Employee Handbook

BP Business Service Centre Kft

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Our BSC Business Charter

Our European Business Service Centre is being built on four fundamental values which determine how we will deliver business impact for our clients and customers.

- **We Deliver** – Build credibility by delivering and exceeding on commitments
  We are a new BSC within BP and we must work as a team to establish our credibility by meeting our service commitments, on time, in full and with the required level of quality.

- **We Solve** - Anticipate the biggest challenges our customers face and use the domain expertise within our centre to provide and implement solutions
  Our business is to provide service which meets the needs of our customers and build on our scale of people and process knowledge to enhance and improve the way in which we provide service and value.

- **We Innovate** - What will the challenges be in the future and how can they be overcome
  Our centre is committed to driving process simplification, process improvement and transformation in ways that add value for our clients and customers. In order to achieve that we will promote a culture of innovation in process, people and in utilisation of technology where appropriate.

- **We Partner** - Establish trust through consistency of delivery, transparency of results and responsiveness
  The key to our success is embedding ourselves within each of the businesses that we serve. Integration can only be achieved though constant focus on communication and co-operation as well as developing an understanding of each business served within the BSC.

Our Employee Value Proposition

The key to our success in this Business Service Centre is **YOU**, our employees and our greatest **Asset**. Our commitment is to work with you to not only **build a successful business** but to ensure you achieve the **maximum that your potential will allow**. In this respect we have created four cornerstones that define our employee proposition to attract, develop and retain the best talent available.

**Build a high performing centre**
Be part of the Centre from the start. We are a critical part of BP’s future, and we work to the highest standards. We set clear targets and reward you for meeting them. We listen to everyone’s ideas to achieve world class processes.

**Energy and fun**
This is an energy company and we work with energy. The work itself here is interesting and varied. We enjoy working with our colleagues within our teams and across the Centre. We provide a working environment that brings the best out of you.

**Build strong relationships**
Strong working relationships, both within the centre and our customers, are critical to our success. You will have the opportunity to build trust with your customers/clients and enjoy interaction with colleagues internationally.

**Develop yourself and your career**
We offer the chance to develop your skills and to progress. We develop our managers, so that they can bring the best out of our people, and we invest heavily in training and developing everyone.
Our Core Values in the BSC
Having defined what our business charter is and how we will create our culture within the Business Service Centre, it is important to know and embrace the core values that we stand for in terms of who we are, how we work, how we want to be perceived. These values are consistent globally and reflect our “Way of Working” within the BSC.

- **Safety** – providing a safe working environment for all our employees and customers.
- **Respect for People** – Every person working in the BSC will treat all people affected by the transformation program with respect, dignity and consideration.
- **Integrity** – we will conduct all operations with honesty, compliance and transparency. This is non-negotiable.
- **Teamwork** – we will work alongside all of our colleagues in an open and transparent manner. The end goal will always be to improve service delivery and performance for all customers.
- **Leadership** – we will lead by example, drive integration with the SPU business served and develop our talent pool.
- **Performance Driven** – we will be accountable and responsible for the results delivered.
- **Innovation** – we will create a culture that challenges the norm and rewards innovation.

On behalf of the management team, welcome to the European Business Service Centre. This handbook is a critical element of your induction with BP. Please read this carefully and don’t hesitate to contact your management team with any issues or clarifications.

We wish you a very successful career with BP!!
1. ABOUT THE EMPLOYEE HANDBOOK

1.1. This document constitutes the written information required to be given to you under Section 76(7) of Hungarian Act XXII of 1992 on the Labour Code (the Labour Code) in respect of your employment with BP in Hungary and also provides you with various rules and guidelines which you have to consider and comply with during your employment. Throughout the remainder of the document your employer will be referred to as BP.

1.2. The Employee Handbook may be updated from time to time. Any new versions will be communicated to you prior to taking effect.

1.3. The Employee Handbook exists in English and Hungarian language. In case of differences the English version will prevail.

2. COMMENCEMENT AND PREVIOUS EMPLOYMENT

2.1. You were offered employment taking into account the following:
   a) Satisfactory completion of the vetting process.
   b) Confirmation of your medical fitness for work. You must attend a mandatory pre-employment medical screening – detailed instructions will be advised to you by your Human Resources representative.
   c) You being in possession of the necessary documentation to live and work in Hungary.
   d) Where applicable, that you obtain registration and approval to perform your role from the appropriate regulator.

2.2. Your period of continuous employment with BP will commence on the date indicated within your Employment Agreement or the date subsequently agreed with BP.

2.3. No employment with any previous employer counts as part of your period of continuous employment with BP.

3. EXERCISING EMPLOYER’S RIGHTS

3.1. Employer rights are exercised by the Managing Director of BP Business Service Centre Ltd, or anyone else who is authorised by the founders.

3.2. The actual list of persons entitled to exercise employer’s rights is listed on the intranet site, and also available from the HR department at any time.

4. WORK DUTIES

4.1. You shall be employed in the position identified within your Employment Agreement. Your duties will be as set out in the Job Description provided to you. In addition, you are required to carry out any other tasks related to the responsibilities of your department based on the instructions of your Line Manager. At any time you are required to carry out your work duties in accordance with the BP policies, procedures and standards.
4.2. During at any time during your employment with BP you shall

a) appear at the place and time specified, in a condition fit for work and spend the working hours performing work, or be at the employer's disposal for the purpose of performing work during this time;

b) perform your work with the expected level of professional expertise and diligence, in accordance with the relevant regulations, requirements and instructions;

c) cooperate with their co-workers and perform work, and otherwise proceed in a manner without endangering the health and safety of others, without disturbing their work and causing financial detriment or damaging their reputation;

d) fulfil all work duties in person.

e) participate in the seminars and advance training courses designated by the employer, upon being reimbursed for wages and costs, and to complete the required examinations, unless such would be disproportionately detrimental in light of personal or family reasons.

f) carry out your work in accordance with the employer's instructions. The employee shall not be obliged to follow instructions if such would violate a legal regulation or provisions pertaining to labour relations. If carrying out an instruction could result in damage and the employee is aware of such possibility, it shall be pointed out to the person issuing the instruction. In such a case however, compliance may not be refused. Employees shall refuse compliance with an instruction if it would result in direct and grave risk to the life, physical integrity or health of others.

5. PLACE OF WORK

5.1. Your principal place of work will be BP’s Budapest offices and any other offices as reasonably requested from time to time.

5.2. You may be required to undertake journeys within Hungary and abroad as may be necessary from time to time. Expenses related to such journeys will be covered by BP.

6. HOURS OF WORK

6.1. Your standard working hours 8 hours and 30 minutes, including 30 minutes for lunch. The work day will be determined by the market you are servicing. The actual work schedule will be advised to you by your Line Manager in writing.

6.2. You may be required to work on Hungarian public holidays in line with the section 125. of the Hungarian Labour Code. At BP this typically applies to roles related to service which is required on that particular day and if it provided by info-communication technology, or in case of foreign assignment if the laws of the country where the work is performed allow to work on these days.

6.3. You are requested to be punctual at all times.
7. OVERTIME

7.1. Employees may be required to work beyond the regular work hours from time to time. This will be normally required to ensure adequate resources for planned events outside work hours or to ensure continuity of services.

7.2. Criteria of overtime

7.2.1. You qualify for overtime (and related overtime compensation) if the following criteria apply:
   a) it is requested and/or pre-approved in writing by a BSC Director prior to the commencement of the work; and
   b) is performed outside scheduled working hours or work time cycle.

7.3. Restrictions to overtime work

7.3.1. The maximum work hours shall no exceed the following:
   a) 12 hours per day regular work and overtime
   b) 48 hours per week and regular work and overtime
   c) 200 overtime hours per year

7.3.2. Overtime work may not be performed at all by
   a) woman between the time when her pregnancy is diagnosed up to the time when her child reaches one year of age,
   b) man caring for his child as a single parent up to the time when his child reaches one year of age,
   c) any employee who works under conditions harmful to health as defined by legal regulation.

7.3.3. An employee caring for his/her child as a single parent may be required to work in special work duty only with his/her consent as from the time his/her child reaches one year of age up to the time when the child reaches four years of age.

7.4. Compensation for overtime

7.4.1. In addition to regular wages, employees shall be entitled to extra remuneration for any pre-approved overtime in accordance with the following:
   a) Employees shall be entitled to a 50% wage supplement for work performed in excess of the daily working time or over and above the relevant working time cycle or provision of time off in lieu of a wage supplement; the time off which is equivalent to the length of the approved overtime.
   b) The rate of wage supplement for work on a resting day or a public holiday shall be 100%; the rate of wage supplement shall be 50% per cent if equivalent time off is provided.
   c) Where it is practical, your preference for time in lieu or full cash compensation will be taken into consideration. However, it is the discretion of your line manager to make the final decision on the way your overtime work is compensated, and the date of time off in lieu if applicable.
7.4.2. Payment of overtime will be made at the next available payroll run, subject to all necessary approvals and compliant records entered into the Time Recording module before the payroll cutover date.

8. ON-CALL DUTY

8.1. Some employees may be required to be available for on-call duty. These will be requested under specific circumstances and limited to specific roles.

8.2. Criteria of on-call duty:

a) the on-call duty should be scheduled by the respective Team Leader and approved by the respective Director for at least a period of one month and the schedule should be communicated to the employee at least one week prior to the commencement of the on-call duty
b) the employee is required to be in full capacity to work for the duration of the on-call
c) the employee is required to be reachable on phone and available within a short time to get to the office if required.

8.3. Restrictions for on-call duty

a) An employee may be requested maximum 168 hours of on-call duty in any month or in a four week period.

b) An employee may not be ordered to be on-call during the weekly rest day or weekly rest period if he has been on on-call duty on his/her weekly rest day or during his/her weekly rest period during the preceding 168 hour period.

c) Regular work hours (including lunch time) and the eligible overtime during the on-call period are not counted into the on-call hours.

8.4. Compensation for on-call duty

8.4.1. In order to qualify for on-call compensation all the above criteria specified in section 8.2 should be met.

8.4.2. The amount of the on-call supplement is 20% of the employee’s hourly basic salary for the eligible hours.

8.4.3. The actual work hours the employee is requested to perform work during his/her on-call duty are considered overtime and will be compensated according to the section 7.4.

9. LEAVE

9.1. Sick Leave

9.1.1. Notify your Line Manager by telephone before the start of your regular work time on the first and each subsequent working day of absence of the reason for your non-attendance at work and expected duration of absence. Furthermore, you should notify your line manager if you have any new information about your absence.
9.1.2. Any absence due to sickness should be certified by a valid Doctor’s certificate from your GP. You should present the doctor’s certificate to your Time Administrator on the first day of your return to work. In case your sick leave lasts longer than 2 weeks, then you should submit the doctor’s certificate to the Time Administrator every time when you receive a new certificate. Please note that according to the social security regulations sick pay may be processed only based on the original valid doctor’s certificate. Failure to provide a doctor’s certificate on time may lead delay in processing your sick pay.

9.1.3. BP may require to that, at its own expense, you be examined by a medical practitioner appointed by BP. You will undergo any tests reasonably recommended by the practitioner for the purpose of a report to BP, as to any aspect of your health which BP considers might affect your fitness for work. You shall co-operate with such practitioner so that such report may be prepared expeditiously. It is compulsory to attend an occupational health examination following the return from sick leave longer than 30 days.

9.1.4. BP reserves the right to take disciplinary action if (after investigation and consideration) it considers that you have falsely claimed to be ill or injured, or if you have protracted or exaggerated ill-health in order to lengthen sick leave.

9.2. Sick Pay

For the duration of your sick leave you are entitled to the statutory sick pay as regulated by the Hungarian Social Security Act at any time.

9.3. Maternity and Childcare Leave

9.3.1. The statutory maternity leave is 24 weeks, which should be scheduled so as to commence four weeks prior to the expected time of birth if possible. The duration of the statutory maternity leave should be certified by a valid doctor’s certificate.

9.3.2. Following the statutory maternity leave the mother is entitled to a leave of absence without pay as described in the Labour Code at any time, up to the three year age of the child. This leave of absence should be requested in writing prior to the end of the statutory maternity leave.

9.4. Paternity Leave

9.4.1. Upon the birth of his child, a father is entitled to five days of paid leave, which should be taken within the two-month period following the date of birth. You should agree with your manager on the actual dates of your paternity leave.

9.5. Study Leave

9.5.1. If you have a study contract with BP which grants you study leave you will be entitled to paid study leave in line with the study contract and/or any applicable BP policy related to your study.
9.5.2. If you don’t have a study contract with BP, and you participate in education within the school system, you are entitled study leave as per section 9.5.2. To qualify to the study leave, you should present a certificate issued by the educational institute at the beginning of each semester, which details the subjects, number of exams and any other requirements to gain your qualification. You should pass your certificate to the HR department for your records.

9.5.3. Entitlement for study leave without study contract is in accordance with the Labour Code at any time, currently it is: four days unpaid leave of absence for each exam, including the day of the exam and ten days unpaid leave for the completion of diploma work (subject and grade thesis). Scheduling this study leave is subject to prior approval of your line manager and presentation of the appropriate certificate of the educational institute about the details of your enrolment to the studies.

9.6. Other Leave

9.6.1. Any leave of absence which is not detailed in the paragraphs above you needs to consult with your line manager and HR. All leave should be approved by your line manager before it commences.

9.7. Unpaid Leave

9.7.1. Granting any unpaid leave is the discretion of BP with the exception of the specific cases where unpaid leave should be granted by the Labour Code. Outside the cases regulated in the Labour Code BP would only allow unpaid leave in case of exceptional circumstances, which will be considered uniquely in each individual case.

9.7.2. For cases where the Labour Code regulates unpaid leave, you must provide appropriate documented evidence to support your request.

9.7.3. Normally unpaid leave will not be allowed until you have unused vacation entitlement for the given year.

9.7.4. For the duration of unpaid leave you will not be entitled to any compensation elements which is subject to pro-rating (e.g. benefits, bonus, etc.).

9.7.5. For the duration of any unpaid leave which is longer than one month your statutory health insurance will become suspended. Should you wish to cover yourself for medical treatments and financial benefits for the duration of your unpaid leave it is your responsibility to make appropriate arrangements individually and at your own cost at the Health Fund (“Egészségbiztosítási Pénztár”) which is competent in the area of your permanent address. Failing to do so you may be rejected to receive medical treatment free of charge.

9.7.6. The duration of any unpaid leave longer than one month will not count as eligible service period for statutory pension purposes. Should you wish to
continue the eligible period during your unpaid leave you should make an
individual agreement with the Pension Administration department
(“Nyugdíjgazgatóság”) at your permanent address.

9.7.7. In order to be able to arrange cover detailed in 9.7.5 and 9.7.6 BP will provide
a confirmation of your unpaid leave at your request. It is, however you
responsibility to make all necessary arrangement and cover the costs of any
related contributions.

10. HOLIDAYS

10.1. Holiday entitlement
You are entitled to paid annual leave for a specified number of days, as set out in the
Labour Code. The annual entitlement is set for a full calendar year is the following:

10.1.1. The amount of basic holiday shall be twenty working days.

10.1.2. The basic vacation time shall be increased to
a) twenty-one days for employees over twenty-five;
b) twenty-two days for employees over twenty-eight;
c) twenty-three days for employees over thirty-one;
d) twenty-four days for employees over thirty-three;
e) twenty-five days for employees over thirty-five;
f) twenty-six days for employees over thirty-seven;
g) twenty-seven days for employees over thirty-nine;
h) twenty-eight days for employees over forty-one;
i) twenty-nine days for employees over forty-three;
j) thirty days for employees over forty-five years of age.

10.2. All holiday arrangements must be notified to your Line Manager no later than 15
working days before the holiday period in question. Holiday can only be taken by
arrangement with your Line Manager. Any holiday taken without prior approval
shall be treated as unauthorised and may result in disciplinary action or deduction
from pay.

10.3. If your employment begins or ends during the course of the calendar year your
annual holiday entitlement will be pro-rated in accordance with the Labour Code.

10.4. Holiday time shall be allocated in the year in which it is due. In the event of illness
or another unavoidable restraint affecting you, holiday entitlement can be carried
over but must be taken within a period of thirty days following the cessation of
such restraint subsequent to the year in question.

10.5. You will not normally be permitted to take more than two weeks’ holiday
consecutively.

10.6. If your employment with BP terminates during the holiday year, you will receive a
payment representing the holiday with pay accrued to the date of termination less
an amount in respect of holiday already taken. Should you have taken more
holidays with pay than the accrued entitlement at the date of termination, a sum in
respect of the excess taken over the amount accrued shall be deducted from any 
monies due to you by BP.

11. RECORDING WORK TIME AND ABSENCES

11.1. Records of regular work time, overtime, on-call hours and any absences should be 
maintained according to the regulations at any time. Records are maintained in the 
SAP HR system’s Time Recording module by the Time Administrators, based on 
the information provided by the Line Managers.

11.2. It is the Line Manager’s accountability to obtain necessary approvals and provide 
the time record information of staff within his/her team on time and accurately to 
the Time Administrator. This includes overtime, on-call, sick leave, and any other 
absences.

11.3. The time administrator enters the time records into the system (with the exception 
of vacations which is managed by the employees via the Employee Self Service 
portal)

11.4. Recording overtime and on-call hours

11.4.1. The overtime and on-call requests, as well as the actually completed overtime 
must be approved by the respective BSC Director. It is the Line Manager’s 
responsibility to obtain the approvals.
11.4.2. The actual hours of work during on-call duty should be recorded into SAP 
similarly to the overtime recording process detailed in section 7.5.
11.4.3. If the compensation of overtime includes time off in lieu, then at the same time 
the accurate time for the time-off should be provided to the Time Administrator 
who must enter these data at the same time. In the lack of a specific date and 
time for the time-off the Time Administrator may only enter full cash 
compensation.
11.4.4. Payment of oncall and overtime recorded until the payroll cut off date will be 
made at the next available payroll run, subject to all necessary approvals and 
compliant records into SAP before the payroll cut off date. On call and 
overtime beyond each payroll cut off date will be processed at the next regular 
payment run.

11.5. Recording vacations

11.5.1. Vacation request should be initiated by the employee via the Employee Self 
Service Portal by entering the requested days of vacation. The request will be 
forwarded for approval to the line manager. Upon line manager’s approval the 
vacation records will be automatically recorded into SAP.

11.5.2. It is your accountability to amend any changes to the previously approved 
vacation through the portal to ensure that vacation records are accurate and up to 
date in the portal at any time. The amendments will be also routed to the line 
manager for approval.

11.6. Recording absences
11.6.1. It is the line manager’s accountability to provide information of any absences to the time administrator, and obtain necessary approvals where required.

11.6.2. If the employee reports sickness, the absence will be recorded accordingly. However, payment will only be made for the period of sickness upon providing valid and original doctor’s certificate. If the doctor’s certificate is provided after the payroll cutoff date, then processing the sickness related payment will only take place in the following months regular payroll.

11.7. Data closure at payroll cutover

11.7.1. Time date will be closed for payroll purposes normally 6 workdays prior to the last workday of the month. Employees and line managers must ensure that their actual time records are accurate at the day.

11.7.2. Changes made after the payroll cutover date will not reach the payroll in the given month. Any detriment is the accountability of the employee or line manager who is accountable for the accuracy of the time records.

12. OUTSIDE BUSINESS INTERESTS

12.1. You shall not during your employment without the prior written consent of your Line Manager and the Legal and Compliance Division be employed, engaged, concerned or interested in any trade or profession (whether paid or unpaid) other than the business of BP. Certain activities do not require BP’s approval, such as compensated voluntary activities. You should refer to BP’s Code of Conduct for details.

12.2. Any breach of this clause will amount to a disciplinary offence, which may result in your summary dismissal.

13. CODE OF CONDUCT

13.1. BP’s business is founded upon its reputation for integrity and fair dealing. You are, therefore, required to conduct yourself honestly, fairly and with integrity at all times. The standards of conduct you are required to assume are set out in BP’s Code of Conduct a copy of which will be sent to you from compliance within your first month of employment. The Code of Conduct can also be accessed at any time from your workstation: Code of Conduct intranet page. The Code of Conduct forms part of your terms and conditions of employment. You are required to familiarise yourself with it and to comply with its provisions at all times. If you are ever in any doubt as to what is required in order to comply with the Code of Conduct then you should immediately refer to your Line Manager or the Legal and Compliance Division.

13.2. Any breach of the Code of Conduct may amount to a disciplinary offence, which may result in your dismissal.
14. REPORTING COMPLIANCE ISSUES AND OPEN TALK

14.1. In case you notice any violation of the Code of Conduct you should raise it to your Line Manager and/or one of the BSC Directors.

14.2. In case you don’t know who to talk to, BP provides further assistance by providing access to OpenTalk. It is a helpline operated by an independent organisation, its purpose is to provide guidance to BP employees in compliance or business ethics issues.

14.3. BP will investigate all reported allegations, and will not tolerate retaliation against people who seeks advise, raises a concern or reports a misconduct.

14.4. OpenTalk may be contacted 24 hours a day, seven days a week, in your language, at the following contact details:
   - Freepone in Hungary: 068 001 5768
   - Collect: +1 704 540 2242
   - Email: opentalk@myalertline.com,
   - Fax: +1 704 556 0732
   - Letter: BP OpenTalk, 13950 Ballantyne Corporate Place, PMB 3767, Charlotte, NC 28277, USA.
   - Web: www.opentalkweb.com

14.5. For further information about OpenTalk you may refer to the OpenTalk intranet site.

15. TERMINATION OF EMPLOYMENT

15.1. Your employment with BP may be terminated by any party with
   a) immediate notice during the probation period;
   b) regular notice;
   c) extraordinary notice.

15.2. Unless stated otherwise in your Employment Agreement, your notice period in case of regular notice is 60 days.

15.3. Notice to terminate employment must be in writing (signed hard copy) and addressed to your Line Manager.

15.4. You may be dismissed without a notice period, i.e. with immediate effect if your conduct is such as to entitle BP to dismiss you summarily, by extraordinary termination. Examples of such conduct include, but are not limited to:
   a) the Employee has been dishonest, falsified records or committed an act of fraud with respect to the Employer in connection with carrying out his responsibilities as an Employee; or during the application, selection and on-boarding process has provided false information,
   b) the Employee has intentionally refused or wilfully failed to carry out the instructions of the Employer;
   c) the Employee has committed misconduct in connection with the performance of his/her material duties pursuant to the Employment Relationship;
d) the Employee has breached his/her material obligations under the employment agreement or has committed a material breach of the Health and Safety Rules of the BP Group in effect at any time;
e) the Employee has failed to meet the required standards of work performance has shown poor time keeping or has failed to keep records relating to his/her working hours where required by the Employer; or
f) the Employee's has engaged in the unauthorised use of the Employer’s property, the unauthorised disclosure or negligent handling of confidential information, insubordination or has failed to comply with the Employer’s policy on e-mail and internet use or has committed a breach of relevant professional rules,
g) the Employee reports for duty under the influence of alcohol or prohibited drugs, or possesses alcohol or prohibited drugs at the Employer’s premises,
h) the Employee demonstrates rude, threatening or violent behaviour, verbal abuse, discrimination, harassment, disrespectful behaviour or language hurting dignity of others, or victimisation towards another employee or member of the public,
i) the Employee breaches the Code of Conduct,
j) the Employee engages in conduct rendering further existence of the employment relationship impossible.

15.5. Without prejudice to the terms of Section 15, once notice of termination of employment has been given by either party, or at any other time during the employment relationship, BP may at any time and for any period or periods require you to cease performing your job. During any such period of suspension or garden leave:

a) BP shall continue to pay you salary and provide all benefits to which you are entitled under this Agreement;
b) Without prejudice to clause 1 and your Employment Agreement, BP shall be under no obligation to provide any work for you;
c) BP may require you to stay away from and have no contact with any premises, employees, officers, customers, clients, agents or suppliers of BP;
d) You shall, at the request of BP, immediately deliver to BP all or any property in your possession or control which belongs to BP or which relates to the business of BP;
e) For the avoidance of doubt, during the period of garden leave or suspension, you shall continue to be bound to the Code of Conduct.

16. REMUNERATION

16.1. BP will pay you a monthly salary payable monthly in arrears of an amount as indicated within your Employment Agreement or subsequently notified to you by BP. This will be paid no later than the 10th working day of the month directly following the month in which the work has been performed, by credit transfer to your bank account.

16.2. Salaries are reviewed annually, but you shall not automatically be entitled to an increase. If there is any increase, it shall be at the entire discretion of BP and any variation to your salary will be notified to you in writing.
17. CONFIDENTIALITY
17.1. The Employee acknowledges and accepts that he/she is bound by the confidentiality obligation set out in this clause. In the event of a violation of the Employee’s confidentiality obligation, the Employer is entitled to immediately terminate the Employee’s employment. During the term of this Agreement, as well as following its termination for an unlimited period of time, the Employee will not use, divulge or disclose to any person, Company or organisation (except as required by law or to carry out his/her employment duties) any trade secrets or other confidential information relating to the business, finances or affairs of the BP Group, or any other information received by the Employee in the course of the Employment Relationship. Cases where information is provided to third parties pursuant to the proper fulfilment of tasks assigned by the Employer are excluded from the operation of the rule set out above in this Clause. Trade secrets and confidential information includes any information in whatever form (written, oral, visual and electronic) concerning the business affairs of the BP Group.
17.2. The Employee acknowledges and accepts that he/she is expressly bound by confidentiality in respect of any remuneration received from the Employer or the BP Group.

18. GENERAL MEANS OF COMMUNICATION
18.1. The general means for communication in the office is e-mail. You are required to read your email every workday to ensure you receive all necessary notifications and information.
18.2. You are encouraged to visit the intranet site regularly to find relevant information about your organisation unit and the overall business.

19. OCCUPATIONAL HEALTH SCREENING
19.1. Hungarian regulations require you to attend an occupational health screening as a condition of your employment, and subsequently to attend an annual screening. An occupational health screening is also required by law in case of returning to work from sick leave longer than one month. In such cases you will be required to attend the screening.
19.2. Our Occupational Health Service Provider is Medicover. They are located at Building I (ground floor) in Infopark. Opening hours: Monday to Friday 7.30 am - 7 pm. Please arrange your appointment with Medicover directly at a time which is suitable to you. Phone number to make your appointment: +36 1 465 31 00 (7 am - 7 pm.). (Map)
19.3. The occupational health certificate will be sent by Medicover directly to BP for records. The certificate does not include any medical information only the confirmation if you are medically fit for the job you are performing. In addition, if you need special glasses for work (different from your regular glasses) this will be also indicated on the certificate.
19.4. The occupational health service provider is only contracted to complete the statutory occupational health screenings. With any condition or ill health, prescriptions, or certifying sick leave, etc. you will have to see your regular GP or specialist.
20. WORK GLASSES

20.1. The occupational health screening includes an ophthalmological examination. In the event you are required to wear special glasses (i.e. separate pair of glasses from your regular ones) when working in front of a computer screen then this will be indicated on the occupational health certificate with the words “Work glasses recommended” (“Munkaszemüveg Javasolt”).

20.2. In the event work glasses required for you then BP will reimburse the cost of your work glasses up to 15,000 HUF, subject to a valid VAT invoice. The reimbursement will be made via the expense reimbursement process, and details are in the Travel and Expense Policy.

21. BP PROPERTY

21.1. BP facilities, property and technology is provided to you to support your work, these should be used for business purposes. Moderate private use is allowed as long as it
   a) does not interferes with business activity;
   b) does not cause extra cost to the company;
   c) does not exposes any financial, reputational or compliance risk to BP.

21.2. You will not under any circumstances, otherwise than in the course of your employment, remove BP’s property from its premises without the prior authorisation of your Line Manager. Any employee found removing BP’s property without such authorisation will be liable to disciplinary action.

21.3. Upon termination of your employment all property belonging to BP (including without limitation, your security pass, BP’s credit cards, car parking pass, lunch card, keys, papers and documents which are in your possession or under your control) should be returned to the Human Resources Department before you leave BP’s premises. If requested by BP, you must confirm in writing that you have complied with your obligations under this clause.

21.4. BP reserves the right at any time to carry out a search of your computer and the data held thereon, or any portable data carrier in accordance with its internal policies and procedures.

21.5. BP reserves the right at any time to carry out a search of your desk, your locker, bag or other container in your possession provided that such search will be conducted in your presence and that you have the right if you so request to have a colleague present as a witness.

22. SECURITY

22.1. You are asked to keep your entrance badge with you at all times. Never leave it unattended or give it to somebody else to use. If you have a visitor always make sure that you go to reception to pick them up and make sure throughout their stay...
at BP office they are accompanied by a BP employee. Please also ensure that you make each visitor aware of our Health and Safety Policy and rules.

22.2. Clean Desk Policy and Housekeeping

22.2.1. Our Business Service Centre operates a Clean Desk Policy for all employees in order to ensure that we maintain professional image, protect data and business information while maintaining sufficient flexibility to allow people perform their roles.

22.2.2. To comply with the policy we need your help:
   a) Please ensure you are accountable for your own space
   b) Housekeeping in your work location as well as in the commonly used areas (e.g. meeting rooms, break-out areas, lifts, stairs, etc.) is everyone’s responsibility as is the personal safety of people within your area.
   c) Please ensure all desk equipment, drawers and devices are secured or locked each evening using provided equipment where appropriate
   d) Feel free to personalise your desk but some features such as location of phone, support arm for screen etc are fixed
   e) Personalisation can include pictures or small personal objects which are appropriate in the office environment. Objects should not obstruct work activities and should not create a safety hazard. If you are in doubt, please get guidance from your line manager
   f) When you leave your desk do not leave any documents or electronic data which contains confidential information accessible for others
   g) When you print a document, make sure it is collected promptly from the printing area
   h) Avoid food, drinks and other waste thrown on desks which should be disposed of in the recycling bins
   i) Avoid creating hazards by leaving desk drawers or equipment in a manner that may cause a safety incident
   j) Do not tamper with any equipment defects or safety risks, please ensure all such risks are handled through the Incident Reporting Process
   k) Clean up meeting rooms following the meeting, remove used cups, glasses, documents or other items

22.3. Protection of your personal property

22.3.1. You should not bring personal property or items to your workplace which are not required for commuting to work or for the performance of work.

22.3.2. You are provided with a lockable drawer. When you leave your desk unattended, you should lock any personal items into your drawers.

22.3.3. BP will not take liability for the loss of any personal items which are brought to the office or left unattended contrary to the sections 22.3.1. or 22.3.2.
23. MOBILE PHONES AND BLACKBERRIES

23.1. Mobile phones and Blackberries are normally not provided to employees unless there is a justifiable business need. Request of mobiles or Blackberries should be initiated and approved by the Directors for staff within their department.

23.2. Mobile phones are ONLY provided for business use to employees where the job role requires it. Moderate private use is allowed under exceptional circumstances. Provision of mobile phones for business purpose is subject to the Employee accepting that BP has access to the detail of numbers called and related costs and any other items on the detailed invoice.

23.3. The provision of mobile phone or Blackberry is not part of the Employee’s terms and conditions, and is the discretion of the Company to review the need for mobile phones from time to time. Upon request the Employee should return the mobile phone and its accessories to the IT Department.

23.4. Detailed procedure and policy will be maintained and communicated by the IT Department. Inappropriate use of company mobile phones or breach of the mobile phone Policy is a disciplinary offense.

24. INFORMATION SECURITY

24.1. Employees will be communicated the Information Security Policy of BP. You are required to follow the policy. You should avoid especially (but not limited to)
   a) installing any software to your computer without prior approval of the IT Department,
   b) downloading any content to your computer which is not related to your work
   c) download or send inappropriate content or visit inappropriate sites on the internet

24.2. Employees are required to use e-mail and internet in line with section 21.1. of this Handbook and the effective information security policies at any time.

24.3. Breach of the Information Security Policy is a serious offence which may lead to disciplinary action including and up to dismissal.

25. SMOKING

25.1. BP operates a no-smoking policy within its premises. Smoking is forbidden within the entire office building, including the roof terrace areas. Smoking is only allowed outside the building.

25.2. An employee smoking in BP’s premises will commit a disciplinary offence.

26. SUBSTANCE ABUSE

26.1. The employee in order to be in the condition fit for work should be in an appropriate health, mental and physical state. The employer is entitled to test the existence of this state.
26.2. Under no circumstances should personnel be found in the working area, or in any other surroundings where he or she may be identified with BP, under the influence of alcohol, drugs or other similar substance. Areas considered working areas include BP offices, the premises of clients and areas in which personnel interact with members of the BP, clients and potential clients.

26.3. Business ethics govern the appropriate use of alcohol in the business environments within which our employees operate. In such cases, employees should consume responsibly and act professionally.

26.4. Attendance at social events (e.g.: BP celebrations, summer balls, Christmas parties, children's parties, counseling activities, office outings and social events at training courses and conferences) provides an excellent opportunity to network and socialize. Although the environment on these occasions is more often relaxed and informal than usual, individuals must still ensure that they act in a professional and appropriate manner at all times. Over-indulgence in alcoholic beverages is still not accepted in this environment.

26.5. Under no circumstances should any BP employee be under the influence of controlled substances. The unlawful manufacture, distribution, transfer, dispensation, possession or sale of any controlled substances is strictly prohibited.

26.6. Personnel who fail to observe the guidelines of this policy shall be subject to - despite action prescribed by law - disciplinary action, up to and including dismissal.

27. DRESS CODE

27.1. Our commitment in respect of dress code is to ensure that we always present an appropriate professional image that reflects our company values and culture. In addition we also want to allow our employees have sufficient flexibility to meet these expectations. In this respect we are adopting a casual business dress code from Monday to Thursday. We are defining casual as meaning appropriate trousers, collared shirts or Polo shirts for men and appropriate dress, skirt or trousers attire with tops for women. This policy applies to all employees, including trainees and the management reserves the right to request remediation where dress code policy is not adhered to.

27.2. We are classifying Fridays as “casual” which means employees can wear jeans or similar casual clothing to work unless we are hosting specific client or customer events.

27.3. If an employee attends an event where s/he represents BP – e.g. a conference, presentation, etc. – s/he should wear business attire even on a Friday. BP is placing its trust in each individual to exercise sound judgment as to what is appropriate. BP finds it essential that its employees present a smart appearance.

27.4. You should seek to wear business casual clothing choosing comfortable but professional-looking clothes. If you are in any doubt whether it is appropriate or
not, you should not wear it. When choosing clothes you should consider your day
dayschedule. If a meeting is planned, the usual business attire is appropriate.

27.5. Direct supervisors are responsible for maintaining the high standards of
professional appearance. If an individual arrives at work in clothing which does not
comply with BP standards, it is the supervisor's responsibility to bring this to
his/her attention. If not properly dressed, you will be asked to go home and change
clothes. If you are uncertain what appropriate business attire means, s/he can consult
this policy or ask further questions from the direct supervisor or any member of the
Human Resources department.

28. EXPENSES

28.1. BP has a comprehensive Travel and Expense Policy and guidelines for
reimbursement of business related expense. This will be made available to you on
joining BP.

28.2. You are required to comply with any rules relating to expenses in force from time
to time within your Department. Any breach of these rules may amount to a
disciplinary offence.

29. HEALTH AND SAFETY AT WORK

29.1. You will be given a copy of BP’s HSSE policy on starting work with BP. This
policy forms part of your terms and conditions of employment and you are
required to familiarise yourself with it.

29.2. You are required to participate on the mandatory Health and Safety briefings.

29.3. If you are a line manager / supervisor of other employees you should
   a) familiarise yourself with BP’s prevailing health and safety rules and policies
   b) report any risk of accidents in writing in order to eliminate risk of accidents;
   c) report any accidents occurred at the workplace, even if the employees
   impacted are well and continue working. Report should be made in writing
   according to the instructions of the HSSE policy,
   d) be familiar who are the First aiders and the Fire Marshals on the floor, and
   ensure that they are not absent at the same time, provide time to participate
   at mandatory trainings and examination related to their duty;
   e) report to your Supervisor if the required resting times or safe working
   environment cannot be provided and jeopardizing human health.

29.4. Breach of the HSSE Policy is a disciplinary offense, and will result in disciplinary
action.

30. FAIR TREATMENT AND EQUAL OPPORTUNITIES

BP’s Equal Opportunities Statement is set out the Code of Conduct. Breach of it by you
may amount to a disciplinary offence. The Policy also contains important information and
you are required to familiarise yourself with it.
31. RESPECTFUL, HARRASSMENT-FREE WORKPLACE

31.1. At BP, we believe every employee is entitled to fair treatment, courtesy and respect. BP will not tolerate any form of abuse or harassment, in any company workplace, toward employees, contractors, suppliers, customers or others. For further details, please refer to the Code of Conduct.

31.2. BP has a Fair and Respectful Treatment in the Workplace Policy which should be followed whilst at work or at any work related event including off-site and social events.

31.3. If you feel that you are treated inappropriately at the workplace you may raise complaints about employment related matters which affect you personally whilst at work. With regards to the complaints, you should follow the procedure detailed in the Fair and Respectful Treatment in the Workplace Policy.