

Management Team - Holiday Policy & Holiday Request Process

1. General Principles

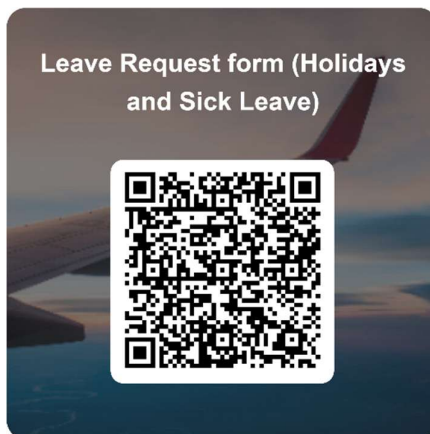
- A **holiday request is not an approval**.
- Holidays are only confirmed once **formal approval** is given by Operations and the appropriate approving authority.
- All holidays are subject to **business needs, staffing levels, and operational requirements**.

2. Holiday Policy for Management Staff

2.1 Holiday Requests

- Workers must submit a holiday request using the agreed company process through a form that can be accessed through the link: <https://forms.office.com/r/CFQVfwRnxA>

Or via QR CODE:



- Requests should be submitted **as early as possible**, ideally at least **4 weeks in advance**.
- Emergency or short-notice requests may be considered but are **not guaranteed**.

2.2 Holiday's Approval Process

1. Worker submits a holiday request
2. Operations reviews staffing levels and service coverage.
3. Operations requests the approval to Managing Director or Business Manager.
4. Once approved, Operations inform staff with approval or rejection.
5. Staff is informed in writing (Whatsapp or email).

Important: Until written confirmation is received, the holiday is **not approved** and the worker is expected to work as normal.

3. Holiday Control for Operations, Management & Office Staff

3.1 Approval Authority:

Position:	Authority to Approve Leaves:
Account Managers	Operations Manager
Operations Coordinator	
Warehouse Coordinator	Business Manager
Accounts	Managing Director
Operations Manager	
Business & Compliance Manager	
All Sales team	

3.2 Role-Based Holiday Limits

To ensure leadership presence and decision-making continuity:

Account Managers

- A maximum of one (1) Account Manager may be on holiday at any one time.

Operations

- A maximum of one (1) of the following roles may be on holiday simultaneously:
 - Operations staff member or Business Manager

Warehouse

- A maximum of one (1) of the following roles may be on holiday simultaneously:
 - Warehouse Coordinator or Business Manager

3. Non-Compliance

- Taking holiday without written approval may result in disciplinary actions.
- Repeated failure to follow the holiday request process may lead to further management action.