

# Comprehensive Policies Manual

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## 1. Purpose

This manual outlines the company's internal policies and procedures regarding work from home (WFH), vacation time, bonus and commission systems, and other essential policies to ensure fairness, consistency, and transparency within the organization.

## 2. Work From Home (WFH) Policy

### 2.1 Eligibility

Employees who have completed their probation period are eligible to apply for WFH. Employees are limited to 2 WFH days per month. They must ensure a stable internet connection and access to necessary tools to perform their tasks.

### 2.2 Request Process

Employees must submit a WFH request at least 3 days in advance. The request should include reasons for WFH, tasks to be completed, and contact information.

### 2.3 Approval Process

The request must be approved by the Manager and the Technical and Finance Director. WFH requests are evaluated based on the team's workload, project deadlines, and the employee's performance.

### 2.4 Expectations During WFH

Employees are expected to maintain regular working hours (9:00 AM - 5:00 PM), attend virtual meetings, and provide regular updates. Company policies regarding confidentiality and data protection apply while working from home.

### 2.5 Limitations

Employees are limited to 2 WFH days per month unless otherwise approved. Additional WFH days may be denied during high-priority projects.

## 3. Vacation Policy

### 3.1 Annual Leave

Employees are entitled to 21 days of paid annual leave. Public holidays and government-declared holidays are observed as official vacation days.

### 3.2 Sick Leave

Employees are entitled to 7 sick days per year. For extended medical leave, up to 1 month may be taken with 85% of the salary paid, pending management approval and medical documentation.

### 3.3 Vacation Request Process

All vacation requests must be submitted through the company's vacation system with proper documentation. Both the Manager and Technical and Finance Director must approve the request.

## 4. Bonus and Commission System

### 4.1 Commission System

For Retainer Clients (Digital Branding Design Projects):

- 0 to 200,000 EGP: 3% of the annual retainer.
- 200,000 to 350,000 EGP: 4% of the annual retainer.
- 350,000 to 600,000 EGP: 6% of the annual retainer.
- 600,000 to 1,000,000 EGP: 10% of the annual retainer.

For Production Clients (Production, PR, Media, OOH, etc.):

- Up to 5,000,000 EGP: 2% of the total quoted amount.
- Above 5,000,000 EGP: 3% of the total quoted amount.

Commissions are paid quarterly based on the total annual retainer or production service quote.

### 4.2 Bonus System

Employees are eligible for a bonus ranging from 10% to 15% of their net monthly salary, depending on their performance. Performance appraisals are conducted monthly by the direct line manager, considering work quality, deadlines, and team contributions.

For the Production Team, weekend work and additional hours contribute to the bonus calculation.

Employees working weekends receive 1 extra vacation day per worked weekend (up to 2 per month).

### 4.3 Profit Sharing System

Employees are eligible for a profit share based on quarterly performance reviews, with ratings from 1 to 10 determining the profit share amount.

- Rating of 5 to 7: 1 month profit share.
- Rating of 7 to 8: 2 months profit share.
- Rating of 8 to 10: 3 months profit share.

## **5. General Work Hours and Attendance Policy**

### **5.1 Standard Work Hours**

The company operates from 10 AM to 6 PM, Sunday through Thursday. Employees must adhere to these work hours unless otherwise agreed upon.

### **5.2 Attendance and Punctuality**

Employees are expected to arrive on time and maintain regular attendance. Any tardiness or absenteeism must be communicated to the manager as early as possible.

### **5.3 Breaks**

Employees are entitled to a lunch break during the workday. Breaks should not disrupt the overall workflow.

## **6. Professional Conduct and Ethics**

### **6.1 Code of Conduct**

Employees must maintain professionalism in all interactions, avoiding harassment, discrimination, or inappropriate behavior. Respect for cultural diversity and inclusivity is required at all times.

### **6.2 Dress Code**

Employees are expected to dress in a business casual manner unless otherwise specified.

### **6.3 Conflict of Interest**

Employees must avoid conflicts of interest in their roles. Any potential conflicts must be reported to HR or management immediately.

## **7. Communication Policy**

### **7.1 Internal Communication**

Employees must use official communication channels (email, WhatsApp, Asana, etc.) for work-related matters. All communication should be clear, respectful, and professional.

### **7.2 External Communication**

Employees must ensure all communication with external stakeholders (clients, vendors) is professional and accurate. Media inquiries or public communications must be approved by the Communications Department.

## **8. Data Security and Privacy**

### **8.1 Data Protection**

Employees must comply with data protection policies and maintain confidentiality of sensitive information. Unauthorized access or sharing of confidential data is prohibited.

### **8.2 Internet Usage and Software**

Company internet and resources must be used for work purposes only. Downloading unauthorized software or engaging in illegal online activities is prohibited.

### **8.3 Reporting Security Incidents**

Any data breaches or security issues must be reported to the IT Department immediately.

## **9. Social Media Policy**

### **9.1 Personal Social Media Use**

Personal social media use is permitted during breaks but should not interfere with work. Confidential information must not be shared on personal accounts.

### **9.2 Professional Social Media Use**

Any posts made on behalf of the company must be approved by the Communications Department.

## **10. Health, Safety, and Well-being**

### **10.1 Workplace Safety**

Employees must comply with safety regulations and report any hazards to HR or management.

### **10.2 Mental Health and Well-being**

The company encourages employees to maintain a healthy work-life balance and provides support for mental health challenges. Employees experiencing high stress or burnout are encouraged to seek confidential assistance from HR.

## **11. Disciplinary Procedures and Grievances**

### **11.1 Disciplinary Actions**

Employees who violate company policies may face disciplinary actions ranging from verbal warnings to termination, depending on the severity of the violation.

## 11.2 Grievance Procedures

Employees are encouraged to report grievances or workplace concerns to HR, which will be addressed confidentially.

## 12. Amendments to the Policy

The company reserves the right to modify these policies at any time. Employees will be informed of any changes through official communication channels.

## 13. Acknowledgment of Receipt

By signing below, employees acknowledge that they have read, understood, and agreed to follow the policies outlined in this manual.

- Employee Signature: \_\_\_\_\_

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