

TRM Handbook

v2 2022 | Cairo



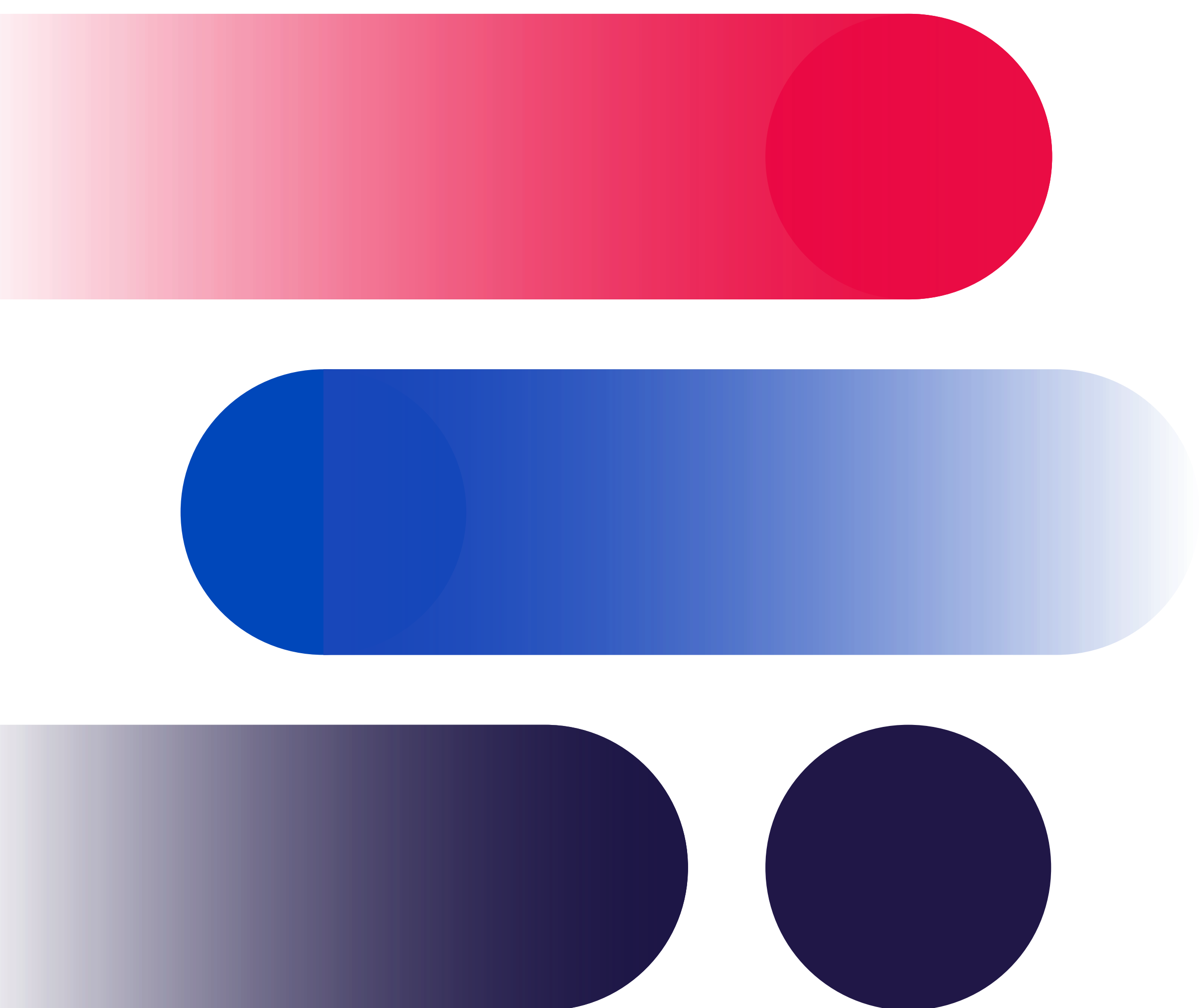


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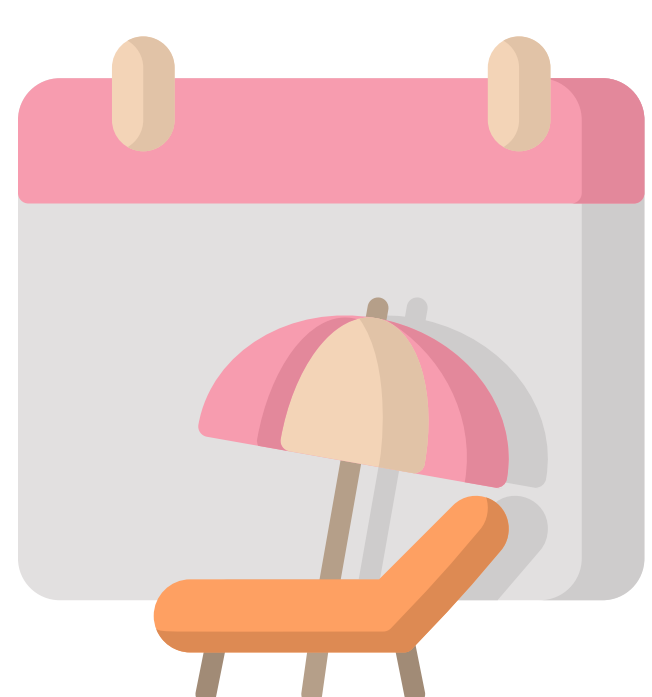


Work from Anywhere in Cairo Guidelines

It is imperative to be mindful that the freedom that comes with working from anywhere places an enormous responsibility. Employees are tasked with staying connected and remaining productive and efficient while working in a remote environment.

Accordingly, employees must adhere to the following rules and/or regulations when performing their duties and responsibilities:

Read More - [Work From Anywhere](#) in Cairo



Leave Policy

NATIONAL HOLIDAY

Public holidays are based on announcements for private sector

ANNUAL LEAVE

All permanent employees accrue annual leave whilst they are working with us. For every year of service, an employee is entitled to annual leave of not less than the following:

A total of **Fifteen (15) Working days annually** for the employees who completed the 6 months probation period. Please note that accrued leave will be calculated on a pro-rata basis as 1.75 days per month of service with the employer.

CASUAL LEAVE

All permanent employees accrue casual leave whilst they are working with us. For every year of service, an employee is entitled to a casual leave of not more than the following:

A total of **six (6) working days annually** for the employees who completed the 6 months probation period. Any consumed casual leave is deducted from the annual leave balance stated above.

GENERAL RULES

1. Annual Leave is calculated on the basis of working days rather than by calendar month.
2. The Annual Leave calendar runs from the date of Joining for a year.
3. No Annual Leave may be taken within the probation period.
4. No casual leave may be taken within the probation period.
5. No Annual leaves are permitted during the notice period.
6. National holidays will be calculated within the Leave days if it's during your Annual Leave or connected to your annual leave.

TAKING ANNUAL LEAVES

In the interest of your general health and welfare, you are required to take your full Annual Leave entitlement. Unless rejected by your Team Lead and PO.

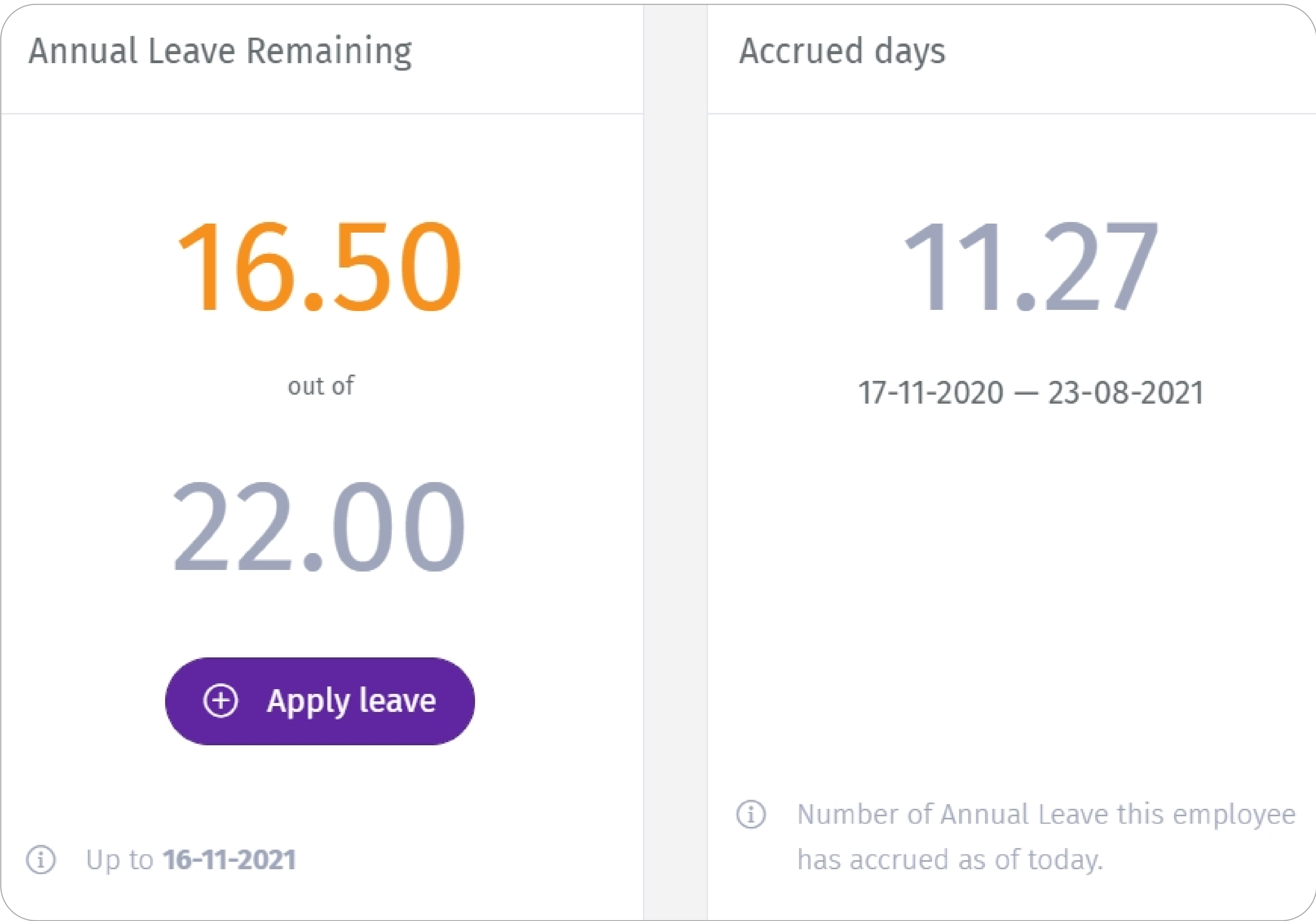
1. **Maximum No. of (5)** remaining annual leave days will be carried forward to the next year.
2. Expired annual leave days above (5) days will **not be compensated** nor carried forward.
3. Annual Leaves can be split into as minimum as 2 leaves based on accrual.
4. There has to be at least 2 months' intervals between each leave.
5. Maximum Number of days Itcanners can take at once is 10 working Days.
6. Not more than 1 itcanner from the same department is allowed to take leave on the same days.

HOW TO APPLY FOR AN ANNUAL LEAVE

We advise you not to book or commit to holiday arrangements before you get the approval, and please follow the below steps to avoid rejection.

Step1.

Login to the 1clique, and make sure you have enough accrued days. (See image below)



Step2.

Apply through People's Operations System 1clique, you should follow the below:

For 2-5 Days leave > Apply two weeks in advance
For 6-10 Days leave > Apply 1 month in advance

Step3.

Wait for the initial approval from the allocated location PO regarding the availability of the dates of your leaves (to ensure your days are not overlapping with other Itcanners.).

Step4.

Discuss with your team leader in advance to ensure the operational needs of the business are not in risk and get the approval from the team leader through 1clique system.




Step5.

Prepare a delegation plan and get it approved by your team leader and submit to People Operations **before 3 working days of your leave.** (Please find the format to the delegation plan [here](#)). **A Delegation plan is required if the leave taken is for 2 days and more.**

Step6.

Wait for the final approval after fulfilling all the the requirements and the submission of an approved delegation plan.

a. You can check your leave status and pending approvals on 1Clique system (See image below)

Employee	Role	Status
 <div>Yostina Tanagho (1CQ-000206) Talent Acquisition Specialist</div>	Reviewer	Approved
 <div>Syed Osama (1CQ-000029) Creative Lead</div>	Reviewer	Approved
 <div>Talent Operations Talent Operations Itcan</div>	Approver	<div>Current reviewer</div> Not reviewed

Step7.

Communicate to all External parties of your leave dates and who will be handling communication with them during your leave if necessary.

Step8.

Provide HR with an Emergency Contact Number
Read more - [Leave Guidelines](#)

UNTAKEN ANNUAL LEAVE PAID ON TERMINATION

Upon termination of employment you will receive payment for all your untaken accrued annual leave if applicable with local Labour Laws.

SICK LEAVE - GENERAL RULES

- All permanent employees are entitled to **12 days of full paid sick leave** whilst they are working with us.
- Sick leave for equal to or over 2 days is only approved if a medical certificate is provided. Failure to provide a medical certificate will result in the deduction of annual leave days.
- Sick notes are **only accepted** if provided from a doctor/hospital that is part of the medical network with the company's medical insurance provider.
- You are entitled to only one (1) single sick day a month, if exceeded it will be deducted from the annual leave balance unless a sick note is provided.
- Employees are not entitled to any paid sick leave during the probation period and notice period.

REPORTING A SICK LEAVE

- Report to your Team Leader & TR team member when applying for sick leave and inform them about any injuries or illnesses preventing you from working before your absence.
- Upload on 1Clique or provide an official medical certificate upon your return to work.

MATERNITY LEAVE

Female employees are entitled to maternity leave with (90) Calendar days at full pay provided they have completed ten (10) months of continuous service at the commencement date of the maternity leave with maximum of two times of such leave during the employment period.

COMPASSIONATE LEAVE

All employees are entitled to bereavement leave for (5) five working days in case of a first-degree death (spouse, a parent, child, or sibling) commencing from the date of death.

HAJJ (PILGRIM) LEAVE

The Employee is entitled to a 30 days leave for Hajj considering that the employee spent five (5) consecutive years of employment.



Online Attendance Policy

Business hours shall continue to apply and the employee must be present and available to work during those hours. Hence all employees must check in and check out on 1Clique system as per their schedules everyday.

As this is the only tool to track attendance, it is very important to be responsible for using it. Whoever misses 3 check-in/out (per month), action plans will apply such as annual leave deductions.

- Regular working hours - 8 hours with a 1-hour break for 5 days per week
- Regular check-in hours are 8 AM Cairo Time
- Regular check-out hours are 5 PM Cairo Time
- Check-in/out is mandatory.
- Slack Status must always be updated starting from 8:00 AM.
- Any delays in check-ins should be reported to the Talent Operations (TO Team)
- Any client/external meetings need to be updated on the calendar

LATENESS:

Total grace period is 5 hours per month which could be 15 minutes per day

Signing in late will be considered as lateness

- When the 15 mins per day are exceeded then lateness must be reported via Slack, e-mail, WhatsApp or a phone call to the Talent Operations (TO Team).
- When the employee exceeds lateness over the 5 hours grace per month, a 1/4 day deduction for each hour from your annual leaves.

NOTE: Before exceeding the grace period the 5 hours will result in no salary deductions, starting from the first hour it will be a deduction of the lateness hours + the grace-period. (Example: if you're 5 hours late per month your deduction will be 0 but if you're 6 hours late your deduction will be 6 hours)

NO SHOW:

- can be reported during the full working day
- 1 no show day = disciplinary action (unless a special case of 1st-degree death)

DISCIPLINARY ACTIONS

Any violations or actions that don't align with our policies are subject to any of the following Disciplinary actions. Note that the Disciplinary Actions are subject to vary in accordance with the intensity of the situation, rate of occurrence, and employment history check.

Read more - [Disciplinary Actions](#)

SLACK GUIDELINES:

Read more [Slack Guidelines](#)



Code of Conduct

This policy outlines our expectations regarding employees' behavior towards their colleagues, supervisors and overall organization.

- Reason for Policy/Purpose
- We promote freedom of expression and open communication. But we expect all ITCanners to follow our code of conduct. They should avoid offending, participating in serious disputes and disrupting our workplace. We also expect them to foster a well-organized, respectful and collaborative environment.

CODE OF CONDUCT

A code of conduct in business is a set of organizational rules or standards regarding organizational values, beliefs, and ethics, as well as matters of legal compliance that govern the conduct of the organization and its members.

DRESS CODE:

The policy outlines the dress code and uniform standards required within the Company community to reflect the company's professional image.

- All employees must be clean and well-groomed. Grooming styles dictated by religion and ethnicity aren't restricted.
- All clothes must be work-appropriate. Clothes that are typical in workouts and outdoor activities aren't allowed.
- All clothes must project professionalism. Clothes that are too revealing or inappropriate aren't allowed.
- All clothes must be clean and in good shape. Exaggerated discernible rips, tears, or holes aren't allowed.
- Employees must avoid clothes with stamps that are offensive or inappropriate.

What is the Business Dress Code?

Our company's official dress code is Smart Casual.

We may change our dress code in special cases. For example, we may require employees to wear semi-formal attire for an event. Then, both male and female employees should wear suits, ties, white shirts, and appropriate shoes. This won't apply if employees are meeting with clients, partners, and other external parties.

An employee's position may inform their dress code. If employees frequently meet with clients or prospects, they should conform to a business dress code.



Separation of Employment Guidelines for CAI

BRIEF & PURPOSE

Our Separation of Employment Guidelines to the event that an employee ceases to be part of the company's workforce. It is beneficial for all parties that the employment separation process is as clear as possible so misunderstandings and distrust between the employee and the company can be avoided. The company is bound to handle any cases of termination of employment as dictated by law with discretion, professionalism, and official documentation.

SCOPE

These guidelines apply to all prospective or current employees of the company in regard to possible separation of employment.

GUIDELINE ELEMENTS

The company will observe all legal dictations referring to termination/ separation of employment and will avoid "implied contracts" and unnecessary terminations.

WHAT IS SEPARATION OF EMPLOYMENT?

Separation of employment happens when the contract of an employee is discontinued due to their or the company's actions.

The dismissal of an employee from their job duties may be categorized as Termination or Resignation.

RESIGNATION

In cases of resignation after completion of probation period of 3 months under Limited contract, the employee must submit an official written resignation letter to the team leader and HR (regional.hr@itcan.ae). The employee is required to complete the notice period of 2 months as mentioned in the limited contract. In case of the employee not adhering to the terms of the contract, it will be considered breach of contract and will face legal consequences.

RESIGNATION DURING PROBATION

In cases of resignation within the probation period of 3 months under a Limited Contract, the employee is required to complete the notice period of 14 days.

PROCEDURE

Make sure to read the terms and conditions of your employment contract thoroughly so you have the necessary information before you initiate the resignation process. Remember that you can seek termination of the employment contract with mutual consent or by serving a notice period of two months depending on the period stated on your contract.

A notice is expected by the employee consistent with the minimum notice requirement, so the company can arrange alternatives for handling the remaining workload of the position.

However, if the discussed notice period is not met and the employee must pay the salary as per the notice period. If the employee refuses to do so, the company is entitled to take legal actions against the employee that might include filing a case against the employee.

- Knowledge Transfer meetings: Make sure to attend the Knowledge transfer meeting as scheduled by the team to ensure smooth and accurate KTs.
- Return of Company Property: Company property must be as close as possible to the original handoff, if any physical or misuse of the property is noticed, the employee shall cover the expense of replacing/repairing the equipment.
- Resignation Acceptance: Employees will not be allowed to rescind a resignation, whether given verbally or in writing, once the resignation has been confirmed by the employer.

- Exit meeting: Resigning employees will be scheduled for an exit meeting to ensure that all tools and equipment are returned and to provide an opportunity to discuss any questions or concerns related to employment. Employees who fail to return any company property may be subjected to legal proceedings.
- Leave requests during notice period: Any leave request won't be approved or taken into consideration during the notice period.

TERMINATION

In cases of termination after completion of a probation period of 3 months under Limited contract, the employer will give 2 months of notice period.

In cases of immediate termination, the employer must pay 2 months of salary to the employee.

Termination (during Probation period)

In cases of termination within the probation period of 3 months under a Limited contract, the employer must give 14 days of notice period.

Examples of Termination of employees include circumstances where an employee receives max 2 disciplinary warnings or it can vary in accordance to the intensity of the situation mentioned below:

- Breaches their contract of employment.
- Is discovered guilty of fraud, embezzlement, or other kinds of illegal actions against the company.
- Is guilty of discriminatory behavior or harassment.
- Is guilty of unlawful or immoral behavior on the job.
- Is guilty of willful neglect of job responsibilities.
- Is discovered to have caused intentional damage to the company's assets
- Continuously disregards company policy.

PROCEDURE

Once the employee has received the three warnings, the company can terminate the employee with the documented warnings based on the above-mentioned circumstances. The list is not exhaustive therefore, discharge for cause remains at our company's discretion. It must however always reflect an unacceptable behavior or action that violates legal or company guidelines and may result in financial and non-financial damages for the company, other employees, or society.

- In cases where an employee must be terminated, the employee is obliged to serve the notice period as discussed with the company and agreed with both parties, if the company wishes to terminate the contract immediately, the company is entitled to reimburse the employee for the remainder of the 2 months notice period.
- The company may compensate the terminated employee for accrued vacation time when appropriate.
- The company is bound by the law to refrain from wrongful dismissals of employees.

However, if the discussed notice period is not met and If the employee refuses to do so, the company is entitled to take legal actions against the employee which might include filing a legal case against the employee. The company expects all employees with the right of terminating subordinates to strictly refrain from discharging someone without adequate reason or without giving notice. Such an occurrence may be damaging to the company's respectability and may result in strong disciplinary action.

- Knowledge Transfer meetings: Make sure to attend the Knowledge transfer meeting as scheduled by the team to ensure smooth and accurate KTs.
- Return of Company Property: Company property must be as close as possible to the original handoff, if any physical or misuse of the property is noticed, the employee shall cover the expense of replacing/repairing the equipment.
- Exit meeting: Termination employees will be scheduled for an exit meeting to ensure that all tools and equipment are returned and to provide an opportunity to discuss any questions or concerns related to employment. Employees who fail to return any company property, may be subject to legal proceedings.
- Leave requests during notice period: Any leave request won't be approved or taken into consideration during the notice period.

NON-COMPETE POLICY

Employees are legally restricted from joining a competitor's firm for **365 days after they resign** or the contract ends. However, the employee has full rights to work with the competitors if they are terminated.

If the employee fails to follow the non-compete policy in case of end of contract or resignation, the employer is eligible to take legal action against the new employer and the employee and ask for compensation if any damages are caused to the employer.

Damages can be defined as any of the below -

- Sharing of Confidential information of the company
- Financial damage/loss
- Proven intentional reputation sabotage or misleading

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Please keep in mind the timeline for the process. If the timeline is exceeding, please feel free to reach out to us to help you further.

Document Request Form

For any official document request form, please find below the google form that needs to be filled to request documents such as Salary Certificate, NOC document, Employment Certificate, Travel NOC, etc.

CAI: Please fill this [form](#) and inform one of the TO team members
(Fill this form and reach out to Operations Team)

You can receive the requested document from the TO team during the selected working from coworking space day.

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Health Insurance

Guidelines for Insurance (CAI):

ITCAN provides medical insurance to all full-time employees who have provided their 100% of their employment documents. If you don't wish to be covered by ITCAN's medical insurance, please make sure to inform the TRM Team.

Guidelines for Insurance

Insurance Provider for 2022 & 2023: **AXA Egypt**

Please find below the list of requirements for applying for the company insurance for employees in the Cairo Office:

Timeframe:

The insurance policy activation takes up to 2 weeks of applying. When the policy is activated and the medical card is issued, you will be notified by the PRM team over slack.

Instructions to access:

To generate the Health insurance card, kindly approach the Operations Officer in the office and request the card.

Benefits and Network List:

To access the benefits and network list you may directly access the below links :

Table of Benefits: [AXA Benefits, products classification and FAQs](#)

Network List: Updated network list is communicated on the office's slack channel on monthly basis

Contact Point:

For any further queries with regards to the medical insurance, you may reach out to the TRM team.



**For any inquiry related to this document,
please connect with Talent Relation Team.**

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