



HANDBOOK 2025

1

Login **15 minutes** before **shift time** to avoid late mark.

4 late marks = 1 day absence *(If PL's are exhausted, 1 day salary would be deducted)*
Attendance Regularization happens weekly however the attendance cycle remains the same and the portal shuts on the 26th of each month.

Our hybrid model requires everyone to WFO 3 days a week (*Managers and above 4 days a week*) with 2 days as WFH.

2

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

3

Any **Government Scheme** contributions like PF, ESIC, etc. if applicable, will be drawn from your communicated CTC *(both employer & employee contributions)*

4

In case of power cuts and other issues that disrupt the normal course of business, you may either take a half day or extend your shift by the number of unproductive hours. In case of constant instances, WFO will be compulsory to avoid any hindrance to work.

5

When working beyond 12 hours in office, your dinner bill (only veg) will be reimbursed up to **Rs. 300/-** with the approval of your HOD.

6

If you work beyond **10:15 PM** (*shift time not included*), you can book an Ola or Uber back home, with the approval of your HOD (*50% of the amount would be reimbursed*)

7

If you forget to **punch in/out** on the biometric machine, please regularise it through the ESS Portal. If you miss doing so, each missed punch will be marked as a **half day**.

8

Refer a candidate to join HAWK and earn **INR 5,000** as referral bonus when the candidate is confirmed, post probation.

9

Refer a Client to the BD team (keep nidhi@gozoop.in marked cc) and earn **INR 20,000** as a referral bonus when Gozoop receives its first payment from the Client.

10

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.

11

Personal assignments that conflict with the business of the company will not be allowed. Strict action will be taken against any conflicting activity. Dual employment not conflicting with the business requires to be disclosed and approved by the HOD and HR.

12

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.

13

Absence of 2 or more days on **Medical Grounds** should be supported with medical reports/certificates.

14

Downloading personal data of any kind (*songs, movies, etc.*) in office is **strictly prohibited**.

15

The government allows **INR 2,400** worth food vouchers to be exempted 15 from tax every month, we have tied up with **Sodexo** to facilitate these food vouchers as a tax-free income. Reach out to HR to subscribe for them.

16

On completing 24 months with the company, you're eligible for an **interest free loan**, where the maximum loan amount can be twice your monthly salary (upto 2L). This can be availed once in 12 months and will be disbursed after at least 30 days from application, basis management approval.

17

You can enroll for courses to **up-skill** yourself & claim a reimbursement on the course fee of **75% up to Rs. 10,000** with an approval of the HOD. If you resign within 1 year from receiving the reimbursement, 50% of the reimbursement will be forfeited from your F&F statement. Same applies if the course is not completed. (Submit course receipts to apply for this allowance)

18

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

19

Annual appraisal's are done in **April**, basis your annual average KPI score. **No salary revision would be entertained in between appraisal cycles.**

20

Leave encashment will be processed only at the time of separation. (Up to 6 leaves per year)

(Policy effective 1st April, 2023. Employees who complete 1 year from policy being effective are eligible at the time of separation)

Special Allowances

In 2025, Gozoop aims at instilling the importance of Health & Well-Being within the team; hence we would love to share 50%, up to **INR 2,025** for each of the following activities:

- 1 Medical Insurance
- 2 Fitness Membership (gym, meditation, yoga, swimming, etc.)
- 3 Medical Check-up for self
- 4 1st SIP Investment

Special Allowances

In 2025, Gozoop aims at instilling the importance of Health & Well-Being within the team; hence we would love to share 50%, up to **INR 2,025** for each of the following activities:

- 5 Diet / Counsellor Consultations
- 6 Fitness Equipments (Fitbit/MI Band, weighing scale, dumbles, etc.)
- 7 Hobby Classes (A musical instrument, the latest dance moves, etc.)
- 8 Do Good (Give back to the society and experience gratitude)

Leave Benefits

1

You'll have **22 Paid Leaves** (*incl. 1 birthday leave*) through the financial year. Only 6 Paid Leaves can be carried forward till **September**. If not used before the end of September, they will lapse. No leaves can be encashed.

2

During the **probation period and notice period**, you are eligible for 1 PL/month along with Birthday and Menstrual Benefit. (*pro-rated leaves could be utilized based on manager's discretion*)

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 180 days from accrual.** (*>4 hrs= 0.5 CO; >8 hrs= 1 CO*)

4

You'll be entitled to **Public Holidays basis the client** you're assigned to and will be informed by your Reporting Manager.

5

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.

6

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**.

7

HAWKs, tenured at least 6 months with the company, is entitled to **5 days** additional paid leave towards **Marriage Leave**. Maximum leave tenure can be **15 working days**.

8

Every woman is entitled to a **Menstrual Benefit**, which is 1 day of WFH every month, to ensure you work with sufficient breaks when you need it the most. *(Menstrual Benefit is not subject to any approval). This leave cannot be pre planned or combined with other leaves.*

Gozoop Club

GOZOOP CLUB

KPI - **3.7/5** onward

	Silver	Gold	Platinum
Years of Completion	2 Years	3 Years	5 Years
Group Medical Insurance	3L	5L	5L + 5L
Hard Skills	20k	30k	50k
Interest Free Loan (on priority)	✓	✓	✓
Immersive Transformative Experience	✓	✓	✓
Exclusive Sessions with Founders	✓	✓	✓
Wealth Management (1 on 1)		✓	✓
Comprehensive Medical Check Up		✓	✓
GZ Vacay	Staycation	Domestic	International

HAWK
A GOZOOP GROUP COMPANY

#BeHawkish