Employee Handbook

Management Consultancy Ltd.

# Welcome to Management Consultancy Ltd.

We are delighted to have you as part of our team. You have joined a dynamic and diverse group of professionals who are committed to delivering high-quality services to our clients across 10 countries. As an employee of Management Consultancy Ltd., you will have the opportunity to work on challenging and rewarding projects, develop your skills and expertise, and grow your career.

This handbook is designed to provide you with essential information about our company policies, procedures, and benefits. It covers topics such as:

* Our vision, mission, and values
* Our code of conduct and ethics
* Our working arrangements and expectations
* Our performance management and development system
* Our compensation and benefits package
* Our health and safety guidelines
* Our diversity and inclusion initiatives
* Our grievance and disciplinary procedures

Please read this handbook carefully and keep it for future reference. You will also find additional resources and updates on our intranet and internal communication channels. If you have any questions or concerns, please do not hesitate to contact your manager, your human resources representative, or any member of the senior management team.

This handbook is not a contract of employment and does not create any contractual rights or obligations. It is intended to provide general guidance and information only and may be subject to change at any time. The terms and conditions of your employment are governed by your individual contract and the applicable laws and regulations of your country of residence and work. In case of any conflict or inconsistency between this handbook and your contract or the law, your contract or the law will prevail.

We hope you enjoy working at Management Consultancy Ltd. and we look forward to your contributions to our success.

# Our Vision, Mission, and Values

Our vision is to be the leading management consultancy firm in the world, providing innovative and effective solutions to our clients' most complex challenges.

Our mission is to help our clients achieve their strategic goals and objectives, improve their performance and competitiveness, and create lasting value for their stakeholders.

Our values are the core principles that guide our actions and decisions. They reflect who we are and what we stand for as a company. They are:

* Excellence: We strive for excellence in everything we do. We deliver high-quality services that meet or exceed our clients' expectations. We constantly seek to improve our knowledge, skills, and processes. We learn from our successes and failures.
* Integrity: We act with integrity at all times. We uphold the highest standards of professionalism, honesty, and ethics. We respect the confidentiality and privacy of our clients, colleagues, and partners. We take responsibility for our actions and outcomes.
* Collaboration: We collaborate with our clients, colleagues, and partners. We work as a team, leveraging our diverse backgrounds, perspectives, and expertise. We share information, ideas, and feedback. We support each other and celebrate our achievements.
* Innovation: We embrace innovation and creativity. We challenge the status quo and seek new ways of solving problems. We adapt to changing needs and environments. We foster a culture of curiosity and experimentation.
* Impact: We make a positive impact on our clients, our company, and our society. We deliver value-added solutions that create sustainable results. We contribute to the growth and development of our company and our people. We support social and environmental causes that align with our values.

We expect all our employees to uphold and demonstrate our values in their daily work. By doing so, we will build a strong and reputable brand, a loyal and satisfied client base, and a motivated and engaged workforce.

# Our Code of Conduct and Ethics

Our code of conduct and ethics is a set of rules and guidelines that define the standards of behavior that we expect from all our employees, regardless of their role, level, or location. It is based on our values and reflects our commitment to conducting our business in a lawful, ethical, and responsible manner. It applies to all our interactions with our clients, colleagues, partners, suppliers, competitors, regulators, and the public.

Our code of conduct and ethics covers the following topics:

* Compliance with laws and regulations
* Conflicts of interest
* Anti-corruption and anti-bribery
* Gifts and hospitality
* Fair competition and antitrust
* Data protection and information security
* Intellectual property and confidential information
* Insider trading and market abuse
* Anti-money laundering and counter-terrorism financing
* Human rights and labor standards
* Environmental sustainability
* Political activities and donations
* Media and public relations
* Reporting and whistleblowing

The full text of our code of conduct and ethics is available on our intranet and on our website. You are required to read and understand the code and to complete an online training and assessment on an annual basis. You are also required to sign a declaration of compliance and to report any actual or potential breaches of the code to your manager, your human resources representative, or the ethics officer.

Violations of the code of conduct and ethics may result in disciplinary action, up to and including termination of employment, as well as legal consequences. We have a zero-tolerance policy for any form of misconduct, fraud, or corruption.

We encourage you to speak up if you have any questions, concerns, or suggestions regarding the code of conduct and ethics or any ethical issues that you encounter in your work. You can contact your manager, your human resources representative, the ethics officer, or the ethics hotline, which is an independent and confidential service that allows you to report any issues anonymously. We will not tolerate any retaliation or discrimination against anyone who raises a concern or reports a breach in good faith.

# Our Working Arrangements and Expectations

Our working arrangements and expectations are designed to provide you with flexibility, autonomy, and accountability in your work. They are based on the principles of trust, communication, and collaboration. They aim to support your work-life balance, your productivity, and your well-being.

Our working arrangements and expectations cover the following topics:

* Working hours and overtime
* Working location and travel
* Attendance and punctuality
* Communication and collaboration
* Dress code and appearance
* Leave and holidays
* Expense claim process
* Statutory notice periods

Working hours and overtime

Our standard working hours are 9:00 am to 5:00 pm, Monday to Friday, with a one-hour lunch break. However, we recognize that your working hours may vary depending on your role, your project, your client, and your personal preferences. Therefore, we offer you the option to work flexibly, as long as you meet your deadlines, deliver your outputs, and attend your meetings. You are responsible for managing your own time and workload, and for communicating your availability and progress to your manager and your team.

We also understand that you may need to work overtime occasionally, especially during peak periods or urgent situations. We appreciate your extra efforts and we will compensate you for any overtime work, either by paying you an overtime rate or by granting you time off in lieu, depending on your contract and the applicable laws and regulations of your country. You are required to obtain prior approval from your manager before working overtime and to record your overtime hours accurately and timely.

Working location and travel

Our working location and travel policy depends on whether you are an office based or a remote staff. Office based staff are expected to work from one of our offices, unless they have a valid reason to work from home or another location, such as a client site, a partner office, or a co-working space. Remote staff are allowed to work from anywhere, as long as they have a reliable internet connection, a suitable work environment, and a secure device. Remote staff are also expected to visit one of our offices or attend a company event at least once a year, subject to travel restrictions and budget availability.

Both office based and remote staff may be required to travel for work purposes, such as meeting clients, attending conferences, or delivering training. We will reimburse you for any reasonable and necessary travel expenses, such as transportation, accommodation, and meals, in accordance with our expense claim process. You are required to obtain prior approval from your manager before booking any travel arrangements and to follow our travel safety guidelines. You are also required to comply with any visa, quarantine, or health requirements of your destination country.

Attendance and punctuality

We expect you to attend your scheduled meetings and events, whether they are in person or online, and to be punctual and prepared. If you are unable to attend or if you are running late, you should inform your manager and your team as soon as possible and provide a valid reason. You should also reschedule or make up for any missed meetings or events, if necessary.

Communication and collaboration

We expect you to communicate and collaborate effectively with your manager, your team, your clients, and your partners. You should use the appropriate communication channels and tools, such as email, phone, video call, chat, or project management software, and follow the etiquette and best practices for each channel and tool. You should also respond to any communication or request within a reasonable time frame, depending on the urgency and importance of the matter.

You should keep your manager and your team updated on your work status, progress, and challenges, and seek feedback and support when needed. You should also share your knowledge, insights, and ideas with your colleagues and contribute to the learning and development of the company. You should respect the opinions and perspectives of others and embrace diversity and inclusion in your work.

Dress code and appearance

We do not have a formal dress code, but we expect you to dress and present yourself in a professional and appropriate manner, depending on your role, your project, your client, and your work environment. You should also follow any specific dress code or appearance requirements of your client or your work location, such as wearing a suit, a uniform, or a badge.

Leave and holidays

We offer you a generous and flexible leave and holidays policy, which includes annual leave, sick leave, maternity leave, paternity leave, parental leave, bereavement leave, and other types of leave, depending on your contract and the applicable laws and regulations of your country. You are entitled to a minimum of 25 days of annual leave per year, which you can use for any personal or professional reasons, such as vacation, education, or volunteering. You are also entitled to observe the public holidays of your country of residence and work, as well as any religious or cultural holidays that are important to you.

You are required to request and obtain approval from your manager before taking any leave, except for sick leave, which you should report as soon as possible. You should also plan your leave in advance and coordinate with your team to ensure that your work is covered and that your projects are not disrupted. You should also record your leave accurately and timely on our leave management system.

Expense claim process

We will reimburse you for any reasonable and necessary expenses that you incur for work purposes, such as travel, accommodation, meals, equipment, or software, in accordance with our expense claim process. You are required to obtain prior approval from your manager before incurring any expenses and to follow our expense policy and guidelines. You should also submit your expense claims within 30 days of incurring the expenses, along with the original receipts and supporting documents. You should also use the official currency and exchange rate of your country of work and provide a clear and detailed description of each expense item.

Statutory notice periods

We value your contribution and commitment to our company and we hope that you will stay with us for a long time. However, we understand that you may decide to leave for various reasons, such as pursuing a new opportunity, relocating to another country, or retiring. If you wish to resign from your employment, you are required to give us a written notice of your intention and the date of your last day of work, in accordance with your contract and the applicable laws and regulations of your country. The minimum statutory notice period is usually one month, but it may vary depending on your role, your level, and your length of service.

During your notice period, you are expected to continue working as usual and to complete any outstanding tasks or projects. You are also expected to cooperate with your manager and your team to ensure a smooth and effective handover of your work and responsibilities. You are also expected to return any company property, such as your laptop, your phone, or your access card, and to settle any outstanding debts or obligations, such as your expense claims or your loans.

We will conduct an exit interview with you to obtain your feedback and suggestions on your work experience and to discuss any issues or concerns that you may have. We will also provide you with a reference letter and a certificate of employment, if requested. We will also process your final payment and any severance or termination benefits, if applicable, in accordance with your contract and the applicable laws and regulations of your country.

We wish you all the best in your future endeavors and we hope that you will keep in touch with us as part of our alumni network.