

SOP of Cogntix

Work and General Responsibilities

Working Hours

1. Standard working hours per day are 8 hours, including a 1-hour lunch break.
2. You must work from the office at least two days a week (**One day must be Monday. If you take leave or WFH, be in the office on your next working day that week**). For interns and freshers, this is three days, excluding fully remote employees.
3. Official working hours from 8:30 AM – 5:30 PM, in line with government regulations requiring 9 working hours per day (including lunch).
However, there is no change in flexibility, employees may continue to arrive at 9:00 AM and leave at 5:00 PM as previously practiced.
4. Core working hours are from 10:00 AM to 4:00 PM. You may start earlier and finish by 4:00 PM or start at 10:00 AM and finish later.
5. Attendance at stand-up and other scheduled meetings on time is mandatory.
6. You should be in the office **before 9:00 AM on the first working day of the week**.
7. You should be available at least **until 5:00 PM on the last working day of the week**.
8. who arrive after 9:00 AM on the first working day will not be eligible for food and WiFi reimbursement for that month. Other subscription reimbursements will remain unchanged. For interns, late arrivals will result in a deduction of transportation and boarding allowances.
9. Technical Team members - Can take a short break (maximum 2 hours) but must cover that time before the next day's stand-up call(Need to commit minimum 7 hours in a day on actual work).
10. Non Technical Team members - Can take short breaks; these should be covered within 8:00 AM-6:00 PM on the same day(Need to commit minimum 7 hours in a day on actual work).
11. Non Technical Team members - Can take up to one hour off in a month and it will not fall into any leaves count no need to cover it.
12. If you work in hybrid mode and want to work from home, you need to update in the Google general chat before 8:30 AM.

13. Employees who are not eligible for work from home may request WFH once per month for medical needs.

14. Compliance with the SOP is mandatory. Any SOP violation will result in the suspension of Work From Home (WFH) privileges for 45 working days, requiring you to work from the office. HR is authorized to enforce these policies without exception, and repeated violations may result in immediate termination of employment.

Leave

1. Total casual leave allocation per year is **7 days for full-time employees**, and **annual leave is 14 days**. Full-time employees can take medical leave (paid leave) up to **10 days in a year after one year of employment** but must submit verified documents through email within 3 days from the next work start date. If you fail to submit documents, it is considered as casual leave.
2. You must inform via email for a one-day or half-day leave before the **same day by 8:00 AM**. If you take more than one day, you must inform before one day.
3. The **first working day of the week for every employee is mandatory in-office**.
Example: If you are taking leave on Monday and your first working day is Tuesday, you should be in the office **by 9:00 AM on Tuesday**.
4. If there is any unavoidable reason, you must send a request by **Friday before 6:00 PM** of the previous week. Any remote work request for the first working day sent after the Friday 6.00PM, will be **rejected by default**. In the case of **unavoidable medical situations**, employees may apply for **medical leave**.
5. Interns associated with universities can take $\frac{1}{2}$ day Casual leave per month, while other interns can take 1 day per calendar month and also interns are allowed medical leave during their internship period : up to **two (2) days for male interns** and up to **three (3) days for female interns**.
6. You can take a minimum of **7 consecutive days of annual leave including weekends and merchant holidays**, and you must inform at least **two weeks in advance**.
7. Full time employees can take your birthday, graduation day and your wedding day as special paid leave. You can take your special birthday leave on any working day within the same month.
8. During special day celebrations, the company will inform employees at least **2 days in advance**. Employees must be **present in the office on these days**. **Work from Home will not be approved for those days**, and any absence will be considered as casual leave

9. Extra paid time off is given if you work long days without a break. **It has to be taken within a month and on the assigned day and can't be adjusted.** This will be effective from April 1st, 2025, and is decided only by your Manager.
10. When it comes to no pay, the company will decide to grant or not based on the need. You should inform the company at least 2 days earlier. If you take no pay with casual or annual leave for a long, no pay will be calculated first (before or after weekend start or end), then casual and annual leave will be deducted.
11. For Cogntix team members' wedding, If the wedding location is more than 10Km away, you may take a half-day leave (including lunch break). If the wedding location is within 10Km, you may take up to 3 hours of leave (including lunch break).

Communication

1. Daily updates should be updated in Google **Workspace before 9:00 AM.**
2. If you take leave before or after the weekend continually, you should update it on the last working day before you are off.
3. All leave requests and medical leave documents should be sent to Naresh@feasto.io or Naresh@cogntix.com.
4. All short break updates should be updated in the general group **at least 15 minutes earlier.**
5. All virtual meetings should be scheduled at least 6 hours in advance. If anything urgent comes up, you can schedule a meeting but try to schedule it earlier.
6. All work-related discussions should happen in Google Workspace.
7. You may discuss **salary increment matters** with the CEO but all other **salary and leave-related questions** should be discussed with **HR first. If HR is unable to resolve the issue, you may discuss it with the CEO after 3:00 PM.**

Urgent Support

1. During non-working hours, if any urgent work arises, you need to provide support. You can then take the hours spent as time off on **Tuesday, Wednesday or Thursday after 1:00 PM.**
2. If you spend more than two hours on weekends, you need to update your PM via the google chat with work brief.

Interview procedure & New team Member onboarding

Interview

1. All new openings should be posted on LinkedIn and must accept applications for a minimum of 7 days.
2. All technical positions' interview rounds should have at least one assignment round and one technical interview. Other positions' interview processes should have at least one interview.
3. Employees can give referrals but can only refer a maximum of 3 candidates per year. Additionally, referral CVs should be sent from the employee's official email.
4. When hiring interns and freshers, the responsible person should get an email confirmation from the university or institute stating that the person was never involved in any kind of ragging or bullying activity. Without this confirmation, no one should be onboarded.

Communication with candidates

1. Until selecting the candidate, all communication should happen via email or over the company mobile number.
2. A minimum of 3 days should be given to accept the offer, with a maximum time of 14 days.
3. The drafted contract must be sent to the selected candidate at least 5 days before the joining date.

Employee onboarding

1. For full time employees, No probation period. They are eligible for all the employee benefits from day 1.
2. On the first day of an employee's joining date, arrange a welcome call with the team, either in person or virtually.
3. The employee should get access to all necessary platforms and files on the first day.
4. The department lead or a senior person in the discipline is responsible for conducting the knowledge transfer session (KT).

Engineering

Task Management

1. All tasks (Features/Improvements/Bugs) need to be raised as tickets in the project management tool.

2. Deployment to production is allowed only after a tester tests and verifies there are no bugs.
3. The tester needs to test and update the status of the test for every deployment (Test deployment and production deployment) in the appropriate Google Sheet.
4. All urgent fixes need to be raised in the Google Workspace bug space by tagging the responsible person, and they need to be fixed ASAP.

Features and functionality planning

1. Every new feature needs to be discussed on the whiteboard or white sheet before the design phase.
2. After the design phase, it should be discussed with the technical team for a feasibility check, and suggestions should be incorporated before the development phase.
3. Before the development, developers should come up with the implementation approach, and it should be discussed and finalized with the senior dev before starting the implementation.
4. After development you should attach a Dev test doc in the task ticket.

Deployment

1. All test and production deployments should be marked in the appropriate Google Sheet, and all changes should be tagged.

Marketing

Social media, Content & SEO

1. Visual content needs to get approval from the designer before scheduling it in social media.
2. The Google Sheet needs to be up-to-date with content and status.
3. SEO for all projects needs to be updated weekly in the Google Sheet and marketing group after they go live.
4. All marketing activities have to be tracked in a master Google Sheet with the responsible person.

Salary and employee welfare

Salary

1. Salary should be paid before the 10th of the next month, and salary slips should be sent over email by 6:00 PM on the salary day.
2. Full-time employees can request 50% of their salary as an advance on the 15th of the same month, but must request this via email before the 11th of the same month.

Reimbursement

1. If you spend anything related to work, it can be refunded. You need to request it via email, and it will be reimbursed with your salary.
2. Employees are eligible for Wi-Fi and food reimbursement if they work from the office for a minimum of 10 days per month, including medical leave days
3. Full-time employees who have completed **more than one (1) year of continuous employment** with the company are eligible to apply for reimbursement of higher education expenses (Master's degree or above).

Reimbursement Details:

- The company will reimburse **25% of the total course fee**.
- The maximum reimbursement amount is **LKR 200,000**.
- The company will reimburse the payment **within 60** days from the request date.
- The course commencement date must be **after the completion of one (1) year off full time employment** with the company.
- After receiving the reimbursement payment, the beneficiary is required to continue employment with the company for a **minimum period of six (6) months** from the payment date.
- If the employee resigns or leaves the company before completing the required six-month period, they must **repay the full reimbursed amount** to the company before they leave.

Termination

Standard termination

1. For full-time employees, the standard notice period is two months. You can deduct any balance casual leave and annual leave from that two-month period.

2. You may also deduct the annual leave accrued in the same year, which is one day per month.

Terminating in urgent basis by employee

1. If a full-time employee wants to leave urgently, they need to pay two months' basic salary, and three working days' notice is mandatory from the request day

Termination by company

1. Company can only terminate an employee for disciplinary issues or confidential data leaks. If the company wants to terminate an employee due to performance issues, the employer or manager should provide feedback and support to improve performance over three months. If this does not work, only the employer can terminate the employee.
2. If an employee needs to take a break due to personal issues, they should first discuss the situation with their employer or manager regarding performance issues and the reason. The employee may take a one-week paid break, but this is subject to the decision of the employer or manager. This break is intended to resolve personal issues and return to work with full stamina. It can only be taken once every two years.
3. Interns or freshers will be terminated from the company immediately if found involved in any ragging activities or bullying while associated with the company.