Prezlab General HR Policies

**Preamble**

This HR policy outlines the general principles and guidelines that define our work culture, employee rights, and responsibilities. It reflects our commitment to creating an inclusive, fair, and growth-oriented workplace aligned with our mission to deliver exceptional creative services.

The goal is to ensure clarity, consistency, and fairness across all employee interactions while complying with the relevant labor laws in Jordan, UAE, and KSA.The policy covers:

* **Governance structure**
* **Talent Acquisition & Hiring Process**
* **Onboarding Process**
* **Travel & Per-Diems**
* **Overtime Compensation**
* **Benefits**
* **Attendance Policy**
* **Code of Conduct**
* **Training and Development**
* **Data, Technology and Assets**
* **Performance Management**
* **Grievances and Conflict Resolution**
* **Disciplinary Policies**
* **Exit and Offboarding**
* **Amendments and Updates**
* **Acknowledgment**

**Governance Structure**

Executive Team: Prezlab is governed by an executive team consisting of the CEO, CCO, and department heads.

Roles and Responsibilities:

CEO: Responsible for the overall strategic direction and company vision.

CCO: Oversees creative and operational excellence.

Department Heads: Lead respective teams and ensure departmental goals align with the organization’s mission.

Decision-Making: Decisions that require cross-departmental coordination are made during executive meetings.

**Talent Acquisition & Hiring Process**

The company is committed to attracting and retaining top talent. The talent acquisition team plays a pivotal role in managing job postings, screening candidates, and conducting interviews to ensure the recruitment process is fair, inclusive, and aligned with the organization’s strategic goals. Once selected, new hires undergo a comprehensive onboarding process, which includes a combination of training sessions, departmental introductions, and role-specific mentorship to facilitate their integration into the team.

Equal Opportunity Employment: Prezlab is an equal opportunity employer, valuing diversity and ensuring non-discrimination based on race, gender, religion, nationality, or other protected categories. This commitment is central to our identity as a global, forward-thinking agency.

**Onboarding Process**

The onboarding process is a crucial first step in ensuring a smooth transition for new hires into the company’s culture, operations, and team dynamics. On-site employees are welcomed with a structured schedule on their first day, including a detailed onboarding presentation that introduces the company, its culture, policies, and benefits. They are also given a tour of the office, where they meet colleagues, familiarize themselves with workspaces, and learn where key facilities like restrooms and meeting rooms are located. IT setups are done on-site, ensuring employees have the necessary tools, including laptops, email accounts, and software platforms, to begin their work.

For remote employees, the process follows a similar approach but is conducted virtually. A video call welcomes the new joiner, and the necessary IT equipment and software access are set up remotely. Training specific to the role begins immediately after the introduction to ensure remote employees are equipped with the knowledge needed to succeed from day one. Follow-ups are conducted to track the new joiner's progress.

On Day 2, People & Culture conducts an initial check-in to ensure all tools and systems are in place. At the end of the first month, a performance and adaptation review is carried out by the line manager, followed by setting goals for the next phase.

At the end of the probationary period (typically three months), a formal evaluation is conducted to determine whether the employee’s role will be confirmed, with associated documentation and notifications being processed by People & Culture.

**Empowering Women in the Workplace**

We are deeply committed to creating a workplace where women can thrive personally and professionally. Our policies are designed to minimize constraints on women’s employment and retention, ensuring a supportive and inclusive environment. We offer flexible working hours and remote work opportunities to help team members balance work and personal responsibilities. To further support working mothers, we provide an additional maternity leave package beyond statutory requirements. Our commitment to diversity, equity, and inclusion (DEI) is reflected in our workforce, where women make up 75% of our team, with 82 women out of 110 employees. Notably, women also represent the majority of our leadership, showcasing our dedication to empowering female leaders and fostering gender equity across all levels of the organization.

**Travel & Per-Diems**

The company fully funds travel for business purposes, covering the cost of flights, accommodation, visas, and necessary transportation. Travel bookings are made based on suitable airlines that balance timing, price, and service quality. Employees are typically booked in economy class with a 20kg baggage allowance, ensuring comfort while keeping costs manageable. Travel cancellations or changes due to personal decisions are the responsibility of the employee, and any associated costs are borne by them.

Visa issuance is also managed by the company, with the cost of work-related visas covered entirely by the company. Company-issued visas must be used strictly for business purposes unless approval for personal use is granted in writing. For employees approved to use work-related visas for personal purposes, all expenses related to such use are covered by the company. If an employee requires a multiple-entry annual visa, this too is arranged at the company’s expense, provided it is used primarily for business activities.

Accommodation arrangements typically include stays at four-star hotels or equivalent. For extended stays (longer than 14 days), hotel apartments or equivalent accommodations are provided. The company covers breakfast for all stays, and in cases where lunch or dinner is also provided, per diem amounts are adjusted accordingly. If employees choose to alter their accommodation for personal reasons, the additional costs are borne by them.

Employees are also entitled to per diems for meals during business travel, with specific rates based on the region and the provision of meals. The per diem request process is handled through the HRMS system, with employees required to submit requests at least five working days before travel. If the request is not submitted on time, it must be processed within the same month of travel to be considered for payroll.

**Overtime Compensation**

Overtime work is compensated in line with local labor laws to ensure fair compensation for employees working beyond their regular hours. In Jordan and UAE, overtime on regular workdays is compensated at 1.25 times the regular hourly wage, while overtime on weekends or official government holidays is compensated at 1.5 times the regular hourly wage. In KSA, overtime on regular days is compensated at 1.5 times the regular hourly wage, with the same rate applied for weekends and holidays.

Employees must submit their overtime requests through the HRMS system, where they are reviewed and approved by their line manager. After manager approval, the People & Culture department ensures that overtime is correctly recorded and processed through payroll. This system ensures accurate tracking of overtime hours and fair compensation in compliance with company policy and local labor laws.

**Benefits**

Our company offers a comprehensive benefits package designed to support the well-being of employees both professionally and personally.

Salary and Payroll: Salaries are paid monthly on the last working day of the month. Any concerns regarding payroll should be addressed with HR immediately to ensure swift resolution.

Leave Policy:Employees are entitled to various types of leave, including annual leave, sick leave, and other leave as required by local labor laws. Leave requests must be submitted through the HRMS system for approval. The system tracks leave balances to ensure employees receive their entitled time off, and any unapproved absences may result in consequences. The company encourages employees to plan leave in advance to ensure smooth team operations.

Wellbeing & Team Building Initiatives: At Prezlab, we understand that well-being is not just about physical health but also about achieving a holistic balance in all areas of life. To ensure that our team members thrive, we have designed well-being initiatives based on four key pillars: Physical Wellbeing, Mental Wellbeing, Intellectual Wellbeing, and Social Wellbeing. These pillars guide our approach to supporting the diverse needs of our employees, helping them stay engaged, healthy, and empowered to excel both personally and professionally.

Open Door Policy: The People & Culture team maintains an open door policy, encouraging team members to feel comfortable discussing any personal or work-related concerns. Our aim is to create a safe and supportive environment where employees can voice challenges and receive the support they need.

Workspace Essentials: To support our employees in performing at their best, we provide an environment that is conducive to collaboration, productivity, and comfort through:

Office Spaces: Our office spaces are thoughtfully designed to foster collaboration and productivity. Team members have access to open workstations, meeting rooms, and private areas for focused work. Desk assignments, if applicable, are provided ahead of time to ensure a seamless transition into the work environment.

Refreshments: To keep energy levels high, the office is stocked with a variety of refreshments including coffee, tea, water, and light snacks on a weekly basis. Employees are encouraged to make use of the kitchen and dining areas, which are maintained for everyone's comfort and convenience.

High-tech Gear: At Prezlab, we ensure that our team members have the right tools to perform at their best. We provide sleek, high-functioning laptops and supporting accessories such as mice, keyboards, and laptop stands to ensure seamless work experiences. This high-performance gear is designed to support a variety of tasks, from creative projects to administrative work.Gear Management Process includes ongoing maintenance, upgrades & returns

**Paid Time-Off & Prezholidays**

We offer a structured leave policy that ensures our employees can take time off when needed while also respecting company operations.  
Annual Leave, Sick Leave, Maternity and Paternity Leave, Compassionate Leave, etc.

Work-from-Home Policy: Prezlab embraces flexibility and offers a work-from-home policy that accommodates the unique needs of each team member. This policy ensures that our collaborative and creative culture is maintained, even when employees are working remotely.

Miscellaneous Benefits:We also provide a variety of other benefits to enhance the work experience at Prezlab including extra leaves, parking spots, paid training courses, visits to regional exhibitions, etc.

**Attendance Policy**

Employees are expected to maintain regular attendance and punctuality. The company tracks attendance digitally, and any deviations from scheduled work hours must be communicated and approved in advance. In cases of illness or emergency, employees are expected to follow the proper leave procedures. Frequent tardiness or absences may lead to disciplinary actions as outlined in the company’s internal bylaws.

**Code of Conduct**

The company enforces a strict code of conduct, which serves as a framework for maintaining professionalism, integrity, and respect in the workplace. Employees are expected to adhere to ethical standards and contribute to a positive work environment. Any form of harassment, discrimination, or unethical behavior is not tolerated and may result in disciplinary action. This includes adherence to company policies on professional attire, behavior in meetings, and communication with colleagues and clients.

**Training and Development**

Prezlab invests in continuous learning by offering workshops, courses, and skill-building opportunities through PrezAcademy. Team members are encouraged to participate in initiatives that align with both individual and organizational goals, ensuring growth in areas like presentation design, animation, and information design.

**Data, Technology and Assets**

Data Security: Employees are expected to comply with Prezlab’s data protection and confidentiality policies, safeguarding sensitive client and company information.

Confidentiality: Employees must safeguard company and client confidential information.

Use of Company Resources: Company resources, including time, technology, and office supplies, should be used solely for business purposes.

**Performance Management**

Appraisals: Performance reviews are conducted bi-annually or annually to provide constructive feedback, recognize achievements, and set future objectives aligned with Prezlab’s growth strategy.

**Grievances and Conflict Resolution**

Following our Grievance Mechanism, employees can voice concerns or grievances confidentially through HR. Prezlab is committed to addressing all issues promptly, fairly, and transparently, fostering trust and accountability within the team.

**Disciplinary Policies**

As per our internal bylaws and list of violations & penalties

Misconduct: Violations of company policies or ethical standards may lead to warnings, suspension, or termination, depending on the severity.

Process: The disciplinary process ensures that employees have the opportunity to respond to allegations and participate in fair proceedings.

**Exit and Offboarding**

Notice Period: Employees are required to provide a minimum of one month’s notice before resigning to ensure a smooth transition.

Final Clearance: The HR team will oversee the offboarding process, including the return of company property and final settlements. Exit interviews will be conducted to gather valuable feedback.

**Amendments and Updates**

Prezlab reserves the right to revise this policy to reflect changing business needs or legal requirements. Employees will be notified promptly of any significant updates.

**Acknowledgment**

By joining Prezlab, employees agree to adhere to this HR policy and contribute to our collaborative, innovative, and client-centric environment. For any questions or clarifications, please contact HR.