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Hybrid Model Working Hours Policy

V1.1

Prepared for Kalasko Contractors

Created by the Human Resources Department

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1. Introduction

1.1. This policy sets out the organization's position regarding the **Hybrid** work model.

1.2. Kalasko aims to grow our community in El Gouna while recognizing that a flexible work model is essential to improve our efficiency, attract new talents, and retain existing ones.

1.3. Kalasko strives to provide a safe working environment and ensure the safety and well-being of all its contractors. Kalasko seeks to ensure that contractors do not exceed reasonable working hours to provide for a satisfactory balance between work and personal life. Kalasko is also committed to ensuring that contractors' health is not compromised by the workplace.

1.4. Contractors' managers have a responsibility to ensure that working hours are kept within reasonable limits and will monitor working hours for this purpose. Contractors themselves also have a duty to ensure that they are not working excessive hours and to inform their manager directly if they consider that they may be doing so.

1.5. This policy is issued by way of guidance on Kalasko's policy and practice. It does not form part of an employee's contract of employment or otherwise has any contractual effect. This policy may be varied, withdrawn, or replaced at any time by the organization at its absolute discretion.

2. Purpose

2.1. This document contains the details for the **Hybrid** work model which enables contractors to be working between office and non-office locations.

2.2. This document outlines the expectations and sets the guidelines for hybrid-based contractors in regards to work location and hours, vacation balances, and model-specific benefits.

2.3. This document explains the application eligibility for contractors to switch for the **Hybrid** work model.

2.4. This document explains the changes stemming from switching from any other work model to the **Hybrid** work model.

3. Scope

3.1. **Hybrid** work model is a 3 : 6-months model that full-time contractors can apply for after meeting the conditions and eligibility criteria,

4. Definitions

4.1. **Hybrid** is a work model where the contractor has to attend at the office occasionally but the primary location for working is remote. The office attendance schedule is to be arranged with the contractor's direct manager

5. Location

5.1. The primary location of work for **Hybrid** contractors is 50 \50 working from office or home(Remote).

5.2. However, with the Compliance and Data Protection precautions in mind, contractors assigned on the **Hybrid** work model can perform their duties and responsibilities from other locations they deem safe.

5.3. The office location of work for **Hybrid** contractors is El Gouna office at G Space , Downtown.

6. Working Hours

6.1. All contractors are contractually obliged to work a minimum of 8 hours of work per day, and accordingly, 40 hours per week.

6.2. Lunch breaks are excluded from a contractor's daily working hours and are not mandatory.

6.3. In case of not working from home, a contractor is expected to attend the office at least during the daily core working hours.

6.4. The organization reserves the right to vary reasonably a contractor's hours of work and the days on which they work according to business and operational requirements on a temporary or permanent basis.

6.5. Office-based standard hours

6.5.1. Work typically begins any time between 8 am and 11 am.

6.5.2. Core working hours are from 11 am to 4 pm.

6.5.3. Lunch break is from 1 pm to 2 pm (optional).

6.5.4. Work typically ends any time between 4 pm and 7 pm.

6.6. Additional hours

6.6.1. Contractors on the **Hybrid** work model are exempt from overtime pay.

6.7. Guidelines

6.7.1. Each team is required to start the core working hours with a virtual meeting as a fixed work practice for regular, effective, and inclusive communication within their own team.

6.7.2. This meeting will have a skip-level manager invited to it as an optional attendee who can pop into the meeting on any day to check on team operations and progress.

6.7.3. Each contractor is responsible for aligning their preferred work start time with their manager, team's objectives, and expected work outcomes as long as the core business hours are met for the company regardless of their work location.

6.7.4. Customer-facing roles may need to request a change to their working hours temporarily in the event of engagement with customers in different time zones and upon manager's approval.

6.7.5. Any absences from scheduled hours without a prior notification must be reported by the direct manager and will be deducted from the contractor's allotted time-off balance regardless of their work location.

6.7.6. Extreme violations will be investigated by HR, and disciplinary actions may be taken on a case-by-case basis.

7. Working Days

7.1. Weekdays

7.1.1. Work week typically begins on Sundays and ends on Thursdays.

7.2. Weekends

7.2.1. Weekends are normally Fridays and Saturdays.

7.3. Customer-facing roles may need to request a change to their working days temporarily in the event of engagement with customers in different time zones and upon manager's approval.

8. Hybrid Work Model

8.1. Application

8.1.1. On a monthly basis, each contractor receives a balance of **15 WFH days**.

8.1.2. Any WFH balance will expire automatically at the end of each month if unused.

8.1.3. Contractors who wish to apply for the **Hybrid** work model will undergo an application process of 3 stages while providing a notice period of 1 month in order to be assigned to this model.

8.1.4. The first stage commences with the contractor getting the approval of their manager.

8.1.5. Secondly, the contractor should submit his request on BambooHR to change their work model to the **Hybrid** work model while maintaining the notice period of 1 month.

8.1.6. The third stage is the process of reviewing and approving the request by the stakeholders in charge, ie; the contractor's direct manager, HR.

8.1.7. During the application process, it is the responsibility of the relevant stakeholders, ie; the finance and the operations departments to make the necessary arrangements for the operations planning with a minimum of 21 days' notice.

8.1.8. It is the contractor's responsibility to apply for the **Hybrid** work model, and the manager's responsibility to assess the request against the needs and requirements of the team and the business.

8.1.9. Contractors will follow the **Hybrid** work model for a period of **3:6 months** before being able to switch to another model.

8.1.10. Regardless of the work model that the contractor is on, our policies and procedures continue to apply as they are mentioned in the handbook.

8.2. Adherence and Expectations

8.2.1. Contractors approved on the **Hybrid** work model are expected to maintain normal productivity and performance levels.

8.2.2. Kalasko reserves the right to withdraw work model approval upon reasonable notice as the eligibility to work remotely will be subject to the continuing approval of the contractor's manager.

8.2.3. **Hybrid** contractors must not carry out work for any company other than Kalasko.

8.2.4. **Hybrid** contractors cannot use the time assigned for work to perform household duties, care for children or other dependents, or attend to other personal business. Instead, contractors must use their PTO balance to attend to similar personal needs.

8.2.5. Contractors must accurately report all time worked regardless of the work location.

8.2.6. It's the contractor's responsibility to ensure they have a suitable work area available when applying to the **Hybrid** work model.

8.2.7. At all times, eligibility to work hybrid will be subject to the continuing approval of the contractor's manager. This means that if a contractor mismatches the eligibility criteria below at a certain point, managers have the authority to overrule a contractor's work model and request they be back to the **In-Office** work model.

8.3. Application Conditions

8.3.1. A contractor with family, ie, children and needs to do regular family visits

8.3.2. A contractor with a remote or an international direct manager

8.3.3. A contractor with vital family commitments where the distance is a huge factor in attending to their family needs. In this case, it shall be left to the stakeholders in charge of the decision to discuss and confirm the gravity of the family commitments being presented.

8.3.4. Application conditions may vary as per the internal policy for each company.

8.4. Application Eligibility - contractors must ensure their role is eligible to work on a remote basis and they should discuss their eligibility with their manager before applying.

8.4.1. Contractors who spent at least 3 months to maximum 6 months in the company on a full-time basis.

8.4.2. Manager's ability to monitor and report on the performance of the contractor within the team to achieve the results and productivity level agreed upon by both parties.

8.4.3. The stakeholders of the day-to-day operations with the contractor.

8.4.4. The contractor’s task dependencies on other parties involved in the delivery process.

8.4.5. The possibility of the contractor’s work being hindered or delayed.

8.4.6. The adherence level of the contractor and their commitment towards office policies.

8.4.7. Organizational and time management skills of the contractor.

8.4.8. Decision-making and problem-solving skills of the contractor.

8.4.9. The contractor's ability to work with minimum supervision from their direct manager with a high level of ownership and dedication.

8.4.10. Whether the contractor’s job role requires office attendance.

8.4.11. The contractor's availability and engagement in work activities/meetings during the schedule agreed upon with their direct manager.

8.4.12. The contractor’s compliance with the company's NDA agreement.

8.5. Procedure

8.5.1. Contractors should align with their direct managers their WFH schedule on a week-by-week basis.

8.5.2. Contractors should submit a WFH request with the agreed weekly schedule on BambooHR at the start of each week.

8.5.3. Contractors are obliged to follow up with their direct manager until the WFH request is approved on BambooHR before the week starts.

8.5.4. Once the week starts, contractors should make sure the work deliverables are met as agreed and the cross functional communication is maintained.

8.5.5. Contractors should communicate their preferred days to work from the office with their direct managers while creating their weekly schedule to be included in the catering benefit.

8.6. Changes - In the event of commencing, renewing the Hybrid Work Model, or switching to another work model

8.6.1. In the event of commencing the **Hybrid** work model, contractors will enjoy being enrolled in the benefits package mentioned below.

8.6.2. The contractor will be assigned on the vacation model below on a prorated basis.

8.6.3. Switching from a **Remote** to a **Hybrid** working model will involve a pay restructure to ensure that the relocation arrangements are considered.

8.6.4. In the event of renewing on the **Hybrid** work model, the contractor shall undergo an assessment by their direct manager and HR on many aspects that include - but not limited to - their productivity, adherence, commitment, ownership, and level of responsibility by the end of the sixth month.

8.6.5. The contractor will start enjoying the perks of the **Hybrid** work model starting the first day of the following month to their request approval.

8.6.6. In the event of switching to another work model, contractors should go through the relevant policy document of that work model and start to follow its application steps, procedures, and guidelines.

9. Vacations

9.1. Public Holidays

9.1.1. All contractors are entitled to a maximum of 18 fully paid official public holidays annually that the company announces the schedule for at the start of each year.

9.1.2. Public holidays and weekends are excluded from any leave balance.

9.1.3. The company maintains the right to ask any/all contractors to work during public holidays according to business needs for a day in lieu for each day worked.

9.1.4. The cycle of all leave types for all contractors starts and renews on January 1st of each year which is calculated on a prorated basis depending on the end of the contractor's probation period date during the year.

9.2. Procedure

9.2.1. Contractors should check their eligibility and current balance.

9.2.2. Contractors should submit a request with the specific leave type and days needed on BambooHR.

9.2.3. Sufficient notice must be given for each submitted request. For example, if one day is needed, the BambooHR time off request should be submitted at least two days ahead.

9.2.4. As a leave requester, a contractor is obliged to follow up with their manager until the request is approved on BambooHR before their leave begins. Otherwise, it will be denied.

9.2.5. Managers can approve or deny any leave request according to business needs and relevant leave policy.

9.2.6. Managers must ensure the work deliverables of their team members requesting any type of leave are met and that their responsibilities are handed off during their absence.

9.3. Vacation types

9.3.1. Annual Leave - PTO

9.3.1.1. **Hybrid** contractors are entitled to 24 annual leaves divided into 6 casual leaves (emergencies / sickness) and 18 PTOs (holidays / vacation).

9.3.1.2. A certain number of your PTOs shall be taken on designated dates set by the company which you will be given notice of in advance.

9.3.1.3. Except in special circumstances, a maximum of 5 working days can be requested as PTO per month, whether consecutive or separate.

9.3.2. Unused PTO Balance by December 31st

9.3.2.1. A maximum of 5 PTOs are carried over to the next calendar year provided that they will expire permanently on March 31st of that new year if unused.

9.3.2.2. A maximum of 3 PTOs are converted to financial compensation based on your December rate per day and added to your January payslip.

9.3.3. Sick Leave

9.3.3.1. All contractors are entitled to a fully-paid sick leave balance of 15 days given that the illness will prevent the contractor from carrying out their work duties and that there is a medical note confirming it.

9.3.3.2. From day 16 to day 30, the contractor shall receive 70% of their pay.

9.3.3.3. From day 31 to day 90, the contractor shall receive 50% of their pay.

9.3.3.4. From day 91 to day 180, the contractor shall receive 30% of their pay.

9.3.3.5. Contractors must notify their manager or HR of their absence due to illness on the same day no later than 11am through Email or Slack.

9.3.3.6. To submit a sick leave request on BambooHR, the contractor must attach a medical note from a physician inside the company's medical insurance network.

9.3.3.7. The medical note must mention the diagnosis, the physician's recommendation, and the number of calendar days needed until full recovery.

9.3.3.8. Sick leave requests without a medical note should be requested on BambooHR as PTO requests and counted against your 6 casual leave balance, or else they will be denied.

9.3.4. Bereavement Leave

9.3.4.1. Contractors are eligible for 5 calendar days in case of losing a first-degree family member ie. parents, siblings, spouses, or children.

9.3.4.2. Contractors are eligible for 3 calendar days in case of losing a second-degree family member ie. grandparents, aunts, uncles, cousins, parents-in-law, and children-in-law.

9.3.4.3. Contractors are eligible for 1 calendar day in case of losing a friend or a coworker.

9.3.4.4. Contractors must notify their manager or HR of their absence due to bereavement on the same day no later than 11am through Email or Slack.

9.3.5. Maternity Leave

9.3.5.1. Female contractors who spent 10 months of employment are entitled to a paid maternity leave of 90 calendar days in the event of childbirth.

9.3.5.2. Leave can start before or after giving birth.

9.3.5.3. For the purpose of childcare, female contractors can request an extra unpaid leave up to a maximum of 2 calendar years after their maternity leave ends.

9.3.5.4. A female contractor is eligible for maternity leave twice in her whole service period with the company.

9.3.5.5. If the female contractor has not completed 10 months of employment, she will be eligible only for an unpaid maternity leave of 90 calendar days in the event of childbirth.

9.3.6. Breastfeeding

9.3.6.1. Female contractors are entitled to a daily rest period of one hour for nursing during the 24 calendar months following the date of their child's birth.

9.3.7. Paternity Leave

9.3.7.1. Contractors who spent 10 months of employment are entitled to a paid paternity leave of 10 working days in the event of childbirth or adoption.

9.3.7.2. If the contractor has not completed 10 months of employment, they will be eligible for unpaid paternity leave of 10 working days in the event of childbirth or adoption.

9.3.8. Marriage Leave

9.3.8.1. Contractors who get married after they have been in the company for 10 months are entitled to a paid marriage leave of 10 working days.

9.3.9. Work Mission

9.3.9.1. Contractors who perform business tasks out of the office, such as physical meetings with external parties, should make sure to request this type of leave on BambooHR with sufficient notice and approval by their manager.

10. Benefits Package

10.1. Accommodation

10.1.1. Exclusive rates on fully furnished housing with free internet and satellite connections in premium locations

10.1.2. The location of the apartments is a walking distance from El-Gouna office and in the heart of Downtown

10.1.3. In-house concierge for maintenance and housekeeping with special rates.

10.2. Work-Life Balance

10.2.1. A personal Gouna Card through which you receive a 10% discount at some Gouna restaurants, beaches, and bars

10.2.2. Regular organized company social activities which promote our values

10.2.3. A world-class gym subscription facilitation

10.2.4. Online therapy sessions subscription provided by Intouch Health Committee

10.2.5. A supportive, positive, and fun work environment

10.2.6. Relocation to work from El Gouna, Red Sea which serves the concept of Workcation = work + vacation

10.3. Office and Equipment

10.3.1. 24/7 access to the office space

10.3.2. Access to co-working spaces in the contractor's city, when available.

10.3.3. A company laptop received upon the commencement of employment

10.3.4. In-house free snacks, soft drinks, and bar service for hot drinks

10.3.5. In-house free breakfast service

10.3.6. In-house free hot lunch meal during break time

10.4. Additional Benefits

10.4.1. Premium medical insurance service

10.4.2. Premium life insurance service

10.4.3. Learning opportunities through online and offline platforms

11. Compliance

11.1. Communication and Social Interaction

11.1.1. Regardless of where a contractor works, it is the responsibility of the company, the contractor, and their direct manager to ensure that the culture, contractors' social interaction, and team cohesion are maintained.

11.1.2. Contractors must keep in regular contact with their managers to ensure that updates on the work being undertaken are communicated and other work expectations are discussed.

11.1.3. Contractors should stick to the company's core hours when cross-functional meetings and/or team communication take place.

11.1.4. We encourage the use of video calls for meetings as frequently as possible as we believe this helps to develop and enhance both social and team interaction regardless of the work model the contractor is on.

11.1.5. Managers are responsible for reporting any unrecorded absences or no-shows to the HR team in order to follow the right procedure as mentioned in 6.6.3 and 6.6.4.

11.2. Confidential Information

11.2.1. Contractors will be dealing with the company's confidential data, so reasonable steps must be taken to ensure that such data is treated with adequate regard to data protection, confidentiality, and security measures.

11.2.2. No third parties, including family members, should be permitted or allowed to be around the contractor during virtual meetings.

11.2.3. The laptop should never be left unattended or unlocked at any time.

11.2.4. Contractors should take the appropriate steps to minimize exposure to cybersecurity risks and protect confidential and proprietary data.

12. Conclusion

12.1. In these trying times, companies needed to adapt to the new reality, but first and foremost, Kalasko listened to its contractors and ensured that their needs and wellbeing were taken care of while ensuring a safe, healthy, and productive future.

12.2. Kalasko found that a flexible work model has a more positive impact on contractors, their productivity, and their general satisfaction within the company.

12.3. While there are many flexible work models available, with their relevance depending on the nature of work, we conclude that Kalasko is able to offer its contractors a **Hybrid** work model that combines working from home and working on-site. We are hoping that this provides the optimal work conditions for our contractors in the current situation, and for the foreseeable future.