



## Welcome Note

Dear Candidate,

Welcome to the ACME Voyages family! We believe our employees are our greatest strength. This handbook is designed to make your journey with us smooth, transparent, and fulfilling.

Here you will find all you need to know about our workplace culture, policies, benefits, opportunities, and responsibilities.

Our values are simple yet powerful:

- Respect - for people, communities, and cultures.
- Innovation - in how we design travel experiences and work together.
- Teamwork - supporting each other always.
- Sustainability - protecting our planet and ensuring responsible tourism.

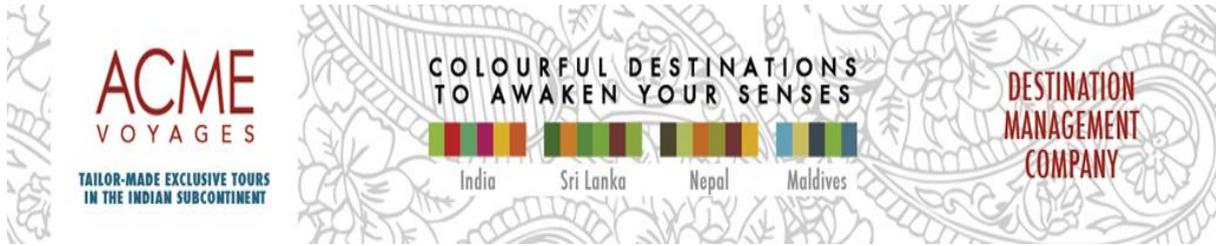
We look forward to growing together!

Warm regards,

Management Team- ACME Voyages

## Some facts about ACME Voyages

- Founded in 1995, ACME Voyages has become a leading travel company in India.
- We specialize in sustainable, community-driven tourism.
- Our mission is to create meaningful journeys while caring for the environment and empowering our staff.
- With offices in Delhi and partner networks across India, we strive to be pioneers in responsible tourism.



## 1. Introduction & Purpose

ACME Voyages believes that our employees are the foundation of our success. This handbook is designed to:

- Provide clarity on employment terms and workplace policies.
- Ensure a respectful, inclusive, and professional work environment.
- Promote fairness, transparency, and sustainability in all HR practices.
- Serve as a reference guide for staff rights, benefits, and responsibilities.

This handbook applies to **all employees** of ACME Voyages, across all offices and branches.

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## 2. Company Values & Culture

We foster a culture based on:

- **Integrity** - Honest and ethical conduct at all levels.
  - **Respect** - Diversity and inclusion are core to our operations.
  - **Excellence** - Commitment to quality in service and performance.
  - **Sustainability** - Responsible tourism that benefits people and the planet.
  - **Collaboration** - Teamwork and open communication.
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## 3. Employment Policies

### 3.1 Equal Opportunity

ACME Voyages is an **Equal Opportunity Employer**. Hiring, promotions, and assignments are based solely on merit, skills, and performance.

### 3.2 Recruitment & Selection

- Transparent and merit-based recruitment process.
- Background verification conducted where applicable.
- HR ensures diversity in candidate shortlisting.

### 3.3 Probation & Confirmation

- **Probation:** Standard 6 months.
- **Confirmation:** Based on satisfactory performance evaluation by reporting manager & HR.

### 3.4 Termination

- **Voluntary Resignation** - Employee provides notice as per contract.
  - **Termination by Employer** - Only for misconduct, performance issues, or business reasons.
  - **Severance** - As per statutory requirements.
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## 4. Code of Conduct

### 4.1 Professionalism

Employees must:

- Maintain punctuality and discipline.



- Represent ACME Voyages positively at all times.
- Use company resources responsibly.

#### 4.2 Anti-Harassment Policy

- **Zero tolerance** towards harassment, bullying, or intimidation.
- Employees may report issues confidentially to HR.
- Strict disciplinary action will be taken.

#### 4.3 Workplace Etiquette

- Respect colleagues, clients, and partners.
- Avoid offensive or discriminatory language.
- Maintain hygiene and cleanliness at the workplace.

#### 4.4 Dress Code

- **Business casual** in office.
- **Formal attire** for external meetings, trade fairs, and client-facing roles.

#### 4.5 Confidentiality

- All employees must safeguard sensitive company and client information.
- Breach of confidentiality may result in disciplinary action.

### 5. Working Hours, Attendance & Leave

#### 5.1 Working Hours

- Standard hours: **9:30 AM – 6:00 PM**, Monday to Friday.
- Lunch Break: **1 hour**.
- Flexibility may be allowed with prior approval.

#### 5.2 Attendance

- Employees must mark attendance daily (biometric/digital system).
- Habitual lateness may impact performance review.

#### 5.3 Overtime

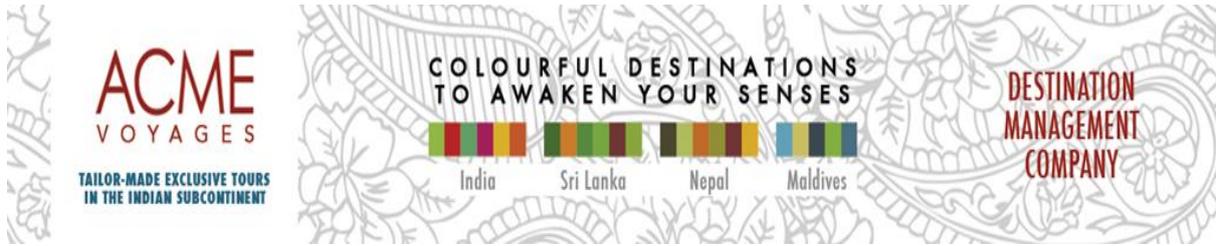
- Only upon approval by reporting manager.
- Compensated as per law or provided as compensatory leave.

#### 5.4 Leave Entitlement

- **Casual Leave** - 12 days/year.
- **Sick Leave** - 10 days/year.
- **Earned Leave** - 15 days/year (can be carried forward).
- **Maternity Leave** - 26 weeks (as per Maternity Benefit Act).
- **Paternity Leave** - 10 days.
- **Special Leave** - Case-specific (bereavement, jury duty, etc.).

#### 5.5 Holidays

- Declared annually by HR.
- Covers national and regional festivals.



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## 6. Compensation & Benefits

### 6.1 Salary

- Paid monthly on the last working day.
- Payroll managed through digital transfer.

### 6.2 Benefits

- **Health Insurance** - Medical & accidental coverage.
- **Travel Allowances** - For approved business travel.
- **Professional Development Allowance** - For relevant certifications.

### 6.3 Performance Bonuses

- Linked to annual appraisal outcomes.
- Based on individual & company performance.

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## 7. Training & Development

### 7.1 Induction

- New staff undergo structured orientation.

### 7.2 Skill Development

- Workshops, seminars, and certifications encouraged.
- Learning opportunities aligned with role.

### 7.3 Career Growth

- Internal promotions prioritized.
- Career path discussions during annual reviews.

### 7.4 Sustainability Awareness

- Quarterly training sessions.
- Staff encouraged to adopt green practices.

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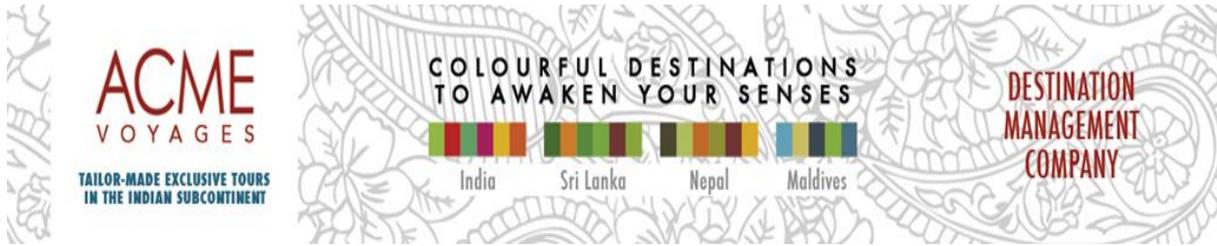
## 8. Performance Management

- **Annual Appraisals** - Objective, transparent, and structured.
- **KPIs & Targets** - Clear performance goals set annually.
- **Recognition Programs** - Employee of the Month, spot awards.
- **Feedback Culture** - Open dialogue and constructive feedback encouraged.

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## 9. Health, Safety & Wellbeing

- Compliance with **workplace safety standards**.
- **First Aid kits** available at all locations.
- **Emergency drills** conducted periodically.
- **Mental health** support offered confidentially.
- Encouragement of **work-life balance**.



## 10. Sustainability & Social Responsibility

- **Green Office Policy** - Reduce paper, energy, and single-use plastics.
- **Green Ideas Challenge** - Staff submit eco-friendly suggestions.
- **Community Engagement** - Volunteering programs and CSR projects.
- **Supplier Sustainability Audits** - Encouraging responsible practices.

## 11. Grievance Redressal

### 11.1 Reporting

- Employees can approach HR directly.
- Anonymous reporting channel available.

### 11.2 Process

- Complaint acknowledged within **5 working days**.
- Investigation carried out confidentially.
- Resolution communicated in writing.

## 12. Disciplinary Action

Depending on severity, actions may include:

- Verbal Warning
- Written Warning
- Suspension
- Termination

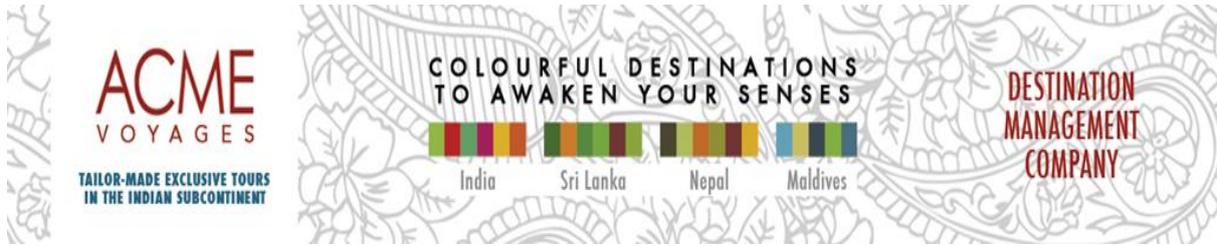
## 13. Exit Policy

- **Notice Period** - 30 days (standard).
- **Clearance** - Return of company assets before final settlement.
- **Exit Interview** - To provide feedback and ensure smooth transition.
- **Relieving Letter & Experience Certificate** - Issued after clearance.

## Leave & Holiday Summary

### Type of Leave Entitlement (per year)

Casual Leave	12 days
Sick Leave	10 days
Earned Leave	15 days
Maternity Leave	26 weeks
Paternity Leave	10 days
Public Holidays	As per annual calendar



◆ **Acknowledgement**

I, \_\_\_\_\_, acknowledge that I have read and understood the **ACME Voyages HR Handbook** and agree to comply with the policies outlined herein.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_