ7fnrawZz63wyn0_vgf9bBV8S7wvtKxDL_o/edit?usp=sharing

Documentation (admin will take care of this)

As mentioned below, we will provide the drive link where you can upload all your documents in the respective drive.

- Updated Resume
- Passport Size Photo
- Aadhar Card
- PAN Card
- Driving License - If Available
- Passport - If Available
- Educational Certificates
- Any Certification/ Course Certification
- If Experienced, Receiving Letters, Bank Statements and Payslips

2.3 Training sessions and Town Hall meetings

Training Sessions

- Training sessions will be conducted on the first and third Saturdays. As a company, we ensure that employees benefit from training within or cross-functional training.
- We prioritize the growth and development of our employees through a comprehensive training program. Our approach focuses on providing team-based and cross-functional training opportunities to ensure a well-rounded skill set among our workforce.
- We offer diverse training formats such as workshops, seminars, online courses, mentoring programs, and job rotations to accommodate different learning preferences.



- Employees must complete a minimum of 10 trainings per year, fostering a culture of continuous learning and professional development. This will impact the appraisal.

Town hall meetings

- In our organization, town hall meetings are indispensable, serving as vital forums for fostering transparent communication and deep employee engagement. These gatherings are designed to bring together individuals from all levels of the organization to participate in various activities and discussions to strengthen our workplace community.
- The primary focus of town hall meetings is Company Success Stories, Company Goals and Initiatives, Birthday Celebrations, Lunch and Dinner Gatherings, Tournaments, and Employee Appreciation with awards and rewards.

2.4 Holiday List

Find below the Holiday Calendar for the year 2024

- <https://teams.arissaindia.com/upcoming-holidays/>

3. Workplace Policies

3.1 Attendance and Punctuality

At **Arissa**, maintaining regular attendance and punctuality is critical to our operational efficiency and team productivity. All employees must adhere to their assigned work schedules and report on time. Consistent late arrivals, early departures, or unapproved absences disrupt workflow and impact team performance.

Employees must log in at the designated time and inform their supervisors or HR if they expect to be late or absent. In unforeseen circumstances or emergencies, employees should notify the appropriate personnel immediately. Excessive tardiness or absenteeism may result in disciplinary action, including warnings, deductions in pay, or eventual termination if the behavior continues.

The company reserves the right to monitor attendance, and any violations of this policy will be addressed accordingly. We encourage all team members to communicate, plan their schedules, and maintain professionalism regarding attendance.



3.2 Shout-out's

At Arissa, we give shout-outs to motivate and inspire others, build a sense of unity within the team, and show that everyone's efforts are valued. Shout-outs are reserved for extraordinary efforts, out-of-the-box thinking, or instances where clients readily accept content, images, blogs, or strategies without requiring revisions, as well as for situations where management observes exceptional contributions. These moments of recognition help create a positive work environment where achievements, big or small, are celebrated. Shout-outs are typically rewarded with cash incentives and are part of our town hall meetings, where we highlight outstanding performance. An employee deserves only one Shout-out in a month

3.3 Dress Code

As part of our commitment to maintaining a professional environment, we expect all employees to adhere to the following dress code:

1. Formal Mondays:

Men: Full-sleeve formal shirt, formal trousers (with an inshirt), socks, and formal shoes.

Women: Saree, kurta-pajama, or formal pants and shirt.

2. Saturdays:

As we work on odd Saturdays and engage in entertainment activities, we expect all employees to wear company-provided T-shirts to represent **Arisa** as part of our team spirit and unity.

3. Other Days:

A decent, professional dress code is expected. We do not allow dresses above the knee or any attire that is inappropriate or unprofessional in appearance.

Any dress code violation will result in immediate communication to the employee and a formal email reminder not to repeat the offense.

3.4 Code of Conduct

At **Arisa**, we expect all employees to uphold high professionalism, integrity, and teamwork standards. This includes maintaining respectful communication, protecting sensitive information, and strictly adhering to company policies and legal regulations. Arissa firmly believes in unity in diversity, and we encourage all employees to work collaboratively, fostering an environment of mutual respect and



growth. Team members should focus on enhancing their technical skills and supporting one another rather than forming cliques or groups that could create a hostile atmosphere in the workplace. Grouping or gang behavior is discouraged within the office premises, and such activities should remain outside the workplace.

Any employee who engages in divisive behavior or disrupts the positive work environment, regardless of their performance, will receive up to three warnings. Continued misconduct after these warnings will lead to severe disciplinary action. We expect all employees to act responsibly, use company resources appropriately, and contribute positively to the organization's success with positive teamwork.

We do not tolerate any employee creating a negative impact by talking negatively about the company, encouraging other employees to become partners in external business ventures or engaging in freelance work that spoils the company culture. If you feel your efforts are not being recognized within the company, we welcome an open discussion to resolve concerns. However, if you find Arissa unsuitable, we will support your exit rather than allow disruptive behavior. Employees engaged in such practices will face immediate termination, with no certificates or salary provided.

3.5 Work Etiquettes

Reinforcing company policies is essential to ensure a productive and harmonious work environment. Here's a concise message to communicate these expectations:

We expect all employees to adhere to company policies.

- Greeting each other
- Responding to group messages
- Taking daily stand-up calls seriously
- Being consistently responsive on chats and emails
- We expect employees to treat everything in the process respectfully and ask to enforce it with proper acknowledgment.

Team members must follow these policies to maintain a productive and collaborative work environment. Your compliance is greatly appreciated.

4. Employment Policies

4.1 Anti-Discrimination and Harassment Policy

Harassment and discrimination include any unwelcome verbal or physical conduct based on race, color, religion, gender, sexual orientation, age, disability, or any other protected characteristic.



Prohibited Conduct

Examples of prohibited conduct include but are not limited to:

- Verbal, physical, or visual harassment.
- Offensive jokes, slurs, or derogatory remarks.
- Displaying or distributing offensive materials.
- Bullying, intimidation, or coercion.
- Retaliation against individuals who report harassment or discrimination.

Reporting Procedure

- Employees who experience or witness harassment or discrimination should report it immediately to their supervisor, HR department, or any designated authority.
- Reports will be promptly and thoroughly investigated, and appropriate action will be taken following company policies and applicable laws.

Confidentiality and Non-Retaliation

- All reports of harassment or discrimination will be handled confidentially to the extent possible, with due regard for the rights of all parties involved.
- Retaliation against individuals who report harassment or discrimination or participate in an investigation is strictly prohibited and will result in disciplinary action, including termination.

Compliance and Enforcement

- Compliance with this policy is mandatory for all employees, contractors, and anyone representing Arissa.
- Violations of this policy may result in disciplinary action, including termination of employment or legal action, as appropriate.

Review and Modification

- This policy will be reviewed periodically to ensure its effectiveness and compliance with relevant laws and regulations.
- Arissa reserves the right to modify, amend, or update this policy without prior notice.

4.2 Cyber Security and Social Media Policy

At Arissa India, we recognize the importance of maintaining a secure digital environment and protecting sensitive information. Our social media policy emphasizes the responsible use of social networking



platforms to safeguard company reputation and confidentiality. Employees are expected to exercise discretion when posting on social media, refrain from sharing confidential information, engage in harmful behavior, or represent the company without authorization.

4.3 Use of Company Resources (Computers, Phones, etc.)

Asset Management - Company Assets

- Company assets include but are not limited to hardware, software, intellectual property, data, networks, and any other resources the company provides for work-related purposes.
- Employees are expected to use company assets responsibly and solely for legitimate business purposes.

Personal Use

- Limited and reasonable personal use of company assets may be permitted, subject to managerial discretion and adherence to company guidelines.
- Personal use should not interfere with work duties, compromise security, or violate company policies.

Protection of Assets

- Employees are responsible for safeguarding company assets from theft, damage, or unauthorized access.
- Any loss or damage to company assets must be reported to the appropriate authority immediately.

Software and Data Usage

- Employees must adhere to software licensing agreements and refrain from unauthorized installation, duplication, or distribution of software.
- Company policies and relevant regulations must handle confidential or sensitive data

4.4 Confidentiality and Data Protection

At Arissa, we are committed to safeguarding the confidentiality and integrity of all proprietary information and data entrusted to us by our clients, partners, and employees. This policy outlines the measures and guidelines to protect sensitive information against unauthorized access, disclosure, or misuse.



4.5 Dual Employment Policy

Dual employment refers to an employee holding multiple jobs simultaneously, part-time or full-time, employed by Arissa and another organization or freelancer.

At **Arisa**, we do not allow dual employment within the same field in which an employee is currently engaged. Employees are prohibited from working with competitors or in roles that directly conflict with their responsibilities at our company. However, we recognize that employees may pursue opportunities in other fields outside of IT. In such cases, employees mustn't interact with our clients, disclose confidential information, or work with the same clients as **Arisa** while engaged in dual employment.

Any discrepancies identified regarding dual employment practices will be taken seriously. Violations of this policy will lead to immediate termination of employment with no letters and salaries paid. We emphasize the importance of maintaining our company's integrity and confidentiality, and adherence to this policy is mandatory.

5. Performance Management

5.1 Performance Reviews

At Arissa India, we conduct comprehensive performance appraisals yearly for all experienced employees, following a 360-degree appraisal system. This approach allows us to gather feedback from multiple sources, including peers, supervisors, and self-assessments, ensuring a well-rounded employee performance evaluation.

For freshers and interns, the review process differs and is tailored to the individual's case. The specific parameters for these reviews are not predefined, as they may vary depending on the role, duration, and performance during their tenure.

In addition to the annual appraisal, Arissa also conducts mid-year performance reviews. These reviews help us assess employee capabilities and identify areas for improvement. We aim to provide timely feedback to foster professional growth and ensure continuous development throughout the year.

5.2 Promotions and Career Development

At Arissa India, we strongly believe in recognizing and rewarding individual performance. Employees who demonstrate consistent dedication, skill improvement, and the ability to contribute meaningfully to the company's goals are considered for promotions. Promotions are based on tenure and primarily driven by merit, ensuring that high-performing individuals are acknowledged.



Along with promotions, we provide employees with additional responsibilities to support their career development. These added responsibilities offer opportunities to grow professionally, enhance leadership capabilities, and gain exposure to new aspects of the business.

5.3 Demotions

At Arissa India, demotions may occur if employees consistently fail to meet performance expectations, cannot manage their current role, or violate company policies. Before a demotion, employees are typically given a chance to improve through a Performance Improvement Plan (PIP). If no progress is made, a demotion may be implemented, adjusting the employee's role and responsibilities to match and improve their abilities, impacting their appraisals. Demotions are a last resort, used only when other efforts to support improvement have failed.

6. Training and Development

6.1 Learning Opportunities

Arisa India offers various training programs and learning opportunities to help employees enhance their skills and grow professionally. These include workshops, courses, and certifications tailored to different roles. We encourage active participation in these programs to support career development and ensure employees are equipped to contribute effectively to the company's success.

6.2 Professional Development Support

Arisa India is dedicated to supporting the professional growth of all employees. We offer training programs, mentorship, and skill-building opportunities to help employees advance. We aim to provide ongoing support for employees to enhance their expertise, take on new responsibilities, and achieve their professional goals while contributing to the company's success.

6.3 Training Policy

Mandatory Training Hours: Employees must complete a set number of training hours or certifications yearly to stay updated with the latest technologies, tools, and best practices. This can range from 20 to 40 hours annually, depending on the organization's goals and role requirements.

Relevant Courses: Employees are encouraged to pursue role-specific training that aligns with their current job functions, future career goals, or organizational needs. This can include courses on programming languages, software development, cybersecurity, cloud computing, and other relevant IT skills.



Compliance Deadlines: All assigned training must be completed by a yearly deadline, typically aligned with the performance review cycle.

Training Platforms: Employees may use company-approved learning platforms or attend external seminars, conferences, or certifications, often reimbursed or sponsored by the company.

Incentives and Penalties: Training completion may be tied to performance evaluations and promotions, while failure to complete mandatory training could result in penalties, such as delayed appraisals or restricted career advancement.

7. Health and Safety

7.1 Workplace Safety Guidelines

At Arissa India, we prioritize the health and safety of our employees. To maintain a safe work environment, all employees must adhere to the following guidelines: Use of Personal Protective Equipment (PPE): Employees must wear appropriate PPE when necessary.

Ergonomics: Employees should set up their workstations ergonomically to prevent strain and injury.

7.2 Emergency Procedures

In the event of an emergency, all employees should be familiar with the following procedures:

Evacuation Plan: Employees must know the designated evacuation routes and assembly points.

Emergency Contacts: Emergency contact numbers, including local emergency services, should be readily available.

First Aid: First aid kits are available in designated areas, and employees should know their locations.

8. Confidentiality and Data Protection Policy

8.1 Confidential Information Policy

At Arissa India, protecting confidential information is paramount. Employees are required to adhere to the following guidelines:

Confidential Information: This includes, but is not limited to, client data, proprietary company information, trade secrets, and employee records.



Access Control: Access to confidential information is restricted to authorized personnel only. Employees must ensure that sensitive information is not disclosed to unauthorized individuals.

Non-Disclosure Agreements (NDAs): Employees may be required to sign NDAs to protect confidential information during and after employment.

Reporting Breaches: Any unauthorized access or disclosure of confidential information must be reported immediately to management.

8.2 Data Security Guidelines

To ensure the security of data, all employees must follow these guidelines:

Password Management: Employees should use and change strong, unique passwords regularly. Sharing passwords is strictly prohibited.

Device Security: All devices accessing company data must have updated security software and be protected by passwords or biometric locks.

Data Storage: Sensitive data must be stored securely and backed up regularly. Employees should avoid storing confidential information on personal devices or unsecured locations.

Email Security: Employees should exercise caution when opening email attachments or clicking links, especially from unknown sources. Phishing attempts must be reported immediately.

9. Use of Company Resources

9.1 Internet and Email Policy

Arissa India provides internet and email access to support business operations. Employees must adhere to the following guidelines:

Appropriate Use: Internet and email resources should be used primarily for work-related purposes. Limited personal use is permitted but must not interfere with job performance.

Prohibited Activities: Employees are prohibited from accessing inappropriate or illegal websites, downloading unapproved software, or using company resources for personal gain or illegal activities. Any such illegal activities or abuse sites notified by the company will result in an immediate termination.

Monitoring: The company reserves the right to monitor internet and email usage to ensure compliance with this policy.



Email Etiquette: Employees should maintain professionalism in all email communications and refrain from sharing confidential information via email unless adequately encrypted.

9.2 Company Property Usage

Employees are responsible for the proper use and care of company property. The following guidelines apply:

Authorized Use: Company resources, including equipment, software, and vehicles, should be used only for business purposes unless prior approval is obtained.

Maintenance and Care: Employees must take reasonable care of company property and immediately report any damage or malfunctions to management. We will incur costs from the employee for any damage to the property.

Return of Property: Upon Exit of employment or when requested, employees must return all company property, including devices, documents, and access cards.

Personal Use: Limited personal use of company property may be permitted but should not interfere with work responsibilities or productivity.

10. Disciplinary Procedures

10.1.1 Disciplinary Actions Policy

At Arissa India, maintaining a professional and productive work environment is essential. To ensure compliance with company standards and expectations, the following disciplinary actions may be taken in response to employee misconduct or performance issues:

Types of Misconduct:

Disciplinary actions may be triggered by various forms of misconduct, including but not limited to:

- Insubordination or refusal to follow legitimate instructions from supervisors.
- Theft, fraud, or any form of dishonesty.
- Harassment, discrimination, or any behavior that violates company policies or creates a hostile work environment.
- Frequent tardiness or unexcused absences.
- Unauthorized use of company resources or confidential information.



10.1.2 Disciplinary Procedures

Verbal Warning:

A verbal warning may be issued for minor infractions documented in the employee's file.

Written Warning:

A written warning will outline the misconduct and required corrective actions for repeated offenses or more serious issues.

Final Written Warning:

A final warning may be issued if there is insufficient improvement following previous warnings, indicating that further violations may lead to termination.

Suspension:

In cases of severe misconduct, an employee may be suspended without pay while the situation is investigated.

Termination:

If an employee fails to improve or commits a serious violation, termination may be warranted.

10.1.3 Appeal Process

Employees have the right to appeal disciplinary actions. Appeals must be submitted in writing to HR within a specified timeframe, and a review will be conducted.

10.2 Grievance Procedure

At Arissa India, we recognize the importance of addressing employee grievances promptly and fairly. Our grievance procedure provides a structured process for employees to raise concerns regarding workplace issues, including but not limited to harassment, discrimination, work conditions, or conflicts with colleagues. The following steps outline the grievance procedure:

Informal Resolution:

Employees are encouraged to attempt to resolve the issue informally by discussing it directly with the individual(s) involved. Open communication may often lead to a quick and effective resolution.

**Submitting a Formal Grievance:**

Employees may submit a formal written grievance to their immediate supervisor or HR if the issue cannot be resolved informally. The grievance should clearly outline the nature of the issue, the parties involved, and any relevant details or evidence.

Investigation:

HR will conduct a thorough and impartial investigation upon receiving a formal grievance. This may involve interviewing relevant parties, reviewing documentation, and gathering evidence to understand the situation fully.

Resolution:

After completing the investigation, HR will communicate the findings and proposed resolution to the employee within a specified timeframe. This may include actions to address the grievance or recommendations for further action.

Follow-Up:

HR will follow up with the employee to ensure the issue has been resolved satisfactorily and to address any ongoing concerns.

Confidentiality:

All grievances will be handled with confidentiality to protect the privacy of all parties involved.

No Retaliation:

Employees who raise grievances in good faith will not face retaliation or adverse consequences. Arissa India is committed to fostering an environment where employees feel safe to voice their concerns.

10.3 Women's Harassment Policy

Harassment includes any unwelcome behavior, comments, or actions based on gender that create an intimidating, hostile, or offensive work environment. This includes but is not limited to verbal abuse, inappropriate touching, sexual advances, and offensive jokes or comments.

**Reporting Procedures:**

Employees who experience or witness harassment should report the incident immediately. They can report to the designated Human Resources (HR) representative, a supervisor, or, if available, through an anonymous hotline.

All complaints will be taken seriously and investigated promptly and thoroughly.

Investigation Process:

Upon receiving a complaint, HR will conduct a confidential investigation to gather facts and determine the appropriate actions. All parties involved will be interviewed, and relevant evidence will be reviewed.

Disciplinary Action:

If harassment is confirmed, appropriate disciplinary action will be taken against the offender. Depending on the severity of the offense, this may include counseling, reprimands, suspension, or termination of employment.

Support for Affected Employees:

Arissa India will support employees affected by harassment, including access to counseling services and emotional support resources.

Training and Awareness:

The company will conduct regular training sessions on harassment prevention, ensuring all employees know their rights and responsibilities under this policy.

No Retaliation:

Retaliation against individuals who report harassment or participate in an investigation is strictly prohibited. Employees are encouraged to report any retaliatory behavior immediately.

10.4 Private Relationships and Professional Conduct Policy

Arissa India is committed to maintaining a professional work environment for all employees. While we understand that personal relationships may form within or outside the workplace, the company is not responsible for any issues that arise from such relationships. Employees are expected to manage their matters independently, and these issues should not impact workplace behavior or performance.



Furthermore, the company will not entertain inquiries or concerns from employees' family members regarding personal relationships or related matters. Such inquiries are considered private and unrelated to the company's operations. Personal relationships mustn't interfere with the company's work environment or affect other employees.

We ensure that the company remains focused on its business objectives while maintaining a respectful and professional atmosphere for everyone.

11. Leave Policies

11.1 Long Weekend/Holiday Leave Policy

- Employees cannot take sudden leaves immediately following a long weekend or holiday.
- Violating this policy may result in salary deductions, including the long weekend or holidays.

11.2 Long Leaves with WFH Policy

- Employees are encouraged to utilize the WFH option during long leaves or festivals. WFH is not entertained with an extended 2-week leave
- For Instance, Employees cannot take WFH on Thursday and Friday and again on Tuesday and Wednesday if there is any company holiday on Monday.
- We are expected to maintain productivity and be proactive during WFH. If we don't see productivity, we will mark it as an LOP.
- Multiple employees cannot take WFH at a time, so ensure that employees communicate internally and plan accordingly to prevent project delays.
- The company reserves the right to withdraw the WFH option during mid-week festivals if there are persistent issues or discrepancies.

11.3 Notice Regarding Annual Leave Policy and Appraisal Schedule

In addition to the 12 leaves provided by the company per year, inclusive of sick or casual leave, we are Clarifying the following guidelines:

- If employees take over 20 days of leave in a year apart from their 12 annual leaves, their appraisals will be postponed by one month.
- Employees who join the company in the middle of the month will have their appraisals considered the following month. For example, if an employee joins on the 15th or 16th of February, their appraisal will be counted from the 1st of March.
- These measures ensure fairness and consistency in our appraisal process while maintaining operational efficiency.



11.4 Compensatory Off Policy

Comp-off is an extra benefit for employees who must work additional hours on specific projects per the company's needs. However, it's important to note that comp-off is not automatically granted for working extra hours.

Comp-off will only be considered under the following circumstances:

- When employees are required to work additional hours for a particular project as mandated by the company.
- When employees cannot complete their tasks within the designated work hours due to workload or other reasons accepted and approved by department heads, specifically from Vinay.
- Comp-off will not be applicable when employees voluntarily work extra hours to complete their tasks.
- This policy ensures fairness and aligns with the company's objectives while recognizing employees' efforts to meet project deadlines and commitments.
- Ensure that employees take approvals through leave management software or email from the respective department heads or HR or CEO

11.5 Approval Process for Taking Company Laptop Home

Employees must follow the approval process outlined below before taking a company laptop home. We request all employees to apply in our hr portal - teams.arissaindia.com and get approval through the portal.

Only after receiving approvals from the designated team members, as per the respective teams, can Charan approve the laptop for home use and take any necessary actions.

11.6 Marriage Leave

We are pleased to announce a special Marriage Leave Benefit for our employees. **Arissa** offers three days of leave for employees getting married to support you during this significant life event. This benefit aims to ensure that you have the time to celebrate and enjoy your special day with loved ones. This policy is not applicable for the employee who is going for a second marriage

Happy employees contribute to a positive work environment and are committed to supporting you during important life milestones.



11.7 Saturday Leave Policy for WFO

As part of our commitment to fostering a positive work environment and promoting team bonding, the company has designated half the Saturday for entertainment and relaxation activities. We strongly encourage all employees to participate in these activities as they are integral to our team culture.

However, it's important to note that attendance during these designated entertainment hours is mandatory for all employees. Therefore, any employee who chooses not to participate will be marked as taking a half-day leave for that Saturday. This policy is being implemented to ensure fairness and consistency across the board.

11.8 Group Leaves

At Arissa, we do not entertain group leave requests. Multiple employees cannot take leave simultaneously for personal vacations, trips or any other purposes unless specifically approved or notified by the company. Coordinating leave schedules is essential to ensure smooth business operations and adequate staffing. Any leave requests conflicting with this policy will not be approved.

11.9 Leave Process

Leave Entitlement

Employees are entitled to 12 leaves in a calendar year, which includes sick leave, casual leave, and any other personal leave requirements.

Probation Period

Employees are not eligible for leave during the probation period of the first three months of employment. Any leave taken during this period will be considered a Loss of Pay (LOP).

Carry Forward and Encashment

Six leaves can be encashed at the end of the year, subject to approval from HR. The remaining leaves can be carried forward to the following year.

Notification for Planned Leave

Employees must notify HR, the CEO, and their respective managers at least two days before a planned one-day leave. For planned leave exceeding two days, a minimum of 7 days prior notification is required.



Emergency or Sick Leave

In case of emergency or sickness, employees must inform HR via call or WhatsApp before their scheduled login time. If HR is unavailable, employees must inform Vinay or their respective managers.

Approval Process

All leave requests must be submitted through the company's leave management system or by email to HR. Leave approval is subject to the discretion of the respective manager, CEO and HR.

Unauthorized Leave

Unauthorized absence from work without prior approval will be considered a breach of company policy and may result in disciplinary action.

Leave Encashment Process

Requests for leave encashment must be submitted to HR at least one month before the end of the calendar year. Encashment will be processed according to company guidelines and applicable laws.

Record-Keeping

HR will maintain accurate leave balances and encashments records and carry forwards for each employee.

Compliance

All employees must adhere to this leave policy. Any violations of this policy will be subject to disciplinary action, up to and including termination of employment.

Review and Modification

This leave policy will be reviewed periodically and may be modified or updated by the company as needed.

Leave Balance Sheet

You can check your leave balance status every month upon requesting the HR.



12. Termination and Resignation

Termination and resignation policies typically outline the conditions under which an employee can be dismissed or voluntarily leave the organization.

12.1 Termination Policy

Termination refers to the employer's decision to end the employment relationship for various reasons, such as performance issues, misconduct, or company restructuring.

Common Grounds for Termination:

- **Poor Performance:** Continuous failure to meet performance standards despite warnings and improvement plans (PIP).
- **Misconduct:** Violations of company policies, workplace harassment, theft, fraud, or inappropriate behavior.
- **Absenteeism:** Unapproved absences or excessive tardiness.
- **Company Restructuring:** Downsizing, mergers, or changes in business strategies may lead to layoffs.

Termination Process:

- **Warnings:** Employees often receive verbal and written warnings before termination for performance or conduct-related issues. Later, there will be an immediate termination with seven days' notice.
- **Severance Pay:** During layoffs or termination due to restructuring, severance pay may be offered based on company policy or contractual agreement. We give the employees 30 days' notice to ensure they get placed somewhere.
- **Exit Formalities:** The exit process requires handing over responsibilities, returning company property (laptops, access cards, etc.), and settling dues.

Immediate Termination

For instances of **gross misconduct**, the company reserves the right to terminate employment **immediately** without a notice period or severance. Immediate termination may be enforced under the following circumstances:

1. **Harassment (including sexual harassment):** Any form of harassment, including inappropriate behavior towards women or any employee, will result in immediate termination.



2. **Damage to Company Property:** Deliberate or reckless damage to company property, equipment, or resources will result in immediate dismissal.
3. **Misconduct by Employee-Related Individuals:** Any misconduct within the company premises by individuals related to employees (e.g., family members, friends) that impact the company's reputation or operations may lead to the employee's immediate termination.
4. **Theft or Fraud:** Theft, embezzlement, or any fraudulent activity involving company assets or resources will be dealt with by immediate termination, alongside potential legal actions.
5. **Misuse of Confidential Information:** If an employee is found misusing or disclosing confidential company information for personal gain or external purposes, such as freelancing or competing business activities, they will be terminated immediately. This includes but is not limited to:
 - Sharing sensitive data with unauthorized parties.
 - Using proprietary information for personal or third-party freelance projects.
 - Violating non-disclosure or confidentiality agreements.

In all such cases, the company may pursue legal action against the employee, depending on the severity of the misconduct. Immediate termination will result in the cessation of all benefits, and any pending dues may be withheld by company policy.

12.2 Resignation Policy

Resignation occurs when an employee voluntarily leaves the company. To ensure a smooth transition, the employee must follow company policy.

Resignation Process:

- **Resignation Notice:** We require employees to submit a formal resignation letter with a minimum **notice period**, typically 30 to 90 days, depending on the position and company policy.
- **Serving Notice Period:** Employees are expected to continue working during the notice period and complete all ongoing tasks or facilitate the knowledge transfer.
- **Buyout of Notice Period:** We do not have an option for the employee to buy out the notice period.

Final Settlement:

- **Salary and Benefits:** Employees are entitled to receive their due salary, including any accrued leave, provident fund, or bonuses, as part of the final settlement, which will be done 45 days after their exit date.
- **Exit Formalities:** Employees must return to company property and properly hand over their tasks before leaving. We have formalized an exit form and expect employees to get it signed by the



department heads to have a complete exit. Failure to do so will result in a pending Full and Final Settlement.

- **Asset damage:** If any company asset, such as laptops, chargers, mouse, or headphones assigned to an employee, is found damaged, the employee will be responsible for covering the cost of repairs or replacement. The amount will be deducted from their full and final settlement, and they will be informed of this deduction before exiting the company.

Exit Interview:

We conduct an **exit interview** to understand the reasons for resignation and gather feedback on the employee's experience with the company.

Other Considerations:

- **Non-Compete and Confidentiality:** Employees may be required to sign non-compete agreements and maintain confidentiality, preventing them from working with direct competitors or sharing sensitive information after leaving the company.
- **Rehire Policy:** Under outline conditions, a former employee can be rehired, often excluding those terminated for misconduct.

Legal and Compliance:

- All terminations and resignations must comply with labor laws, and we as a company must ensure that we follow fair labor practices, including documentation of warnings and reasons for termination.

12.3 Employee Termination and Support Policy for FIR-Filed Cases

The company's approach to employees with an FIR filed against them depends on the nature and severity of the alleged offense. In cases of serious criminal offenses, immediate termination will be considered. Support may be extended under certain conditions for other cases, allowing flexibility and a fair investigation process.

Immediate Termination Offenses

The company enforces immediate termination with no severance, final salary payment, or letter of recommendation if an FIR is filed for any of the following offenses:

- ❖ Criminal Offenses (Related to Theft, Robbery, and Burglary)
- ❖ Drug and Narcotic Offenses
- ❖ Sexual Harassment



- ❖ **Other Crime Offenses:** Serious offenses involving violence, assault, or any conduct that endangers others.

Termination Process:

The employee will be dismissed immediately and issued a bad conduct certificate.

The company will not provide letters or dues payment for such cases.

Cases Eligible for Review and Flexibility

For cases involving family property disputes, traffic and motor vehicle offenses, or any non-violent personal issues, the company may review the FIR details to determine if the offense affects the employee's work conduct and overall integrity.

Investigation Process:

HR will review the FIR and may initiate an internal investigation to assess the relevance of the offense to the employee's role.

If the employee's record demonstrates consistent good conduct, the company may extend flexibility in work schedules to allow the employee to attend court dates or legal obligations.

The company will monitor the progress of the case and any developments that impact the employee's professional behavior.

Termination Based on Conduct Outcome

If the investigation or case resolution suggests poor conduct or behavior that contradicts the company's values, immediate termination will be issued without notice.

Such terminations will be final, with no letters of recommendation or further benefits from the company.

Implementation and Compliance

The company encourages employees to uphold ethical standards and promptly inform HR if they face any legal issues. Failure to comply with reporting requirements or uncooperative behavior during investigations may lead to immediate disciplinary action.



13. Contact Information

13.1 HR Department Contact Details

For any HR-related or employee-related issues, please contact our HR, Jyothi Elluru.

Email id - jyothi.elluru@arissaindia.com

13.2 Management Contacts

For any high-level project-related problems, please contact Vinay Venkatesh.

Email id - vinay@arissaindia.com



Thank you for taking the time to familiarize yourself with Arissa's HR Handbook. This guide is designed to provide clear expectations, policies, and guidelines to support your journey within the company. We believe in fostering a positive, respectful, and inclusive workplace where everyone can grow, collaborate, and contribute.

Remember, your contributions are valuable to the company's success, and we are here to support your professional development. If you have any questions or need clarification on the policies outlined, please don't hesitate to contact the HR team or your supervisor.

Together, we can create a productive and supportive work environment. We look forward to your continued success and commitment to Arissa.

We expect an Acknowledgment receipt from all the employees stating that they respect and adhere to the policies mentioned in the document.