

# UNDERGUIDE

## Working Conditions Policy

### 1. Introduction

At UNDERGUIDE, we value our employees as our most significant asset. We are committed to providing a supportive and flexible work environment that promotes well-being, professional growth, and a healthy work-life balance. This policy outlines our standards for working conditions, ensuring compliance with the **Hungarian Labor Code**<sup>1</sup> and reflecting our dedication to ethical practices.

### 2. Working Hours and Overtime

#### 2.1 Standard Working Hours

Our standard working hours comply with Hungarian labor laws, ensuring a balanced workday for all employees. Employees are required to fulfill an eight-hour workday (40 hours per week), as outlined in their employment contracts.

#### 2.2 Overtime Management

Recognizing the seasonal nature of the travel industry, especially during peak periods like festivals and public holidays, we may require additional working hours. In such cases, employees are entitled to:

##### 2.2.1 Compensation

Overtime work will be compensated in accordance with legal requirements, either through additional pay or equivalent time off.

##### 2.2.2 Time Off

We encourage employees to take compensatory time off to rest and rejuvenate after peak periods.

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<sup>1</sup> Act I of 2012 on the Labour Code (Magyar Közlöny 2012/2).

### **2.2.3 Mandatory Work Acknowledgment**

Employees acknowledge that they may be required to work beyond their standard hours when necessary and will be eligible for overtime pay as outlined in their employment contract.

## **2.3 Work Schedules**

Budapest Underguide informs employees about their specific work schedules and operational requirements. Employees must ensure accurate and truthful reporting of their working hours through attendance sheets.

## **2.4 Breaks and Rest Periods**

Employees are entitled to a 30-minute break per workday, which they may take at their discretion, ensuring that work processes are not unnecessarily disrupted. This break is not considered part of their official working hours, and therefore extends the total duration of the workday. If an employee's daily working time exceeds six hours, a minimum of 20 minutes of additional break time is provided, in compliance with Hungarian labor laws.

## **3. Flexible and Hybrid Work Arrangements**

### **3.1 Hybrid Work Model**

Employees can combine remote work with on-site duties, depending on their role and responsibilities as outlined in their employment contracts.

### **3.2 Flexible Scheduling**

While client communication requires certain fixed hours, we strive to accommodate flexible scheduling to help employees manage personal commitments.

## **4. Employee Benefits**

### **4.1 Health Insurance**

All employees are enrolled in a health insurance plan, covered by the company, in accordance with Hungarian law.

## **4.2 Parental Leave**

We offer parental leave in line with legal requirements, including maternity leave and paternity leave.

## **4.3 Childcare Support**

While we do not currently provide on-site childcare facilities, we offer flexible working arrangements to assist working parents in balancing their responsibilities.

# **5. Professional Development**

## **5.1 Training Programs**

Regular workshops and training sessions are available to enhance skills and knowledge relevant to our industry.

## **5.2 Career Advancement**

We encourage internal promotions and provide clear pathways for career development within the company.

# **6. Ethical Conduct**

## **6.1 Integrity**

Employees are expected to perform their duties with honesty and integrity, upholding the company's reputation in accordance with UNDERGUIDE's Ethics Policy.

## **6.2 Client Relations**

Professionalism and prompt communication with clients are essential, ensuring exceptional service and client satisfaction.

# **7. Reporting and Feedback**

## **7.2 Feedback Culture**

Regular feedback sessions are conducted to address concerns and implement improvements collaboratively.

By implementing this policy, UNDERGUIDE reaffirms its commitment to creating a supportive, flexible, and ethical workplace, ensuring the well-being of our employees while delivering exceptional experiences to our clients.