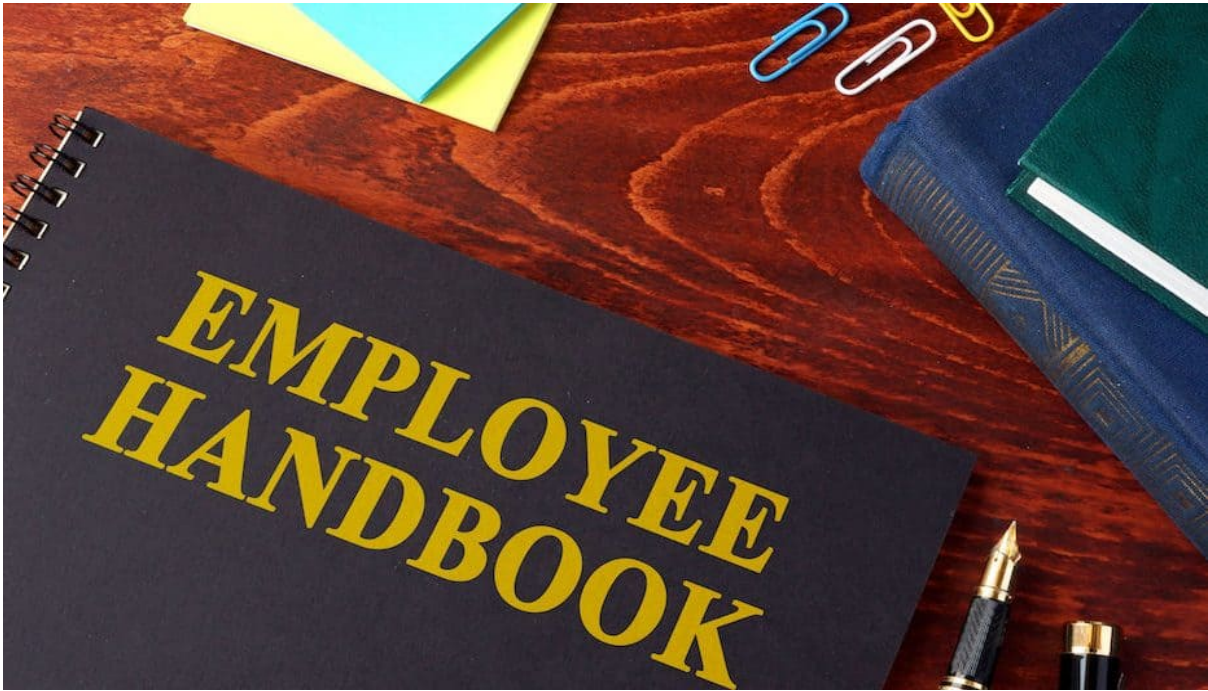


# EMPLOYEE HANDBOOK

CREATIVE BUFFER



**CREATIVE BUFFER PVT.LTD.**

E-65, Phase 8, Industrial Area, Sector 73, Sahibzada Ajit Singh Nagar,  
Punjab 160071

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## 1. Company Introduction

We **Creative Buffer** is well-established IT firm with great experience in Web development, Mobile development, enterprise IT solutions, e-governance, Consultancy services and blockchain solutions with ride on **1K+Projects** which encompass **200+Websites** ,**20+Mobile Apps** and around **5+ERP** Solutions. We are backed by **30+highly skilled** and enthusiastic IT professionals with a vision.

**About Us:** We are well-established and widely recognized Software development and Consultancy Company providing cost effective and result oriented IT solutions to our clients in the areas of web development, mobile development, Enterprise solutions, Consultancy services and Blockchain technology. We are always eager to transform your great business ideas with the help of technology. We believe in inclusive growth and focus on delivering world class IT solutions to our customers on time.

We are here to solve complex technology challenges and uncover new opportunities for your high potential business growth. With the help of revolutionary technological transformation, we build solutions for your every need. Team expertise, Best technology solutions, Pricing and Time bound delivery are the key differentiators for Creative Buffer solutions with its competitors in the industry.

We at Creative Buffer believe in seamlessly integrating real businesses with the virtual world by deployment of innovative solutions to our clients.

**Mission:** Our mission is to deliver top quality innovative technology solutions, IT consulting and digital services to accelerate the business growth of our precious clients. We aim to provide futuristic solutions which are quality oriented, cost effective and within specified time frame to help businesses conquer the markets.

**Vision:** We envision being a passionate leader in the realm of IT by offering future generation IT services to global businesses. Our insight is to accomplish given assignments successfully in a stipulated time frame while maintaining a long-term relationship with our precious clients.

**Values:** We at Creative Buffer have committed ourselves to a shared set of values. Everything we do is based on our corporate values: **Customer Oriented, Leadership, Technology Innovation, Quality Service, Time Bounded.** Our experts work passionately and follow a proactive approach, combined with a solid mix of innovation and creativity. Our capable team possesses diverse skills consistently enable us to deliver large and small-scale projects on time, within budget and beyond expectations.

## 2. Director's Message

**Progress for me lies not in enhancing what is, but in advancing toward what will be.** It is a hard core reality that once one milestone is achieved, there is always another one waiting to be crossed. It is with this belief that I started Mobile Application Development company in **2015**, a company that was in the designing UI for a mobile app. With the passage of time, mobile Development company became a prominent name Creative Buffer, officially in **2019** in IT industry. As an ambitious entrepreneur, I always wanted to push my company to more thriving milestone. Taking a path less travelled, I expanded Creative Buffer services into web, mobile, enterprise solutions-governance, consultancy services and innovative technology such as blockchain solutions.

Overcoming challenge after challenge with the support of my proficient team, I have been successful in bringing Creative Buffer services to a prosperous milestone of worldwide recognition.

The journey of success of Creative Buffer is never ending. But with the support of my enthusiastic, highly skilled and dedicated team, I am confident that the company will continue to multiply the milestones of success for years to come.

### 3. Quality Policy

At Creative Buffer, we believe quality is defined by our customers. The direct measure of how well we are delivering on our quality commitment, is the degree to which we meet our customer's expectations. We are committed to deliver scalable customized business solutions and services leveraging and accelerating the growth of our clients. We work in an environment of mutual trust, honesty and accountability. We believe in providing accomplished customer service with rectitude. Also, we are committed towards the overall progress and advancement of our employees.



We place a high regard for quality in services, relationships, products and work environment. We strive for persistent enhancement in our processes and products by following our guiding principles such as Perfection, Passion and Customer intimacy. This sets and provides a framework for establishing and reviewing Quality objectives.

Creative Buffer Pvt. Ltd is comprised of a dynamic team of talented project managers, business analysts, software professionals and research analysts and support staff who develop innovative software solutions and services for our customers. For us, it is very

eminent to generate, best services of perfect quality and quantity at the scheduled time and pre-established- cost.

Hence, the management of Creative Buffer is fully committed to establish, implement, maintain and continuously improve the Quality System to achieve the following objectives:

- ✓ The development, delivery and maintenance of Quality Software Products and Services that lead to customer satisfaction.
- ✓ To Lay emphasis on proper understanding of the requirements of our users and customers.
- ✓ To Provide all agreed deliverables to the customers and users in accordance with the schedules agreed with them.
- ✓ To Minimize users and customer's complaints by taking all possible measures like, maintaining records of complaints and service requests received from them, root cause Analysis and Implementation of suitable preventive measures.
- ✓ The satisfaction of its own employees.

WE Creative Buffer Pvt. Ltd. can achieve the above mentioned objectives by producing stable, reliable Software products providing responsive, efficient, and highly qualified services.

Our philosophy of dedication creates a culture where we develop our employees, tenacity, passion- and delight the customer by creating value (Customer Intimacy). We are committed to achieving technology leadership through our ability to deliver world class products and services.

The necessity to monitor and measure customer satisfaction comes from the fact that one of the key elements of organizational accomplishment is the customer's satisfaction. The Satisfaction of its Clients by addressing their stated and implied needs is achieved by: Developing a collaborative relationship showing both professionalism and flexibility offering transparent development process.

Employee job satisfaction is crucial to face the diversified and ever-changing challenges of maintaining productivity of the organization by keeping their workforce constantly engaged and motivated. The satisfaction of its own employees is achieved by:

- Training and career elevation opportunity
- Excellent work environment
- Recognising and rewarding great quality performance, from both teams and individuals
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment.

#### 4. Statement of commitment

This statement shows our commitment to our professional relationships. The company is highly committed to its employees and has proved commitment in the form of ample training and compensation, fairness, and significant personal consideration. The goal is to support the tech community at all stages of their career path. We aim to provide hassle free environment for our employees to support the Mission, Vision and Values of organization.

#### 5. Company Rights

Creating policies can help a company run smoothly and save hours of management time. Written policies set guidelines for ethics, safety, privacy, hiring, workplace issues and customer service, among other things. Growth of the company and changes in organizational structure are just two reasons that policies may need to change.

Creative Buffer reserves the rights to frame new policies perpetuate or discontinue the existing policies and modify clauses in any of the policies mentioned in the handbook at any time.

## 6. Employee Company Relations

Our commitment to long-term collective relationships with our employees is guided by the implementation of a set of principles which have governed our company since its foundation.

The company understands that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this industry.

We are always eager to respect the right of our employees to establish and join organizations of their own choosing and engage in constructive negotiations. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

## 7. Equal Employment Opportunity

Creative Buffer Pvt. Ltd. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, colour, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

All the employment decisions will be predicated on merit basis, qualifications, and the requirement of company. Any employees with doubt or concerns about any type of discrimination in the workplace are elate to bring these issues to the consideration of their prompt supervisor or the Human Resources Department. Employees can raise concerns and make reports without angst of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.



## 8. Business Ethics and Code of Conduct

Business ethics not only talk about the code of conduct at workplace but also with the clients and associates. Companies which present factual information, respect everyone and thoroughly adhere to the rules and regulations are renowned for high ethical standards. Business ethics implies conducting business in a manner beneficial to the societal as well as business interests.

Acting with integrity has always been, and always will be, fundamental to how we operate. Our reputation for integrity and excellence requires deliberate adherence of the essence and the letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal Integrity.



The company will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct. Compliance with this policy of business ethics and conduct is the responsibility of every employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

## 9. Employee referral policy

**Objective:** To facilitate the hiring of proficient candidates and to encourage and reward employees for recommending qualified candidates.

**Referral Bonus Payment Amount:** Referral candidates: Total Rs 3,000/- to be paid after the referred candidate has completed three months of probation period in the Company.

- A. Employee should pass the soft copy of the resume (of the referred candidate) to HR. This would be logged in the HR Database.
- B. The referring employee is informed of the final outcome after a final decision has been communicated to the candidate.



### Eligibility

All employees barring members of the Human Resources Group and HODs (Head of Departments) who refer a candidate (who is made an offer to join the organization) are eligible. However, please note:

- A. No referral bonuses are paid for referrals of candidates who have already worked for The Company, such as retirees or rehires, or persons returning from a leave of absence.
- B. To be eligible for the referral bonus described herein, both the referred candidate and the referring employee must be on the company payroll at the time of disbursement of referral bonus.

## 10. Employee Recruitment and Selection Policy

This recruitment and selection policy applies to all employees who are involved in recruiting, selecting and hiring for our company. It refers to all potential job candidates.

### **Policy elements**

Generally, hiring teams could go through the following steps:

- A. Identify need for an opening and decide whether to hire externally or internally.
- B. Review the job description and compose a job ad.
- C. Select appropriate sources (external or internal) for posting the opening.
- D. Decide on the selection stages and possible timeframe.
- E. Review resumes in company database source passive candidates.
- F. Shortlist applications proceed through all selection stages.
- G. Run background checks and select the most suitable candidate.
- H. Make an official offer.

### **Interview feedback**

Recruiters/ hiring managers should always inform candidates they interviewed that they decided to reject them. Leaving candidates in the dark can be damaging to our employer brand. Also, we encourage hiring managers to send interview feedback to candidates. They should first though check with HR to make sure they won't invite legal action. Being brief, respectful and keeping feedback job-related are the general rules for writing feedback emails to candidates.

## 11. Joining Formalities

We welcome all our new entrants with a very warm heart. To maintain their profile in our database, we need following set of documents:

- A. Highest education certificate
- B. Previous work experience certificates
- C. Three Salary Slips
- D. Relieving letter or 'No Objection Certificate'

- E. ID Proof (Aadhar Card/Pan Card)
- F. Three Passport size photographs

**Note: Point no 'B', 'C', and 'D' are not applicable in case of fresher joining.**

## 12. Employee Probation Period Policy

### Purpose and Summary

Probation period is a stretch of time of engaging an employee to test his/her performance on the suitability of a position. During this period, if an employee's performance is found to be unsatisfactory, the employer can terminate the employee's services and the same cannot be construed illegal. The company uses this period to evaluate employee competence, work habits, and overall performance.



**All new employees work on an inaugural basis for the first 6 months (for employees with  $\leq 2$  years' experience) & 3 months (for employees with  $> 2$  years' experience) after their date of hire.**

Any significant absence will automatically extend the probation period by the length of the absence. If the company determines that the designated inaugural period does not allow sufficient time to thoroughly evaluate the employee's performance, the inaugural period may be extended for a specified period.

During this period of probation, your services are liable to be terminated without notice without illustrate of any reason.

## 13. Job Confirmation

Your job confirmation after probation is subject to your performance and management feedback. The company holds the right to increase the probation period as per your performance.

## 14. Personal Data Changes

It is the prime responsibility of each employee to notify the company of any changes in personal data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of any emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personal data has changed, notify the Human Resources Department.

## 15. Performance of Duties

**The company may assign any task to you other than your customary work.** You shall carry out such other task, notwithstanding that such assigned task may be one performed by subordinates or supervisors as the case may be.

You shall devote your entire time for the work of the company and shall work wholeheartedly and loyally during your service. While in the employment of the company you shall not take up another job with another company.

## 16. Performance Review and Appraisal

Performance appraisal is used by management to evaluate an employee's skills, achievements and growth, or lack thereof. The status and performance of all employees will be reviewed in the Management Meetings held explicitly for the purpose which will decide and review the following:

- Management feedback
- Performance appraisals
- Salary Increments



**The appraisals would purely be based upon the individual performance, attitude and teamwork, which need to be assessed for at least one year of employment with the company. The Appraisal of an employee will be done as per his/her Date of Joining and will depend on Self Appraisals and Appraisals from Project Manager. But in case of any extraordinary resource management can appraise any time based on their performance.**

## 17. Non-Disclosure of Salary Policy

We at Creative Buffer strive to provide appropriate and fair wages for our employees to retain, motivate and provide maximum benefit to them. As such, our wages and other forms of compensation are based on a large number of factors (e.g. performance reviews, years of experience, years worked at Creative Buffer, etc.).

**All Creative Buffer salary information is confidential and should not be disclosed for any reason, other than as required for appropriate financial reporting purposes. Creative Buffer requests that all employees keep their wages, benefits, bonuses and any other form of compensation confidential, and avoid sharing this information with other Creative Buffer Employees, or- with any third-party that does not have bona fide need to know.**

Any unauthorized disclosure of confidential information by employees may impede our ability to effectively compete for talent, may create unnecessary conflict and disputes, and could lead to disciplinary action up to and including termination of employment.

## 18. Leave Policy

### **Objectives & scope**

This policy shall define the leaves entitlement and shall cover rules & regulations regarding leaves, and shall be applicable to all the permanent employees.

### **Types and Number of leaves**

An employee is eligible for 1.5 leaves every month after completion of his/her probation period (3 months or 6 months)

Paid Leaves (PL): 1 Leave per month

Short Leave(SL):1 leave per month (4 hrs.)

**Employee should inform his/her supervisor atleast one week earlier before taking PL.**

### **Sandwich Process**

In case an employee is taking a leave before and after holidays or week off it would be considered as sandwich (Pre-approved leaves from the higher manager may not be considered under this clause) and Deducting 4 days Salary.

### **Holidays**

We will follow Indian Holidays depending on requirements; we will publish a formal calendar for the same.

### **Week offs**

All Sundays and 2<sup>nd</sup> and 4<sup>th</sup> Saturday would be off, but if there is 5<sup>th</sup> Saturday then it will also be working.

### **Encashment**

All types of leaves will be carry forward at the end of year.

## **Leave Rules**

The following leave rules for employees shall be followed while availing the leaves.

### **Prior Approval in case of Planned Activity**

The employee who wants to avail leave/ short leave shall apply /short leave application form atleast one week before, in case of planned activity and get prior approval before proceeding on leave. Some example of planned activities is elaborated for better understanding i.e. to attend the marriage / other ceremonies, exams, to visit the government offices, visit out of city, medical test/ checkup etc. such leaves can be moved when you come to know about the activity/occasion date for which you have to avail leave.

### **In case of availing leave in emergency:**

Employee should inform to the company regarding his paid leaves and later on supposed to submit their approval leave applications in HR Department on very next day.

**No Late leave applications shall be entertained after 2 days.**

## **19. Leave Without Pay Policy**

Leave without pay may be granted to a permanent or probationary full- or part time employee for various reasons, including family and medical leave, extended educational purposes, vacation, workers compensation, or personal reasons, no salary would be released- for this period apart of your leave balance.

### **Who's Eligible?**

Permanent or probationary full or part time employees are covered by the leave without pay policy. Temporary intermittent or part time (less than half -time) employees are not eligible for leave without pay.

### **Extended Illness**

When an employee has a personal illness, the company must consider the following:



- Does the need- for leave quality as family and medical leave? If so, the rules of that policy shall be applied first.

Taking this into consideration, the company should explain these policies to the employees and assist in determining which are applicable.

### **How do I Apply?**

You must submit a written request for leave without pay to your supervisors including:

- Reason for leave
- Date expected for beginning leave
- Duration of leave
- Expected date to return to work

### **Supervisors / Authorized Personnel (Manager/ HR)**

Supervisors review requests and approve/ disapprove in writing. The supervisor must consider a number of factors when determining whether to grant leave without pay and the amount of time to approve:

- Needs of the employee requesting leave
- Workload
- Chances of employee returning to duty
- The obligation of the company to reinstate employees to a position of like status and pay

**\*\*\* Final Approval is required from Manager and HR before assigning the leaves to anyone \*\*\***

## **20. Maternity Leave Policy**

Our company maternity leave policy outlines the company's provisions for women employees who are expecting a child and/or require time to care and bond with their new-born.

The company endorses the right of its employees to become parents. We are also aware that pregnancy or caring for an infant or a newly adopted child may cause difficulties for them in relation with their job duties. We are, therefore, prepared to support pregnant

employees and allow new mothers enough time (6 months) to recover from childbirth and care for their child.

### **Scope**

This policy applies to all eligible female employees of the company.

### **Procedure**

The expectant mother must adhere to the following procedure:

- She must give formal written notice to her immediate supervisor and the human resources department about her pregnancy (or adoption), at least a specified number of weeks prior the date of expected childbirth
- She must complete forms or submit a document stating the date of the expected childbirth and the desired beginning date of maternity leave (it must not be earlier than a specified number of weeks before childbirth)
- If a certificate of pregnancy or proof of adoption is requested, she must provide one signed by a physician, registered midwife or other appropriate source
- She must arrange a meeting with her supervisor to agree on ways of keeping in touch (any arrangement should exclude any compulsory maternity leave)

**The employee will be officially notified of the approval of her request, after her eligibility under the law has been evaluated.**

The document she will receive will clearly state the length of the maternity leave with the beginning and end dates. Additional benefits such as pay will also be explicitly explained. If labor occurs earlier than estimated, the beginning and ending dates of maternity leave can be modified accordingly, through an official document.

Employees can contact the Human Resources Department for information concerning the procedures or other queries.

## **21. Medical Policy**

Our employees are our assets and taking care of them during working hours is our moral responsibility. In case of any emergency in the office, we will try to provide first aid and will help him/her in reaching hospital, well in time. In the case of any mishappening (accident, death during working hours), we shall not be liable for any loss/damage to employee and his/her dependents.

## 22. Re Hiring Policy

Our employee rehire policy defines rules for rehiring former employees. Sometimes, we may find it more beneficial and cost-effective to hire employees we trust who left our company for various reasons. This policy will outline circumstances under which former employees might be rehired and any relevant guidelines.

### Rehiring Criteria for all Candidates

- To be eligible for rehire, all former employees must.
- Have resigned from there earlier employment with the company with timely notice in compliance with company policy.
- Received performance evaluation showing satisfactory performance in terms of job performance, attendance and similar measuring factors. If an employee resigned prior to receiving an evaluation, the employee must have successfully completed the probationary period and have no disciplinary or similar record in the employee's prior employment file.
- Pass the Company's current drug screening test applicable to all new hires and
- Receive a favorable report from a background check.
- Any person leaving the company posts Induction without notice period is not eligible to be rehired.

## 23. Prohibited Use

Employees are prohibited from posting or transmitting material that is obscene, hateful, malicious, threatening, hostile, abusive, vulgar, defamatory, profane, or racially, sexually, or ethnically objectionable.

Organization's premises and resources (vehicles, Telephone Lines, internet connectivity office stationery etc.) are not to be wasted or put to personal use but used strictly for



business purposes. Any violation of the above may lead to disciplinary action/termination without notice.

Usage of personal mobile phones amid the official hours (other than lunch hours) is strictly not allowed.

Employees are prohibited to create any account on any portal (Upwork, PPH, Guru, Freelancer) while working with the Creative Buffer.

## 24. Resignation/Termination Policy

Termination of employment is an inevitable part of personnel activity within any organization and many of the reasons for terminations are conventional.

Our Termination/Separation of employment policy refers to the event that an employee ceases to be part of the company's workforce. It is beneficial for all parties that the employment separation process is as clear as possible so misunderstandings and distrust between the employee and the company can be avoided. **The company is bound to handle any cases of termination of employment as dictated by law with discretion, professionalism and official documentation.**



**Leaves due to you at the time of giving notice will not be accommodated against your notice period. No leaves can be availed during the notice period. Any kind of**

**absence from work while serving the notice period will lead to extension of notice period by such number days of absence. Even if you are at notice period you are bound to follow Our company policies.**

### **Scope**

This termination/ separation of employment policy applies to all prospective or current employees of the company in regards to possible separation of employment. The company will observe all legal distraction referring to termination/separation of employment and will avoid “implied Contracts” and unnecessary terminations.

### **Conditions for termination/ Separation of employment**

Termination of employment happens when the contract of an employee is discontinued due to their or the company’s actions.

**In case of any declaration made by you at the time of your appointment, is found to be false or you are found to have deliberately conceal any material information, your employment will be liable to termination with immediate effect, without any compensation payable.**

**In case your acts or conduct result in damage, defamation, loss to assets of company, financial loss, loss of reputation to the company, the company may seek recovery in full of any financial loss, and/or seek legal remedy to claim its rights, besides terminating your employment with it, without any compensation.**

Failure in compliance to the company policy, its rules and regulations, gross acts of indiscipline, disobedience, non – performance of duties, unauthorized absence may make your employment liable to termination without notice.

### **Voluntary Separation may include the following**

- Resignation (Notice Period two months)
- Resigned and not serving notice period (full or partial)
- Expiration or completion of contract

### **Sharing Confidential Data and Clients Information**

If the employees who are working in our organization will share any data to anywhere related to Company's Policies, **Portal (Upwork), any government or non-government documents (RFP, SRS)**, Information regarding existing or new Clients, Software Sharing in that case, **company will take legal action against his/ her or immediate termination will be applicable. The employees of the Creative Buffer can't start the same business with the same portal (Upwork) for 2 years after leaving the organization and can't contact any of the Creative Buffer client in whole life. In case any employee violet this policy, Creative Buffer may take any legal action against them.**

**Creative Buffer has complete right to create the employees account on Upwork, PPH, Guru, Freelancer and they have to verify their identity with the respective portals that they are working with the Creative Buffer. In case of any violation, Creative Buffer may take an action against the employees which may also lead to the termination of an employee.**

### **Revoke Procedure**

In case when a formal resignation has to be revoked, the hiring manager and HR Department would draft and sign an official document. This document would include a legitimate reason for revoking the offer, legitimate reason includes:

- Candidate is proved to not be legally allowed to work for our company at a specific location.
- Candidate has falsified references or otherwise lied about a resinous issue.
- Candidate doesn't accept the offer with in the specified deadline (deadline will have been included in the offer letter)

Higher managers and HR will notify the candidate formally as soon as possible.

## 25. Queries



You can reach us at [hr@creativebuffer.com](mailto:hr@creativebuffer.com)

\*\*\*End of Document\*\*\*