

*Employee hand book*

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## **Introduction**

### **Welcome Note**

**Dear employee,**

We are more than glad to welcome you to Ucartz Online Pvt. Ltd. We specialize in web hosting services and solutions, established as an unrivalled presence in the web hosting market.

This employee handbook contains the key policies, goals, benefits, and expectations of Ucartz and other information you will need as part of our team. The success of Ucartz determined by our success in operating as a unified team.

We encourage you to earn our customers' trust and respect where you deployed and to whom we both serve. Ucartz desires to have every employee succeed in their job and help achieve personal and organizational goals.

Shall use this handbook as a ready reference as you pursue your career with Ucartz.

Welcome, and We look forward to your contribution.

### **Purpose of Handbook**

This handbook developed to communicate the employee benefits available to eligible employees and provide guidance about company rules and operating procedures. It also highlights the general policies related to the employer/employee relationship.

### **Disclaimer**

The company reserves the right to interpret, modify, revise or supplement any policies or portion of the handbook from time to time as it deems fit. May make such revisions at the company's sole discretion and with or without prior notice.

## **Confidentiality**

The information contained here is a property of Ucartz and should not circulate its content to any person outside the company. Any duplication of the material contained herein shall be deemed to be an infringement.

## **Our Mission**

Our mission is to consistently provide outstanding web hosting services and solutions at an excellent value to a multifarious client. Our skilled team of programmers, Security experts, and server admins are focused on accomplishing this mission by giving proactive customer service and satisfaction.

## **Our Vision**

To reduce manpower and increase automation. Through this innovation speed up the operational excellence and achieve the industry leading customer satisfaction and corporate reputation.

## **Our Values**

### **➤ Trust**

We are staying gentle enough and turn our responsibilities into actions and build a collective circle of trust.

### **➤ Working Together**

Endeavouring to build together, nourish each other, and arise together openly and honestly.

### **➤ Passion**

We are always pushing ourselves and our way of thinking to listen, understand and do our best for our customer.

➤ **Disruption**

Continuously seeking ways to change the support system's rules to create new solutions, work more efficiently, and reduce our costs.

➤ **Responsibility**

We are acting ethically, taking accountability, and caring about how our actions impact our clients.

### **About the Organization**

Ucartz, pronounced U-Carts, is a hosting company founded by Ebin V Thomas. We at Ucartz mind about the hosting business and are motivated by a strong business ethics to provide professional and reputable services. Since 2013, the company has provided enterprises, small firms and individuals around the world with professional design, hosting services for websites, development-mail and security, business applications, and other rich Internet content.

When we built our service offerings, we spent a lot of time researching our competitors and their products. As a result, we found that customers always confused about their resource, usage and its limits. So we designed our hosting packages with unmetered bandwidth and unlimited space. We've coupled our honesty with top-of-the-line hardware and network providers, and an in-house support team who is always ready to go above and beyond to provide the greatest level of client satisfaction.

### **Today**

Ucartz has clients in more than 125 nations and partnerships with 50+ Datacentres over the globe.

We recognize that our employees are partners in our success, and our customers have responded positively in appreciating our service. With the quality deliveries of our staff, we have moved towards tremendous success.

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## **Employee Management**

### **Joining formalities**

It is required to ensure that your personal records' details be accurate at all times for all official purposes and to reach you immediately for any urgent communication.

You shall be required to acknowledge the induction checklist at the time of joining. Some of the essential aspects described in the checklist are given below.

You are required to, Provide complete information about your personal and professional details in the Employee Data Card and hand over the following documents – duly filled - to the Consultant HR.

- Photo ID Proof (Passport/Driving License/Aadhar Card/PAN Card).
- Passport Size Photo.
- Ucartz Application Form
- Resume
- Mark sheet of any all semesters: 10th, 12th, Diploma (if any), Graduation, and Post-Graduation (if any).
- Appointment Letter, Relieving Letters and Experience Letters.
- Current Organization's Appointment Letter, Latest Compensation Letter and last 3 Month's Salary Slip.

We shall be opening a corporate savings account to which the salary shall be credited every month.

Ucartz employees to promptly notify of any changes in name, home address, telephone number, mobile number, marital status or any other pertinent information, which may change, to the Customer support from time to time.

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## **Exit / Separation**

### **By Employee**

Either party can terminate your employment with us by giving one month's prior notice in writing. At the discretion of the management, may pay one-month gross salary. However, notwithstanding the notice period mentioned herein, if you commit a breach of the terms of this employment agreement, the Organization may terminate your employment with a day's notice.

Ucartz shall confirm the release date as requested by the employee with his/her concerned reporting authority (CTO/ HR). Will issue relieving order only after submission of the following:

- Ucartz ID card
- Any other Ucartz asset.

### **By Employer**

Ucartz can terminate the contract of any consultant/associate/employee under any of the following (but not limited to) circumstances.

- Obtaining reports of unsatisfactory performance from the client. Conviction by any criminal court for any offence involving moral turpitude.
- Involvement in any activity that adversely affects the confidentiality or secrecy of information of client business or Ucartz.
- Damaging or destroying client's property viz., database, material, equipment and inappropriate use of Ucartz or Clients' communication system.
- Unauthorized or improper use of leave of absence, excessive or unauthorized absenteeism or tardiness.
- An employee cannot continue with service after the age of 58 years. Can further increase the respective stakeholders to 60 years on approval from the individual stakeholders.

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## **Working Schedule & Compensation**

### **Working Hours**

You will work as per Ucartz schedule and report to work on all regular working days. While you must work for a given 8 -hr shift, it may be required, at times that you put in additional hours based on project/assignment deadlines and requirements. You are expected to co-operate and work on weekly off days/holidays during exigencies of work. Under such circumstances, may avail Compensatory Off with the approval from the respective heads. Usually, employees work on a regular shift. If employees have to work on other shifts for some reason, the respective reporting authority will communicate the changes in advance.

### **Attendance/Time sheet**

Your salary payment is based on the attendance and the approval of Timesheets. Ucartz follows a timesheet process for all its employees. Please contact the HR Department for any assistance if you have a soft copy of the timesheet uploaded on HRMGo and any doubts or queries regarding the timesheet.

### **Holidays**

Ucartz employees can enjoy the list of holidays declared by the management.

## **Leave Policy**

### **Purpose of Leave**

Leave is granted to employees with the good intention of providing rest, recovery of health and fulfilling social obligations. It provides for a healthy and efficient staff for the company.

### **Leave Year and Applicability**

- Leave is not a matter of right.
- Sanctioning of leave is at Management discretion based on exigencies of business or seriousness of the case.
- The leave year is from 1st January to 31st December.

The different types of leaves given under the policy are:

- Casual Leave (CL)
- Sick Leave (SL)

You can refer to more information about the leave policy and guidelines through our HRMGo or website: <https://www.ucartz.com/ucartz-documents>

### **Salary Payment and Bank Credits**

The salary date is the 3rd of every following month. Salary may be credited earlier than the 3rd. In such cases, we shall communicate the credit through email. It shall never be later than the 3rd. The salary credited in your corporate savings bank account, and the salary slip updated in our HRMGo Portal. The same can be downloaded using the login details that will be provided to you by us. We recommend that you download and print a copy of your Payslip for any future reference.

### **Performance Appraisal**

The appraisal will be purely on a performance basis. Secondly, discretion and the Organization/employer's decision reserves the right to hold/postpone the review.



### **Our Expectations from You**

As Employees, we honour specific commitments towards the organization:

- Commitment towards achieving business objectives
- Continuous enhancement of skills and ability.
- Abide by organizational policy/ norms.
- To uphold and foster organizational values.
- To honour the concept of mutual growth.
- To function effectively as a team.
- Carry personal and job esteem.

Ucartz looks forward to achieving ambitious goals and grow to great heights with its employees. We emphasize that our strength and success lies in the ability and commitment of our employees.

### **HR support**

You are free to call us or mail us at any of the numbers/ mail id given below for any support, query and clarification that you may require from Ucartz:

Email:

Company mail id: [info@ucartz.com](mailto:info@ucartz.com)

HR mail id: [arunucartz@gmail.com](mailto:arunucartz@gmail.com)