



ACCESCO LIVING PRIVATE LIMITED

CIN: U47912WB2025PTC285309

ISO 9001:2015 CERTIFIED
DPIIT-Recognized Startup



C/O MITHUN SENGUPTA, BIREN ROY
SARKAR ROAD, Siliguri Town, Siliguri,
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STANDARD OPERATING PROCEDURES (SOPs)

ORGANISATIONAL STRUCTURE, WORKFLOW POLICY & EMPLOYEE CODE OF CONDUCT

ARTICLE 1: DEPARTMENTAL STRUCTURE

Clause 1.1 – Departmental Heads & Point of Contact (POC)

The following individuals shall act as the Departmental Heads and Primary Points of Contact (POC) for their respective departments. Every POC is personally accountable for departmental output and compliance with this SOP.

1. Operations: Md Asif & Nitish Bhagat
2. Marketing: Vishakha Bharti
3. PR & Outreach: Archita Roy
4. Research & Development: Ayushman Saha
5. Graphics: Kushal Adhikary
6. Social Media: Adrishha Saha
7. App Development : Sushant
8. AI/ML : Argha Sengupta
9. Web Development : Nikhil
10. UI UX Team : Alam & Nitish
11. Human Resources : Shatakshi
12. Disciplinary Governance : Md Nabil Qamar & Piyush Das

Clause 1.2 – POC Availability

1. Every POC must be reachable through the official communication channel during operational hours and must respond to escalations within 30 minutes.
2. Unavailability without a pre-approved reason shall be logged by HR and counted toward the
3. POC's own performance score.

Clause 1.3 – Accountability Chain

Where a department has no assigned head (e.g. Graphics), the CEO shall directly supervise that function until a head is appointed; absence of a named head is not a defence against missed deadlines.



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ARTICLE 2: GENERAL WORKING POLICY

Clause 2.1 – Work Assignment Timings

All daily tasks and assignments shall be officially assigned before or by 10:30 AM each working day .

1. Employees must acknowledge assigned work within 30 minutes of receipt, in writing, on the official channel.
2. Failure to acknowledge within the window shall be treated as negligence of duty and logged as a formal strike against the employee's monthly record.
3. Three unexplained acknowledgment failures in a calendar month shall automatically trigger a Show Cause Notice.

Clause 2.2 – Daily Work Update Submission

1. Every employee must submit a detailed, itemised work update by 9:00 PM daily .
2. Updates must compulsorily be shared in the official department/group communication channel AND uploaded to the designated Google Drive/reporting system; submission in only one location is treated as non-submission.
3. Incomplete, vague, generic, or copy-pasted updates shall not be considered valid and shall be treated as a missed submission for scoring purposes.
4. Two consecutive invalid or missing submissions in a week shall automatically escalate to a Written Warning without requiring further review.

Clause 2.2A – Mandatory Format for Daily Work Updates

1. Every employee and intern, without exception, must submit a detailed daily work update. Each update must clearly and separately mention:
 - Date;
 - Full Name;
 - Designation;
 - Department;
 - A detailed, itemised description of the work carried out on that day.
2. Updates that omit any of the above fields shall be treated as incomplete under Clause 2.2 and shall not be counted as a valid submission.
3. This requirement applies uniformly to full-time employees, part-time staff, freelancers, and interns; internship status does not exempt anyone from this obligation.



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Clause 2.3 – Flexible Working Hours

1. The organisation follows a flexible work structure; flexibility is a privilege tied to consistent output, not an entitlement.
2. Flexibility shall never be interpreted as relaxation of responsibilities, deadlines, or performance expectations.
3. Employees must respond to official communication within 60 minutes during operational hours (9:00 AM–8:00 PM), and within 24 hours outside operational hours for urgent, CEO/Director-flagged matters.
4. Repeated unresponsiveness (3+ instances/month) shall result in withdrawal of flexible-hours privileges for that employee, subject to fixed reporting hours thereafter.

Clause 2.4 – Task Completion Requirement

1. Work shall generally be assigned in a pointer-based format with clear, individually measurable deliverables.
2. A minimum of 95% completion of assigned tasks is mandatory each week; sustained excellence (98%+ over a rolling month) is the expected standard for confirmation and incentives.
3. Graduated consequences for shortfall, applied automatically and cumulatively within a rolling 90-day window:
 - 85%–94% completion: Verbal Warning (recorded in writing by HR).
 - 70%–84% completion, or a second Verbal Warning within 90 days: Written Warning.
 - Below 70% completion, or a second Written Warning within 90 days: Show Cause Notice.
 - Any further shortfall after a Show Cause Notice: Suspension without pay for up to 7 working days, followed by termination review.

Clause 2.5 – Show Cause & Disciplinary Action

1. Any employee unable to complete assigned work must submit a valid, written explanation to the Departmental Head at least 2 hours before the deadline — after-the-fact justifications shall not be entertained.
2. Failure to provide justification within the window shall result in an automatic formal Show Cause Notice with no further reminder.
3. An employee shall not receive more than two Show Cause Notices in any rolling 6-month period; a third instance shall result in immediate suspension pending termination review by the CEO/ Directors.
4. Continued negligence or repeated misconduct may lead to suspension of responsibilities or termination without further notice, at the sole discretion of Management.



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Clause 2.6 – End of Day Reporting

1. HR must prepare and submit a consolidated performance report to the CEO by 10:30 PM daily, without exception.
2. The report must include: task completion percentage, attendance in reporting, exceptional performance, delays or negligence, and pending work status.
3. Late submission of the HR consolidated report by more than 30 minutes shall itself be logged as a performance lapse against HR.

Clause 2.7 – Weekly Progress Reports

1. Every Departmental Head must submit a Weekly Progress Report directly to the CEO by 10:00 AM every Monday.
2. The report shall contain departmental achievements, KPI analysis, employee performance review, pending targets, and recommendations for operational improvement.
3. Failure to submit the report on time shall be treated as professional negligence and shall result in a Written Warning to the Departmental Head on the first instance, and escalation to the CEO/Directors for disciplinary review on any repeat instance within 90 days.

Clause 2.8 – Exceptional Performance & Recognition

1. Employees performing beyond assigned responsibilities shall be formally appreciated in writing, with a copy placed in their permanent record.
2. Exceptional contributions shall be considered during Employee of the Month selection, performance reviews, and internal promotions and incentives, subject to a clean disciplinary record in the preceding quarter.

Clause 2.9 – Failure to Submit Work Updates

1. Any employee failing to submit a work update without prior notice shall receive an official written warning from HR on the first instance.
2. A second instance within any rolling 60-day period shall result in a Show Cause Notice; a third shall result in suspension without pay.

Clause 2.10 – Communication Hierarchy

1. Employees must contact their respective Departmental Heads regarding work-related doubts, task clarification, and operational guidance.
2. Employees must contact HR regarding workplace inconvenience, administrative issues, or leave/ policy concerns.
3. Direct escalation bypassing hierarchy without a documented valid reason is strictly discouraged and repeated bypassing (2+ instances) shall be recorded as an act of insubordination under Article 6.



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Clause 2.11 – KPI Monitoring & Departmental Responsibilities

1. Departmental Heads are responsible for monitoring weekly employee performance, analysing KPIs, assigning tasks based on productivity, creating improved KPI structures, and ensuring departmental growth and organisational goal fulfilment.
2. Every department must operate against a written monthly KPI target approved by the CEO; departments missing their KPI target for two consecutive months shall trigger a mandatory performance review of the Departmental Head.
3. Departmental negligence affecting organisational performance shall hold the concerned Departmental Head personally accountable, including possible removal from the POC role.

Clause 2.12 – Weekly Departmental Meetings

1. Weekly departmental meetings shall be conducted as per the schedule below to ensure smooth coordination, effective communication, and timely project updates; all team members are expected to attend their respective department's meeting on time.

Day	Department	Time
Monday	Cyber Security	8:00 PM
Monday	Graphics & Design	9:00 PM
Thursday	UI/UX Designers	9:00 PM
Thursday	HR & FO	10:00 PM
Thursday	Ops.–Business	10:30 PM
Friday	AI/ML	8:00 PM
Friday	Marketing	9:00 PM
Saturday	Web Development	9:00 PM
Saturday	Ops.–Tech.	9:30 PM
Saturday	App Development	10:00 PM



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2. Members must join their scheduled meeting at least 5 minutes before the scheduled time.
3. Attendance is mandatory unless prior approval has been obtained from the Departmental Head.
4. Members must come prepared with their weekly progress updates, blockers, and plans for the upcoming week.

ARTICLE 3: HUMAN RESOURCE (HR) RESPONSIBILITIES

Clause 3.1 – Employee Record Management

1. HRs must maintain an updated, access-controlled Excel/database record containing full name, date of birth, residential address, date of joining, date of resignation, contact information, and employment status.
2. Records must remain strictly confidential; access is limited to HR and the CEO/Directors. Any unauthorised access or disclosure is gross misconduct under Article 6.
3. Records must be backed up and reconciled monthly; discrepancies must be reported to the CEO within 48 hours of discovery.

Clause 3.2 – Documentation for New Joinees

1. HRs must provide every newly hired employee with an Offer Letter, Non-Disclosure Agreement (NDA), Business Laws & Company Policies, and Code of Conduct before their first working day.
2. No employee shall be granted system, drive, or communication-channel access, nor officially begin work, until all documentation is signed and filed with HR.

Clause 3.3 – Performance Scoring System

1. HRs shall maintain a daily performance tracking sheet, updated same-day without exception.
2. Employees shall be evaluated on task completion percentage, work quality, reporting discipline, timeliness, and initiative and contribution.
3. The scoring system shall directly and mandatorily impact monthly evaluations, rewards and recognition, and retention/confirmation decisions — no exceptions without CEO sign-off.

Clause 3.4 – Employee Grievance Handling

1. HRs shall act as the first point of contact for employee grievances and must acknowledge any grievance within 24 hours.
2. All issues raised by employees must be addressed professionally and resolved, or escalated, within 5 working days.
3. Where HR fails to resolve the issue within that window, the matter shall be escalated to the Directors or CEO immediately and in writing.



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Clause 3.5 – Task Completion Evaluation

1. Employees shall be marked strictly on task completion percentage and quality of execution — no discretionary rounding-up is permitted.
2. False reporting or manipulation of work status shall be treated as serious misconduct and shall result in immediate Show Cause Notice, with termination as the presumptive outcome on any second occurrence.

ARTICLE 4: HIRING PROCEDURE

Clause 4.1 – Vacancy Posting

1. HRs shall publish job openings only on authorised hiring platforms and professional networks.
2. Job descriptions must clearly mention role expectations, skills required, working conditions, and compensation structure, with no ambiguity on probation terms.

Clause 4.2 – CV Screening & Shortlisting

1. HRs shall carefully filter and shortlist candidates based on skills, experience, educational qualifications, and professional suitability.
2. Unqualified or irrelevant applications shall be rejected at the screening stage; no application shall proceed without a documented reason for shortlisting.

Clause 4.3 – Interview Process

1. Shortlisted candidates shall undergo formal interviews, which may include an HR Round, Technical Round, Departmental Review, and Final Management Approval.
2. Candidate behaviour, discipline, professionalism, and communication shall be evaluated strictly and recorded in writing for every round.

Clause 4.4 – Selection, Hiring & Probation

1. Candidates successfully clearing all interview stages shall receive an official Offer Letter.
2. Employment shall only commence after acceptance of the offer, submission of required documents, and signing of all agreements and policies, including the NDA.
3. Every new hire shall serve a mandatory probation period of 90 days, during which employment may be terminated by either party with 7 days' written notice and no severance obligation.
4. Confirmation beyond probation is not automatic and requires a documented performance sign-off from the Departmental Head and HR.



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ARTICLE 5: EXIT POLICY

Clause 5.1 – Resignation Notice Period

1. Confirmed employees must submit a formal resignation letter at least 30 days prior to their intended last working day (increased from 15 days); employees on probation must give 7 days' notice per Clause 4.4.
2. Failure to comply with the notice period shall result in forfeiture of the notice-period shortfall as a deduction from final settlement, and may further affect experience certification and future references.

Clause 5.2 – Exit Formalities

1. Employees must complete all pending tasks and hand over documentation/work-in-progress to their Departmental Head before departure.
2. Company assets, credentials, and confidential information must be returned within 24 hours of the last working day; non-return shall be treated as unlawful retention and may attract recovery of the asset's value plus legal costs.
3. Violation of confidentiality agreements after resignation may result in legal action and financial liability as set out in Article 6.

Clause 5.3 – Post-Employment Restrictions

1. For 6 months following exit, former employees shall not solicit Accesco Living's clients, employees, or contractors for a competing purpose.
2. Confidentiality obligations under the signed NDA survive termination of employment indefinitely with respect to trade secrets, client data, and proprietary strategy.
3. A mandatory exit interview shall be conducted by HR, and full and final settlement shall be released only after asset return and clearance are confirmed in writing.

ARTICLE 6: DISCIPLINARY POLICY

Clause 6.1 – Professional Conduct

1. Every employee is expected to maintain professional behaviour, respectful communication, workplace discipline, and ethical standards at all times.
2. Misconduct, insubordination, or behaviour harming the organisation's reputation shall invite strict disciplinary action, up to and including immediate termination for serious cases.



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Clause 6.2 – Confidentiality

- 1.Sharing confidential company information, internal strategies, client details, or organisational data with unauthorised individuals is strictly prohibited.
- 2.Violation of confidentiality policies may result in immediate termination, legal proceedings, and financial liabilities, with a minimum liquidated-damages claim equivalent to three months of the employee's compensation, without prejudice to Accesco Living's right to claim higher actual damages.

Clause 6.3 – Zero-Tolerance Triggers

- 1.The following shall result in summary termination without warning, regardless of prior record: data theft or leakage, harassment or discrimination, falsification of records, financial fraud, or unauthorised disclosure of client information.

Clause 6.4 – Warning Escalation Ceiling

- 1.No employee may accumulate more than two Written Warnings (from any clause under this SOP) within a rolling 6-month period; a third Written Warning-equivalent event shall automatically convert to a Show Cause Notice, and a subsequent event to termination review.

Clause 6.5 – Authority of Management

- 1.The CEO, Directors, and Management reserve full authority to amend policies, modify SOPs, review employee conduct, and take disciplinary action whenever necessary for organisational interests, and may do so with immediate effect on written notice to staff.

ARTICLE 7: INTERNSHIP COMPLETION & CERTIFICATION POLICY

Clause 7.1 – Daily Reporting Obligation for Interns

- 1.Interns are bound by the same daily work update obligation set out in Clause 2.2 and Clause 2.2A, including the mandatory mention of Date, Full Name, Designation, Department, and detailed work description.
- 2.An intern's eligibility for any certification or letter under this Article is conditional on having maintained a valid, compliant daily reporting record for the duration claimed; gaps in reporting shall be deducted from the completion tenure calculated below.



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Clause 7.2 – Tenure-Linked Recognition

1. Recognition on exit is strictly linked to the proportion of the sanctioned internship duration actually completed, as follows:
 - Completion of less than one-third (1/3) of the internship duration: no certificate, experience letter, or recommendation shall be issued under any circumstances.
 - Completion of at least two-thirds (2/3) but less than the full internship duration: the intern shall be issued an Experience Letter only.
 - Completion of the full internship duration: the intern shall be issued a Completion Certificate and shall additionally be eligible for a Letter of Recommendation, subject to a satisfactory performance record.

Clause 7.3 – Meaning of the Experience Letter

1. An Experience Letter issued under this Article is an official confirmation that the individual was part of Accesco Living Private Limited and has worked with the company for the stated period; it does not by itself certify full completion of the internship programme or entitle the holder to a Letter of Recommendation.

Clause 7.4 – Forfeiture on Misconduct

1. Notwithstanding the tenure completed, any intern terminated for misconduct, breach of confidentiality, or violation of Article 6 shall forfeit all entitlement to a certificate, experience letter, or recommendation, regardless of tenure served.

ARTICLE 8: LEAVE POLICY

Clause 8.1 – Weekly Off

1. Sunday is the designated weekly off for all employees and interns; leave is ordinarily granted only on Sundays.

Clause 8.2 – Leave on Any Other Day

1. Any employee or intern requiring leave on a day other than Sunday must send a formal leave request by email to their Departmental Head and HR at least one day in advance of the leave date.
2. Leave requests made on the same day, or after the fact, shall not be entertained except in a genuine medical emergency, which must be supported by evidence submitted within 24 hours of returning to work.
3. Leave taken without prior email intimation as required above shall be treated as unauthorised absence and shall be logged as a negligence strike under Clause 2.1, in addition to any applicable loss-of-pay for the day.



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Clause 8.3 – Habitual Leave Abuse

1. Frequent or patterned unauthorised absences (3 or more instances in a rolling 90-day period) shall trigger a Show Cause Notice, irrespective of task completion percentage for that period.

Clause 8.4 – Monthly Leave Cap

1. A maximum of five (5) leaves per month shall be permitted for interns, subject to the intimation requirements of Clause 8.2.
2. Any leave taken beyond this monthly cap of five (5) shall not be treated as additional time off; it shall instead be added to the respective intern's internship tenure, extending the completion date by the corresponding number of excess days for the purposes of Article 7.

FINAL DECLARATION

All employees, interns, contractual workers, freelancers, and departmental authorities are required to strictly follow the above Standard Operating Procedures (SOPs). This revised edition supersedes all prior versions with immediate effect from the date of issue. Ignorance of any clause shall not be accepted as a defence, as all personnel are required to acknowledge receipt and understanding of this document in writing. Failure to comply with these regulations may result in disciplinary action, up to and including termination and legal proceedings, as deemed appropriate by the Management.

M/S ACCESCO LIVING PVT. LTD.


DIRECTOR

Mr. Argha Sengupta
Managing Director & CEO
Accesco Living Private Limited



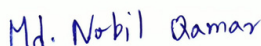
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DIRECTOR

Mr. Ayushman Saha
Director & CBDO
Accesco Living Private Limited



Mr. Mahammad Asif
COO
Accesco Living Private Limited



Mr. Md Nabil Qamar
Company Vice Secretary
Accesco Living Private Limited



Mr. Piyush Das
Vice President
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