

# UNDERGUIDE

## Career Development Policy

### 1. Purpose

UNDERGUIDE is committed to fostering career growth opportunities for employees and freelancers by providing clear development paths, training, and support. This policy ensures that employees have the resources and opportunities to advance their skills and careers in **MICE and Tourism**.

### 2. Scope

This policy applies to all full-time, part-time, and freelance employees of UNDERGUIDE.

### 3. Career Development Goals

- Support employees in identifying career paths within MICE and tourism.
- Encourage continuous learning and professional growth.
- Align career development with company goals and industry trends.

### 4. Career Development Process

1. **Career Planning:** Employees can discuss career aspirations with management during annual reviews.
2. **Mentorship & Coaching:** Experienced team members will mentor junior staff in event planning, tourism, and destination management.
3. **Promotions & Internal Hiring:** Whenever possible, UNDERGUIDE will prioritize **internal promotions**.
4. **Special Assignments:** Employees may gain hands-on experience through **project leadership roles at events** and incentive travel programs.

### 5. Monitoring & Review

- Career development plans will be reviewed annually.
- Employees will receive **performance-based feedback** on growth opportunities.

# UNDERGUIDE

## Training Policy

### 1. Purpose

To ensure that all employees and contractors receive the necessary training to perform their roles efficiently and professionally within the MICE and Tourism industry.

### 2. Scope

This policy applies to all employees, freelancers, and contractors working for UNDERGUIDE.

### 3. Training Objectives

- Enhance professional expertise in **event organizing, travel planning, hospitality, and customer service.**
- Ensure employees comply with **health & safety, event security, and local regulations.**
- Improve customer experience through **high-quality service delivery.**

### 4. Types of Training

1. **Onboarding Training:** Introduction to company policies, event planning procedures, and workplace safety.
2. **Technical Training:** MICE industry-specific skills such as venue selection, supplier management, and crisis handling.
3. **Health & Safety Training:** Covers crowd control, emergency response, fire safety, and risk management at event sites.
4. **Soft Skills Training:** Includes leadership, negotiation, and client communication.
5. **Technology & Digital Skills:** Training on event management software and online customer engagement tools.
6. **Sustainability & Eco tourism Training:** Strategies for organizing sustainable events and promoting responsible tourism.

## 5. Training Implementation

- Employees will receive **mandatory training** based on job roles.
- External training opportunities (workshops, conferences) may be sponsored based on performance.
- Online learning and self-paced courses will be available for **remote and flexible training**.

## 6. Monitoring & Review

- Training sessions will be evaluated for **effectiveness and relevance**.
- Employees must complete **annual refresher training** for safety and compliance topics.

## UNDERGUIDE

### Skills Development Policy in MICE & Tourism

#### 1. Purpose

This policy supports ongoing learning and **skills enhancement** for employees, ensuring that UNDERGUIDE remains competitive in the MICE and tourism industry.

#### 2. Scope

This Policy applies to all employees, contractors, and freelancers working for the company.

#### 3. Skills Development Areas

- **Event Planning & Logistics:** Advanced knowledge in coordinating corporate events, conferences, and incentive travel.
- **Cultural Awareness & Tourism Trends:** Understanding of **Hungarian and Central European markets** as well as global business tourism trends.
- **Customer Relationship Management (CRM):** Developing strong client engagement skills.
- **Financial & Budgeting Skills:** Learning cost-effective event planning and budget management.
- **Hybrid&Virtual Event Management:** Training on integrating digital tools for online and hybrid conferences.

#### 4. Learning Opportunities

1. **In-House Training Sessions:** Led by senior employees or external consultants specializing in MICE and Tourism
2. **External Workshops & Industry Conferences:** Employees are encouraged to attend **tourism and event industry events** (e.g. MICE expos, tourism summits, and business travel forums).
3. **Job Shadowing & Cross-Training:** Employees can **rotate roles** within event organization, tour operations, and hospitality services.
4. **Language & Communication Training:** Especially for employees working with **international clients** and partners.

## 5. Support for Career Growth

- Employees who complete training programs may receive **certifications or promotions**.
- Financial assistance may be provided for **external courses related to career growth**.

## 6. Monitoring & Review

- Annual **skills assessments** will help identify training needs.
- Employees can request additional training based on **performance reviews**.