**Staff India**

**Office Policies**

**[2025 Update]**

Welcome to Staff India, and thank you for joining us. We hope you will have a fantastic career with us.

This book contains some office policies all staff are required to follow, to begin with you must learn all the policies mentioned in this book and follow them strictly.

Following the office rules helps the company ensure that we have a nice and comfortable environment for everyone, and all staff can be happy and enjoy working here.

Note: Some policies are updated from time to time, you will receive notification of this via email.

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# Few Basic Things

## Getting Support & Guidance at Work

* For any kind of information and help contact your TL first.
* For any kind of IT supports submit an IT ticket from Work Manager site. When you got no solution email head of IT executive to inform your issue.

## Cultural roles in office | Addressing seniors in office

* All employee should address your superior in terms of rank as “Sir/Madam”.  
  i.e. Daniel, HR manager (AGM) should be addressing General Manager, Managing Director and Board of Directors as Sir.  
  TL & everyone should be addressing Head of department (HR, IT) or Manager, as Sir

## Dining Room Booking for Lunch/Dinner

Employee should book (at the beginning of their shift) the dining tables to ensure the space during taking break.

Tutorial link: <https://drive.google.com/file/d/13YQyB32P-qa6S5YsPH-vguDEdK9LA7NM/edit>

## Speak in English only

We expect everyone to practice speaking in English whilst at the office. You can use native language sometimes to help understanding. However, English should be the primary language spoken in the office by all Staff.

# Hours of Work & Holiday Policy

## Hours of Work and Break Policy:

1.1.1 The Employee will work 5 days a week, 8 hours per day thus 40 hours per week. Working shift will be decided by the company and the employee must be flexible to work on at least 2 shifts as per the company requirements. On occasion, we may ask you to do overtime which will be paid on flat hourly rate.

1.1.2 Employees are free to take a maximum of TWO short breaks of no more than 15 minutes sporadically throughout the day, and the lunch break shouldn’t exceed 30 minutes on a day.

1.1.3 Work time lost as a result of employees found to abuse break times or late entries will be deducted from the employee’s salary on hourly basis.

1.1.4 If someone has a late entry of total 45 minutes a week, S/he will receive a penalty of half day salary deduction. This 45 minutes include regular late entries, early outs or over breaks and excludes prebooked hourly leave which is booked at least one day in advance to client/line manager.

1.1.5 Two times penalty in a month will result in official warning, and 3 such warnings may lead to termination of employment.

1.1.6 Employees are not allowed to swap/change working hours for their personal issue/reason. Working extra times to cover late minutes or leave is not allowed as well unless permitted by HR/Manager.

1.1.7 No breaks should be taking in the first hour or last hour of work, and no working from home. Everyone must follow official work hours without any fail.

## Holiday Policy:

1.2.1 The Employee is entitled to get 14 days Public Holiday in total per year as per the Staff India Holiday Calendar. These Public Holidays are a combination of US/UK/EU Bank Holidays plus important religious holidays of the local country, namely Bangladesh.

1.2.2 The Employee may on occasion be required to work on a Statutory Public Holiday. Reasonable notice of such requirement will be given and the Employee will be permitted to take another day as vacation instead or receive payment at flat hourly rate.

1.2.3 The Permanent Employee (at least being 1 year with Staff India) is also entitled to earn 1 paid leave after working 18 days which they must request in advance to their line manager.

1.2.4 No more than 5 days holiday is allowed in one go, in every 4 months. Minimum 5 working days prior notice is required for no more than 2 days leave; otherwise 10 working days prior notice is a must for more than 2 days leave.

1.2.5 Any leave taken without prior notice will be acknowledged as UNPAID. Salary will be deducted at flat hourly rate.

1.2.6 Employees are not allowed to request additional holidays to their line managers during the longer Regional Public Holidays (namely Eid/Puja). If anyone decides to take leave when consent was not given, they will have 2 days of salary deducted for each day of leave abused.

1.2.7 Employees are not permitted to request any leave on the first two months with a new client unless it is serious sickness in which case they have to submit valid Medical References from a recognized doctor/hospital as a proof of his/her sickness.

1.2.8 Failure to provide the Medical Reference will result in a disciplinary warning, which combined with any other disciplinary warning may lead to dismissal.

1.2.9 No paid leave is allowed on first three months which will be probation period

## Bank Holidays observed outside Bangladesh

1. Employee will follow their Client’s country wise holiday calendar.
2. If your Manager does not permit you to take holiday, regardless of whether your peers in the office have a day off, you are under obligation to attend work.
3. Staff India observes national holidays in Bangladesh and we have made this compulsory for you all. However, client national holidays are only discretionary to the client.

# If Clients are Offline

From time to time, your Line Managers may be offline, either due to urgent meetings or their infrastructure being upgraded. This is known as down-time. If this happens, you must:

3.1 Let your Office Manager know

3.2 If you have work that you can continue whilst your Line Manager is absent then continue.

3.3 If you cannot continue work because you need to do remote access (work) then you must work on our internal Staff India projects.

3.4 Please contact HR manager for instructions on what to do.

# Whilst working with client

4.1 If you are unable to do a task, you must explain your reason to client, but you MUST learn what is required, this is what client expects. You will be given learning time during work. Don't just say 'I can’t do this'. Be proactive and use your initiative, so you say to the client 'I don't know this fully, but I will learn it'.

4.2 You must not discuss money matters, payments, salaries, bonuses etc with the client. You can only discuss work related, task related matters with the client.

4.3 If the client discusses any money matters you must advise the client that you do not have the permission to discuss and tell the client to discuss with Rob.

4.4 You should not disclose your real name and other personal information unless your managers permit you.

4.5 You must not disclose your client’s contact information with anyone in office, except MD and managers.

# Time Management

## Working on Deadline

Deadline is most important, if you get deadline for any task from your client or management team then you must submit your work within the deadline.

## Punctuality

Each employee must be punctual in office. It is the core responsibility of all employees to reach in office 15 minutes early and you should be punctual as well on your routine work.

## Attendance

* Every day, you need to clock in using barcode when you start working and clock out as well after finishing your working hour. Side by side you need to sign and put the correct time on the register book.
* This important to be punctual in office. Your late time will be count each month and on the basis of the late minutes/ hours some amount will be deducted from your salary.
* You will get 10 minutes + actual late minute penalty, if we found you putting wrong /fake time on the registry book. Here, you should know that, if we find doing the same thing again, then the person will get first memo from Managers. 3 memos in total means you are terminated from your job.
* Take a maximum of 45 minutes break during the halftime of your working shift. Don’t forget to use barcode in break in/out.
* Being late more than 45 minutes in a week, will charge you half day salary deduction.

## Be available

1. Always be online on Skype.
2. Make sure you are always available on your extension number.
3. You must reply all the email within 15 minutes after receiving it.

# Dress Code

## Men:

* Wearing plain/stripe shirt (small stripe) and trousers (normal only). If possible also wear a tie please to look professional.
* No “Denim/Jeans, t-shirt or check shirt, no flowers/embroidery/artworks” only simple office style cloths.

## Women:

* Your usual Salwar/Trousers Kamiz/Tops but must be plain or simple if its printed fabric.
* Note that the colours/prints/artwork etc can’t be excessive -  means NOT too many colors or printed stuffs like stars, flowers, stones etc (which may make yourself look like butterflies around others.)

## Dress code Open Day:

Since Friday is a local holiday here in BD and most of the functions take place here on Fridays, people like to wear different types of cloths for various functions and occasions. For this reason, we have decided to make Friday an Open day for all regarding dress code, people who will work on Fridays can wear anything they like – i.e. men can wear Punjabis, women can wear sharis if they like. basically its completely upto you.

## Penalty for breaking this rule:

If you violate dress code policy, you will get 60 minutes penalty for breaking the rule.

# Office Hygiene and Etiquette

## Cleanliness

* You must clean your desk and laptop every day before your start working.
* Don’t throw toilet paper here and there in the toilet. You must use toilet in hygienic way
* Don’t throw garbage here and there in office, use the bin for this.

## Before you start working

* Check all the equipment you are using, if you see anything missing or damaged then inform your manager immediately.
* If you see your chair is missing not just take any chair from anywhere, you should inform managers about this so that they can bring back your chair to you.
* If you found any of your colleague took your chair to his desk and sitting on it, do not misbehave or disrespect him. Request him to give back your chair in polite way.

## Before you leave from work

* If you are the last user of laptop/Desktop (if there is no one waiting to start after you leave), then you must Turn off and unplug your computer.
* Leave the chair on right place; don’t just leave it anywhere.
* Do not leave cup/mug on your desk, keep it on the kitchen.

## General office etiquette to follow

* Do not use your personal cell phone or social media accounts inside the main hall unless it is required for your office work. You can use them during your break time and when you are on an official break.
* Do not bring any personal bags (larger than and mobile case/wallet) inside the main hall.
* Do not take unauthorized breaks and always record this at the front desk.
* Do not touch personal staff or IT equipment of another employee.
* Do not talk too loudly or disrupt others from their work.
* Do not make fun of/bully your colleagues that can hurt their feelings.
* Respect each other, do not misbehave with others under any circumstances. If you are bothered by someone in any way, speak to HR or your line manager directly, do not argue with the individual.
* Do not start a political/controversial discussion inside the office
* Do not leave your personal things like your mobile, wallet, watch, etc openly at your desk when you are away.
* Do not discuss anything related to your salary with others. Any query should directly go to your line manager.
* Respect the office and its property and appreciate the wonderful opportunity we have here. Do not spread negativity or talk about negative things inside the office.

## Damage caused by Employee

If you damage any equipment at staff India due to your own negligence in any way, you will be liable to pay for the purchase cost of the equipment.

For this reason we recommend you all to be conscious and check all the equipment you are using before you start working, if you see anything missing or damaged then inform your manager immediately.

# Confidential and data

8.1 You shall not disclose your password and any other access password to unauthorized person. Only your TL, managers and IT support team can have your password and other access password if they need.

8.2 You shall avoid disclosure of company’s confidential information to unauthorized person unless appropriate permission from authority.

8.3 It is strictly forbidden to share client’s contact information with anyone in office, except MD and managers.

8.4 You are also not allowed to share your official email ID with anyone inside and outside the office. Only your team leader, client and managers can have your email id.

# Employees Mannerism and activities in the office

We won’t tolerate any activities which ruin the healthy environment of office.  
To keep your office environment more friendly and comfortable you should follow these following rules:

* You should not waste your time by chatting and making noise in office without any valid reason.
* You should not disturb your co worker if he/she is busy with her work.
* You are bound to show proper respect to all, no matter if she/he is junior or senior than you.
* Avoid political discussion in office place.
* You should not disrespect office staff.
* Avoid unethical activities in office.
* Use balcony only for smoking.
* Avoid speaking loudly in office, and make sure none of your activities are making noise.
* You should not use Facebook, Youtube and other social media sites in office unless you have the permission to use.
* Do not use office internet for personal work.
* Do not use personal pen drive/any portable media in office
* Do not take long breaks too often.
* You should not bully any of your colleagues by any kind of activities.
* You should strictly avoid using slang and any kind of activities which could create violence in office.
* Do not bring personal clash / problem with outsider in to the office.
* You should not disturb the neighbors of office building by parking bike/car or throwing garbage to their side.
* Do not bring your guest to main office; keep them on waiting room.
* Do not enter server room without permission of authority.
* Never use official skype and email on your personal devices.

# Night Shift Safety Policy

For security and safety reasons, the office door will be locked after midnight (12.00 am) until 06.00 am. No Entry or Exit will be permitted during this time in any case.  
  
Ensuring the office's security over the night is critical. Therefore, Staff India strongly advises everyone not to attempt to enter or leave the office premises after 12:00 am.  
  
Please do not request or instruct the security personnel to open the door after midnight. Any employee found doing so will face disciplinary action, including a warning that could end your employment.  
  
If you have any questions or concerns with anything related to this safety policy please discuss it privately with your Manager.