

GOZOOOP

HANDBOOK 2023

1

We officially begin at **9:00am (GST)** and we're marked as late if we start work after **9:15 am**.

4 late marks = 1 day absence.

2

Salaries will be credited to our Salary Account on/by the **1st** of every month.

3

If you miss marking your **attendance** on the ESS Portal, for each missed day, you will experience **loss of pay**.

4

Lunch break is from **1:00 – 2:00 pm**.

5

Absence of 3 or more days on **Medical Grounds** should be supported with medical reports/certificates.

6

To make your birthday really special, each Gozooper gets an added **Paid Leave on the day of their birthday**. If, for any reason, your HOD needs you to come to office on your birthday, you shall be granted a Comp-Off.

7

In case Client meetings are scheduled on weekends and public holidays, please email your reporting manager and HR with the details of the Client: Name, Date, Location, and Time of the meeting.

8

Appraisals will be reviewed in **April of every year as per your offer letter** based on performance alone and not on the tenure with the company.

9

Gozoop will provide a **per diem** for its employees when they're traveling up to **AED 100 /- or OMR 10 /-**. Any expenses above this limit must be pre-approved by your HOD and invoices & approvals must be submitted to the Finance Team to claim reimbursement.

10

All **company expenses** will be **reimbursed** along with your salary, subject to approval from your HOD. The invoices & approvals for the expenses must be submitted to the Finance Team to claim reimbursement. Reimbursements older than 30 days will not be reimbursed.

11

While out for client meetings or events as part of your job and so, amounts upto **AED 250/- or OMR 25/-** will now be reimbursed at the end of the month. Just make sure you attach all the bills for audit purposes and take approvals from your reporting manager in advance.

12

Every Gozooper can enrol for courses to **upskill** themselves & claim a reimbursement on the course fee of **75% up to AED 500/- or OMR 50/-** with an approval of the HOD.

13

Personal assignments that conflict with the business of the company will not be allowed. Strict action will be taken against any **conflicting activity**. (A list of our service offerings is available in the miscellaneous policy section on www.gozoop.com/everything)

14

We have a **Code of Conduct** defined around drugs, sexual harassment, PDA & other things on www.gozoop.com/everything. Any violence to the COC will be acted upon strictly.

15

All data on your assigned computer belongs to the company. It is your responsibility to see that this data is not misused. Protect your PC with a **password**, and change it **every quarter** to prevent misuse.

16

Downloading personal data of any kind (songs, movies, etc.) on our official systems is **strictly prohibited**.

17

Strict action will be taken **against** those who forge documents, cause damage to office property, practice physical abuse, share confidential data with unauthorized personnel.

18

In case of emergencies, personal loans would be available basis management approval. Get in touch with our happiness officers who will guide you further. (terms and conditions apply)

19

We strongly believe in **Openness**. If there's anything that you want to share, anything at all, feel free to speak with the Happiness Team.

Our Values are:

1. Gozoop First and Integrity
2. Camaraderie and Empowerment
3. Decisiveness and Accountability (Critical Thinking Ability)
4. Solution Oriented
5. Collaboration and Reliability
6. Resilience and Well-Being
7. Courage and Humility
8. Agility and Adaptability

20

21

Refer a candidate to join Gozooop and earn **AED 500/- or OMR 50/-** as referral bonus when the candidate is confirmed, post probation.

22

Refer a Client to the BD team (keep nidhi@gozooop.in marked cc) and earn **AED 500/- or OMR 50/-** as a referral bonus when Gozooop receives its first payment from the Client.

23

The policies, regulations, and procedures mentioned in this handbook and employment documents, are subject to change without prior notice, if necessary.

24

The company reserves the right to change policies, regulations, procedures, and other requirements, of whatever kind, affecting employees.

Leave Benefits (MIDDLE EAST)

1

You'll have **22 Paid Leaves & 14 Public Holidays** from April of the current year to March of the next the year.

If not used before the end of June of the next year, they will lapse. No leaves can be encashed.

2

During the **probation period**, you are eligible for 1 PL/month along with Birthday and Menstrual Benefit.

3

A **Comp-off** can be granted to you by your HOD, on account of making you work from the company office on a non-working day. It is granted at the sole discretion of your HOD. **Comp-offs lapse within 90 days from accrual.** (>4 hrs = 0.5 CO; >8 hrs = 1 CO)

4

Unapproved leaves clubbed with public holidays or weekends will be considered as **Sandwich Holidays**, which means that you would lose pay for the weekend or public holiday.

5

Leave for 5 days or more must be approved by your **HOD and HR SPOC** at least 4 weeks in advance. Maximum leave tenure can be **10 working days**.

6

Comp Off is given for extra work done on weekends (Sunday and Saturday) and on public holidays. It can be taken during the week not more than 2 days, are not added to Annual Leave & cannot be taken on Monday and Friday.

7

Every woman is entitled to a **Menstrual Benefit**, which is 0.5 day of paid time off, every month.(Menstrual Benefit is not subject to any approval)

8

Any immediate leaves need to be approved by your HOD. Unapproved leaves will be marked as unpaid leaves.

9

Every department HOD needs to make sure the leave requests are prior discussed among team members to avoid any overlap, unless in case of an emergency.

Leave List (UAE)*

Jan 01, 2023 Sunday
New Year's Day

Apr 20, 2023 Thursday
Eid Al Fitr Holiday

Apr 21, 2023 Friday
Eid Al Fitr

Apr 22, 2023 Saturday
Eid Al Fitr Holiday

Apr 23, 2023 Sunday
Eid Al Fitr Holiday

Jun 27, 2023 Tuesday
Arafat (Haj) Day

Jun 28, 2023 Wednesday
Eid Al Adha (Feast of Sacrifice)

Jun 29, 2023 Thursday
Eid Al Adha Holiday

Leave List (UAE)*

Jun 30, 2023 Friday
Eid Al Adha Holiday

Jul 21, 2023 Friday
Al Hijri (Islamic New Year)

Sep 29, 2023 Friday
**Birthday of Prophet
Mohammad**

Dec 01, 2023 Friday
Commemoration Day

Dec 02, 2023
Saturday National Day

Dec 03, 2023 Sunday
National Day Holiday

*Islamic holidays are determined according to moon sightings.

Leave List (OMAN)*

Jan 01, 2023 Sunday
New Year Public Holiday

Feb 18 , 2023 Saturday
Isra and Mi'raj

Apr 22, 2023 Saturday
Eid al-Fitr

Apr 23, 2023 Sunday
Eid al-Fitr Holiday

Apr 24 , 2023 Monday
Eid al-Fitr Holiday

Apr 25 , 2023 Tuesday
Eid al-Fitr Holiday

Jun 28, 2023 Wednesday
Eid Al Adha (Feast of Sacrifice)

Jun 29, 2023 Thursday
Eid al-Adha Holiday

Leave List (OMAN)*

Jun 30, 2023 Friday
Eid al-Adha Holiday

Jul 01, 2023 Saturday
Eid al-Adha Holiday

Jul 28, 2023 Friday
Muharram

Sep 27, 2023 Wednesday
The Prophet's Birthday

Nov 18, 2023 Saturday
National Day

*Islamic holidays are determined according to moon sightings.



GOZOOP

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