



Attendance & Appraisal Policy (Effective Immediately)

Appraisals:

Appraisals will be based on individual performance, evaluated through monthly reviews, Key Result Areas (KRAs), and overall behavior. The appraisal percentage will range between **7% and 15%**, depending on the employee's role and performance level.

Camera Angles Policy Reminder

It has been observed that some individuals are not setting their camera angles to provide a full view of their face during video sessions. This is a violation of our policy.

Please note: A clear, unobstructed view of the entire face is mandatory at all times during active sessions.

Failure to comply with this requirement will result in disciplinary action. This policy is in place to ensure accountability and maintain a professional environment.

Strict action will be taken against anyone found in violation.

Monthly Reviews: Monthly reviews will be **mandatory for all employees** across the organization. The review will include the following components:

- Number of gas stations handled
- Total number of RTCs received
- Tasks completed and pending
- Feedback from clients
- Peer review (to assess collaboration and team engagement)

These reviews are essential for performance tracking and will directly influence appraisals and other growth opportunities.

Attendance Policy:

- **Leave Types:** Employees may avail either a **Full Day** or **Half Day** leave.
- **Work Hours:**
- Full Day: Minimum **8 hours**
- Half Day: Minimum **4 hours**

- Working for 5–6 hours will still be considered a **Half Day**, with no exceptions.
- **Leave Requests:**
- All planned leaves must be communicated **at least 4–5 days in advance** via email except for medical issues or emergencies.
- Leave requests through text messages will **not be accepted**.
- **Meeting Attendance:**
- Punctuality is mandatory.
- A **5-minute grace period** is allowed for joining meetings.
- Joining **after 6:05 PM** will result in the day being automatically marked as **Half Day**.
- Timely attendance is strongly encouraged to maintain team efficiency.
- A Grace period of 15-20 minutes can be provided for unexpected issues like electricity or Wi-Fi issues if this duration exceeded it will be marked as half day.

Break Policy

There will be three breaks: two short breaks from 10-15 minutes each and one dinner break of 30 minutes. Each break will be spaced 2 hours apart.