

Human Resources policies for Dubai Blueberry Group

RECRUITMENT & SELECTION POLICY

Policy Perspective:

The recruitment policy for any organization aims at attracting, inducting, utilizing and retaining required caliber of personnel with a view to ensure that the selection process is fair and reliable and that the right quality of manpower is available at the right time.

Objective:

The recruitment process has the following objectives:

- To search for prospective employees and stimulate them to apply for jobs.
- To ensure that all the positions in the organization are staffed by persons who have the appropriate skills, knowledge, experience and qualifications required to perform the job effectively.

Recruitment Process:

- Preparation of Manpower Plans Need
- Identification Preparation of JD /KRA's sheet.

Procedure for Recruitment:

There are 3 sources of recruitment Internal Recruitment

- Promotion or movement across Units / Departments
- Databank of applications maintained by Corporate HRD.

External Recruitment:

Advertisement in one or two newspapers having wide circulation.

- Placement agencies / Headhunters.
- Campus recruitment from educational / professional institutes (mainly for entry-level positions).

Internal Recruitment

- The eligibility criteria for internal recruitment for an existing employee would be a minimum of 2 years of service in the existing position / level.

External Recruitment

The external sources of recruitment are:

- Advertisement in one or two newspapers having wide circulation.
- Placement Agencies / Head hunters
- Campus recruitment from educational / professional institutes.

Web Recruitment

- The nature and seniority of position, urgency of recruitment, costs involved sensitivity etc. Would form the criterion to choose the appropriate source, which would be decided by HR Department.

Advertisement

- Advertisement for recruitment would be prepared by the HR. The MD before their release would approve all advertisements.
- The budgeted advertisement costs are to be approved by the GP/MD before release of the advertisement. Selection of the advertising agency and co-coordinating the release of the advertisement would be looked after by the HR Department.

Placement agencies

- Based on the Job Description sheet the HR Department would establish contact with pre-selected placement agencies and place a request specifying details of the position, job responsibility, experience requirements, salary and benefits offered.

Campus Recruitment

- Campus recruitment will be co-coordinated entirely by HR Department, who will establish the necessary contacts with campuses.

Web Recruiting:

- As needed, the vacancies will be posted online on various recruitment sites.

Steps of Application:

- Applications received against an advertisement and bio-data's put forward by a placement agency or any other source will be screened by the HR Department and HOD for all levels.
- Interview calls would be issued by HR Department to candidates who appear prima facie suitable.

Interviews:

The interview process would comprise a preliminary and a final interview conducted by an interview panel, which would consist of:

- First Round: HR Department
- Second Round: Team Head or Technical Round
- Final Round: MD or CMD (If Required)
- All the interviews will be conducted as per the Interview guidelines, attached with this policy.
- The preliminary interview would be a detailed interview on the applicant's experience and knowledge of the technical aspects of the job and will be done by the Preliminary Interview Panel in the Interview Assessment Sheet.

Verification:

On completion of the interviews, the HR Department would carry out verification of references, certificates of qualifications and experience, salary proof etc. maximum within a week's time before issuing offer of appointment.

Selection:

- Before issuing an offer for appointment, a formal approval of Managing Director will be obtained on the Interview Summary Sheet.

Compensation Fixation: (With discussion involving the Finance Manager, HR, and the Team Head)

The compensation to be offered to the selected candidate will be worked out after taking into consideration the following aspects:

- Qualifications, age and experience etc.
- The existing compensation level for similar positions in our company.
- Market value of the job
- Difficulty of getting suitable candidates
- Candidate's expectations
- Time period until the next salary review
- Potential of the candidate to rise to higher positions.
- The HR Department would handle the fixation of compensation levels for all positions. To help decide the same, salary data of the existing equivalent positions in the organization would be compiled beforehand.

Issue of Letter of Intent:

- The employment offer would be made to the suitable candidate from Corporate HR Department by sending him a Letter of Intent in the prescribed format.
- It will state that the LOI is conditional and the prospective candidate must undergo and pass a medical check-up at a medical center approved by the company before joining duties with the company.

Issue of Appointment Letter:

- The Appointment Letter of MM-3 and above would be signed by the Group President. For all other positions, the HR Head will sign the appointment letter within 7 days of joining.
- The appointment letter will be prepared in duplicate. The candidate would sign one (duplicate) copy & the same will go into the personal file.

Limited Contract:

Duration:

- Candidates hired from other than UAE. The duration of the limited contract shall be 2 years.

Candidates hired locally:

The duration of the limited contract shall be 1 year.

The contract duration shall be clearly specified in writing and communicated to the employee upon employment.

Probation Period:

- A. All employees, regardless of their origin, shall undergo a probationary period upon joining the company.

Duration:

- Candidates hired from India: The probationary period shall be 60 days.
- Candidates hired locally: The probation period shall be 15-45 days.

Note: The specific duration of the probation period shall be communicated to the employee in writing.

Terms and Conditions:

- A.** During the limited contract period, both the employer and employee shall abide by the terms and conditions specified in the contract.
- B.** The limited contract may be renewed or extended upon mutual agreement and compliance with applicable laws.

Amendments to Contracts:

- Any amendments or modifications to employment contracts must be made in writing and agreed upon by both parties. The revised terms and conditions shall be clearly communicated and acknowledged by the employee.

Compliance:

- The company shall ensure compliance with all relevant labor laws, regulations, and employment standards in the UAE. Any updates or changes to these laws shall be promptly incorporated into the employment contracts.
- **Bonus or Incentive:**
Employee is only applicable for Annual Bonus or Incentive only in case of completion of contract and only in case if it was mentioned in the contract.

Hiring Process for Blueberry Group

- All new recruitment requests must be raised on the company's CRM system. HR will not consider verbal requests.
- If HR submits a candidate on CRM, the relevant hiring manager must provide an update within 3 working days. Failure to do so will result in placing the request on hold.
- The CRM system will provide three options: Accept, Reject, and Increase the time frame/Increase deadline.
- If a hiring manager accepts a candidate, HR will proceed with the hiring process.
- Once the candidate has been accepted, HR will schedule training for the candidate.
- It is compulsory to include HR in all the email when submitting the required documents.
- The candidate's documents will be reviewed by HR to ensure compliance with the company's policies and procedures.
- If the candidate's documents are not in order, HR will work with the candidate to resolve any issues before training can commence.
- This information must be shared with HR promptly to ensure that the new employee can be added to relevant company systems.
- This updated policy ensures that HR is provided with all necessary information to set up the new employee in the company's systems, which helps to streamline the onboarding process.

Joining Formalities and Joining Policy for the Blueberry Group

Letter of Intent: Start by sending an Intent letter to the candidate, outlining the terms and conditions of the employment. This includes the job description, salary, benefits, Policies of company, dress code and any other relevant information.

Joining Formalities: All new employees are required to attend an induction program, which will provide them with an overview of the company, its policies, and its dress code. As part of the joining formalities, the company will provide the employee with a blueberry T-shirt, an ID card.

The induction program will cover everything about the company, including its history, mission, values, and culture, as well as the policies related to employee behavior, attendance, and work performance. The dress code policy will be explained in detail during the induction program, and employees will be required to adhere to it at all times while on the company's premises.

Medical Report: Before going abroad, employees have to submit their medical reports to HRD.

Background check: Conduct a background check on the candidate to ensure that they have the necessary qualifications and do not have a criminal record.

Paperwork: Provide the new employee with the necessary paperwork, including tax forms, employment agreements, and any other relevant documentation.

Orientation: Conduct an orientation program for the new employee to familiarize them with the company culture, policies, and procedures.

Training: Provide training to the new employee to ensure that they have the necessary skills to perform their job.

Note:

- If the employee resigns in probation period voluntarily from their position, they will be required to pay a fee of 50 AED for the blueberry t-shirt.
- The probation period for all new employees in our company is 3 months from the date of joining. During the probationary period, the employee's performance will be closely monitored to ensure that they are meeting the company's standards. If the employee is not performing as expected during the probationary period, the company may terminate their employment without prior notice.
- **Accommodation:** Company shall not provide any accommodation.

Note: It will differ from case to case (As per the contract)

Training and Development Policy

Purpose: Define the purpose of the training and development policy.

Objectives: Clearly state the objectives of the training and development program.

Eligibility: Define eligibility criteria for employees to qualify for training and development programs. This may include performance levels, seniority, or other attributes.

Types of Training: Differentiate between different types of training programs, such as on-the-job training, mentoring, classroom training, or e learning.

Roles and Responsibilities: Define the roles and responsibilities of employees, managers, trainers, and HR staff.

Performance Metrics: Discuss how employees' learning outcomes will be measured and which metrics will be used. (Measure the behavior, activities, and performance of an Employee and Business. This should be in the form of data that measures required data within a range, allowing a basis to be formed supporting the achievement of overall business goals.)

Evaluation: Describe how the effectiveness of training and development programs will be evaluated and what steps will be taken to improve them.

Implementation: Describe the procedures for implementing training and development programs, including scheduling, registration, and notifications.

Continuous Improvement: Lastly, outline a process for continuous improvement of training and development programs on an ongoing basis, incorporating feedback from employees and Managers.

Dress Code Policy

- Only formal shirts and pants are allowed on all working days.
- Sports shoes are not permitted in the workplace at any time.
- On Friday, it is compulsory for everyone to wear the Blueberry T-shirt, which is provided by the company.
- On Saturdays, employees are permitted to wear jeans in addition to formal pants, but we are requesting that they wear a blueberry T-shirt.
- All clothing worn must be clean, neat, and in good condition.
- The dress code applies to all employees, including those in management positions.
- Employees who violate the dress code will be subject to disciplinary action.
- This policy aims to establish a professional and consistent appearance among all employees
- While allowing some flexibility for casual dress on specific days. The policy also emphasizes the importance of maintaining a clean and neat appearance in the workplace.

Note:

- If an employee is found not wearing the designated Blueberry T-shirt on Fridays, the Human Resources Department will apply a deduction of 15 minutes from their Global Minutes.
- In cases of repeated non-compliance with the Dress Code Policy, three written warnings will be issued to the employee. Upon receiving three warnings, severe consequences will be invoked, which may include termination of employment.

POSH and Sexual Harassment Policy/Anti-Discrimination Policy

Purpose: Begin the policy with a statement on the company's commitment to creating a workplace free of discrimination and harassment.

Definition: Define sexual harassment and discrimination in clear terms, so that employees understand what kind of behavior is unacceptable.

Prohibition: Clearly state that the company prohibits sexual harassment and discrimination of any kind in the workplace, whether by employees, managers, vendors, or clients.

Complaint Procedure: Establish a clear and confidential process for employees to report any incidents of sexual harassment or discrimination, including the contact information of the company's designated internal committee or external authority. **Investigation and Resolution:** Describe the procedure for investigating complaints, including the appointment of a designated person to oversee the investigation and to take appropriate action against the perpetrator. Outline the disciplinary actions that will be taken against individuals found to have violated the policy.

Prevention: Establish a system for educating employees about the policy, including providing training sessions, workshops, and other materials to create awareness about the harmful effects of harassment and discrimination. Encourage employees to report any incidents of harassment or discrimination that they witness. **Non-Retaliation:** State that retaliation against any employee who makes a complaint or participates in an investigation is strictly prohibited and that appropriate disciplinary action will be taken against those who retaliate.

Monitoring and Review: Outline the procedure for monitoring the policy and periodically reviewing it to ensure that it is effective in preventing harassment and discrimination in the workplace.

These are some of the key elements that could be included in a policy on POSH and Anti-Discrimination. The policy should be communicated clearly to all employees, and all employees should be required to sign an acknowledgement indicating that they have read and understood the policy.

Policy for Performance Improvement Plan (PIP)

The Performance Improvement Plan (PIP) is designed to support employees who are experiencing performance issues in their role. The purpose of the PIP is to provide a structured process for employees to improve their performance and meet the expectations of their role.

Scope: - This policy applies to all employees who are not meeting the expectations of their role.

Process: - Identification of performance issues: Performance issues will be identified by the employee's supervisor or manager. Performance issues may include but are not limited to:

Poor quality of work

- Failure to meet deadlines
- Lack of productivity
- Failure to follow policies and procedures

Notification of performance issues: The employee's supervisor or manager will inform the employee of the performance issues and provide specific examples of the behavior or work that needs improvement. The supervisor or manager will also inform the employee that they will be placed on a PIP.

Development of PIP: The employee and supervisor or manager will work together to develop a PIP that outlines specific goals, objectives, and timelines for improvement. The PIP will be in writing and signed over the email.

Implementation of PIP: The employee will be expected to follow the PIP and make improvements as outlined in the plan. The supervisor or manager will provide support and guidance to the employee throughout the PIP process.

Monitoring of PIP: The supervisor or manager will monitor the employee's progress on the PIP and provide feedback on a regular basis. The employee will be given opportunities to provide feedback and ask questions about the PIP.

Review of PIP: The PIP will be reviewed at the end of the agreed-upon timeline. If the employee has successfully met the goals and objectives outlined in the PIP, the employee will be taken off the PIP. If the employee has not met the goals and objectives outlined in the PIP, the supervisor or manager may take further disciplinary action.

Confidentiality:

The PIP process will be kept confidential between the employee, supervisor or manager, and Human Resources. The PIP will not be shared with other employees unless required by law.

Resources:

Employees will be provided with the resources they need to meet the goals and objectives outlined in the PIP. This may include training, coaching, or other support as needed.



✉ info@blueberrygroup.co

🌐 www.blueberrygroup.co

Communication:

This policy will be communicated to all employees, and employees will be informed of the PIP process if they are experiencing performance issues in their role.

Review: This policy will be reviewed on an annual basis and updated as needed.

Policy on Employee Retention for Blueberry Group

Purpose:

The purpose of this policy is to retain our valued employees and decrease the rate of attrition in the company. Our goal is to create a workplace culture that values employees and offers opportunities for career growth and development. This policy outlines the steps that will be taken to achieve this goal.

Scope:

This policy applies to all full-time employees of Blueberry Group.

Policy:

Competitive compensation: We recognize that competitive compensation is an essential factor in retaining our employees. We will regularly review and adjust salaries to ensure they are aligned with industry standards and the cost of living.

Career development opportunities: We will provide employees with opportunities for career growth and development through training programs, mentoring, and coaching. This will help our employees to enhance their skills and advance their careers within the company.

Positive workplace culture: We will create a positive workplace culture that values employees, promotes teamwork, and recognizes employee contributions. This will foster a sense of community and loyalty among our employees.

Employee recognition programs: We will establish employee recognition programs that acknowledge and reward employees' contributions, hard work, and achievements.

Exit interviews: We will conduct exit interviews with departing employees to identify the reasons for their departure and use this information to improve our retention efforts.

Implementation:

- The HR department will be responsible for implementing this policy and communicating it to all employees.
- The HR department will review and adjust the policy annually to ensure it is aligned with the company's goals and objectives.
- The policy will be included in the employee handbook and made available to all employees.

Challenges: We recognize that retaining employees in the tour and travels industry can be challenging due to the nature of the work. Therefore, we will regularly assess and review our retention efforts to ensure they are effective and address any challenges that arise.

Conclusion: Our Company recognizes the importance of employee retention and is committed to creating a workplace culture that values and supports our employees' career growth and development. By implementing this policy, we aim to decrease the rate of attrition and retain our valued employee.

Company Assets Policy

Purpose: The purpose of this policy is to establish guidelines for the proper use and protection of company assets. This policy is applicable to all employees, contractors, and third-party vendors who have access to company assets.

Scope: This policy applies to all company assets, including but not limited to, equipment, vehicles, software, intellectual property, confidential information, and physical assets such as buildings, furniture, and office supplies. **Responsibility:** It is the responsibility of all employees, contractors, and third-party vendors to safeguard company assets and ensure their appropriate use. Any loss, damage, theft, or misuse of company assets must be reported immediately to the appropriate supervisor or management.

Ownership: All company assets are the sole property of the company, and their use is restricted to business purposes only. Employees are prohibited from using company assets for personal purposes, except when approved by management.

Authorization: All requests for access to company assets must be authorized by the appropriate supervisor or management. Access to confidential information must be granted on a need-to-know basis and only to authorized individuals.

Maintenance: All company assets must be properly maintained and serviced to ensure their safe and efficient operation. Employees must report any malfunction, defect, or damage to company assets immediately to the appropriate supervisor or management.

Communication Policy: Effective communication is crucial for maintaining professionalism and ensuring data security. To maintain these standards, it is imperative that all communication with clients is conducted using official SIM cards or Official email issued by the company. The use of personal phone numbers or email for client communication is strictly prohibited and is considered a serious offense, contravening company policy.

Consequences for Violation: Any employee found using their personal phone number to communicate with clients would face severe consequences:

Termination: Violation of this policy may lead to immediate termination of employment.

Financial Penalty: Additionally, the company reserves the right to impose a fine of 500 AED on employees found in violation of this policy. We urge all employees to adhere to this communication policy to maintain the integrity of our operations and safeguard our clients' information.

Return on Assets: Upon termination of employment, contract, or vendor agreement, all company assets in the possession of the individual must be returned to the company in good condition. Failure to return company assets may result in legal action and may affect the individual's eligibility for rehire.

Compliance: Any violation of this policy may result in disciplinary action, up to and including termination of Employment or contract. Compliance with this policy is mandatory for all employees, contractors, and third-party vendors.



✉ info@blueberrygroup.co

🌐 www.blueberrygroup.co

Revision: This policy may be revised at any time by management. All revisions will be communicated to all employees, contractors, and third-party vendors.

By signing below, I acknowledge that I have read and understand the company's assets policy and agree to

Comply with its guidelines.

Employee Signature:

Date_____

Blueberry Group Data Sharing Policy

1. Purpose

This Data Sharing Policy outlines the principles, guidelines, and procedures for sharing data within Blueberry Group. The purpose of this policy is to ensure that data is shared in a responsible, secure, and compliant manner.

2. Scope

This policy applies to all employees, contractors, and partners of Blueberry Group who are involved in the collection, processing, or sharing of data.

3. Data Sharing Principles

- a. Data Privacy and Security:** All data shared must be treated with the utmost care to protect privacy and security.
- b. Legal and Regulatory Compliance:** Data sharing activities must comply with all applicable laws and regulations.
- c. Data Ownership:** Clarify data ownership and responsibilities for sharing among data custodians.
- d. Consent:** Obtain necessary consents from individuals whose data is being shared.

4. Review and Updates

This policy should be reviewed periodically to ensure it remains up to date and compliant with relevant laws and regulations.

5. Penalties for Unauthorized Data Sharing

In accordance with this data sharing policy, any individual found to have shared Blueberry Group data without proper authorization will be subject to penalties:

A. First Offense: A fine of up to 100,000 AED will be imposed upon the individual responsible for the unauthorized data sharing.

b. Subsequent Offenses: For repeat offenses, the penalties may escalate, including but not limited to suspension or termination of employment, legal action, and other disciplinary measures as deemed appropriate by Blueberry Group.

These penalties are in place to emphasize the seriousness of data sharing violations and to protect the confidentiality and security of Blueberry Group data. All employees, contractors, and partners are expected to adhere to this policy and respect the confidentiality and security of company data.

Policy on Posting Company Products on Social Media without Approval

Purpose: The purpose of this policy is to ensure that all employees of Blueberry Group understand the proper procedure for posting company products on social media.

Scope: This policy applies to all employees of Blueberry Group who have access to company products or services.

Policy Statement: All employees of Blueberry Group must obtain approval from the appropriate supervisor or management before posting any company product on social media. Employees must follow the company's social Media guidelines and procedures when posting about company products or services.

Restrictions: Employees are not allowed to post about company products or services without approval. This includes but is not limited to social media posts, blog posts, and online reviews.

Approval Process: Employees who wish to post about company products or services must obtain approval from the appropriate supervisor or management. This includes providing a copy of the post for review before posting it online.

Compliance: Any violation of this policy may result in disciplinary action, up to and including termination of employment. Compliance with this policy is mandatory for all employees.

Note: If any employee is posting the wrong thing about the company or making any fake documents about the company, at the time of employment or after employment, The Company can take legal action, and the company has the right to charge the penalty up to 100,000 AED, if the company's goodwill will be effective.

Revision: This policy may be revised at any time by management. All revisions will be communicated to all employees.

By signing below, I acknowledge that I have read and understand the company's policy on posting company products on social media without approval and agree to comply with its guidelines.

Employee Signature:

Date _____

LEAVE POLICY

The provisions of leave as contained in this Chapter are applicable to permanent employees working in all Units of the Company.

Subject to the conditions attached to each, employees are eligible for the following types of leave and paid holidays:

1. PAID FESTIVAL HOLIDAYS:

Holiday Calendar 2023		
Date	Day	Holiday Name
1-Jan-23	Sunday	New Year's Day
21-Apr-23	Friday	Eid-Al Fitr
22-Apr-23	Saturday	Eid-Al Fitr Holiday
29-Jun-23	Thursday	Eid Al Adha
30-Jun-23	Friday	Eid Al Adha
21-Jul-23	Friday	Hijri/Islamic New Year's Day
29-Sep-23	Friday	Prophet Muhammad's Birthday
1-Dec-23	Friday	Commemoration Day
2-Dec-23	Saturday	National Day

2. Paid Leave:

- 30 days Paid leave (If completed 1 year of service)
- 2 days per month, completed 6 months but not one year.

3. Sick Leave:

An employee is entitled to a sick leave of not more than 45 days per year, only after the end of probationary period.

The 45 days' sick leave can be continuous or intermittent, and the salary is paid as follows:

- Full pay for the first 15 days
- No pay for the rest 30 days

Employees are ineligible for a paid sick leave in the following situations:

- During the probation period
- If the illness directly arises from the misconduct of the worker, such as the consumption of alcohol or narcotics.

4. Compassionate leave

- Employees are entitled to a paid bereavement leave of 5 days in case of death of spouse and 3 days in case of the death of an immediate blood relation.

5. Maternity leave

A female worker is entitled to a maternity leave of 60 days, out of which:

- 45 days will be fully-paid leave
- 15 days will be half-paid leave
- A female worker may apply for her maternity leave up to 30 days prior to the expected date of delivery.
- In addition to the basic maternity leave above, she may take additional 45 without pay, if she has an illness as a result of pregnancy or childbirth, and is unable to resume work.
- The illness must be proved via a medical certificate issued from the respective medical authority. These leave days can be consecutive or intermittent.
- If the baby is sick or suffers from a disability, the female worker may take additional leave of 30 days fully paid. This leave can be extended for additional 30 days without pay. The illness or the disability of the child must be proved via a medical certificate issued from the respective medical authority.
- At the time of the interview or signing the intent letter, it is compulsory for each person to disclose his or her medical conditions. e.g., pregnancy or any illness if it is severe. In the event of hiding the medical conditions, the company has the right to terminate the employee.
- After the female worker resumes work, she is entitled to one or two additional breaks each day for nursing her child. The duration of the two breaks must not exceed one hour.

6. Paternity leave

- Employees of the private sector are entitled to a parental leave of five working days from the day of the birth of their child to 6 months.
- The parental leave is a paid leave that can be applied for by both mother and father of the baby.

Note:

- Employee is only able to take Maternity leaves after completion of 1 year.
- If an employee is taking sick leave, the employee has to provide a medical certificate within 48 hours to

HRD.

If the worker's behavior contributed to the illness, no payment will be made during the sick leave.

- If any team member is taking sick leave and unable to provide medical documents. That will be marked as unpaid leave and deducted from their salary.
- Paid leave will be extended for three months, with a maximum of 30 days per single leave period, depending on availability.

7. Pilgrimage Leave: - Employees who have been employed continuously by the Company for at least 5 years may take up to 30 days' unpaid leave.

8. Sandwich Leave:

A Sandwich Leave is defined as taking leave on a working day that falls between two non-working days (e.g., a national holiday, weekend, or other non-working day).

Calculation of Sandwich Leave:

In the case of a Sandwich Leave, the leave will be counted from the first non-working day before the leave date to the first non-working day after the leave date. This means that if an employee takes leave on a Wednesday between a national holiday on Tuesday and a regular holiday on Thursday, it will be counted as a leave of three days, including Tuesday and Thursday.

Continuous Leave: Employees who have completed two years of service within the company are eligible to take continuous leave by including national holidays or company holidays, subject to approval from their manager.

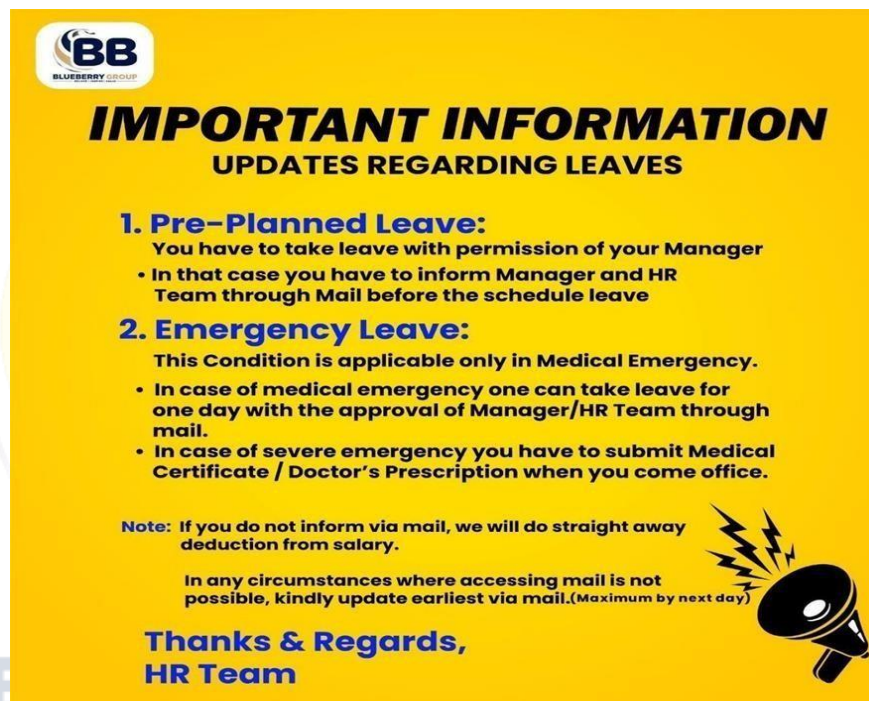
Approval Process:


All leave requests, including Sandwich Leaves, should be submitted through our leave management system. These requests will be reviewed and approved by the respective department manager.

Unpaid Leave: If the Sandwich Leave request is approved, it will be marked as unpaid leave for the duration of the entire period between the two non-working days.

GENERAL PRINCIPLES AND PROCEDURE FOR GRANT OF LEAVE:

- All leave is granted at the discretion of the Management. Nothing can limit the discretion of the management
- To refuse, revoke or curtail leave subject to the exigencies of work.
- The authority to sanction leave shall be such officers of the Company as may be authorized by the management.
- Weekly Off, National holidays and Paid Holidays, may be prefixed and suffixed to any leave subject to the provision-governing grant of such leave.
- An employee who desires to avail of leave has to make an application in the prescribed Leave Form or through e-mail.
- Application for casual leave should ordinarily be made at least 24 hours prior to the beginning of the period for which leave is required. The leave application in such cases is to be disposed immediately.
- An employee who desires to extend his leave shall make an application in writing through email to the leave sanctioning authority before expiry of the leave already sanctioned. If the application for leave is on medical grounds, he has to submit a medical certificate issued by the Registered Medical Practitioner stating the probable period for which leave is required. On receipt of such an application, the HR department will immediately inform the employee in writing through the email to the employee whether the extension of leave has been sanctioned, and if so, for what period, or whether extension has been refused.
- Employees separating from company's service may, if they so desire, get their notice.
- Period adjusted against privilege leave due to them on the date of resignation.
- If available casual leave got finished in such case immediate taken leave will be count as LWP (Leave without pay).




IMPORTANT INFORMATION
UPDATES REGARDING LEAVES


1. Pre-Planned Leave:
You have to take leave with permission of your Manager
• In that case you have to inform Manager and HR Team through Mail before the schedule leave

2. Emergency Leave:
This Condition is applicable only in Medical Emergency.
• In case of medical emergency one can take leave for one day with the approval of Manager/HR Team through mail.
• In case of severe emergency you have to submit Medical Certificate / Doctor's Prescription when you come office.

Note: If you do not inform via mail, we will do straight away deduction from salary.

In any circumstances where accessing mail is not possible, kindly update earliest via mail. (Maximum by next day)

Thanks & Regards,
HR Team



Attendance and Leave Policy

Policy Statement:

All employees are expected to be regular and punctual in their attendance at work. The purpose of this policy is to ensure that employees maintain a consistent attendance record and comply with the company's rules and regulations.

Policy Description:

Standard Shift Timings: The standard shift timings at Blueberry Group are 10:00 AM to 7:00 PM, which are divided as follows:

- A. Working Hours: 8 hours
- B. Lunch/Prayer Break: 30 minutes
- C. Tea/Other Break: 15 minutes

Note:

1. For half day leave required minimum time: 4 hours and 15 minutes (Break excluded)
2. For ¼ leave required minimum time: 6 hours and 30 minutes (Break excluded)

Note: 2nd and 4th Saturday of each will be half day off.

- ❖ Company will credit 240 minutes" in every team member's CRM account in beginning of every month, that 240 minutes can be used for following ways–
 - Late Coming
 - Early Going
 - Short Breaks
 - Break Time exceed from 45 min in a day

Note: - If anyone is using more than 60 minutes out of their, 240 minutes, which is credited in CRM employee, have to take approval from Respective Manager.

Punch missing: For the Punch Missing case, HR will fix the first two punch missing in every team member's case. More than two punch misses will be subject to deduction.

Approval: If anyone is taking leave without approval of the manager, we will mark 2 days unpaid leave as per guidance of respective manager or Management.

Punch in and out – If any team member is taking a break for breakfast, lunch, or smoke, or if they are leaving the premises or going to the pantry, Team members should mark their punch in the punching machine. It is compulsory for the entire employee to use a punching machine.

Attendance Recording: All employees are required to record their daily attendance using a punching machine.

Duty on Off Days: If an employee is called to the office for duty during an off day or is required to work from home, they must fill out a Request Form for Paid Hours and get it approved by their supervisor before the end of every respective month. Late applications will not be entertained.

Remote Work: Work from Home Conditions

1. Eligibility for Remote Work

Remote work may be authorized only in instances of significant medical incapacity that precludes an employee from attending the office.

2. Approval Process for Remote Work

Employees seeking approval for remote work are required to obtain written authorization from their respective manager. The approval must be documented via email.

3. Mandatory Remote Work Software

It is imperative that employees install and diligently utilize the designated Remote Work Software provided by the company when engaged in remote work.

4. Non-Compliance with Remote Work Software

Applications for remote work will not be considered if employees do not comply with the installation and use of the designated Remote Work Software.

Note: There will be no discussion on WFH if the manager disapproves of WFH.

Leaving the Premises: Employees must not leave the premises of the company during working hours for any purpose without prior approval from their supervisor. In case an employee leaves the office without informing his/her supervisor (except for lunch timings & also have to aware about their Punch in & Punch out during Lunch), half-day salary will be deducted.

Tardiness and Early Departure: Repeated tardiness and leaving early will not be tolerated. It will lead to termination.

Note: The HRD will ensure that the leave record of the preceding month is appropriately scrutinized for processing the payroll.

- 240 minutes breaks are intended for emergencies and are not mandatory. They are only to be taken in the case of an emergency. Manager has the full right to disapprove of the short break. There will be no discussion on WFH if the manager disapproves of WFH.



IMPORTANT INFORMATION

NOTE:

In case any one use global minutes more than 240, he/she shall be liable for deduction of half day leave on 120 mins or any part of it.

For Example:

0-240 Minutes
No Deduction

241-360 Minutes
Half Day Deduction

361-480 Minutes
Full Day Deduction



Drug-Free Workplace Policy

Purpose

The purpose of this policy is to establish a drug-free workplace to ensure a safe and healthy working environment for all employees of Blueberry Group and to comply with all applicable federal, state, and local laws.

Prohibited Conduct:

The following activities are strictly prohibited on company premises, during work hours, or while conducting company business:

- The use, possession, sale, or distribution of illegal drugs or controlled substances.
- The use, possession, sale, or distribution of prescription drugs without a valid prescription or in a manner that is inconsistent with the prescription.
- The use of alcohol or drugs in a manner that impairs an employee's ability to perform their job duties safely and effectively.
- Drug and Alcohol Testing
- To ensure compliance with this policy, Blueberry Group may conduct drug and alcohol testing under the following circumstances:

As a condition of employment:

Following an accident or incident that resulted in property damage, injury, or illness.

Reasonable suspicion that an employee is under the influence of drugs or alcohol.

As part of a random drug testing program.

Employees who test positive for drugs or alcohol will be subject to disciplinary action up to and including termination.

Employee Assistance:

Blueberry Group recognizes that substance abuse is a serious problem that can affect an employee's health, safety, and job performance. As such, we encourage employees who may have a substance abuse problem to seek help through our employee assistance program (EAP) or other appropriate resources.

Confidentiality:

All drug and alcohol testing results and related information will be kept confidential to the extent required by law. However, employees who test positive for drugs or alcohol may be required to disclose this information to their supervisor or other designated individuals for purposes of administering disciplinary action.

Acknowledgment of Policy:

All employees of Blueberry Group are required to acknowledge receipt and understanding of this policy. Failure to comply with this policy may result in disciplinary action, up to and including termination.

Conclusion: A drug-free workplace is important for the safety and well-being of all employees. By following this policy, we can ensure that Blueberry Group remains a safe and healthy workplace for everyone.

Note: Smoking is strictly prohibited within the office premises.

Communications Policy

Purpose:

The purpose of this policy is to establish guidelines for communication in the workplace and to promote a respectful and professional work environment. This policy applies to all employees of Blueberry Group.

Policy:

All employees of Blueberry Group are expected to communicate with one another in a professional, respectful, and appropriate manner. Abusive, harassing, or offensive language is not permitted in any form, including verbal, written, or electronic communication. This includes communication with colleagues, clients, vendors, and other stakeholders.

Examples of abusive language include but are not limited to:

- Profanity, insults, or derogatory language directed at an individual or group Threats, intimidation, or coercion.
- Discriminatory or offensive remarks based on a person's race, gender, age, religion, sexualorientation, or other protected characteristic.
- Inflammatory or aggressive language that is intended to cause harm or provoke a negative response
- Consequences of Violating the Policy.
- Any employee found to be using abusive language in violation of this policy may be subject to disciplinary action, up to and including termination of employment. The severity of the disciplinary action will depend on the nature and frequency of the offense, and will be determined on a case-by-case basis.

Reporting Violations:

Employees who witness or experience abusive language in the workplace are encouraged to report it to their manager, HR department, or other appropriate authority. All reports will be investigated promptly and confidentially, and appropriate action will be taken to address the situation.

Conclusion:

Blueberry Group is committed to maintaining a respectful and professional work environment for all employees. This Communications Policy is intended to promote positive communication and prevent abusive behavior in the workplace. We expect all employees to adhere to these guidelines and contribute to a culture of mutual respect and understanding.

Confidentiality and Non-Disclosure Policy

Purpose: This policy establishes guidelines for the protection of confidential information, which includes both company proprietary information and personal information belonging to employees and **Clients**. This policy is designed to ensure that all confidential information is safeguarded and used only for authorized purposes.

Scope: This policy applies to all employees, contractors, consultants, and third-party vendors who have access to confidential information in the course of their work with the company.

Policy:

Definition of Confidential Information

Confidential information includes any information, regardless of format or medium that is not generally known to the public and could be harmful to the company, employees, or clients if disclosed. This includes, but is not limited to, proprietary information, financial information, client information, trade secrets, business strategies, and personal information.

Protection of Confidential Information

All employees, contractors, consultants, and third-party vendors who have access to confidential information must protect that information from unauthorized access, use, disclosure, modification, or destruction. They must take reasonable steps to safeguard confidential information, including the following:-

- Storing confidential information securely and limiting access to authorized personnel only.
- Encrypting sensitive data in transit and at rest.
- Using strong passwords and authentication measures to protect access to confidential information.
- Properly disposing of confidential information when no longer needed.
- Non-Disclosure Agreement.
- All employees, contractors, consultants, and third-party vendors who have access to confidential information must sign a non-disclosure agreement (NDA) that includes the following provisions:
 - An agreement not to disclose confidential information to any third party without prior written consent from the company.
 - An agreement not to use confidential information for any purpose other than authorized business purposes.
 - An acknowledgement that any unauthorized disclosure of confidential information may result in legal action against the individual or entity responsible for the disclosure.
- Reporting Breaches.
- All employees, contractors, consultants, and third-party vendors who become aware of any actual or suspected breach of this policy or the NDA must report the incident to their supervisor or the company's designated security officer immediately.

Enforcement:



✉ info@blueberrygroup.co

🌐 www.blueberrygroup.co

Violations of this policy or the NDA will be subject to disciplinary action, up to and including termination of employment or contract. The company may also pursue legal action against individuals or entities responsible for unauthorized disclosure of confidential information.

Conclusion:

This policy and the accompanying NDA are intended to protect confidential information from unauthorized access, use, and disclosure. All employees, contractors, consultants, and third-party vendors who have access to confidential information must comply with this policy and the NDA.