



Standard Operating Procedure (SOP)

Purpose

The purpose of this Standard Operating Procedure (SOP) is to provide a clear and structured framework for managing office timings, attendance, leave, workplace conduct, and related policies for all employees. This SOP ensures consistency, transparency, and compliance across the organization while fostering a professional, safe, and productive work environment.

This document is designed to:

- Define **office working hours, reporting time, and attendance procedures.**
- Outline **public holidays, optional holidays, and leave entitlements.**
- Specify **salary disbursement, notice periods, and exceptional leave or work-from-home approvals.**
- Provide guidance on **workplace conduct, cleanliness, team-building activities, and parking policies.**
- Ensure **employee accountability, mutual respect, and compliance** with company rules and applicable regulations.

Scope

This SOP applies to:

- **All employees** of the Company, including probationary, confirmed, and contractual staff.
- Policies and procedures relevant to **office attendance, leave management, workplace behaviour, and facility usage.**
- Activities conducted **during office hours, while commuting for official purposes, and during leave or notice periods.**

Responsibility

- **Employees:** Must adhere to all procedures outlined in this SOP, maintain punctuality, report attendance accurately, and follow leave and conduct guidelines.
- **Managers / Supervisors:** Ensure the team comply with this SOP, approve leave requests appropriately, and report any instances of non-compliance to HR. Managers and Supervisors are also required to adhere to this SOP themselves and set a positive example for their teams.
- **Human Resources (HR):** HR shall play an active role in the implementation and monitoring of this SOP. HR is responsible for providing accurate attendance data, maintaining tracker sheets, supporting Managers with relevant information, and assisting in monitoring and reporting compliance.

Policy Review & Updates

- This SOP will be reviewed periodically to ensure alignment with **legal requirements, organizational needs, and best practices.**



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- The Company reserves the right to **modify, interpret, or withdraw any part of this SOP at its sole discretion**, subject to organizational requirements and applicable laws.

1. Office Working Hours

- **Working Days:**
Monday to Friday (You are expected to work **8 hours per day**, anytime between **10:00 AM and 8:00 PM**, plus a **1-hour lunch break**) and remain available during core business hours.
Example:
 1. If you start your workday at **10:00 AM**, you can finish by **7:00 PM**, including a 1-hour lunch break
 2. Alternatively, if you start at **11:00 AM**, you can finish by **8:00 PM**, including your lunch break.
- Working hours may be adjusted or begin earlier in rare circumstances, at the discretion of management.

2. Reporting Time & Attendance Procedure

Attendance Marking (Mandatory):

- Upon arrival, employees must mark their attendance in the registered attendance book located in entrance.
- Employees must proceed to the entrance and record their attendance by logging in through the designated mobile application **PagarBook**.
- Employees must complete **8 hours of productive work daily** with minimum of **50–60% ideality rate** and **no more than 1 hour of breaks (including lunch)**; exceeding break time or falling short of work hours will result in **Loss of Pay (LOP) or leave deduction**. The **Work Composer must remain active at all times**, with a **minimum of 9 hours logged daily**, and no exceptions will be entertained.
- Attendance will be considered valid **only if both steps are completed**.
- Failure to comply with either step may be treated as late reporting or absence, at HR's discretion.
- Employees reporting to work after **11:15 AM** will have their attendance marked as half day if it is observed to be **recurring or habitual**.

3. Public Holidays – 2026

Fixed Public Holidays

- 01 January (Thursday) – New Year
- 15 January (Thursday) – Makar Sankranti (*Compensatory Off Available*)
- 26 January (Monday) – Republic Day
- 04 March (Wednesday) – Holi (*Compensatory Off Available*)
- 01 May (Friday) - May Day
- 15 August (Saturday) – Independence Day
- 14 September (Monday) – Ganesh Chaturthi



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- 02 October (Friday) – Gandhi Jayanti
- 20 October (Tuesday) – Dussehra
- 09 November (Monday) – Diwali
- 25 December (Friday) – Christmas

b 4. Optional Holidays – 2026 (Choose Any one)

- 19th March (Thursday) - Ugadi
 - 21 March (Saturday) – Eid-Ul-Fitr
 - 03 April (Friday) – Good Friday
 - 26 August (Wednesday) – Onam
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- Optional holidays must be applied for in advance through **Pagar Book** and are subject to approval.
 - Approval will be granted on a **pro-rata basis**, depending on the employee's date of joining.

5. Leave Entitlement

- The Company maintains a comprehensive leave structure, which includes the legally mandated minimum entitlements. Sick Leave (SL) shall be granted at the rate of **nine (9)** days with full wages per calendar year, and Casual Leave (CL) shall be granted at the rate of **nine (9)** days with full wages per calendar year.
- For Sick Leave extending beyond two (2) consecutive working days, employees must submit a valid medical certificate from a Registered Medical Practitioner upon the resumption of duty.
- Unused Leaves can be carried forward (monthly) as per company policy but **not to next calendar year**.
- This applies to **all existing employees** with carried forward leave balances from the previous year. Such leaves must be utilized before August 31, failing which they will be managed as per company policy.

6. Leave Cycle, Accrual & Pro-Rata Basis

- Any leave taken before sufficient leave balance is accrued may be adjusted against future accruals or treated as **Loss of Pay (LOP)**, subject to HR approval.
- **New Employees:** The leave cycle will commence from the employee's date of joining. During the three-month probation period, employees are entitled to three paid leaves, limited to one leave per month. These leaves cannot be accumulated or carried forward and must be utilized within the respective month, failing which they will lapse. The three paid leaves cannot be taken together in a single month.
- Any additional leave taken beyond this entitlement will be treated as Leave Without Pay (LOP), subject to management approval, and may result in an extension of the probation period.
- Upon successful completion of the probation period, the employee will be confirmed as a full-time employee.



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- All leave entitlements, accruals, and balances are calculated accordingly.
- Employees on **probation** must be mindful of taking leaves, as attendance and commitment during this period are closely monitored.
- **Female employees:** While **period leave** is separate and allowed, any **additional leave during probation** should be taken with caution and prior approval.
- Unauthorized or excessive leave during probation may affect **confirmation, appraisal, or future leave approvals.**
- Leave accrual and entitlements are calculated on a **pro-rata basis**, based on the employee's joining date and applicable leave policy.
- Any leave taken **before sufficient leave balance is accrued** may be adjusted against future accruals or treated as Loss of Pay (LOP), subject to HR approval.

7. Period Leave

- **Female employees** are eligible for **Four (4) Period Leave in a year.**
- Period Leave is separate from casual/sick Leave.

8. Leave Application Procedure

- All leave requests (Earned Leave, Optional Holiday, Period Leave) must be:
 - Applied through **Pagar Book**, and
 - Communicated via email to hr@kaizenque.com, with the respective manager/lead in CC.
- Leave requests should be submitted in advance, except in emergencies.
- Leave will be considered valid only after approval from the reporting authority.
- **Long leave is** subject to approval from the respective manager and HR, based on the urgency of pending tasks.
- Emergency leaves (medical, family, etc.) should be communicated as early as possible and later submit supporting documents.
- Unauthorized absence or failure to apply for leave may result in **Loss of Pay (LOP)** or disciplinary action.

9. Exceptional Leave & Work from Home (WFH)

- Additional leave or WFH beyond standard policy will be considered **only in exceptional cases.**
- Such approvals are:
 - **Subject to management/HR discretion**
 - **Based on individual performance**
- Exceptional approvals do not constitute a right or future entitlement and may be withdrawn at any time.

10. Compliance

- All employees are required to strictly adhere to this SOP.
- Any deviation must receive prior written approval from management.



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- Non-compliance may result in disciplinary action as per company policy.

11. Workplace Cleanliness & Hygiene

- Employees are expected to maintain cleanliness across the office premises, including workstations and restrooms.
- Sanitary napkins and a dedicated medical drawer containing basic medicines are available on the second floor for employee use.
- All employees are requested to use these facilities responsibly and help maintain a clean and hygienic workplace.

12. Team Building Activities & Gaming Room Usage

- Team-building activities and the gaming room facilities are provided for employee engagement and recreation.
- All gaming items, equipment, and office property must be used responsibly and only for their intended purpose.
- Employees are collectively responsible for ensuring that all items used during team activities are returned to their designated place after use.
- Any loss, damage, or misuse of gaming equipment, accessories, or related office property must be immediately reported to HR or the assigned activity coordinator.
- In the event of loss or damage due to negligence or misuse, the cost of repair or replacement may be recovered from the concerned individual(s) or team, as determined by management.
- The company reserves the right to restrict or withdraw access to gaming facilities or team activities in case of repeated misuse or non-compliance.

13. Workplace Conduct, Mutual Respect & Professional Behaviour

- All employees are expected to treat colleagues, support staff, visitors, and management with dignity, fairness, and mutual respect at all times.
- Any form of harassment, discrimination, intimidation, bullying, verbal abuse, or disrespectful behaviour will not be tolerated.
- Employees must maintain a professional work environment free from gossip, favouritism, manipulation, or office politics that may negatively impact team morale or productivity.
- Spreading rumours, creating conflict, undermining colleagues, or engaging in divisive behaviour will be considered serious misconduct.
- Employees are expected to collaborate in good faith, communicate transparently, and focus on work-related objectives during office hours.
- Repeated unproductive behaviour, deliberate work delays, misuse of work hours, or actions that disrupt team performance may lead to corrective action.
- Engagement in office politics, unethical conduct, or behaviour that harms the company's work culture may result in disciplinary measures, including **termination of employment**, depending on severity.



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- Management reserves the right to investigate complaints confidentially and take appropriate action in line with company policy.

14. Salary Disbursement

Salaries will be disbursed on the 4th of every month. If the 4th falls on a Saturday or Sunday, the disbursement will be made on the next business day.

15. Notice Period

The standard notice period for resignation or termination is up to 30 days from the date of formal notice submission. This may be reduced based on business requirements and is subject to management approval.

There will be no encashment of unused leave balance at the time of separation.

The applicable notice period cannot be adjusted against the employee's remaining leave balance. Employees are required to serve the full notice period unless otherwise approved by management.

16. Office Parking & Liability

16.1 Office Parking Facility

- Parking space is available within the building premises, subject to availability and building management rules.
- Employees must park their vehicles only in designated areas.
- The Company shall not be responsible for any loss, theft, or damage to vehicles or personal belongings parked within the premises.

16.2 Parking Outside Building Premises

- Employees who choose to park their vehicles outside the building premises do so at their own risk.
- The Company does not assume any responsibility for vehicles parked outside the designated office parking area.

16.3 Commute & Injury Disclaimer

- Employees are solely responsible for their safety while commuting to and from the workplace.
- The Company shall **not be held liable** for any injury, accident, loss, or damage occurring outside the office premises, including while arriving at or leaving the office.
- Employees are advised to follow all safety measures and traffic rules during their commute.

17. Dress Code

- Employees are expected to maintain a professional corporate dress code at all times, ensuring their attire is clean, neat, presentable, and appropriate for an office environment, while reflecting the company's values, discipline, and workplace standards.
- Employees must maintain **personal hygiene and a professional appearance** at all times.
- Non-compliance may result in corrective action by HR.



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Note: This SOP may be revised at any time, as needed, to reflect changes in processes, requirements, or organizational priorities. SOP follows the **company's calendar year from April to March.**

Responsible Authority – Human Resources Department

Approved By: Piyush Gupta, Director

Company: Kaizen Que Private Limited

Effective Date: 01-04-2026