



STAFF MEMBER HANDBOOK

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1 INTRODUCTION

1.1 WELCOME TO EURISKO

Welcome to EURISKO! We are delighted to have you as a part of our team. EURISKO is a leading firm specializing in iOS and Android app development, web development, game development, and virtual reality & augmented reality. We operate in Lebanon and the GCC countries.

At EURISKO, we highly value the contributions of every staff member to our growth and success. This handbook serves as a guide to our policies, programs, and benefits, all of which are designed to foster a positive work culture. It provides insight into our vision for the future and the potential challenges we may encounter.

Please take the time to read, understand, and adhere to the provisions outlined in this handbook. It serves as a valuable resource to address many employment-related questions. While we strive to offer comprehensive guidance, please keep in mind that policies may undergo revisions, supplements, or rescissions as we continue to grow. Rest assured, we will keep you informed of any changes that may occur.

We sincerely hope that your experience at EURISKO will be both enjoyable and rewarding. Your contribution to our team is invaluable, and we look forward to achieving great things together.

1.2 COMPANY PHILOSOPHY

At EURISKO, our philosophy is rooted in responsibility and mutual respect. We have created an environment that fosters creativity and achievement, attracting individuals who share our vision. Our goal is to become a global leader in the advanced tech industry by embodying our pillars of success: efficiency, quality, responsibility, communication, team spirit, time management, innovation, and problem-solving.

To achieve this, we prioritize offering superior and technologically advanced products and services at a competitive price, delivering value to our clients and their customers. Operational excellence is essential at all levels of our organization, and we seek highly motivated individuals who thrive in a high-energy team environment.

We aim to build a culture that celebrates uniqueness and encourages action. While we set realistic goals, we maintain an ambitious approach to reach our objectives. Our success enables us to reward our staff members both financially and in their career progression. From our side, we strive to provide a work environment that supports personal and professional growth. We are committed to your development and well-being. Together, we will shape the future of EURISKO and achieve remarkable accomplishments.

1.3 HIVERSE

At EURISKO, Hiverse is your all-in-one employee-focused platform designed to enhance your daily work experience. With Hiverse, you can conveniently access and submit all your HR requests, including leave requests, remote work requests, same-day leave, and easily check your vacation balance.

Stay organized by managing your daily tasks and tracking assigned tasks for team members. Communicate effectively by creating posts and making announcements. Streamline your claims process by posting all your claims within the platform. Collaborate seamlessly by creating public and private colonies to communicate and chat with your colleagues or team members. All daily tasks should be posted on the Hiverse organizer at the end of each day, as we no longer accept daily reports by email. Experience the power of Hiverse and simplify your work life.

1.4 CLIENTS RELATIONS

This section is targeted towards client-facing staff. Clients are invaluable assets to our organization, and every staff member represents EURISKO in their interactions with clients and the public. Your conduct and performance shape the image of our entire organization. Clients form their judgment based on their experience with each staff member they encounter.

Therefore, one of our foremost business priorities is to assist clients promptly and effectively. Providing courteous, friendly, and helpful service is of utmost importance. Your personal interactions, telephone manners, and written

communications reflect not only your professionalism but also the professionalism of EURISKO as a whole. Positive client relations not only enhance the public's perception of EURISKO but also contribute to greater client loyalty, increased sales, and higher profits. Our commitment to maintaining excellent client relationships will benefit the entire organization.

By upholding the highest standards of service, we demonstrate our dedication to professionalism and foster strong client relationships. Together, we can achieve long-term success and further elevate the reputation of EURISKO.

2 THE EMPLOYMENT

2.1 WORK ACCEPTANCE & ONBOARDING

By accepting to work at EURISKO in the capacity specified in your offer letter or as otherwise communicated to you in writing, your period of continuous employment begins on the date notified to you by the Company. As part of the onboarding process, you will receive a questionnaire to provide us with your necessary details. Additionally, you will be required to sign an employment agreement and offer with our HR Manager.

To complete your onboarding, we kindly request that you submit your civil record, criminal record, and a copy of your university certificate(s). To ensure a smooth integration into the company, you will attend an onboarding presentation conducted by our HR Manager. This session will inform you about EURISKO's internal policies and benefits, allowing you to familiarize yourself with our organization.

The terms and conditions of your employment will be governed by the laws of the country where your employment contract is issued, and any disputes will be subject to the exclusive jurisdiction of the legal courts in that country. We are excited to have you join our team and look forward to establishing a successful employment relationship built on mutual respect and our shared values.

2.2 DUTIES & POWERS

You will be entrusted with specific powers, duties, and directions related to EURISKO's business, as conferred upon you by EURISKO or any authorized personnel. During your employment, as outlined in the offer agreement, you will devote your full time, attention, and abilities to EURISKO. Your primary focus during working hours will be to promote and safeguard the overall interests and welfare of EURISKO. You will make every effort to contribute to the success of the company through your dedicated service.

Whenever requested, you will promptly provide EURISKO with any necessary information, explanations, or assistance in connection with the company and your employment. Written communication may be requested in certain instances. We appreciate your commitment to fulfilling these responsibilities and contributing to the growth and prosperity of EURISKO. Together, we can achieve remarkable outcomes.

2.3 MOBILITY

Your principal place of work will be as specified in your offer letter or as communicated to you in writing by EURISKO. Additionally, EURISKO may reasonably require you to work at different locations as necessary. Considering the nature of your role, there may be occasions when you will need to travel, both domestically and internationally, to fulfill your duties and responsibilities on behalf of EURISKO.

We appreciate your flexibility and willingness to adapt to different work locations and travel requirements as needed. Your contributions to the success of EURISKO are valued, and we will support you in carrying out your duties effectively.

2.4 EMPLOYMENT SCREENING

Upon accepting employment with EURISKO, you will undergo a screening process conducted by our internal resources. This process will include background checks in compliance with relevant laws. The checks will cover various aspects such as personal details, education, employment history, criminal records, civil judgments, and

ongoing civil proceedings. You are required to provide all information requested by Human Resources (HR).

Please note that your contract of employment is contingent upon the satisfactory completion of the employment screening. Providing false or misleading information may result in disciplinary action, including potential dismissal. We appreciate your cooperation in this process, which is designed to ensure the integrity and security of our workplace.

2.5 PERSONNEL DATA CHANGES

It is essential that each staff member promptly informs EURISKO of any changes in their personnel data. This includes personal mailing addresses, telephone numbers, number and names of dependents, emergency contact information, educational achievements, and any other relevant status updates. Keeping this information accurate and up to date is important at all times.

By ensuring that your personnel data is current and correct, we can maintain effective communication and provide appropriate support when needed. Please take the initiative to notify HR of any changes to your personal information promptly. Your cooperation is greatly appreciated.

2.6 RELATIVES & RELATIONSHIPS

EURISKO values fairness and transparency in its employment practices. We do not prohibit the employment of individuals who have close personal relationships with current staff members. However, we recognize that such relationships can lead to conflicts of interest or affect the effective operation of our business. Therefore, the following guidelines apply:

1. **Conflict of Interest:** If a person has direct authority over another staff member's employment conditions, such as pay increases or promotions, or if the relationship negatively impacts work performance or staff morale, it may create a conflict of interest. Candidates are requested to inform EURISKO of any close relationships with existing staff members during the application process. HR will review the situation, and if a conflict of interest exists, the candidate may be informed that their application was unsuccessful for this reason.
2. **Personal Relationships:** While personal relationships may naturally develop among staff members, discretion should be exercised, particularly when there is a possibility of a professional conflict of interest or the misuse of company assets. It is your responsibility to inform HR of any relationship that may create a conflict of interest, impact business performance or staff morale, or give the appearance of a conflict of interest.
3. **Addressing Conflicts:** In cases where staff members in close personal relationships work in the same department or have direct reporting lines, and the conflict of interest cannot be resolved through other means, EURISKO reserves the right to review the reporting structure or transfer a staff member to another suitable division or department (on no less favorable terms and conditions) to ensure compliance with this policy.
4. **Professional Conduct:** Public displays of affection or excessive personal conversations should be avoided in the workplace. Sexual conduct during working hours or on EURISKO premises is strictly prohibited and may result in disciplinary action.

EURISKO is committed to maintaining a professional work environment and ensuring fairness in employment practices. We appreciate your understanding and cooperation in adhering to these guidelines.

2.7 EQUAL EMPLOYMENT OPPORTUNITY

At EURISKO, we are committed to providing equal employment and advancement opportunities to all individuals. Our employment decisions are based on merit, qualifications, and abilities, without discrimination based on race, color, religion, sex, national origin, age, or any other protected characteristic.

This policy applies to all aspects of employment, including recruitment, job assignments, compensation, discipline, termination, and access to benefits and training. We ensure that every staff member is treated fairly and has equal opportunities to succeed.

If any staff member has questions or concerns regarding discrimination in the workplace, we encourage them to bring these issues to the attention of HR. We are dedicated to addressing concerns promptly and taking appropriate actions. Staff members can raise concerns and make reports without fear of reprisal.

By upholding this policy, we foster an inclusive and respectful work environment where everyone can thrive and contribute to our collective success.

2.8 PROBATIONARY PERIOD

The probation period at EURISKO serves as an opportunity for new staff members to showcase their abilities, assess their job satisfaction, and demonstrate a satisfactory level of performance. During this period, EURISKO evaluates the staff member's capabilities, work habits, and overall performance.

All new and rehired staff members are placed on a probationary basis for the initial 90 calendar days from their date of hire. If there are any significant absences during this period, the probation period will be extended accordingly. In cases where EURISKO determines that additional time is needed to thoroughly assess the staff member's performance, the probation period may be extended for a specified duration.

In the last month of the probationary period, HR will contact the staff member's line manager to request confirmation of their performance. Upon receiving satisfactory confirmation from the line manager, HR will inform the staff member via letter or email that their employment has become permanent.

However, if the staff member's performance during the probationary period does not meet the satisfactory level, EURISKO retains the right to terminate the employment contract without notice or ex gratia payment.

We believe the probation period provides an opportunity for mutual assessment and ensures that both the staff member and EURISKO are well-suited for a long-term employment relationship.

2.9 NOTICE PERIOD

Upon completing your probation period and becoming a permanent staff member, your employment (unless specified otherwise in your contract) will be subject to the following notice periods for termination:

- One month notice if your employment service is less than three years.
- Two months' notice if your employment service is between three to six years.
- Three months' notice if your employment service is between six to twelve years.
- Four months' notice if your employment service exceeds twelve years.

EURISKO has the option to pay your salary in lieu of any required notice period, including situations where you give notice but EURISKO does not require you to work during that period. During the notice period, EURISKO has the authority to:

- Restrict your access to the premises.
- Assign specific duties according to your skills, role, and experience, or no duties at all.
- Instruct you not to communicate with suppliers, clients, staff members, agents, or representatives of EURISKO.

Throughout this time, you are prohibited from taking up or commencing alternative employment. Your salary will be continued, but other contractual benefits may not apply during this period.

2.10 JOB DESCRIPTIONS

EURISKO is committed to maintaining accurate and comprehensive job descriptions for all positions within the organization. Each job description includes various sections, such as job information, job summary, essential duties and responsibilities, qualifications, and experience requirements.

These job descriptions serve multiple purposes, including orienting new staff members, identifying position requirements, establishing hiring criteria, and setting performance evaluation standards for staff members. HR is responsible for creating job descriptions for new positions and regularly reviewing and revising existing descriptions to ensure they remain up to date. Job descriptions may be periodically rewritten to reflect any changes in duties and responsibilities.

It is the responsibility of all staff members to ensure their job descriptions accurately reflect their current roles and responsibilities. It is important to note that job descriptions may not cover every task or duty assigned, and

additional responsibilities may be assigned as needed. By maintaining accurate job descriptions, we can effectively align expectations and ensure clarity in roles and responsibilities throughout the organization.

3 WORK CONDITIONS & HOURS

3.1 WORK SCHEDULES

Normal working hours for each staff member will be Monday to Friday, from 9:00 AM to 6:00 PM, with a 30-minute to one-hour break for lunch. However, please note that if assigned to a mission in the GCC, your working days and hours may be adjusted to align with the client's schedule. This means that your working days may fall on different weekdays, and the working hours may differ as well.

From time to time, you may be required to work reasonable additional hours or after hours to fulfill your duties. As per company policy, staff members are expected to work a minimum of 45 hours per week. We understand that flexibility is important, and we strive to accommodate staffing needs and operational demands. However, it is essential to maintain regular attendance and punctuality. Frequent absenteeism or lateness may result in disciplinary action, as it impacts team productivity and overall performance.

Please remember to obtain permission through Hiverse if you need to leave the premises during working hours. We believe in fostering a healthy work-life balance and encourage open communication regarding any scheduling or attendance concerns.

3.2 LUNCH BREAK

During the designated lunch break, which typically ranges from 30 minutes to 1 hour, employees are encouraged to enjoy their meals in the designated canteen area. It is important to note that the lunch break is specifically allocated for this purpose and cannot be omitted to leave the office earlier. However, employees are permitted to leave the office premises during the one-hour lunch break.

Please be mindful that employees who choose to leave for an hour during the lunch break should not take an additional lunch break upon their return. This ensures a fair distribution of breaks throughout the workday. Additionally, while coffee breaks are allowed, it is important to manage them responsibly and avoid excessive use.

3.3 ATTENDANCE & PUNCTUALITY

To maintain a productive work environment, EURISKO expects staff members to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other staff members and on EURISKO. In the rare instances when staff members cannot avoid being late to work or are unable to work as scheduled, they should notify their line manager and HR manager as soon as possible in advance of the anticipated tardiness or absence. Or whenever a staff member is at a client's meeting, an email should also be sent to HR to keep it on record. Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

EURISKO may elect to track the time attendance for each staff member and share this information by end of month. Late arrivals in the morning beyond 9.00am will be aggregated on a monthly basis and any excess tardiness will be deducted from the paid holidays at the end of the month. That said, staff members will have the flexibility to compensate for late arrivals in the event of unexpected delays (e.g., excess traffic) in two different ways:

- by arriving earlier during a subsequent day(s) but no earlier than 8am
- by compensating lateness in the evening after normal working hours.

In office locations where applicable, staff members are requested to use the punching machine for check-in in the morning and check-out in the evening. As for engagement employees they are requested to check in and check out on a daily basis in Hiverse. Failure to do so will result in deducting further hours.

3.4 SMOKING

EURISKO maintains a non-smoking policy to promote a healthy working environment for all individuals present on the premises, including staff members, clients, and visitors. This policy applies to everyone equally. Compliance with the smoking policy is mandatory, and failure to adhere to it may be considered a disciplinary offense.

Staff members are permitted to take 10-minute cigarette breaks, but these breaks should be taken only in designated areas specifically allocated for smoking. These areas ensure that non-smokers are not exposed to second-hand smoke and maintain a comfortable environment for all. By respecting the non-smoking policy and utilizing designated areas for smoking, we can ensure the well-being of everyone at EURISKO.

3.5 USE OF PHONES

The personal use of company telephone lines for extended calls is prohibited. To maintain effective telephone communications with clients, partners, and suppliers, staff members should follow these guidelines:

1. **Use Appropriate Greetings:** Always use appropriate greetings when answering calls, reflecting a courteous and professional manner.
2. **Courteous and Professional Communication:** Speak in a courteous and professional manner throughout the conversation, ensuring a helpful and respectful tone.
3. **Confirm Information:** Verify and confirm the information received from the caller to ensure accuracy and avoid any misunderstandings.
4. **Hang Up After Caller:** Only hang up the call after the caller has ended the conversation, allowing for a proper conclusion.

By adhering to these guidelines, we can ensure smooth and professional telephone interactions, fostering positive relationships with clients, partners, and suppliers.

3.6 USE OF EQUIPMENT

The proper handling and maintenance of equipment are crucial due to its value and potential difficulty in replacing. When using company property, staff members are expected to exercise care, perform necessary maintenance, and follow operating instructions, safety standards, and guidelines.

If any equipment, machines, or tools appear to be damaged, defective, or in need of repair, please notify HR promptly. Reporting damages, defects, or repair needs helps prevent further deterioration of equipment and reduces the risk of injury to staff members or others.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment may result in disciplinary action, including the possibility of termination, depending on the severity of the situation. By treating company equipment with care and promptly reporting any issues, we can maintain a safe working environment and protect valuable assets.

3.7 BUSINESS TRAVEL EXPENSES

EURISKO provides reimbursement for reasonable business travel expenses incurred by staff members while on assignments away from their normal work location. However, it is essential that all business travel is approved in advance by the Company's management.

Once travel plans are approved, staff members should make their travel arrangements through EURISKO's back office or admin members. Upon approval, EURISKO will reimburse the actual costs of travel, meals, lodging, and other directly related expenses that contribute to the successful completion of business travel objectives. Staff members are expected to exercise prudence and limit their expenses to reasonable amounts. Please note that personal entertainment and personal care items are not eligible for reimbursement.

Upon completing the travel, staff members should submit a completed travel expenses report within 30 days. The report must include receipts for all individual expenses incurred. It is crucial to uphold the integrity of this business travel expenses policy. Any form of abuse, including the falsification of expense reports to reflect costs not actually incurred by the staff member, may result in disciplinary action, up to and including termination of employment.

By following this policy, we ensure transparency, responsible expense management, and fair reimbursement for legitimate business travel expenses.

3.8 VISITORS IN THE WORKPLACE

To provide for the safety and security of staff members and the facilities at EURISKO, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards staff member welfare, and avoids potential distractions and disturbances.

All visitors should enter EURISKO at the reception area. Authorized visitors will receive directions or be escorted to their destination. Staff members are responsible for the conduct and safety of their visitors. If an unauthorized individual is observed on EURISKO premises, staff members should immediately notify their line managers or, if necessary, direct the individual to the reception area.

3.9 COMPUTER AND EMAIL USAGE

Computers, computer files, the email system, and software provided to staff members by EURISKO are company property intended for business purposes only. Unauthorized use of passwords, access to files, or retrieval of stored communication is strictly prohibited. In order to ensure compliance with this policy, computer and email usage may be monitored.

EURISKO is committed to maintaining a respectful and inclusive workplace environment, free from harassment and sensitive to the diversity of its staff members. Therefore, the use of computers and the email system in a disruptive, offensive, or morale-damaging manner is prohibited. This includes the display or transmission of sexually explicit images, messages, and cartoons. Additionally, any form of misuse such as ethnic slurs, racial comments, off-color jokes, or any behavior that can be considered harassment or disrespectful towards others is strictly prohibited.

Email usage should be limited to business-related matters and should not be used for soliciting others for commercial ventures, religious or political causes, or any non-business activities involving outside organizations.

3.10 INTERNET USAGE

EURISKO provides Internet access to support staff members in obtaining work-related data and technology. To ensure responsible and productive Internet usage, the following guidelines apply:

1. Excessive use of the Internet for personal reasons is not permitted.
2. All Internet data transmitted or received through our systems is considered official records subject to disclosure.
3. Equipment, services, and technology provided by EURISKO for Internet access remain company property, and monitoring of Internet traffic may occur.
4. Internet content must not be discriminatory, offensive, obscene, threatening, harassing, or disruptive.
5. Anti-virus precautions should be taken before downloading or copying files from the Internet.
6. Abuse of Internet access violates company policies and may result in disciplinary action, including termination of employment and personal liability.

Prohibited actions include sending or posting discriminatory, harassing, or threatening messages/images, using company resources for personal gain, unauthorized disclosure of confidential information, engaging in unauthorized transactions, participating in pornography or defamation, attempting unauthorized access, and engaging in illegal activities. By adhering to these guidelines, we foster a positive and secure Internet environment aligned with EURISKO's policies and values.

3.11 HEALTH, SAFETY & HYGIENE

EURISKO prioritizes providing staff members and authorized individuals with a safe, healthy, and clean working environment. Regular inspections are conducted to maintain the highest standards. Your cooperation is vital in maintaining a satisfactory working environment. To achieve this, EURISKO commits to the following principles:

1. Equal Importance: Treating Health & Safety (H&S) as important as other business performance considerations.
2. Promoting Good Health: Encouraging staff members' well-being to enhance productivity.
3. Personal Hygiene: Ensuring cleanliness and proper hygiene in shared facilities such as WCs, pantry areas, and workstations. This includes addressing body odor, bad breath, and maintaining perfect grooming.
4. Responsibilities and Guidance: Communicating staff members' H&S responsibilities and providing practical advice.
5. Risk Assessment: Assessing H&S risks and hazards within the workplace, monitoring safety performance, and taking necessary steps to eliminate them.
6. Disciplinary Approach: Treating H&S offenses and any behavior hindering the implementation of this policy as disciplinary offenses.

In addition to the above, we emphasize workplace safety by reminding staff members of the following points:

- When moving from one office to another, please ensure to switch off lights and ACs.
- Any company property, including laptops, mobile devices, and software, should be returned in full and in the same condition upon termination of employment.
- Conference rooms should be exclusively used for meetings.

By adhering to these principles and practicing workplace safety measures, we create an environment that prioritizes the well-being and safety of everyone at EURISKO.

4 PAY & PAYMENTS

4.1 PAY

EURISKO will pay your salary at the monthly rate specified in your offer letter or as otherwise notified by the Company to you in writing. Such salary will be payable by equal monthly installments. The pay period covered is from the 1st day of the calendar month in question to the end of that calendar month. Your salary will be paid monthly by direct bank credit transfer. If your bank details or address changes, please inform HR at least one week before the end of the month.

4.2 FIRST PAY

Before you can be set-up on the payroll, all appropriate documentation must be received by HR and Accounting. If HR and Accounting have not received the appropriate forms, then you cannot be paid through the payroll for that month regardless of your start date. Staff members who cannot be set-up on payroll will have their first month's salary rolled over for payment in the following month's payroll. However, it may be possible to pay you by alternative means. Staff members starting work part way through a month will receive a pro-rated salary for the first month. This will be payment for the number of days worked during that month.

4.3 PAYROLL CUT-OFF

In order to prepare the payroll each month it is necessary to finalize changes early in the month, any changes should be received by HR and Accounting at least one week before end of month. Any changes received after this date will normally be made the following month. It might be possible to make changes after this date in exceptional circumstances.

4.4 SALARY REVIEW

The salary payable to you will be subject to review in accordance with EURISKO's practice from time to time and salary increases will be made based on the Company's discretion. Eligibility criteria apply and will affect in particular those whose employment conditions have changed. Decisions by EURISKO in relation to increases to salaries following salary review will be based on several criteria, including but not limited to:

- EURISKO's performance at the organization level
- Staff member's individual performance and overall contribution as rated by the line manager and peer-to-peer evaluation

- Staff member's current salary (relative to the market) and the external marketplace

Incentive bonuses may be awarded depending on the overall profitability of EURISKO and based on each staff member's individual contributions to the organization.

5 STAFF MEMBER BENEFITS

5.1 MEDICAL INSURANCE & NSSF

Employees who have successfully completed their probation period and upon employment contract signature, will be registered in the National Social Security Fund (NSSF). This registration ensures that you have access to social security benefits, providing financial security and protection for you and your family. In addition to NSSF, you will also benefit from class A private medical insurance. This comprehensive coverage ensures that you have access to quality healthcare services and medical assistance whenever needed. We believe that these additional benefits contribute to your overall well-being and reflect our commitment to providing a supportive and rewarding work environment.

5.2 TRAVEL

Engagement in projects that require travel and onsite presence at client premises offers several benefits to employees. Firstly, employees receive a daily travel allowance ranging from 100 to 120 USD, depending on the destination. This provides financial compensation for their commitment and dedication during their time away from their home office. Additionally, shared furnished apartments are provided, ensuring comfortable accommodation during the duration of the project. Employees also receive a travel allowance between 25 to 45 USD per working day while onsite, further supporting their expenses in the destination country. These benefits not only recognize and appreciate the efforts of employees engaged in travel projects but also contribute to a rewarding and fulfilling professional experience.

5.3 BONUS REFERRAL

We value the contributions and insights of our employees in helping us build a talented and exceptional team. As part of our employee referral program, we offer a referral bonus for successfully referring candidates who are subsequently hired. We believe that your network and firsthand knowledge of potential candidates can greatly contribute to our recruitment efforts.

To show our appreciation, once the referred candidate has completed their probation period, you will be eligible to receive a referral bonus. The referral bonus amounts are as follows: \$100 for referring a junior recruit, \$200 for referring an Intermediate recruit, and \$300 for referring a Senior recruit.

Please note that the referral bonus will be paid out three months after the hiring process, ensuring that the referred employee has successfully passed their probation period. We thank you for your active involvement in helping us identify and onboard exceptional talent, and we look forward to continuing to build a strong team together.

5.4 HYBRID MODEL FLEXIBILITY

We understand the importance of flexibility and work-life balance, and therefore, we allow working from home for eligible employees except Mondays and Fridays, excluded the staff augmented employees. However, during the probation period, new joiners are required to attend the office daily. This ensures proper onboarding, integration into projects and teams, and allows for a comprehensive first assessment. We believe that this in-person engagement is crucial for a successful start in our organization.

Exceptions to this policy may be considered on a case-by-case basis, taking into account the input of the line manager, head of department, and HR Manager. If you have a specific need for remote work, please submit your request through Hiverse for approval.

5.5 HOLIDAY ENTITLEMENT

In addition to any private sector holidays announced by the authorities in your employment contract country, you are entitled to a minimum of 15 days' holiday per calendar year. This holiday entitlement accrues on a monthly basis. Once you have completed one year of continuous service, you become eligible for annual leave based on the number of days accrued. However, please note that there is a waiting period of 90 calendar days before you can start taking holidays. Please be aware that the specific number of holidays may vary in certain markets and will be handled on an individual basis.

Regarding leave duration, we offer both half day and full day leave options. Half day leave refers to a leave duration ranging from 1 to 4.5 hours, while full day leave is applicable for leave durations of 4.5 hours and above. These options provide flexibility when planning your time off based on your needs and the nature of your absence.

5.6 THE HOLIDAY YEAR

The holiday entitlement at EURISKO follows a specific holiday year from 1 January to 31 December. It is important to take all of your entitled holidays within the appropriate holiday year. Any additional unused days beyond this limit will expire and cannot be carried over. All carried-over leave must be taken by 31 March of the next year to avoid forfeiture. It is important to note that no financial reimbursement will be provided for any remaining unused leave days.

To request leave, you are required to submit your request through Hiverse and obtain approval from your direct line manager and head of department. For staff augmented employees, the approval process includes obtaining leave approval from the client first and then communicating it to the HR Manager through Hiverse. Additionally, the entitlement to holiday leave will be pro-rated based on the number of complete calendar months of continuous employment in the relevant holiday year, both at the commencement and termination of your employment.

5.7 BOOKING HOLIDAYS

To request holiday leave, submit the leave request in Hiverse and send it to your line manager and HR manager for approval. Leave requests of 4 days or more should be submitted 4 weeks in advance, except in emergencies. Line managers consider service needs when approving paid leave, ensuring even distribution throughout the year. EURISKO may decline leave requests for specific reasons, such as skills required for emergencies or coverage during peak periods or staff absences.

EURISKO may designate specific leave days and divide entitlement into two periods. Annual leave is taken in units of days or half days, with a maximum continuous period of two weeks within 30 calendar days. Plan and schedule leave in advance to avoid rejection or deduction of days. Avoid carrying over leave to the next year. Wait for authorization before committing to holiday plans, as EURISKO is not responsible for unauthorized costs incurred.

5.8 LEAVING EURISKO

Upon knowing the termination date of your employment at EURISKO, you may be allowed to take holidays decided by EURISKO before the termination date. No holidays, paid or unpaid, can be taken after the termination date to extend the employment period.

If you exceed your holiday entitlement or take holiday before completing one year, EURISKO reserves the right to deduct the appropriate holiday pay from your final salary. If you are unable to take your holiday entitlement before termination due to business requirements, EURISKO may, at its discretion, make payment in lieu of untaken holidays or require you to take accrued holidays during the notice period.

5.9 PUBLIC HOLIDAYS

The following public holidays will be observed in **Lebanon** by EURISKO, and staff members are entitled to official leave with full pay on:

New Year's Day (January 1)	1 Day
Good Friday (Eastern or Orthodox) *	2 Days
Easter Monday (Eastern or Orthodox) *	1 Day
Labor Day (May 1)	1 Day
Eid al-Fitr *	1 Day
Eid al-Adha *	1 Day
Assumption of Virgin Mary	1 Day
Independence Day (November 22)	1 Day
Christmas Day (December 25)	1 Day

* Date varies

When employees are required to work during a public holiday, we understand the importance of maintaining work-life balance. As a compensation, a floating day is granted, which adds one extra day to the employee's leave balance. This allows for flexibility in taking time off at a later date.

For staff augmented employees, it is important to align with the public holidays observed by the client they are working for. However, it is essential to ensure that the total number of public holidays does not exceed 10 days per year. This ensures a fair balance between work commitments and time off.

5.10 SICK LEAVE

EURISKO values strong attendance at work, recognizing its crucial role in achieving high standards and reaching our goals. We understand that sickness absence may occur and will always treat justifiable absences with empathy. However, we also consider the impact of such absences on the business and other staff members. To ensure efficient communication, staff members should inform their line manager and HR manager promptly if they will be absent from work, ideally within one hour of their expected start time.

Paid sick leave is available to staff members who have completed the probation period (three months), as mandated by the Labor Law in your employment contract's country. Sick leave benefits are calculated based on the staff member's base pay rate at the time of absence, excluding special compensation such as incentives or other benefits. Sick leave requires a medical report and should be registered in Hiverse. If a staff member fails to provide a medical report upon returning to work, the leave days will be deducted from their annual leave balance. EURISKO reserves the right to request a staff member to undergo medical examinations at the company's expense, if necessary.

If a staff member is absent due to illness or injury for more than 48 days within a twelve-month period, EURISKO has the right to terminate their employment. In such cases, the staff member will not be entitled to compensation except for any accrued sums, if applicable.

5.11 BEREAVEMENT LEAVE

Staff members are entitled to a 2-day paid leave in the unfortunate event of the death of an immediate family member, including the mother, father, spouse, brother, sister, son, daughter, grandchildren, or grandparents. Immediate notification to both the line manager and HR Manager is crucial for proper documentation and support during this difficult time.

Paid bereavement leave is available to staff members who have completed the probation period (three months) and have been working for EURISKO for an extended period. This ensures that employees have the necessary time to grieve and attend to family matters without worrying about work obligations.

In addition, staff members are granted 1- day of paid leave if the death occurs within their extended immediate family, including their uncle, aunt, father-in-law, or mother-in-law. This recognizes the significance of these relationships and provides employees with the necessary support during their time of loss.

5.12 MATERNITY LEAVE

A female staff member, in accordance with the Labor Law of the country where her employment contract is issued, is eligible for maternity leave with full pay if she has completed at least one year of continuous service. To ensure a smooth process, the staff member should inform EURISKO's HR Manager as soon as possible about the pregnancy. Upon submitting a maternity leave request in Hiverse at least three weeks in advance, the staff member can specify the start date of her maternity leave and the expected date of her return to work. During the maternity leave, the staff member is entitled to 70 consecutive days of leave with full salary.

At the end of the maternity leave period, the staff member should attach the birth certificate of the newborn to the Hiverse platform, along with the maternity leave request. This helps streamline the documentation process and ensure accurate records.

As an additional benefit, upon the birth of the child, the staff member will receive a Birth Gift of 300 USD as a token of congratulations and support. This gift aims to celebrate the new addition to the family and provide some financial assistance during this significant time.

5.13 PATERNITY LEAVE

In addition to maternity leave, we also acknowledge the importance of paternity leave and encourage the involvement of fathers during this special time. To ensure a smooth process, male staff members are advised to inform the HR Manager as soon as possible regarding the birth of their child. Male staff members are entitled to one day of paternity leave, allowing them to spend valuable time with their newborn and support their family. To process the paternity leave request as such, the staff member should attach after the birth a copy of the birth certificate of the child through the Hiverse platform.

As a gesture of celebration and support, male staff members availing paternity leave will also receive a Birth Gift of 300 USD. We recognize the significance of this moment and aim to provide a meaningful contribution to help create lasting memories for the growing family.

5.14 MARRIAGE LEAVE

Local labor laws grant staff members who get married a paid leave of 5 days, which can be availed once, as long as they have completed at least one year of continuous service. To ensure a smooth process, the staff member should inform their line manager and the HR Manager ahead of time about their upcoming wedding and submit a corresponding leave request in Hiverse.

As a gesture of congratulations and well wishes, the staff member will also receive a Wedding Gift of 500 USD. This gift is intended to commemorate their marriage and offer support during this joyous occasion. We value the importance of this milestone in the staff member's life and aim to make it a memorable experience.

6 DISCLOSURE OF INFORMATION

6.1 CONFIDENTIALITY

Protecting corporate information is crucial at EURISKO. Staff members must exercise due care with all corporate materials, including reports, emails, and presentations. Access to sensitive information is authorized on a need-to-know basis, and managers ensure compliance, especially when sharing information externally. Confidential Information, including client lists, trade secrets, pricing structures, and any other documents created in the course of employment, remains the sole property of EURISKO Mobility.

Staff members are prohibited from divulging or using confidential information for their own or another's benefit, either during or after their employment, without the prior consent of EURISKO Mobility. Handling documents securely, limiting access, and refraining from discussing sensitive matters in public are important practices. Non-disclosure agreements (NDAs) should be in place before disclosing information to third parties. Misrepresentation and inducement to breach agreements are strictly prohibited. The obligation to maintain confidentiality continues

even after employment ends. Non-compliance may result in disciplinary action, including dismissal.

6.2 INTELLECTUAL PROPERTY

Staff members acknowledge that any valuable know-how or intellectual property rights developed during their employment with EURISKO belong exclusively to EURISKO. When requested, staff members will transfer all rights to EURISKO and assist with registration. They will not assert ownership or royalty claims against EURISKO for intellectual property created during or after their employment.

6.3 USE

Staff member shall not use EURISKO's Confidential Information and/or IP Rights, except to the extent necessary to provide services or goods requested by EURISKO.

6.4 REPRODUCTION

Confidential Information and/or IP Rights shall not be reproduced in any form except as required under express permission by EURISKO. Any reproduction of any Confidential Information or IP Rights shall remain the property of EURISKO.

7 EURISKO CODE OF CONDUCT & DISCIPLINARY ACTION

During your employment at EURISKO, you are expected to act within the scope of your authority and adhere to the policies outlined in this Handbook. Honesty, ethical conduct, and compliance with company policies are essential when representing EURISKO. It is important to avoid any actions that could negatively impact EURISKO or its staff members. Failure to comply with these policies may lead to disciplinary action, including possible dismissal.

7.1 STAFF MEMBER CONDUCT

To ensure orderly operations and provide the best possible work environment, EURISKO expects staff members to follow rules of conduct that will protect the interests and safety of all staff members and the organization. Staff members are expected to be fully dedicated to the company and are not allowed to work as freelance or part-time employees with any other company, whether a competitor or not. Full dedication to EURISKO is essential for maintaining a productive and cohesive work environment.

It is not possible to list all the forms of behavior that are considered inappropriate in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace
- Physical violence or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or client-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

Adherence to these rules of conduct, including the requirement of full dedication to EURISKO, is essential for maintaining a positive work environment and ensuring the continued success of the organization.

7.2 OBLIGATIONS AS A STAFF MEMBER

As a staff member of EURISKO, your full attention and abilities are required during working hours for your duties at EURISKO. You must not engage in or allow others to engage in any illegal activities to obtain or retain business for EURISKO. It is important to be cautious of accepting any entertainment, invitations, gratuities, or gifts from third parties that may influence your actions or decisions related to business. To ensure compliance with these guidelines, the following policies apply:

- Cash gifts are strictly prohibited.
- Any entertainment, invitation, gratuity, or gift from a third party should be reported to your line manager.
- Gifts valued under USD50 may be accepted, while gifts exceeding this limit require management approval.
- Approval should be sought before accepting any entertainment or invitation.
- Acceptance of invitations and entertainment should align with customary and reasonable business practices, and any offers intended to influence business decisions should be promptly reported to management.
- Repeated entertainment, invitations, gratuities, or gifts from a client or third party should be reported to your manager and approved by management.
- Consult with management if you have any questions regarding what is acceptable.
- You must not use EURISKO's property, information, or position for personal gain or engage in any activities that compete with EURISKO.
- During and after your employment, you must not disclose or utilize trade secrets, confidential or unpublished information related to EURISKO or its clients without written permission.
- You are prohibited from using trade secrets or confidential information for personal or third-party benefit during or after your employment with EURISKO.

7.3 LEGAL COMPLIANCE

EURISKO strives to comply with all laws applicable to its business, wherever conducted. In some instances, local laws and regulations may be difficult to interpret. In these cases, staff members should seek legal counsel through EURISKO.

7.4 TRAINING OF STAFF MEMBERS

Regular training programs and sessions will be conducted for EURISKO staff members to enhance their skills and support ongoing development. Opportunities for staff development and skills upgrade will be available following the training programs.

7.5 PERSONAL APPEARANCE

Proper dress, grooming, and personal cleanliness are important for maintaining a positive business image and fostering staff morale at EURISKO. When representing the company or during business hours, it is expected that you present yourself in a clean, neat, and tasteful manner, aligning with the requirements of your role and social standards. Your line manager or department head will establish a reasonable dress code, and HR can provide guidance if needed. To maintain professionalism, please adhere to the following guidelines:

- Extreme hairstyles and unnaturally colored hair are not appropriate.
- Maintain good personal hygiene and avoid offensive body odor.
- Facial jewelry such as eyebrow rings, nose rings, lip rings, and tongue studs should not be worn during business hours.
- Excessive visible tattoos and body art should be covered.

7.6 CLEAR DESK POLICY

EURISKO follows a clear desk policy, requiring staff members to leave their desks clear at the end of each day. Current information should be properly filed in personal or shared filing facilities. Confidential documents should be stored securely. Information that is no longer needed should be disposed of through confidential disposal bins or sent to archives. It is important to never leave sensitive or confidential information in ordinary waste bins. Ordinary

waste bins are meant for non-sensitive items like junk mail and unrelated documents.

7.7 THEFT

Staff members are responsible for keeping their personal belongings in a safe place at all times. It is important to protect and safeguard all equipment that contains EURISKO information from theft, loss, and damage, both on and off-site. Portable equipment, such as laptops and PCs, should be securely locked away at the end of each day. Any incidents of theft or damage to equipment must be reported promptly.

7.8 RESIGNATION

Resignation is a voluntary decision made by a staff member to end their employment with EURISKO. To initiate the resignation process, an official resignation notice should be sent by email. However, it is important to wait for management approval before considering the resignation as finalized.

It is important to note that only resignations that comply with the terms and conditions included in the signed employment contract between the staff member and EURISKO will be approved and the last salary payment will not be issued unless all the necessary End of Employment documents, such as the Non-Disclosure Agreement (NDA), are duly signed. Additionally, the staff member is required to return their device to the HR department in good condition.

Please be reminded that a notice period should be provided, and it is crucial to respect the agreement period outlined in the employment contract. Should you have any questions or concerns regarding the resignation process, feel free to reach out to the appropriate channels for guidance and support.

7.9 EMPLOYMENT TERMINATION

Staff members employment with EURISKO may be terminated immediately by EURISKO without prior notice and any ex-gratia payment if staff members at any time:

- assume a false personality or nationality or submitted forged documents or certificates
- are under probation and dismissal occurred during or at the end of such period
- fail to perform their basic duties under the contract of employment and persists to fail in performing them despite being officially notified and warned in this respect
- divulge any secrets of the Company
- are convicted by a competent court in a crime or a public morality related crime
- are found during working hours drunk or under the influence of drugs
- during the course of their work commit an assault against the employer, the manager or any of his/her colleagues
- are absent from work without a reasonable excuse for more than seven days during one year
- Work for a person or company other than EURISKO unless full and appropriate authorization is obtained.

In the event of termination for the reasons set out above, EURISKO will not be obliged to make any further payment to staff members beyond the amount of any remuneration actually accrued up to and including the date of such termination and EURISKO will be entitled to deduct from such remuneration any sums owing to it by staff members.

7.10 RETURN OF PROPERTY

Staff members have the responsibility to properly manage and safeguard all EURISKO property, materials, or written information provided to them. Upon request or upon termination of employment, staff members must promptly return all EURISKO property. Failure to do so may result in the deduction of the cost of unreturned items from the staff member's final paycheck. EURISKO reserves the right to take necessary actions to recover or protect its property.

7.11 PROGRESSIVE DISCIPLINE

EURISKO has established this policy to ensure fair and consistent disciplinary procedures for addressing unsatisfactory conduct in the workplace. The goal is to promote good leadership, fair supervision, and prevent the need for disciplinary actions. Equitable treatment of staff members and prompt, uniform, and impartial disciplinary

actions are important to EURISKO. The primary purpose of disciplinary action is to correct issues, prevent recurrence, and help staff members improve their performance. While employment is at-will, EURISKO may utilize progressive discipline as deemed appropriate. Progressive discipline typically involves verbal warnings, written warnings, suspension, or termination, depending on the severity and frequency of the problem. However, certain serious offenses may warrant immediate suspension or termination without following the progressive steps. The Staff member Code of Conduct and Work Rules policy provides examples of behaviors that may result in immediate disciplinary action or trigger progressive discipline. By implementing progressive discipline, EURISKO aims to address issues early on for the benefit of both staff members and the organization.

7.12 PROBLEM RESOLUTION

EURISKO is dedicated to providing excellent working conditions for its staff members, which includes fostering an open and transparent environment. We encourage staff members to voice any concerns, complaints, suggestions, or questions they may have, and we commit to providing timely responses. Fair and honest treatment is a fundamental aspect of our commitment, and we expect mutual respect among supervisors, managers, and staff members. Constructive criticism is welcomed and encouraged. If there are disagreements with established rules, policies, or practices, staff members can express their concerns to management without fear of penalty, as long as it is done in a reasonable and professional manner. While not every problem can be solved to everyone's complete satisfaction, open dialogue and understanding are crucial for building confidence and maintaining an efficient and harmonious work environment that ensures job security for all.

7.13 WORKPLACE ETIQUETTE

EURISKO promotes a positive work environment where staff members treat each other with respect and courtesy. In cases where behavior may be disruptive or annoying, we encourage open and polite communication among colleagues to address the issue. Staff members are encouraged to be receptive to constructive feedback and requests for behavior adjustments that may affect others' productivity. While the following workplace etiquette guidelines are not strict rules with disciplinary consequences, they serve as suggestions to promote considerate behavior and a harmonious work environment.

- Address issues privately rather than making public accusations or criticisms
- Minimize unscheduled interruptions of colleagues while they are working
- Maintain a clean and organized office space
- Wash your containers after use

8 CAREER DEVELOPMENT

8.1 PERFORMANCE REVIEW

EURISKO is committed to maintaining a high standard of performance among its staff members to meet business needs. We evaluate various criteria to assess job performance and ensure continuous improvement. These criteria include attitude, communication skills, teamwork, problem-solving abilities, learning aptitude, innovation, time management, job knowledge, code quality, reusability, bug occurrence, development velocity, task achievement, and design and performance. By evaluating these factors, we aim to foster a work environment that encourages personal and professional growth. The feedback received during performance reviews helps us identify areas of strength and areas where further development is needed. We believe in supporting our staff members' growth and providing them with opportunities to excel in their roles.

8.2 PERFORMANCE EVALUATION

Regular communication between managers and staff members regarding job performance and goals is highly encouraged on an informal basis. In addition, formal performance evaluations are conducted to facilitate discussions on job tasks, address weaknesses, recognize strengths, and establish effective strategies for achieving goals. Once the staff member completes the probation period of 3 months, the immediate line manager evaluates their performance and makes necessary adjustments if needed. There are two official performance reviews each year: the mid-year review by the end of June and the final end-of-year review by mid-December for the comprehensive evaluation. The

annual salary review for all staff members is based on overall performance and takes place at the end of the year. However, salary appraisals should be kept completely confidential.

At EURISKO, we are committed to your professional and personal growth. We believe in providing opportunities for continuous development and advancement. To support your growth, we offer various programs such as transfer of knowledge programs to progress in your career. Additionally, exceptional performance may lead to a salary review before your anniversary period. We also provide available travel opportunities that allow for career growth and exposure to top consultants worldwide. Our aim is to ensure that you have the resources and support needed to thrive in your career journey with us.

8.3 PROMOTIONS

EURISKO has a policy in place that provides staff members with the opportunity for promotion, upon nomination by their line manager and subject to further review. To be eligible for promotion, the staff member's position must first be evaluated at the next grade level. Additionally, the staff member must demonstrate performance in line with their agreed objectives and achieve a high score in their performance review. All promotion nominations are evaluated by the senior management team. If a staff member is successful in gaining a promotion, they will receive written notification. At this time, the terms and conditions of employment may be reviewed, including salary adjustments at the discretion of EURISKO.

WISHING YOU A LONG AND REWARDING CAREER AT EURISKO!