Office hours

The office shift runs from 08:00 to 16:00 from Monday to Friday. The start of the shift is when employees must be ready at their workstations.

A supervisor approves changes to shift hours before they take effect. The team uses the shared schedule to see who is on duty.

Leave requests

Submit a planned annual leave request at least 5 working days before the first day of leave. The supervisor records whether the request is approved in the leave register.

Do not book travel until the leave request is approved. An unplanned absence is reported to the supervisor before the start of the shift where possible.

Remote work

Employees may work remotely up to 2 days per week with their supervisor's agreement. The team records remote days in the shared schedule.

During remote work, employees remain reachable during office hours. They do not take paper files containing customer information off the premises.

Visitors and access

Visitors sign in at reception and remain with their host in staff areas. Access passes are personal and cannot be lent to another employee.

Return a temporary pass to reception on departure. Report a missing pass to reception as soon as you notice it is gone.