



Towards a Clean Future

People & Culture Handbook

Our purpose, our values, and how we work together — the HR policy of Flame Solren Pvt. Ltd.



Document control & revision history

This policy is reviewed and updated from time to time. Every revision is recorded here and communicated to maintain transparency.

Rev.	Date	Summary of change	Prepared by	Approved by
1	10-02-2025	Original HR policy — the entire policy.	Jumi Savaliya (HR)	Ankit Mangukiya · Hiren Dhameliya · Vishal Anghan
2	26-05-2026	Full review & redesign: Mission/ Vision/Values added; scope set to all-India; statutory & CTC; detailed leave rules; probation & appraisal separated; dignified resignation with 30-day notice; conduct, IT, safety and POSH; document restructured into five chapters.	HR	Approved — Management



CHAPTER 01

Who we are

This handbook isn't a rulebook first — it's who we are. Our purpose, vision and values come before every policy that follows.

01

Our Vision, Mission & Core Purpose

Everything we build at Flame Solren flows from these.



VISION

To be the most trusted and committed environment-friendly company.



CORE PURPOSE

To empower the people and the nation.



MISSION

- Awareness and adoption of the latest technology.
- Provide the best solutions to customers — with quality, service and safety.
- Sustained growth for our employees and resource partners.

Values that illuminate our solar journey

Six values that guide every decision we make.



Quality, Service & Safety

Satisfy our customers with innovation, technology and superior quality, value and service.



Commitment

Each of us is responsible for our words, actions and results.



Empathy

We care about all our stakeholders.



Learning

Creating knowledge and skills through learning and teaching.



Integrity

Act with uncompromising honesty and integrity in everything we do.



Team Work

We build trust through responsible actions and honest relationships.

At Flame Solren, relationships thrive on **Trust** and **Respect**.

**01**

Welcome & purpose

Welcome to the Flame Solren family. We believe in equality, professionalism and openness. This handbook sets out the rights, responsibilities and rules that keep our workplace professional, respectful and safe — and reflects the discipline and culture that make us who we are. A great organisation is built when every person takes ownership of their role.

Guiding principle — a fact-based, fair workplace. Every employee can see their own performance, and that performance drives recognition, growth, appraisal and, where needed, exit. The same standard applies to everyone — including relatives and friends. No exceptions.

Equal opportunity

We hire, pay, and grow people on merit and performance — regardless of caste, religion, gender, age, region, disability or background. Equal opportunity applies across recruitment, appraisal, pay and promotion.

**02**

Scope & applicability

Applies to **all FSPL employees, anywhere in India they work** — across every FSPL office, branch, the central warehouse and all project sites, including any new location an employee is deployed to. It covers permanent, probationary, trainee, intern and apprentice staff. Where an individual contract or a statute differs, that prevails. A separate edition will be issued for Suryon Industries.



CHAPTER 02

Everyday work

Attendance, leave, and how you become a confirmed team member — the rhythm of working at Flame Solren.

02



03

Working hours & attendance

Item	Standard
Working hours	8 hrs/day · 48 hrs/week
Office timing	9:00 AM – 6:00 PM (grace to 9:15)
Prayer time	9:15 AM
Lunch	30 minutes (1:00 – 1:30 PM)
Working days	Mon–Sat · Sunday weekly off

Office staff punch attendance from the office. Field & site staff mark attendance via the company app with **geo-tagged** check-in, keep their manager informed of their schedule, and — if travelling directly from home to a site — inform the Reporting Manager **at least 15 hours in advance** (failure to inform may be treated as absence). Field staff may adjust their lunch timing to suit the work schedule, provided the total break stays within the standard 30 minutes. Auto-marking rules:

Situation	Treated as
Missed check-in	Absent
Missed check-out (occasional)	Auto check-out 6:00 PM — still present
Missed check-out > twice in a month	Half-day; checkout marked 1:00 PM
Late > twice in a month	Half-day from the 3rd late mark

Example. If Priya forgets to check out one evening, the system records her checkout at 6:00 PM and the day counts as present. But if she misses check-out a **third** time in the same month, that day becomes a half-day with checkout marked at 1:00 PM. Genuine missed punches can be regularised in the ERP with manager approval.



04

Leave

Leave year: **1 June – 31 May**. Annual paid leave for a confirmed employee is **18 days** in addition to public holidays.

18

Paid leave days / yr

12

Privilege Leave

10

Max PL carry-forward

1.5Max paid leave /
month

Type	Days/yr	Accrual	Carry-forward	Approval & key condition
Privilege Leave (PL)	12	1 / month	up to 10	Manager + HR; usable after probation
Casual Leave (CL)	3	0.25 / month	lapses	Manager + HR
Sick Leave (SL)	3	0.25 / month	lapses	Manager + HR; medical certificate
Compensatory Off	earned	per approval	same month	Manager; for approved work on a weekly-off/holiday
Maternity	per law	—	—	HR; Maternity Benefit Act
Leave Without Pay	as needed	—	—	Manager + HR; unpaid

Maximum 1.5 paid leaves per month (excess is LWP); uninformed leave is a double (2-day) deduction; in emergencies inform the manager and HR within 8 hours. Leave is applied for and approved in the ERP; employees who don't have an ERP login apply by email to hr1.flamesolren@gmail.com. PL approval needs the **Mentor + Team Leader**. PL is encashed on exit at **Basic ÷ 26 per day**. SL requires a valid medical certificate. Public holidays: 10–12 a year, set per state.

Leave intimation timeline

Leave	Duration	Notice required
Full day	1 day	1 day prior
Full day	2–3 days	3 days prior
Full day	3–7 days	1 week prior
Full day	more than 7 days	15 days prior
Half day	half day	1 day prior

Half-day timing: Morning 9:00 AM – 1:00 PM · Afternoon 2:00 PM – 6:00 PM. To keep teams covered, **not more than one employee from the same department** may take leave on the same (or consecutive) day. If an employee takes more than 3 days' leave in a month, the previous 2 months' leave record may be reviewed.

Mid-month joining. If an employee joins on or after the **15th** of a month, no PL, CL or SL accrues for that month — accrual begins from the following month.

Worked examples.

Accrual — Riya joins 1 July as a confirmed engineer. By 31 December she has earned 6 PL, 1.5 CL and 1.5 SL (PL 1/month; CL & SL 0.25/month).

During probation — Arjun joins 1 July, probation to 28 September. PL accrues from day one (~3 days by end-Sept) but he can't use it until confirmed; 2 days off in August are LWP, deducted at (salary ÷ 26)/day.

Monthly cap — Sana takes 2 PL in one month → 1.5 paid, 0.5 LWP.

Carry-forward — Imran has 14 PL unused at 31 May → 10 carry over, 4 lapse.

Comp-off — Devi works Sunday 8 March with prior approval → 1 comp-off, to be used by 31 March or it lapses.

Encashment — Meera exits with 8 PL unused and Basic ₹15,600 → $₹15,600 \div 26 = ₹600/\text{day} \times 8 = ₹4,800$ in her full-and-final.



05

Probation & confirmation

Standard probation is **90 days** (the offer letter may vary it), with structured reviews:



On exit during probation an employee is paid for actual days worked; leaving without informing or without serving notice may attract recovery per contract. On success, employment is confirmed in writing, PL becomes usable and full benefits apply.



CHAPTER 03

Pay, statutory & growth

How salary, statutory benefits, appraisal and the grade ladder work — clear and fact-based.

03



06

Salary & payroll

Salary is credited on or before the **10th** of each month, processed in the ERP, calculated on a **26-day** basis.

Monthly salary ÷ 26

×

Paid days

=

Salary payable

Example. Vivek's salary is ₹26,000. In a month he has 24 paid days and 2 LWP days → $(26,000 \div 26) \times 24 = \text{₹}24,000$; the ₹2,000 difference is the deduction for 2 LWP days.

Salary advance / financial assistance

Discretionary support for genuine need: confirmed employees (≥ 6 months), up to ~1 month's net salary, recovered interest-free in monthly instalments (typically up to 6 months), one advance at a time; any balance recovered from the full-and-final on exit.

Example. Om needs ₹28,000 for a family event. After management approval, it is paid and recovered interest-free at ₹4,000/month over 7 months until cleared. He cannot take a new advance until this is fully recovered.

Compensation details are strictly confidential. Salary structures are in Appendix B (assigned by salary level).

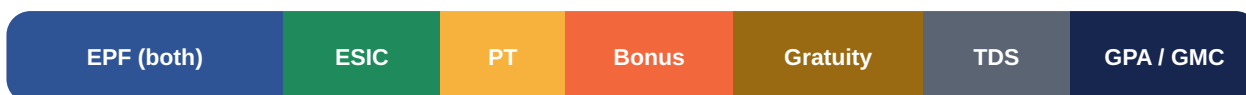


07

Statutory & compliance

Item	Indicative basis
Provident Fund (EPF)	12% employee + 12% employer; wage ceiling ₹15,000
ESIC	gross ≤ ₹21,000; employee 0.75% + employer 3.25%
Professional Tax	per state — configured per branch in the ERP
Gratuity	after 5 years' continuous service (~4.81% provisioned)
Bonus / TDS / Group Medical	Payment of Bonus Act / Income-tax Act / company cover

What your CTC includes



- EPF (employee + employer)
- ESIC
- Professional Tax
- Bonus
- Gratuity (pre-funded)
- TDS
- GPA / Group Medical

All-inclusive CTC. Every statutory and benefit component is already built into the **CTC stated in your offer letter** — **CTC = EPF (employee + employer) + ESIC + Professional Tax + Bonus + Gratuity (pre-funded and counted in CTC) + TDS + GPA / Group Medical cover**, and similar components.



08

Travel & reimbursement

Official-travel expenses are reimbursed on prior approval and claimed with bills in the ERP. Own-vehicle fuel/conveyance is **₹2.75/km**. Daily allowance, lodging and travel class are set by grade and will be finalised with the grading rollout.



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Appraisal & increment

Appraisal is annual, in **June** (the June–May cycle), assessing each employee on multiple parameters — performance & targets, contribution to company growth, attendance & discipline, behaviour, and learning.

Where expectations aren't met (and law/contract permit), outcomes may include: a delayed or no increment, a Performance Improvement Plan (PIP), a role or department change, demotion, salary correction, or exit — always via a fair, documented process.



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Grades, promotion, transfer & training

FSPL uses a company-wide **G0–G7** grade ladder with a **dual track** (management *and* specialist) from G4 — so technical experts grow without having to manage. Promotion is readiness-based, not tenure. Employees may be transferred across branches per business need (with reasonable notice and support). The company invests in training; significant sponsored training may carry a service commitment.



CHAPTER 04

Conduct & workplace

How we report, behave, use company systems, and stay safe — the standards that protect our culture.

**11**

Reporting structure

Everyone reports to an assigned manager (mapped in the ERP), keeps them updated on work progress, and raises issues first with the manager, then HR/management — follow the reporting hierarchy rather than skipping levels.

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Code of conduct

Maintain a professional appearance — company T-shirt for men; denim with a semi-formal top or appropriate Indian attire for women. Keep a quiet and respectful workplace (low volume; take permission before entering someone's cabin/workspace), and a learning attitude — use free time to build skills and share knowledge.

Phones & communication

Keep personal phones on silent during work hours; attend calls only when urgent and step to a designated area; give the company contact number to family as an emergency backup. An official number, if provided, is for work only — personal numbers must not be used for official work.

Before leaving each day

Switch off lights, fans, AC and appliances; shut down your computer/laptop; arrange your desk and leave no document unattended; keep common areas clean. Music is allowed in free time on personal earphones, as long as it doesn't disturb others.



Company resources are for official use; protect data, passwords and credentials; store work data only in approved systems (CRM/official storage), not personal devices. Only authorised people speak for FSPL publicly; never share confidential information or post anything that harms the company. Social-media/messaging apps on company systems are restricted unless approved.

Company resources

For official use only, returned in good condition on exit: computer/laptop, internet, storage/pen drives, mobile/SIM, charger, official email, stationery, hygiene tools, company two- and four-wheelers, logistics vehicles, and project/site tools & equipment. Report any damage, loss or theft immediately — if negligence is found, replacement cost may be recovered. Company vehicles require a valid driving licence and strict adherence to traffic rules.



Safety comes first across office, site and warehouse. Report any unsafe condition to the Reporting Manager immediately. Negligence or a safety violation may forfeit insurance cover.

Electrical & solar safety

- Ensure the system is fully **de-energised** and confirm with a tester/meter that no current is flowing before starting work; avoid working on live circuits or distribution boxes.
- Follow proper **LOTO** (Lockout/Tagout) procedures to prevent unauthorised access.
- Cover solar panels with an **opaque sheet** when required, to reduce exposure during installation.
- Do **not** wear chains, rings, watches or any metal accessories during electrical work; maintain proper posture and awareness when working at height.

PPE (as applicable): full-sleeve protective clothing, helmet/hard hat, safety goggles, gloves (rubber/leather), steel-toe footwear, and hearing protection in high-noise areas. Visually inspect all equipment before use; faulty equipment must not be used and must be reported. Follow all RTO/traffic rules with company or personal vehicles.



CHAPTER 05

Protection, discipline & exit

Your protections, the conduct lines we never cross, how concerns are handled fairly, and a respectful exit when the time comes.



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Prevention of Sexual Harassment (POSH)

FSPL maintains a workplace free of sexual and mental harassment, under the POSH Act, 2013. Our Internal Committee:

Role	Member
Presiding Officer	Jumi Savaliya (HR Head)
Member	Mansi Mulani
Member	Sushil Ghoghari
External member	Third-party (external) member — to be named

Complaints, in confidence, to **hr.flamesolren@gmail.com** with subject "POSH Complaint – Confidential", addressed to the Presiding Officer. Inquiry within 90 days; strict confidentiality; zero retaliation. A separate POSH Toolkit (procedure, complaint form, IC order, workplace notice) supports this section.



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Conflict of interest, anti-bribery & gifts

Avoid and disclose conflicts of interest through the **annual COI declaration**, and the moment a conflict arises. **No gifts, no bribes, no kickbacks** — Flame Solren employees do not accept anything of value from customers, vendors, partners or any other party in connection with company work. Cash, gifts, hospitality, favours, discounts on personal purchases — none of it. If something is sent unsolicited, decline it; if it cannot be returned, hand it to HR for disposal/donation and record the incident. Outside employment or business interests need prior written approval.

Breaches of these rules are treated under **§17 (Zero tolerance & disciplinary action)**.



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Zero tolerance & disciplinary action

Flame Solren has **zero tolerance** for:

- Breach of confidentiality or leakage of company data;
- Misuse of company assets, systems or resources;
- Fraud, theft or any illegal activity;
- Bribery, kickbacks or undisclosed conflicts of interest;
- Harassment of any kind (see §15 — POSH);
- Seriously unprofessional or dishonest conduct.

Discipline follows a **fair, staged and documented process**, scaled to severity: counselling → written warning → show-cause → suspension/inquiry → termination. Grave misconduct may warrant immediate action under contract and law.

Authority. Hiring and termination decisions rest **solely with Management**; employees must not interfere unless officially involved.



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Whistleblower (protected reporting)

If you suspect fraud, theft, corruption or a serious breach of this policy, report it to HR or management. **Good-faith reporters are protected** — there will be no retaliation against anyone who raises a genuine concern or assists an inquiry. Reports are handled confidentially.



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Grievance redressal

Raise concerns with your manager → HR → management (final). Handled confidentially and without retaliation. Harassment matters follow the POSH route (§15).



When you decide to move on, we respect it. A resignation at Flame Solren is received with respect — not resistance.

Our resignation promise

- **No interrogation.** You are not required to justify or defend your decision to leave.
- **No pressure, no guilt, no arm-twisting counter-offers.** If you wish to discuss staying, we will listen — but only at your invitation.
- **No retaliation.** From the day you resign, your work, access and treatment stay unchanged — you leave as a respected colleague.
- **Your reason stays private.** Why you leave is your business, not office talk.

Notice period & flexibility

- Standard notice is **30 days**, from acceptance of resignation.
- **Earlier last day** by mutual agreement, where a clean handover allows it.
- **Buyout either way** — you may buy out remaining notice, or the company may pay in lieu to release you early — at **(salary ÷ 26) × remaining notice days**.
- Leave during notice is LWP and extends the notice by those days.
- Sole handler of a role: notice may be extended **only for a genuine handover, capped at 2 extra weeks** — never open-ended.

Worked examples.

Ramesh earns ₹26,000/month → $₹26,000 \div 26 = ₹1,000/\text{day}$; 30 days of notice $\approx$ 26 working days. He resigns 3 March; HR accepts on 5 March.

Notice start — the clock runs from acceptance (5 March), not the email date → last working day $\approx$ **4 April**.

Agreed early exit — handover done and his manager agrees, so he leaves on 25 March; paid up to 25 March, no buyout charge.

Employee buyout — he wants to leave 12 working days early without the company waiving notice → $12 \times ₹1,000 = ₹12,000$ adjusted in his full-and-final.

Company pay-in-lieu — the company releases him immediately with the full 30 days unserved → $26 \times ₹1,000 = ₹26,000$ paid to him.

Leave during notice — he takes 3 days off → those days are unpaid (LWP) and his last day moves from 4 April to **7 April**.

Sole handler — no replacement is ready → notice extended by at most 2 weeks (to $\approx$ 18 April), only to finish the handover.

After your last working day — how F&F works. Take Ramesh: his last working day is **24 June**. Because his exit falls before the next regular payroll, his **May salary is paid as part of the full-and-final** (not on the regular 7-/10-June payroll). The **full-and-final settlement** — **May salary**, the June salary for days worked (1–24 June), **PL encashment**, any bonus or gratuity due, and any documented recoveries (a salary advance, proven asset damage, or a training-bond per contract) — is processed and released **within 45 days** of 24 June ($\approx$ 8 August), once the no-dues clearance and asset return are complete. **Relieving and experience letters** are issued on a clean exit.

Integrity continues after exit. The **confidentiality and non-solicitation** terms of your employment contract still apply once you have left Flame Solren. If a former colleague improperly approaches our customers, vendors or partners (direct or indirect), leaks confidential information, misuses any company asset still in their possession, or makes defamatory statements about the company, we pursue it under the contract and the applicable law — handled separately from the F&F. A clean exit, both ways: we pay on time and treat you with respect; you wrap up well, return everything, and keep our information and our relationships safe.

A clean, two-way exit

We acknowledge your resignation in writing within **2 working days**. You complete a simple handover (work, files, assets and credentials). An exit conversation is **offered but optional** — only so we can learn, never to challenge your decision. Full-and-final is settled after notice completion (within **45 days**), including PL encashment; relieving and

experience letters are issued; and you remain **rehire-eligible and part of the extended Flame Solren family**, with a fair reference when asked.

When full-and-final can be delayed

A clean exit goes both ways. Full-and-final, the relieving and the experience letters may be **delayed, adjusted or withheld** where, at exit, there is: an **incomplete work handover**; **company assets/resources not returned** (laptop, SIM, tools, vehicle, documents, keys or login credentials); **outstanding dues** (salary advance, travel/expense, recovery for loss or damage caused by negligence, or any training-bond); a pending **no-dues clearance**; or an open **disciplinary / misconduct** matter. Any recoverable amount is set off against the full-and-final and the balance is released once clearance is complete. Serious misconduct or an abrupt exit without serving notice/ handover may also affect the relieving letter and the reference.

One exception. An employee who resigns **while under an active misconduct inquiry** is not automatically entitled to the clean-exit treatment (smooth relieving, good reference); that case is decided on its facts once the inquiry concludes.



Every employee signs to confirm they have read, understood and agree to this handbook, and understand it may be updated from time to time.

Employee name	
Employee code / ERP ID	
Department / Designation	
Signature & date	

Appendices. A — items for legal/consultant review. B — salary structures: monthly gross $\leq$ ₹30,000 → Structure 2 (Basic 80 / HRA 15); above ₹30,000 → Structure 1 (Basic 50 / HRA 40). Full detail in the working document.

Towards a Clean Future

Powering people, growth and a sustainable tomorrow





Welcome to the family.

Build with ownership, act with integrity, and grow with us — towards a clean future,
together.

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