springworks

Employee Handbook

Official Registered Address

Springrole India Private Limited

HD-072, Prestige Atlanta-WeWork Prestige Atlanta, 80 Feet Main Road, Koramangala 1A Block, Industrial Layout, Bangalore, Karnataka - 560034

https://goo.gl/maps/vRpHGN7WeYv4odgM7

CIN: U72900KA2017PTC104324
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GST Certificate

Springrole Inc
1447, 2nd Street, Suite 200
Santa Monica
CA 90401, USA

About Springworks

Build a category defining work culture.

We have built a full suite of connected HR products, both in the pre-hiring (Sourcing / Applicant Tracking, Blockchain enabled Instant KYC & Background Screening) and post-hiring space (Employee Engagement, Team bonding and Employee Productivity).

The Story

Spring comes from the season- a fresh look, a new beginning, a time of the year when trees bloom. Springworks as a parent brand encapsulates our vision and ambition for building the tools and products to simplify hiring and recruiting for the future. Check out how we started and some history behind Springworks here.

1. BASICS

AMA

Use EngageWith Org feedback and #exec-ama

TownHall Slides

You and Springworks

To provide growth, the company aims for the best mix of experienced professionals across our range of core business and support functions. Springworks is continually seeking enthusiastic, flexible, self-disciplined and motivated individuals who are committed to excellence. We seek people, who value integrity, can work effectively in teams

Opportunities and Responsibilities

It is important that employees accept responsibility and take charge of their allocated functions, tasks or projects. Our culture encourages employees to welcome opportunities to broaden their skills, knowledge and experience. In allocating tasks, our approach is to look forward by considering potential rather than looking backward at past achievements.

Professional Conduct and Ethics

Employees are expected to conduct and present themselves in a professional manner at all times. All employees are expected to play a role in both contributing to and upholding our reputation as a successful establishment that holds to the highest ethical standards.

Protecting Confidentiality

All employees must treat all customers, employee and company proprietary information as confidential and protect that information from unauthorized use or disclosure. This includes disclosure to family, friends and acquaintances. It is your responsibility to make sure that confidential information, in any form (e.g. hard copy documents, computer files or verbal comments), is only accessed by or discussed with authorized people within the company. For more details on the Confidentiality and Non-Disclosure Agreement also refer to your Employment letter.

Tax Policy on Gifts and Loans

Read about our tax policy on Gifts and Loans.

2. EMPLOYMENT CONDITIONS

Personal Records

Employee Personnel records are kept by the HR Department. It is mandatory for all employees to furnish necessary information at the time of joining (and whenever there is a change) together with relevant documents and certificates. This information will be kept in your personnel file. In the event of any change in any of the details, for example name change, higher education, DOB correction etc. the employees are required to notify the Human Resource Department immediately with the required proof of change.

The company also assures you that all your information will be confidential. The company will restrict disclosure of your personnel file to authorized individuals within the company. Disclosure of personnel information to anyone outside the company will be made only when the company is legally required to do so.

Hours of Work

The official work week is from Monday to Friday and Employees are expected to work for 9 hours including 1 hour of break. Based on the different time zones of our clients, nature of the business and internal work arrangements, employees may end up working in different timings

Salary

The standard salary package is composed of Fixed Pay Components including Flexible Benefit Plan.

The monthly salary is credited directly to your respective bank account by the last working day of the month. The pay slip detailing the various deductions made and the amount credited can be downloaded from HRMS software by the first week of the next month.

Bonus earned from EngageWith

Bonus which we have mentioned in the earning section is the total EW points value earned during the month - not the value redeemed (cash or non cash). Deduction will be same as earnings and it comes irrespective of their redemption as the redemption can happen in two ways:

Cash - this will be credited to employees bank account when they redeem cash vouchers.

Other than cash (gift cards etc) - employees will get their coupons based on the redemption.

These redemptions are happening outside of payroll.

You can log into Keka to:

Keka – https://springworks.keka.com

1. View/download payslips
2. Declare investments
3. Declare previous employment income (if an employee joins Springworks after the start of the new Financial year i.e after 01st April)
4. View income tax computations

National Pension Scheme

The National Pension Scheme is a social security initiative by the Central Government. This pension programme is open to employees from the public, private and even the unorganised sectors except those from the armed forces.

The scheme encourages people to invest in a pension account at regular intervals during the course of their employment. After retirement, the subscribers can take out a certain percentage of the corpus. As an NPS account holder, you will receive the remaining amount as a monthly pension post your retirement. For all full time employees.

Springworks has registered as a Corporate with NPS to provide maximum tax benefits and post retirement savings to the employees. The full time employees can avail the NPS.

To know more about NPS refer to https://npscra.nsdl.co.in/all-citizens-faq.php

Contact the finance team to open an NPS account as a Corporate Subscriber.

Salary Account

Only applicable for full time employees. Springworks has a corporate salary account relationship with HDFC and Axis. If you are already an account holder of any of these two banks, we can use the same account details. If not, we need to open a new salary account. Please contact the Finance team to facilitate opening the account. There are benefits to a salary account - discounts, zero balance savings etc.

Provident Fund

All benefits are available as per the provisions of the Provident Fund & Miscellaneous Provisions Act, to the members. Provident fund contribution is done on the basis of minimum wages, If you wish to contribute at a higher rate you can choose to do so through the Voluntary Provident Fund contribution scheme. You can contribute upto 12% of your basic salary in Voluntary Provident Fund.

Company Assets

For details about our asset policy and buyback policy please refer to this policy.

Leave Entitlements

Public Holidays

Company shall declare 12 - 8 fixed and 4 floater paid leaves per calendar year. These holidays shall be the combination of national and regional festival holidays decided based on announcements made by local authorities, banks etc. The HR shall announce the list of holidays during the beginning of each calendar year.

For more details about the leave and holiday policy please refer to the Leave and holiday policy manual.

Insurance

Springworks provides corporate health insurance for all full time employees and interns. Currently this is applicable for employees, spouse and max two children.

For any additions in terms of marriage and newborns. Kindly reach out to the HR with any new additions, according to policy terms any new additions must be notified to the insurance company within 30 days of marriage or 30 days of child birth. If failed to report then the policy will not cover the dependent as it is considered a mid term addition.

Perks

Springworks is committed to work-life balance and to exploring flexible work practices with its team members and understand how important it is to always be near your dear and loved ones as it helps an individual in their mental wellbeing and productivity. We offer permanent work from anywhere. Work from anywhere

Jellybean

We will be using Jellybean portal to claim our reimbursements and avail the benefits.

Numans

Numans is our IT support & onboarding platform. Here's the link to login. Please ensure to set your profile on Numans and add your basic details. If you are facing any issues with your device, add your queries on Slack via #it-helpdesk-springworks

Work from home setup

It's applicable to full time employees and Interns.

Full time employees- They will receive Rs 50,000 for their WFH setup. Employees will receive Rs 25,000 on their first day of work. The additional Rs 25, 000 will be applicable once the employee completes 6 months in the company. After completing 1 year, the employee will receive an additional Rs 5000 on their work anniversary for their WFH setup.

Interns - If their internship duration is more than 6 months, they will be entitled to use 25,000 for their work from home setup.

Workation

As the name suggests, Workation is a combination of creative work balanced with a bit of vacation. As we all work remotely, why not from somewhere extraordinary. If you are a person who likes to travel, explore new places or relax close to nature, you can do so with Workation. We have a budget of Rs 25,000/- for workations. The employees can choose to work from anywhere and avail benefits of these services. **This benefit is applicable only for full time employees.**

Lifestyle Spending account (LSA)

All employees are entitled to LSA worth INR 3000 per month . LSA includes Internet expenses, Mobile bills (prepaid and postpaid), healthy food, Gym reimbursements, and OTT platform reimbursements.

Interest free loans

All employees are eligible for an interest free loan from the company. You can DM the HR with the required amount, tenure of the EMIs, and repayment start date. The limit to avail the loan is 3 times your monthly salary or Rs 4 lakhs whichever is lower. The interest saved on your loan amount is subject to tax as per your income tax slab.

For Interns the loan duration cannot be exceeding their internship duration. Employees can choose to prepay the loan without incurring any additional penalties. Upon separation full shot payment has to be made. Any unpaid loan amount can also be adjusted against the F&F.

Birthdays & Work Anniversaries

Employees will receive 200 points from EngageWith i.e worth Rs 1,000 on their birthdays. On anniversaries we have an incremental point system to reward loyalty. For eg, first year you get 200 points worth Rs, 1,000, next year it would be 250 EngageWith points i.e worth Rs. 1,250.

Sabbaticals

Employees have an option to opt in for a Sabbatical. A sabbatical is a long unpaid break from work to focus on your mental health, other priorities. Sabbatical is extended to all full time employees at Springworks. You can reach out to your manager / HR to discuss the duration and need of a sabbatical. Sabbatical does not appear as a career gap in your employment records.

Wedding Gift

Employees will receive a gift hamper or a gift of their choice worth Rs 3,000 on the occasion of their wedding.

Corporate Card

We issue Corporate Cards with Brex .

Brex is a corporate card which can be used to make the payments on behalf of Springrole Inc, our US Entity. Kodo is a corporate card which can be used to make payments on behalf of Springrole India Private Limited, our Indian Entity.

You can use Corporate cards to purchase tools or subscriptions which makes you more productive(ngrok, adobe plans etc.)

Wherever the vendor providers GST Input Credits, you are required to use the company card and provide the company details

Brex is linked to our US entity, hence GST details are NOT to be provided even if GST Input credits are available if the transaction is through Brex. Try to move subscriptions from Brex to company card if the same is possible as Input Credits would imply a 18% discount.

If needed, drop an email to Kartik with the following details:

- Reason for the card request
- Monthly limit

3. EQUAL OPPORTUNITY

Springworks is an equal opportunity employer. Our workplace is free from all discrimination on the basis of color, race, religion, nationality, ethnic origin, sex, gender, sexual orientation, age, marital status or any disability. All the employment decisions regarding hiring, promotion opportunities; pay or other benefits are based on company needs, job requirements and individual qualifications.

Person and job specifications are limited to those requirements, which are necessary for the effective performance of the job. Interviews are conducted on an objective basis.

All employees have a right to equality of opportunity and a duty to implement this policy. Breach of the equal opportunity policy is a serious disciplinary matter. Anyone who believes that he or she may have been disadvantaged on discriminatory grounds should report the matter to their superior who will then investigate and attempt to resolve the situation by taking remedial actions. The company will not retaliate against you for filing a complaint.

4. HARASSMENT AND DISCRIMINATION FREE WORK ENVIRONMENT

Springworks is committed to provide all its employees with a work environment free of discrimination and harassment, including sexual harassment, from all persons involved in the operations of the company including supervisors, co-workers or sub-ordinates. The Company shall not tolerate discrimination or harassment of any of our employees based on color, race, religion, nationality, ethnic origin, sex, gender, sexual orientation, age, marital status or any disability.

Sexual harassment is illegal and violates company policies. The Company shall not tolerate sexual comments or conduct whether it is in the form of physical or verbal harassment, and regardless of whether committed by supervisory or non-supervisory personnel. This includes, but is not limited to, offensive or unwelcome sexual flirtations, advances, propositions, graphic verbal commentaries, sexually degrading words and the display in the workplace of sexually suggestive objects or pictures. Any complaints of harassment will be taken up seriously.

Concerned employee should report any kind of discrimination or harassment situations immediately to his / her superior in writing through e-mail or in person. The complaint should be specific and should include the names of the individuals involved and the names of any witnesses. The company will not retaliate against you for filing a complaint.

All such reports will be investigated promptly by our IC committee and appropriate corrective action, commensurate with the severity of the offence, will be taken. Any employee determined by the Company to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to, and including termination from the services of the Company.

Violence

Springworks prohibits its employees from engaging in violence or other deliberate acts intended to harm another person or their property. Violence or threats of violence should immediately be reported to the security officers. Any employee engaging in any kind of violence will be subject to appropriate disciplinary action, up to and including termination from the services of the Company.

5. TRAVEL

Domestic Travel Policy

Overseas Travel Policy

6. SOFTWARE/TOOLS

Slack

If you haven't been set up with Slack, please reach out to HR for an invite. Make sure to do the following:

* Install Slack app on laptop and mobile
* Switch on notification
* Add name, profile picture, culture value and phone number.
* Get familiar with notifications, channels, messages.
* Setup 2fa.
* Use reminders to remind you to take action later

* Reviewing activity is a good exercise to make sure you haven't missed any important messages
* Edit Messages (instead of doing a new message)
* Threads (on a slack message so context is there)
* DM Channel between people
* Use emoji, bulleted lists, and bold and italic text styling to make your titles and key points stand out in longer messages.
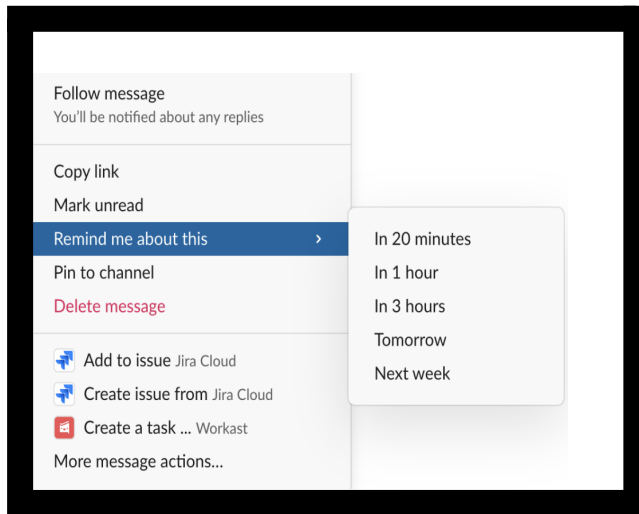
MS Office

For access to MS Office, please reach out to HR

Azure

For access, please contact your Manager

Zoho

Zoho CRM is our online Sales CRM software that manages our sales and marketing.
From managing an account's contact information to staying up to date with business deals, payments, and reports. Zoho is our platform for all things Sales and Customer Success.

Zoho Desk and Sales IQ are our customer support softwares to manage incoming client queries.
Access to the CRM/Desk will be given to you if required. For any queries related to Zoho please reach out in #zoho

7. BILLING

Client billing options

Stripe
Stripe is the payment method which is integrated with our products. Whenever a new workspace installs our SaaS products (Albus, Trivia and EngageWith), they are added on

Stripe and they pay using Stripe. You will need this to check on the subscription of our clients. Our Stripe account is linked to our USA entity- SpringRole Inc (USA) so no GST and can pay through credit card/ wire transfer.

Zoho / Razorpay

This is a manual payment method where we raise invoices and send it (email) to the client. The payment is made to Springrole India Pvt. Ltd, our Indian entity through NEFT/razorpay

8. PRODUCT

EngageWith Dashboard Overview - Slack

* SpringRecruit

* SpringVerify US

* SpringVerify India

* EngageWith - Master Doc
* Trivia
* Albus

9. ENGINEERS

We use AWS for all infrastructure except MLabs for Mongo, Cloudflare for DNS.

Avoid WIP stack of more than 3 tasks.

Be brutal about killing wasteful discussions and saying no to meetings without agenda.

Avoid tasks bigger than 3 days - break them down. Get feedback quicker. Don't wait for the demo days - do a Slack audio/video and get feedback.

Don't wait for standup calls for doubts - use Slack audio/video for clarifications

IDE

We recommend using VS Code

● IDE Plugins (Recommended)
● Tabnine
● Beautify
● Code Runner
● Code Spell Checker
● GitLens
● JavaScript (ES6) snippets
● Prettier**

VPN

We use Outline VPN - please post in #devops for access. You will need this to access private resources in our infrastructure.

For Backend Repos

We have our npm module for Prettier + Linting. Instructions to import are in the module. This is a modified version of Airbnb's guide

Prettier takes care of your code formatting, ESLint takes care of your code style. If you have set up Prettier, you can configure it to format your file on saving it. That way, you never need to worry about your code formatting anymore. ESLint warns you about code smells. . For instance, it can happen that you imported something from another file, but don't make use of the imported something in your current file. ESLint will warn you about an unused import

Min node js version required is 10.13.0

Logging Guidelines

For logging - please do not use console logs. Please follow the below guideline to log data based on the different environments.

	info	error	warn
DEV	cloudwatch	sentry	cloudwatch
ACCEPTANCE	cloudwatch	sentry	sentry
PROD	cloudwatch	sentry	sentry

Sentry

Sentry is used for backend and frontend errors. Uncaught exceptions. Make sure to add this to your project.

Webhook Testing

Use Beeceptor -
https://beeceptor.com/

Get an HTTP endpoint to build mock APIs.

Beeceptor intercepts HTTP requests for you to mock in real-time.

Create rules to simulate a slow API.

Questions before grooming

For all engineers: Good checklist of questions and list to go through while grooming before jumping on to coding. This is what differentiates a great dev from a good dev.

1. Are there any clarifications needed from a product standpoint ?
2. Are the designs understood / clear?
3. What all database changes are needed ?
4. Are the dependencies taken care of?
5. Is existing data going to be affected?
6. If yes, then how to migrate that data?
7. Discuss the architecture of the changes that are needed.
8. Make estimates of the feature.
9. How does the deployment work?
10. Assign who will do what.

Coding Guidelines

- Set your IDEs to 1 Tab = 4 spaces
- Use prettierc for your IDE *
- Use camel case to initialize/declare variables in node.js and react.js
- Use snake case for Service Level Agreements/JSON
- File naming should be in camel case or snake case across the project (to avoid git issues). Don't keep both.
- Branch name should be same as ADO Ticket Number (Ex RS-1234)
- PR reviews should be detailed. Use comments to leave one line statements which are not mandatory. For mandatory statements, start a review. Added design and screenshots in description are most appreciated!
- Approve/Review a PR don't merge the PR. Merging a PR is the responsibility of its owner.
- Variable naming should be very detailed, don't use one char like 'i' and 'j' as variable names. Don't be afraid to make long variable names.
- Code comments are absolutely essential. Feel free to dismiss PR which has heavy business logic and no comments, code comments is the best practice a programmer can have.

AWS

Manager should add you to AWS - login with SSO (Google).

Unit Tests

How do you write Test Cases 101
    a. The first and the foremost step is to create a ticket on ADO mentioning the name of the file you will be writing test cases for.
    b. In the description, mention the methods that you'll be covering
    c. Unit testing is supposed to be done for units, in our case methods/routes/event-handler. That means you will be stubbing any other method calls that are going to be invoked from inside the method you're testing if they are generally involving DB calls or any API calls
    d. When you write a test, make sure:
    e. To describe the test properly, it should be informative
    f. The data that is supposed to be used in the test should be defined in the data.json file
        i. The root key should be the method name
        ii. Inside the method name, you can have the keys "test1", "test2", …. "testN"
        iii. Inside the "testN" keys, maintain the following keys
        iv. input - to store the input values to the method being tested
        v. output - store the output from the method against which the assertions are to be tested
        vi. any method stub can also be mentioned, for instance
            1. if there's a call to getWorkspace and it is supposed to resolve and return the workspace doc, I'll store the keys as getWorkspaceStub under the method name key
    g. The assertions should not only be done on the type of the output returned but also on the data being returned
        i. This establishes surety that we are getting the correct data from the unit (method)
    h. use sinon effectively to stub and also try to test assertions on the stub like
        i. how many times was the stub invoked
        ii. with what args was the stub invoked
    i. The tests are primarily intended to cover all the lines and conditions present in a method. How to check if the lines and conditions are covered?
        i. Generate a coverage-report by running npm run coverage-html
        ii. You can find it inside the coverage folder inside the root directory
    j. You should not only just write cases that cover the methods, they should be written considering particular conditions/flow in mind.
    k. When you create a PR, always attach
    l. the ticket/work-item you created on ADO
    m. the coverage report for the units that were tested
  2. Why write unit tests?
    a. It helps you test the unit you've written from all conditions so helps in writing robust methods
    b. When a change in the flow is made, the unit test break and indicate the need to fix them. Fixing them can provide insights on if a change in the flow done was incorrect or did not consider a scenario

    c.   Most importantly, it helps you understand the code base

PRs

1. When a PR is raised, get it reviewed and merge it soon.
2. If a reviewer drops a comment, it is your duty to resolve them asap and ask for a re-review
3. We should generally try to get the pending PRs reviewed before moving to the next set of PRs

An author's duty doesn't end at creating the PRs,

1. You need to get them reviewed and merged to Dev.
2. Once deployed to Dev, you need to get it QA tested and get it ready to deploy to production.
3. Once the ticket is deployed to prod and is tested on Prod as well, your duty is done w.r.t to the task.

10. CONVERSATIONS

One on One Conversations

One-on-one meetings are an opportunity for you to meet with your manager and discuss anything you want, in private. This is your time! You set the agenda, format, and location. During this time, you can give feedback, build and enhance trust with your manager, discuss new ideas and problems, and brainstorm on ways to advance your career. We specifically devote this time to you.

Agenda

You, as the direct report, decide the agenda of your one-on-one with your manager. You create a format that works best for you, and it may change each time, depending on your priorities. We recommend focusing on topics that pertain only to you. In other words, things you are not ready to discuss in front of the entire team.

We suggest covering: positive work events, negative work events, manager feedback and outside life. Each one-on-one, though, does not need to cover all four areas. These proposed topics provide general guidance, but you have ultimate control.

Positive work events

Discussing what drives you shows your manager what you enjoy and want to do. By conveying this information, it makes it easier for your manager to provide you with more of those opportunities.

Negative Work Events

We spend a lot of time at work, so let's make the experience a pleasant one. To do that, your manager also needs to know what is not working for you. While we do not want these meetings to turn into gripe sessions, vent your frustrations and together we will find a solution.

Feedback for the Manager

Hopefully, you already provide your manager with immediate, personal one-on-one feedback regularly, whether after a meeting, privately, or through written communication. However, sometimes you might need more time. Use these meetings to give advice on how your manager can impact you directly. Also, use this time to follow up on previous advice you gave your manager to let them know how it is going.

What can the manager do more of?
What can your manager do to make you more productive and happy?

What can the manager do less of?

Tell your manager what they could stop doing to make your job easier.

11. CAREER MANAGEMENT

Learning and development

At Springworks, "career management" is about providing rewarding long-term careers for employees and covers Training and Development. Springworks considers it the responsibility of each employee to keep up-to-date in his or her field of expertise. Ongoing professional self-development is a necessity.

Training and development programs help in individual and career development and improve the quality of performance. Employees should take the initiative to develop their soft skills such as communication, interpersonal skills, leadership skills, effective time management, presentation skills etc. Employees should self-initiate the process i.e. identify the areas where they require training as per their job responsibilities and communicate the same to their departmental heads. Wherever possible the company will provide training programs to all its employees after understanding the needs to assist them in personal and professional development. Both in-house experts and professional training institutes, depending upon the needs, will conduct the training programs.

The learning budget is intended to be used towards any course / programs that will augment your current role at Springworks.

While programs / courses that are unrelated to your current role are generally not considered, please feel free to bring it up with your manager if you think it will help you with your current role.

If there are any other courses which will help you in the job, please send an email to HR with the reason. There is a learning budget of Rs 21,000 per year and Rs 10,000 per year as learning bonus per person. Learn more about the learning bonus here.

Internal Transfers

At Springworks we believe in your career progression. If you see fit a role in the company and want to transfer the teams internally, here are the steps you need to follow.
1. Email HR with a reason why you want to change the team and which team do you want to be a part of.
2. You will have an interview with the manager/tech lead to see fitment.
3. HR will then talk to the existing team/manager and new team for a role
4. CEO will give the final approval.

Hierarchy

Wel have clear titles and levels defined for each role to bring in more clarity and clear career progression for each role. Our hierarchy for roles at Springworks is:
- VP
- AVP
- Director
- Associate Director (AD)
- Sr. Manager
- Manager

Conversions

If you're looking for a conversion to full time, here's what we expect:
1. Follow the mission and values
2. Work with minimal supervision
3. Show clear growth
4. Regular daily updates
5. Overcommunicate blockers and delays in work

Timelines
- T-4 weeks: Talk to manager and ask for conversion
- T-2 weeks: Receive update on conversion

Stop voluntarily making your otherwise challenging role into a postman role. By 'postman', I mean, your job is not to only draw information / data and deliver it and then expect your manager to figure out next steps.
Your job is to take information, add value to the information by doing your own analysis, and then deliver the information with what you think should be the next steps.

Performance management

We follow a biannual performance management cycle. It starts with Annual appraisal cycle in April with managers and self review, followed by a 180 degree feedback cycle with manager, peer and self reviews in October. HR team will communicate the final dates of the performance cycle every year.

Rewards and Recognition

1. Peer R&R across team / cross collaboration
   a. Kudos
      i. 20 points
      ii. Rs 100
      iii. For things like someone has helped you save 5-15 minutes
   b. Shoutout
      i. 200 points
      ii. Rs 1000
      iii. Approval from your manager
      iv. For things which has saved you a day, has consistently performed
   c. Attach a value to every recognition
   d. You get 500 points per month to recognize. The points get carried forward to 600 points
   e. You can redeem through any of the rewards available in the EngageWith catalogue
   f. You have to recognize through EngageWith in Slack
   g. You should recognize for things done above and beyond work only
2. Employee Awards
   a. Buddy of the Quarter
      i. Nomination based
      ii. Rs 5000 per quarter

12. ISSUES MANAGEMENT

Grievance Redress

The objective of grievance redress procedure is to enable employees to resolve their grievances or any complaints relating to their work, work environment, etc. arising from their employment with the Company within as short a time as possible. These guidelines shall apply to all employees, irrespective of job, role, status or grade.

Concerned employees shall submit his / her grievance in writing or through e-mail to the concerned superior who will then attempt to deal with the matter after making necessary consultations. Every opportunity will be given to the employee to state the grievance and the same will be discussed thoroughly. At the end of the discussions the employee will be informed of the decision and the appropriate action. However, if the employee is not satisfied with the decision and action, he / she may appeal against the same in writing to the Management.

Management shall consider the matter and on deliberations, shall deliver its decision and appropriate action. Management's decision shall be final and binding on all the parties.

Escalation

If you need something and you requested - that hasn't been acknowledged or actioned upon, you should escalate to the next level.

* Person Responsible
* Post 2 business days, HR
* Post 3 business days, Siva
* Post 5 business days, CEO

13. OPEN DOOR POLICY

We follow a policy of open door i.e. employees are welcome to make any suggestions, complaints, ask questions regarding their job, working conditions etc. Employees are also free to approach the top management for suggestions, complaints or questions, if any.

To encourage employees to contribute constructive suggestions to improve productivity and quality and to reduce costs, employees are welcome to come up with their valued suggestions and submit their suggestions to their immediate superior / Human Resources Manager or to the Management Team.

Time with CEO

Kartik's calendar is available for everyone. You are encouraged to check that and book a time.

14. SEPARATION FROM EMPLOYMENT

Termination of Employment

Termination can be due to criminal activity, poor performance, dishonesty, security breach, insubordination, absenteeism, company policy violations, health and safety threat etc. Springworks is entitled to terminate your employment at any time and at its sole discretion by giving you an advance written notice of termination, as stated in your offer of employment or paying compensation in lieu thereof.

Resignation

Springworks understands that an employee may want to separate from the company for various reasons. In such a case the employee should give sufficient notice to the company,

as per his / her employment terms. This enables the company to find a replacement, meet any deadlines and also to ensure that all the work is duly completed and handed over.

Notice period

We have a standard two weeks notice period across all positions for full time employees and Interns.

Relieving and Experience letter

Your relieving and experience will be emailed to you on your last working day on your personal email ID.

Recall of the company assets

We will recall the company assets via Numans one day after your last working day. Employees don't need to pack the laptop. Numans team will pack it and will also do a soft wipe clearing all the data.

15. EMPLOYEE CAREERS

Hiring Philosophy

1. Can they work individually with no/less supervision? (Ask people to discuss previous current projects - how were they assigned tasks? what do they do when you have no work?)

2. Do they take ownership for the product, feel responsible? (Ask - What do you do when there is a blocker bug? What do you do when you get designs which just feel wrong?)

We are always hiring - to refer a candidate fill this google form. Referral bonus Rs 50,000 and an additional Rs 30,000 for non male candidates. The referral bonus will be given to you in parts 25% after the candidate joins the company, 25% after the candidate completes 6 months journey with us, 25% after the completion of 1 year, and 25% once the candidate completes 2 years with the company. We don't recover the referral bonus paid to the employees. Read more about the policy here.

Please note - Once the employee (referee) resigns the company they will not be eligible for further referral bonus. Resignation is counted from the day employee puts their paper (notice period start)

We have a referral bonus of Rs 10,000 for interns. The bonus is doubled for non male candidates - to refer a candidate fill this google form. Bonus will be given only after the candidate has completed 3 months with us. If the person referred leaves the company within six months of DOJ the referral amount will be recovered.

16. People Team

In case of any queries or concerns, reach out to the HR team.

Rohan Mankad
People Officer

Megha Kishore
HR Executive

Sivananda Reddy
Finance Controller

Vasudha Kudwa
Senior Finance Executive

Sushma Bhat
Finance Executive

Suchika Nagda
Human Resource Business Partner

Ipshita Sharma
Talent Acquisition Specialist

17. Sales

Sales

- Sales Development will work on outbound and inbound leads, book demos, drive the engagement
- We will use BANT which is identifying if the lead has Budget, Authority, Need and the appropriate Timeline to qualify a lead
- Once the lead is qualified it will be sent to Account Executives (AE)
- AE will be responsible for taking the Sales qualified lead doing demos, handle objections, follow-ups, negotiations, legal, quotes, and eventually close the deal in to a customer
- Designations Hierarchy for SDRs: SDR 1, SDR2, SDR3
- Designations Hierarchy for AEs: AE1, AE2, AE3

Customer Success Department

- Customer success functions would be reactive in nature with onboarding new customers, maintaining relationships, communicating updates, handling post sales revenue generation, upselling and cross-selling.
- Customer success will handle all products, not any specific product.
- Customer success function will take over from Sales and all future activities including selling of a new product (demo, negotiation and closure) would be taken up by CS
- Team Structure for CS would be -
    - Account Manager / Relationship Manager: Handles CS for a specific product (Only for SVIN)
    - CS Specialist: Handles CS for accounts across all products
    - CS Manager
    - VP Customer Success

Compliance

VAPT
- Albus, Trivia, EngageWith
- SV IN
- SOC2
- ISO 27001
- ISO 27701

18. DISCLAIMER

The Handbook is a statement of policies and practices of Springworks and does not constitute contractual obligations on the part of the company.

The company reserves the rights to revise, modify, delete or add to any and all policies, procedures, rules or benefits stated in this handbook.