

ISGBG BULGARIA

Working Time and Time-Off Policy

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Scope

This policy is governing issues of work time, days off, holidays, vacations, additional leave time and sick leave for employees of ISGBG Bulgaria.

This policy applies to all employees of ISGBG and addresses issues concerning working time and time off.

All employees are expected to attend work in accordance with their terms and conditions of employment and have an obligation to work their contractual hours.

Working Time

1. Regular working time

- a. A five-day workweek (from Monday through Friday), with two days off (Saturday and Sunday).
- b. Working Day begins at **09:00**, and ends at **18:00** from Monday through Friday unless otherwise stipulated in the contract.
- c. Should there be any exceptions from the above hours, they will need to be aligned with your manager.
- d. If you are working on a specific schedule, please turn to your schedule or manager for further instructions on the working time.

2. Lunch Break

The employee lunch break is **1 hour** long and its usage is to be aligned with the direct manager. In the operations team, there is a specific break schedule to be observed and followed.

3. Flexible working hours

The employee is allowed to have **flexible working hours** upon the agreement with and approval of the direct manager. Flexible working hours begin between **08:00 and 11:00 am and end accordingly 9 hours later**. ISGBG employees have to notify manager and get an approval of flexible working hours in advance. The flexible working hours schedule could be changed at any time after a discussion with the manager.

4. Home office

Home office work is allowed only after a written approval from the manager for the specific day(s). For such cases, an approval request should be sent by the employee

over email to the line manager and HR at least 2 days in advance for a home office period of 1-2 days. Should the period be longer, the request should be sent a week in advance.

Holidays

The following public holidays and days off are established for ISGBG employees:

Public holidays:

1 Jan	New Year's Day
2 Jan	New Year Holiday
3 Mar	Liberation Day
14 Apr	Orthodox Good Friday (movable date)
15 Apr	Orthodox Easter Saturday (movable date)
16 Apr	Orthodox Easter Sunday (movable date)
17 Apr	Orthodox Easter Monday (movable date)
1 May	Labour Day
6 May	Saint George's Day / Army Day
24 May	Culture and Literacy Day
6 Sep	Unification Day
22 Sep	Independence Day
24 Dec	Christmas Eve
25 Dec	Christmas Day
26 Dec	2nd Day of Christmas
27 Dec	Christmas Holiday

In addition, non-working days are all Mondays that happen after an official holiday falling during the weekend.

Working during holidays is allowed only if you are working on a schedule. In such cases, you shall be compensated as per the Labour Code.

Tardiness, Absence from Work

Main conditions:

- If due to any circumstances an employee cannot come to work on time (the employee is late, has fallen ill or will not be at work due to other circumstance), the employee should inform his/her manager and an HR representative before his working time begins.

- The employee also should try to reschedule the meetings that were set for the time of employee's unanticipated absence and inform the other participants of the meetings.
- If an employee needs to leave the office during the working day for business or personal reasons, the employee should inform first of all the direct manager and receive his permission.
- Any absence from work must be documented.
- For any periods of sick leave absence employees must provide a medical certificate stating the reasons for absence, authorized by an appropriate medical practitioner. This certificate must be available to Branimir Magrisso within two days of issue.
- If the employee does not provide documents confirming the reason of employee's absence (sick leave and so on), ISGBG has the right to apply administrative punishments.
- Upon return to work employees may also be required to attend an interview with their direct manager to discuss the circumstances of the absence. Contact must be made with the line manager and HR department on each day of absence.
- If you are identified as having a greater than average rate of absenteeism, an investigation may be carried out into the reasons for your absence. You will be counselled and, if appropriate, advised that if your rate of absenteeism does not improve to a given level, within a given period of time, disciplinary action may be taken up to and including dismissal.

Annual Paid Vacation

Main conditions:

- Vacation year runs from 1 January to 31 December. If an employee starts mid-year the vacation balance is calculated pro rata.
- Employees are provided with annual paid vacation of **20** (twenty) calendar days. In addition, everyone is entitled to 1 additional vacation day (max 30 days) for each year of completed service with the company.
- In specific circumstances and market conditions, the management team reserves the right to grant additional vacation days to some positions/departments.
- Annual paid vacation does not include weekends or official holidays.
- Annual vacation during the first year of work in general is available after the first 8 (eight) months of uninterrupted work. However, based on an agreement between an employee and the direct manager, vacation can be taken prior to this. The duration is defined according to the employment time.
- Annual vacation is only taken after a written request filled and a written approval from the manager and the Managing Director.

- Due to business reasons, the manager may decline a vacation request. In such cases, the manager should give another possible timeframe for vacation.
- In exceptional cases, it is possible to carry over unused vacation days to the following year. However, this vacation time must be used no later than 6 months following the end of the working year in which that vacation was provided.

IMPORTANT: The following rules are to be observed so to request a vacation in ISGBG:

1. Until January 30th of each calendar year, everyone should provide an approximate timing of taking his vacation during the whole year, considering all vacation days the s/he is entitled to. The template for this is to be found in Appendix 1 of this document.
2. For taking any vacation, the employee should fill in a Vacation Request Form (Appendix 2) in the following timeframes:
 - a. For vacations of 1-3 days, a vacation form should be filled in written at least 3 days in advance
 - b. For vacations of 3-14 days, a vacation form should be filled in written at least 1 week in advance
 - c. For vacations, longer than 2 weeks, a vacation form is to be filled in written at least 1 month in advance.
3. The Direct Manager should approve or decline the request with a signature on the form and transfer the form to the Managing Director.
4. **For direct managers located outside Bulgaria**, Vacation Request Form is provided directly to the Managing Director with a copied and printed email approval from the Direct Manager.
5. In addition (**for direct managers located outside Bulgaria**), the email approval is being forwarded by the employee to the local COO for any Operations positions and to the Technical Lead for any IT positions, CC-ing the HR department. See attached the org chart, so to understand in which department you fall in.

For more information on Annual Vacation days, please turn to the Labour Code.

Additional Paid Non-Working Days

All employees are allowed to take as non-working and paid days the below stated number of days and under the following circumstances:

1. upon contracting marriage: for two working days;
2. upon blood donation: for the day of the examination and donation, as well as for one day thereafter;
3. in the event of death of a parent, child, spouse, brother, sister and spouse's parent or other lineal relatives: for two working days;

4. where summoned to appear before a court of law or by other authorities as a party, witness or expert;
5. to attend sittings as a member of a representative State body or for jury service;
6. to attend meetings of a special negotiating body, a European Works Council or a representative body in a European Company or a European Cooperative Society;
7. where the employer has given notice of termination of the employment relationship: for one hour daily for the days of the period of the notice. This right may not be enjoyed by employees who work for seven hours or less;

Unpaid Leave

Due to family circumstances or other good reasons, an employee may be provided with short-term unpaid leave after s/he has exhausted all the applicable paid leave. It should be based on a written request and with permission of the direct manager. The duration of the unpaid Leave is determined in accordance with the Labor Code, as well as with the business circumstances.

Other Leave Provided by Current Laws

Student leave, paternity and maternity leaves are provided and paid for by ISGBG in accordance with the Labor Code of Bulgaria.

ISGBG has the right to amend this policy as it considers necessary and without prior notice. In such cases ISGBG shall inform by email all employees about the changes undertaken.