

3470 Healthcare Pvt Ltd

A warm welcome to **3470 Healthcare Pvt Ltd**.

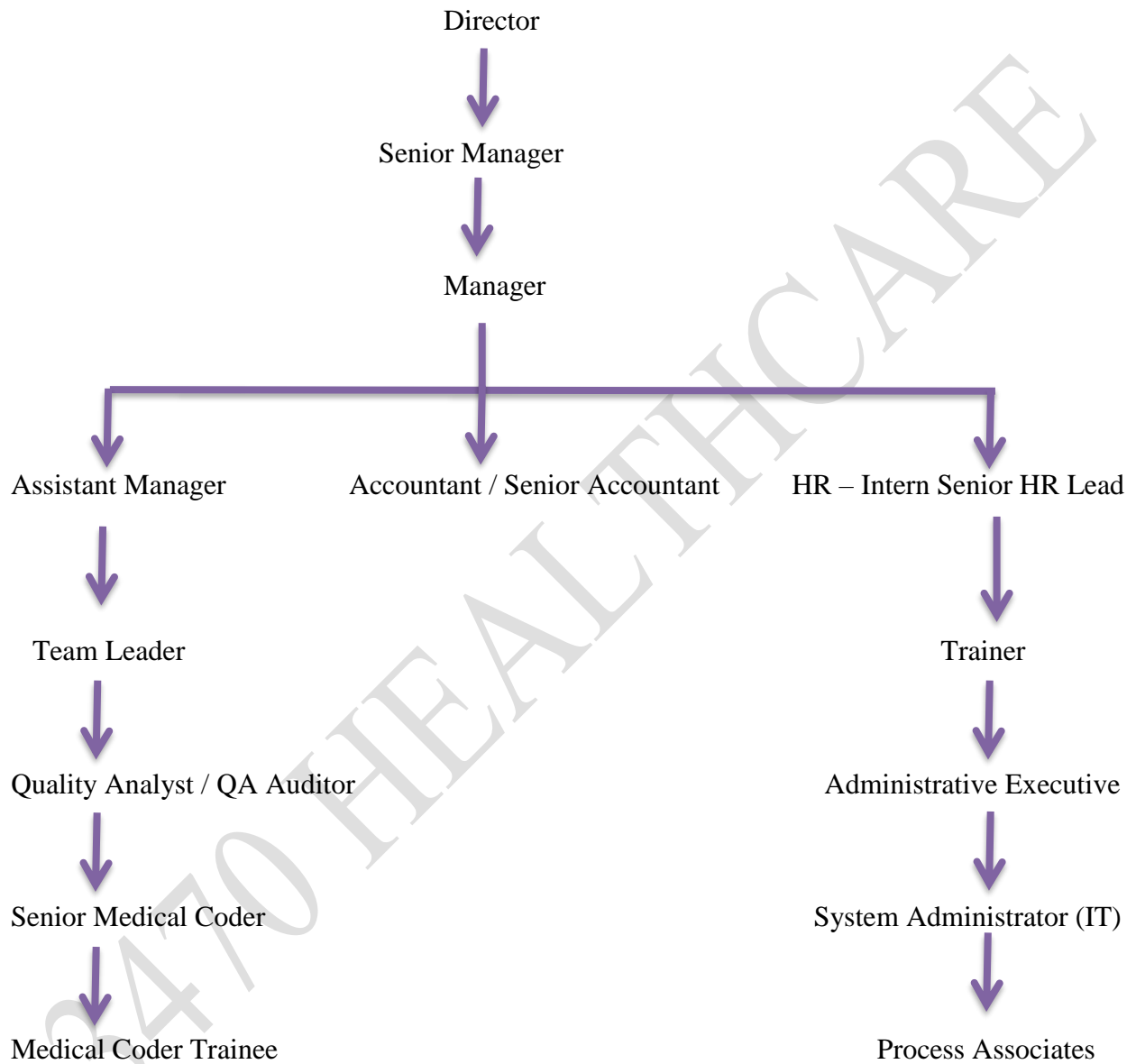
We are delighted to have you as a part of our organization. At 3470 Healthcare Pvt Ltd, we are committed to delivering excellence in healthcare services, with a strong focus on **medical coding, quality, accuracy, and continuous improvement**.

We believe that every employee plays an important role in the success of the organization. Your skills, dedication, and contribution will help us achieve our goals and maintain high standards of performance and client satisfaction.

We encourage you to actively participate, learn, and grow with us. Our organization provides a structured work environment, clear career growth opportunities, and continuous support for professional development.

Once again, welcome to the team. We look forward to a successful and long-term association with you.

Designation Hierarchy :



Company Policies:

- The company follows a **1 to 2 -year** service bond policy.
- Employees are required to submit original educational certificates (10th, 12th, and Degree) at the time of joining. These will be securely retained and **returned upon relieving**.
- During the **first year, all Saturdays** will be working days.
- From the **second year**, you will get **2 Saturdays off** per month.
- **Salary increment/revision** will be applicable **after 1 year** based on performance.
- **PF benefits** will be applicable **after completion of 1 year**. Until then, the take-home salary informed to you will be your actual in-hand salary.
- Employees are eligible to enroll in **certified courses** only after completing **one year of service** with the company
- A **probation period of 3 months** is applicable for all new employees. During this period, employees are **not eligible for casual leave**. Casual leave will begin to accrue from the **4th month** and may be utilized thereafter.
- During the **probation period**, employees are expected to meet the required performance standards. **Failure** to do so may result in appropriate action by the company, including **disciplinary measures or termination**
- Please note that **payslips** will not be issued during the initial probation period of three months.
- If an employee **breaks the bond** agreement, they will be required to pay the applicable **penalty**.
- Please note that the **Work From Home (WFH)** facility is **not available**, and all employees are required to work from the office premises.

📱 Mobile & Device Usage Policy (Floor-Level Restrictions)

- Personal mobile phones are **not permitted for use on the work floor**.
- Personal storage devices such as **pen drives**, as well as personal **mobile phones** and **headsets**, are **strictly prohibited inside the work floor**.
- Accessing or browsing **unauthorized or non-work-related websites** is **strictly prohibited within the work premises**.
- Use of **personal mobile phones** is not permitted on the work floor, except in case of emergency.
- Office-issued mobile devices must not be used for **personal purposes**.
- Employees are required to store personal mobile phones in **assigned lockers before entering the work floor**.
- Access to personal social media accounts on company devices or networks is strictly prohibited.
- Use of **personal mobile phones** is permitted only during **scheduled break periods** (Tea and lunch breaks), with a total allowance of up to 1 hour per day.
- **Unauthorized or unofficial** notes are strictly prohibited within the premises.

- Employees may step **outside the premises** only during designated **lunch and tea breaks**. This policy is in place for your safety. In case of an emergency, employees must **inform the management** prior to leaving the premises.

MAIL :

- Only official company email IDs must be used for all work-related communication within the premises.
- Unnecessary or **Non-Work-related chats** are strictly prohibited within the premises.

GREYTHR :

- All requests for **Permission, Leave, and Relieving** must be submitted via official email and are subject to prior approval from **AUTHORIZED PERSONNEL**.

FLOOR ETHICS:

- Snacks and chocolate items are not permitted inside the work floor
- Consumption or possession of snacks and chocolate items is strictly prohibited inside the work floor.
- Spreading or participating in negative gossip inside the work floor is strictly prohibited.

Post-Probation Production and Quality Requirements :

Dear Team,

This is to inform all employees that upon successful completion of the probation period, the following performance standards will be applicable to all teams:

- **Production Target:** Employees are required to achieve a minimum of **100% production**.
- **Quality Standard:** Employees must maintain a quality level in the range of **96% to 98%**.

These benchmarks are mandatory and will be monitored on a regular basis. Consistent adherence to both production and quality standards is essential for maintaining operational efficiency and overall performance.

All team members are expected to comply with the above requirements. Any deviation will be addressed as per company policy.

For any clarification, please feel free to reach out to the Management.

Dress Code Policy - 3470 Healthcare Pvt. Ltd.

Hi all,

I am going to introduce dress code policies need to follow.

We encourage our employees to dress comfortably in casual attire. Employees should use their best judgment to dress with professionalism and not wear anything that would make other employees uncomfortable. Clothing should not include profanity or appear distracting or revealing. **“Our goal is to promote an inclusive environment for all employees.”**

Please find the dress code policy.

1. Formal Business Attire

- **Days:** Monday to Thursday
- **Examples:**
 - Men: Formal shirts, trousers, blazers, ties (optional), formal shoes
 - Women: Business suits, sarees, salwar suits, formal dresses.

2. Business Casual Attire

- **Days:** Friday and Saturday
- **Examples:**
 - Men: Collared T-shirts or casual shirts (plain or minimal patterns), chinos, casual trousers, or dark jeans; closed-toe shoes or loafers
 - Women: Casual dresses, tops with skirts or trousers, or dark jeans paired with appropriate footwear.

3. General Guidelines

- **Mandatory Footwear:** Shoes are required at all times; slippers and flip-flops are not allowed.
- **Prohibited Items:**
 - Torn or distressed clothing
 - Baggy pants or shorts
 - T-shirts with slogans, graphics, or offensive content
 - Clothing with religious or political messages
 -
- **Grooming:** Employees should maintain a clean, well-groomed appearance.

CASUAL DRESS CODE



CASUAL SHOES



"Review the templates below and use the dress code policy that is most appropriate for your company"

FORMAL DRESS CODE



FORMAL SHOES



"Review the templates below and use the dress code policy that is most appropriate for your company"

FORMAL DRESS CODE



"Review the templates below and use the dress code policy that is most appropriate for your company"

CASUAL DRESS CODE



"Review the templates below and use the dress code policy that is most appropriate for your company"



Upholding Office Ethics and Etiquette

Dear Team,

As we strive to maintain a professional and respectful work environment, it is important to adhere to our office ethics and etiquette guidelines. These standards help ensure that our workplace remains positive and productive for everyone.

Guidelines to Follow:

- 1. Respect and Professionalism:**
Treat all colleagues, clients, and visitors with respect. Maintain professionalism in your communication, both in person and in writing.
- 2. Punctuality:**
Please be on time for meetings, appointments, and work hours. Punctuality reflects your commitment and consideration for others' time.
- 3. Dress Code:**
Follow the company's dress code policy. Dressing appropriately enhances our professional image.
- 4. Confidentiality:**
Protect company and client information at all times.
- 5. Cleanliness and Orderliness:**
Keep your workspace tidy. Be mindful of shared areas, ensuring they are clean and organized.
- 6. Professional Communication:**
Use appropriate language in all forms of communication. Clear and respectful communication is key to effective collaboration.
- 7. Use of Company Resources:**
Company resources, including computers and office supplies, should be used responsibly and for work-related purposes.
- 8. Conflict Resolution:**
Address any conflicts professionally and constructively. If needed, seek assistance from HR to resolve issues.
- 9. Team Collaboration:**
Work cooperatively with your colleagues. Share knowledge and support each other to achieve our goals.

By following these guidelines, we can create a respectful and efficient work environment where everyone can thrive. Let's work together to uphold these standards.

Thank you for your attention and commitment to these principles.

Sandwich Leave Policy

Dear Team,

This is a reiteration of our company policy **Sandwich Leave Policy**, to ensure there is continued clarity and consistency in leave planning.

As a reminder:

If leave is taken on both sides of a weekend or a company-declared holiday, the intervening day(s) will also be counted as leave.

Illustrations:

- If you apply for leave on **Friday and Monday / Saturday and Monday (For Mandatory All Saturday working Employees)**, the **Saturday and Sunday / Sunday (For Mandatory All Saturday working Employees)**, respectively in between will also be counted as leave, making it a **4-days / 3-days leave respectively**.
- If a holiday falls on **Wednesday**, and you take leave on **Tuesday and Thursday**, the holiday will also be included, totaling **3 days** of leave.

Please Note:

- This applies to **casual leave, medical leave, and regular Saturday offs**.
- It's essential to **plan leaves mindfully** to avoid unintentional leave deductions.

If you have any doubts or need clarification, please feel free to connect with us.

We appreciate your understanding and cooperation in adhering to this policy for smoother operations and leave tracking.

Attendance Policy - Consecutive Weekend Off

Hi Team,

Please find the updated attendance policy concerning consecutive weekend offs.

Please be informed about the updated attendance policy concerning consecutive weekend offs, effective from **1st November 2024**.

As per the revised policy, it is mandatory for all employees to work a **minimum of 3 days within a week (Monday to Saturday)**. In case an employee does not meet this requirement, the **Sunday of the following week will be marked as Absent**.

Example for your reference:

- If an employee works **3 or more days** in a week → Sunday remains **Off**
- If an employee works **less than 3 days** in a week → Next Sunday will be marked as **Absent**

We request all employees to adhere to this policy to avoid any attendance discrepancies.

If you have any questions or require further clarification, please don't hesitate to reach out.

Thank you for your understanding and cooperation.

Clarification on Saturday Off Eligibility Policy

Hi Team,

This is to reiterate and clarify the policy regarding **Saturday off eligibility**:

- Saturday offs are **eligible only after completion of one year of employment** with our organization.
- Employees who have completed one year of service will be eligible for Saturday offs **only based on the number of Saturdays worked** in a given month.
- If an eligible employee **does not work on any Saturday** in a month, they will **not be eligible for a Saturday off**.
- If an eligible employee **works on one Saturday**, they will be eligible for **one Saturday off**.

Kindly adhere to the above guidelines.

Update on Half-Day Attendance Policy

Dear Team,

I hope this email finds you well.

This is to inform you that, effective from 26th September 2024, employees are required to complete a minimum of 5 hours of total working hours, which must include not less than 4 hours of production work hours (Excluding Breaks), to qualify for a half-day. If the total hours worked fall short of 5 hours / production work hours fall short of 4 hours, it will be considered a **full-day absence**.

Please ensure this update is noted and followed accordingly.

If you have any questions or concerns, feel free to reach out to Management.

Update on Permission Attendance Policy

Dear Team,

I hope this email finds you well.

This is to inform you that, effective from 26th September 2024, employees are required to complete a minimum of 7 hours of total working hours, which must include not less than 6 hours of production work hours (Excluding Breaks), to qualify for a Late Login. If the total hours worked fall short of 7 hours / production work hours fall short of 6 hours, it will be considered a **full-day absence**.

Please ensure this update is noted and followed accordingly.
If you have any questions or concerns, feel free to reach out to Management.

Updated - Long Leave Policy!!

Hi Team,

We would like to inform you that the company's Long Leave Policy has been updated and will take effect starting from 1st November 2024. The updated policy has been designed to better align with the needs of both the employees and the organization, ensuring a more structured and transparent leave process.

Long Leave Policy

Objective:

This policy outlines the terms and conditions under which employees of 3470 Healthcare Pvt. Ltd. can take long leaves for personal, medical, project requirement or other reasons.

Scope:

This policy applies to all full-time employees of the company.

1. Eligibility Criteria:

1.1 Employees who have completed at least 90 days of continuous service are eligible for long term leave, unless in case of medical emergency leave (Subject to Management Approval).

1.2 The leave can be availed for the following reasons:

- Self or family medical conditions
- Educational or career development
- Personal reasons or Project Requirement

2. Duration:

2.1 Long leave is defined as any absence lasting a minimum of 10 consecutive days.

2.2 The maximum duration for long leave is 90 days. Extensions beyond this period will be evaluated on a case-by-case basis.

3. Types of Long Leave:

3.1 Medical Leave:

- Up to 60 days of medical leave can be taken with proper medical documentation.
- Employees are required to submit medical certificates prior to or immediately after taking leave.

3.2 Educational Leave:

- Employees pursuing higher studies or certification programs can request educational leave for up to 60 days.
- Approval from the management is required.

3.3 Personal Leave:

- Employees may request long personal leave due to personal emergencies or family responsibilities.
- Personal leave is subject to Management approval based on organizational needs.

4. **Application Process:**

4.1 Employees must submit a formal request at least 15 days in advance, unless in case of medical or emergency leave.

4.2 The request should include:

- Reason for the leave
- Duration of leave
- Supporting documents (e.g., medical certificates, educational enrollment forms)

4.3 The leave request must be approved by the Management.

5. **Return to Work:**

5.1 Employees are required to submit a return-to-work notice at least 3 days before the end of their leave.

5.2 In cases of medical leave, a fitness certificate from a certified medical practitioner must be submitted.

6. **Impact on Benefits:**

6.1 Employees on unpaid long leave will not accrue paid time off (PTO) or any other benefits during the leave period.

6.2 If an employee is on long leave, any consecutive, preceding, or mid-week offs and holidays during that period will also be marked as absent.

7. **Job Security:**

7.1 The company will make reasonable efforts to reinstate employees in their original position or a similar role upon return from leave.

7.2 However, in cases of long-term leave, especially over 60 days, the company reserves the right to fill the position if needed.

8. **Employees under Bond:**

8.1 If an employee takes long leave during his/her bond period, the bond end date will be adjusted to account for the duration of the leave taken.

9. **Policy Exceptions:**

Any exceptions to this policy require approval from the Management.

Thank you for your continued cooperation and understanding as we implement this important update.

Attendance & Salary Processing

Hi Team,

Despite multiple reminders, late logins and missed punches are still continuing. Please be informed that for this month (April 2026), **salary will be processed strictly based on your portal attendance.**

Note: No manual regularization requests will be accepted.

You are advised to apply for **regularizations, permissions, or leaves** only through the HR Portal within the stipulated time frame to avoid any **salary deductions.**

Your cooperation in maintaining proper attendance is highly appreciated.

Biometric Attendance & Regularization Policy – Implementation

Dear Team,

This is to inform you about the updated **Biometric Attendance and Regularization Policy**, which will be effective immediately.

1. Biometric Attendance Rule

The biometric report strictly considers the defined shift timings. All employees are required to adhere to their assigned shift schedule.

2. Regularization Policy

- Only **three (3) regularization entries** will be updated automatically in the system.
- Any attendance deviation beyond this limit will be treated as per company policy.

3. Example (General Shift: 9:00 AM – 6:00 PM)

- 9:01 AM → Late (Grace)
- 9:05 AM → Late (Grace)
- 9:08 AM → Late (Grace)
- Repeated late marks beyond allowed limit → LOP (Loss of Pay)

4. Shift Timings

Day Shift Options:

- 7:00 AM – 4:00 PM
- 8:00 AM – 5:00 PM
- 9:00 AM – 6:00 PM
- 10:00 AM – 7:00 PM
- 11:00 AM – 8:00 PM

Night Shift Options:

- 6:30 PM – 3:30 AM
- 7:30 PM – 4:30 AM

5. Important Notes

- Employees must ensure timely punch-in and punch-out as per assigned shift.
- Grace allowances are limited and system-controlled.
- Any excess late marks or attendance violations may result in **Loss of Pay (LOP)**.

We request all employees to follow the above guidelines strictly to ensure smooth attendance management.

For any clarification, please contact the Management.

ID Card Policy

Please find the below details on missing of 3470 ID card.

Details of my ID card are as follows:

- Name: [Your Full Name]
- Employee ID: [Your Employee ID]
- Department: [Your Department/Team Name]
- Any other relevant details (e.g., access level, photo on the ID and is the any update in personal details)

If anyone comes across the missing ID card or has any information about its whereabouts, we kindly request you to notify us as soon as possible.

In the meantime, we have informed [Security/HR/Management] about the situation, and they will follow their guidance on obtaining a replacement ID card or temporarily ID card.

If the ID card totally lost, the below amount will be collected from the consent person for the ID card replacement.

ID card missing and Replacements charge is **INR.500/-**

Access card only: INR.250/-

ID Rope only : 25/-

ID Holder only : 25/-

If the employee forgot to get ID card, they can use temporary card only once in a month and it should be mailed to the management and superiors to get approval.

Note:

All employees are required to acknowledge receipt and understanding of this policy **within 24 hours** of its communication

Declaration

I hereby acknowledge that I have read and understood the company policies, including attendance, biometric rules, shift timings, and other applicable guidelines. I agree to comply with the above-mentioned terms and conditions.

Date :

Name :

Mobile Number :

Emergency Number :

Address :

Signature

Managing Director Signature

Date :