

Company Policies and Regulations

Purpose

This policy outlines the operational guidelines and procedures for maintaining the high standards of **LPME Studios**, ensuring optimal utilization and protection of equipment. These policies define the expectations, responsibilities, and guidelines for all staff members.

Compliance and Legal Requirements

Policy: The company will operate in full compliance with applicable laws, regulations, and industry standards to ensure lawful and ethical business practices.

Procedure:

1. Company policies are regularly reviewed and updated to maintain legal compliance.
2. All necessary licenses, permits, and certifications are obtained and kept current.
3. Compliance issues are promptly addressed and resolved.
4. Legal professionals are consulted as needed to stay informed about regulatory changes.
5. Regular audits are conducted to ensure adherence to laws and regulations.
6. Any legal issues or concerns are promptly addressed with legal counsel.
7. Employees are informed of their rights and obligations under local labor laws.

Continuous Improvement

Policy: LPME Studios is committed to continuous improvement and innovation in its operations and services.

Procedure:

1. Feedback from staff, clients, and stakeholders is actively sought to identify areas for improvement.
2. Necessary changes are implemented based on feedback.
3. Regular reviews and assessments of studio operations are conducted to ensure adherence to standards and best practices.

Security Measures

Policy: Security measures are implemented to protect the studio premises, equipment, and sensitive information.

Procedure:

1. The studio premises are secured with cameras and alarms to deter unauthorized access and prevent theft.
2. Access control systems restrict entry to designated personnel only.
3. Confidentiality agreements are enforced to protect intellectual property and sensitive client information.
4. Only in-house producers will manage access to audio files within the studio.
5. Updated files are provided weekly to the Admin Department via a hard drive for record-keeping.
6. All company data, including videos, photos, and songs, must be securely uploaded to the cloud, accessible only to authorized personnel.

Data Security

Policy: Protecting company data is critical. Strict data security measures will be enforced to prevent unauthorized access and data breaches.

Procedure:

1. Secure login procedures must be implemented for all company systems and devices.
2. Passwords must be regularly updated, and access to sensitive information restricted to authorized personnel only.

3. Confidential data must be stored in secure, encrypted locations.
4. Regular audits must be conducted to ensure compliance with data security policies.
5. Usernames and passwords for social media accounts, software, emails, laptops, and computers must be shared with the company. Any changes require prior company approval.

Studio Access

Policy: Access to the studio is restricted to authorized personnel, clients, and approved visitors.

Procedure:

1. Access is limited to authorized personnel, clients, and approved visitors, with all visitors reported to the Admin Department prior to arrival.
2. All visitors must be accompanied by a staff member and adhere to studio rules and regulations.
3. Entry to sensitive areas containing expensive equipment is strictly controlled and monitored at all times.

Confidentiality and Non-Disclosure

Policy: Employees must maintain confidentiality of the company's proprietary information.

Procedure:

1. Employees acknowledge that during their employment, they may have access to confidential and proprietary information ("Confidential Information"), including trade secrets, business plans, financial data, customer lists, product details, and other non-public information.
2. Employees agree not to disclose any Confidential Information to third parties without prior written consent from the company. This obligation continues during and after their employment.
3. Adherence to this policy is essential for maintaining the studio's world-class standards and ensuring client and staff satisfaction. All employees must familiarize themselves with this policy.
4. The policy will be reviewed periodically to reflect changes in operations, industry standards, and legal requirements.
5. Breaches of confidentiality will result in disciplinary action, up to and including termination of employment.
6. Confidentiality agreements will be included in employment contracts and signed by all employees.
7. Employees must be informed of their responsibilities regarding the handling and protection of confidential information.

Organizational Structure

Policy: A clear organizational structure defines roles, responsibilities, and reporting lines, ensuring efficient operations and accountability.

Procedure:

1. An organizational chart outlining the hierarchy and reporting relationships within the company must be created and maintained.
2. Job descriptions and expectations for each role must be clearly defined and communicated to employees.
3. The organizational structure should be accessible to all employees and regularly reviewed to ensure it meets operational needs.

Documentation

Policy: Thorough documentation of all company transactions and decisions is essential for transparency and legal compliance.

Procedure:

1. All transactions and business decisions must be documented and stored securely.
2. Regular audits must be conducted to ensure the accuracy and completeness of company records.

3. Documentation must be accessible only to authorized personnel.
4. Employees must be trained on proper documentation practices.
5. All quotations and invoices must be processed by a designated individual within the company. Unauthorized personnel must not be involved.
6. All quotations and invoices must be issued under the company's name, not under employees' names.
7. Employees must obtain 2–3 quotes from different suppliers before confirming orders. No order confirmation may be given without approval from the accounting department.
8. Transparent transactions must be ensured when working on third-party projects.

Employment Standards

Policy: All employees are expected to adhere to the highest standards of professionalism, integrity, and ethics in their conduct and interactions within the workplace.

Procedure:

1. Discrimination, harassment, or any form of inappropriate behavior will not be tolerated and may result in disciplinary action up to and including termination.
2. Employees are expected to meet company performance standards, which may impact salary considerations.
3. Company policies and procedures must be followed consistently by all employees.
4. Each employee is responsible for carrying out their assigned duties efficiently and effectively.
5. Timeliness, reliability, and attention to detail are essential in delivering high-quality services to clients.
6. Collaboration and teamwork are encouraged to ensure a cohesive and supportive work environment.

Employment Contracts

Policy: All employees must have a formal employment contract outlining their roles, responsibilities, and terms of employment to ensure clarity and legal compliance.

Procedure:

1. Employment contracts must be reviewed and signed by both the employee and the company before employment begins.
2. Contracts must specify job descriptions, salary details, benefits, working hours, and conditions for termination.
3. Contracts should be periodically reviewed and updated to reflect changes in job roles or company policies.
4. Employees are required to share their personal documents with the company.

Communication Protocols

Policy: Effective communication is vital for smooth operations and teamwork. The company will use formal communication platforms and conduct regular meetings.

Procedure:

1. Official communication must be conducted via the designated platform – Monday.com.
 2. Weekly team meetings must be scheduled to discuss progress, address issues, and plan upcoming tasks.
 3. All communications must be professional, respectful, and aligned with company values.
 4. Important announcements and policy updates should be communicated through email and posted on the company intranet.
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Hiring Procedure

Policy: LPME is committed to providing equal employment opportunities to all applicants and employees, regardless of race, color, religion, sex, national origin, age, disability, or any other legally protected status. All hiring decisions will be based on merit, qualifications, and the needs of the company.

Procedure:

1. Define Role: Create a job description and set compensation.
2. Get Approvals: Secure internal and budget approvals.
3. Interview & Background Check: Schedule and conduct interviews. Perform reference and background checks.
4. Offer & Contract: Prepare and send the offer letter. Sign the employment contract upon acceptance.
5. Onboard: Provide equipment and introduce the new employee to the team.
6. Mandatory Probation Period: A probation period of up to three months is required for all new employees, allowing time to assess suitability and performance before finalizing employment status.

Employee Benefits

Policy: The company offers a comprehensive benefits package to support employee well-being and job satisfaction.

Procedure:

All available benefits, including health insurance, travel allowances, and bonuses, must be clearly outlined in the employment contract.

1. Employees must be informed about how to access and utilize their benefits.
2. The benefits package must be regularly reviewed and updated to remain competitive.
3. Any changes to the benefits package must be communicated to all employees in a timely manner.

Payroll System

Policy: A reliable payroll system must be implemented to ensure the timely and accurate payment of salaries.

Procedure:

1. Payroll must be processed on a regular schedule, with employees informed of payment dates.
2. All payroll information must be accurately recorded and maintained.
3. Any payroll discrepancies must be reported and resolved promptly.
4. Employees must be informed of their salary details and any deductions in their employment contracts.

Job Descriptions

Policy: Clear job descriptions and expectations must be established for each role to ensure clarity and accountability.

Procedure:

1. Detailed job descriptions must be created for all positions and included in employment contracts.
 2. Job descriptions must be reviewed and updated regularly to reflect any changes in roles or responsibilities.
 3. Employees must be informed of any changes to their job descriptions promptly.
 4. Job descriptions must be accessible to all employees for reference.
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Working Hours

Policy: The standard working hours are from 9:00 AM to 6:00 PM, Monday through Friday. Employees must adhere to these hours unless otherwise specified by their supervisor or in cases of approved flexible working arrangements.

Procedure:

1. Employees are required to be present at their workstations by 9:00 AM and may leave no earlier than 6:00 PM unless approved by their supervisor.
2. A grace period of 10 minutes is allowed for late arrivals. Habitual tardiness will result in progressive disciplinary action, which may include written warnings and potential termination.
3. All employees must use the biometric or card swipe system to log their check-in and check-out times to ensure accurate tracking of working hours.
4. Any deviations from standard working hours must be communicated to and approved by the employee's supervisor in advance.
5. Flexible working hours may be provided based on project needs.

Breaks and Lunchtimes

Policy: Employees are entitled to a 1-hour lunch break from 1:00 PM to 2:00 PM, along with two 15-minute breaks—one in the morning and one in the afternoon—to ensure they remain productive and focused.

Procedure:

1. Lunch breaks must be taken between 1:00 PM and 2:00 PM unless an alternative schedule is approved by the supervisor to accommodate operational needs.
2. Employees must use designated break areas for meals and breaks to maintain cleanliness and hygiene in the workspace.
3. Employees are responsible for bringing their meals, though the company provides a refrigerator and microwave for their convenience.
4. Breaks must be scheduled in a way that does not interfere with work responsibilities and should be coordinated within teams to ensure continuous coverage of duties.

Performance Reviews

Policy: Regular performance reviews are essential to track employee progress, identify areas for improvement, and recognize achievements. Reviews will be conducted quarterly.

Procedure:

1. The Admin Department will conduct performance reviews with each employee every three months.
2. Reviews should include feedback on performance, goal setting, and career development plans.
3. All reviews must be documented and retained in the employee's HR file.
4. Performance reviews will inform decisions on salary increments, bonuses, and promotions.

Dress Code

Policy: Employees are expected to maintain a neat and professional appearance while on duty. The dress code may vary depending on the nature of the work but must always reflect a positive representation of the studio.

Attendance Policy

Policy: Regular attendance is mandatory. Employees are expected to be present during working hours unless on approved leave. Maintaining regular attendance is essential for smooth operations and effective teamwork.

Procedure:

1. Employees must report absences to their supervisor as soon as possible, ideally at least one day before their shift.
 2. Tardiness and unexcused absences will be documented, and repeated offenses will result in disciplinary action ranging from verbal warnings to termination.
 3. Supervisors will maintain attendance records and review them regularly to ensure compliance with company standards.
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Event Policy

Policy: Guidelines for company events and meetings must be established to ensure they are well-planned and communicated.

Procedure:

Event Proposal Approval: Employees must complete an approval form on the Lpme.company platform for any event or project proposal. Prior to submission, employees are expected to conduct thorough research and provide a well-prepared proposal, including objectives, potential impact, and estimated costs. Approval from relevant departments or management is required before proceeding with further planning.

1. Employees must be informed of event details, including time, location, and agenda, in advance.
 2. Proper procedures must be followed to ensure the security and smooth operation of events.
 3. Feedback from participants must be collected and used to improve future events.
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Project Policy**1. Purpose & Scope**

This policy provides guidelines for the planning, execution, and completion of all projects within LPME DMCC. It applies to all project members, vendors, and stakeholders to ensure alignment, quality, and compliance. If an employee proposes a new idea or project, they must submit it through the form on Monday.com.

2. Roles & Responsibilities

Project Manager: Oversees planning, execution, and reporting; ensures scope, budget, and deadlines are met.

Team Members: Execute assigned tasks and report progress or issues.

Stakeholders: Provide input, approve deliverables, and support key decisions.

3. Communication

Use Monday.com for project updates only—no meetings or emails for routine updates.

Hold daily or weekly meetings to track progress.

Escalate unresolved issues to the Project Manager promptly.

4. Risk & Change Management

Identify and report risks immediately.

All changes to scope, budget, or timelines require formal approval.

Maintain documentation for all approved changes.

5. Quality & Compliance

Deliverables must meet agreed standards.

Regular reviews will ensure adherence to timelines and quality metrics.

All participants must comply with company policies and legal requirements.

6. Project Closure

Complete the handover of deliverables.

Conduct a post-project review to document lessons learned.
Archive project documentation for future reference.

Global Project Management Policy

1. Purpose & Scope

This policy ensures all international projects are managed effectively, with attention to local laws, cultural differences, and company standards.

2. Key Roles

Project Manager: Oversees budgets, timelines, and compliance with local regulations.

Team Members: Execute tasks, coordinate remotely, and report progress.

Stakeholders: Provide approvals and support cross-border operations.

3. Guidelines

Budgeting: Prepare detailed budgets, accounting for currency exchange, taxes, and unforeseen costs.

Compliance: Follow local laws, regulations, and cultural norms.

Communication: Use remote tools and adjust for time zone differences.

Risk Management: Identify cross-border risks and follow travel safety protocols.

Change Management: All changes to scope, budget, or schedule require formal approval.

4. Closure

Handover deliverables, documents, and archive records.

Studio Booking Policy

1. **Reservations:** Bookings are confirmed upon receipt of a completed booking form and deposit. Full payment is due before the session begins.
 2. **Cancellations:** A minimum of 24 hours' notice is required for cancellations to avoid forfeiting the deposit. Late cancellations may incur additional fees.
 3. **Damage Responsibility:** Clients are responsible for any damage to the studio or equipment during their rental period.
 4. **Overtime:** Overtime will be charged at the standard hourly rate.
 5. **Punctuality:** Please arrive on time. Sessions will end as scheduled, regardless of start time.
 6. **Use of Facilities:** Clients must leave the studio in the same condition as found. Clean up after use.
 7. **Respectful Conduct:** All clients and visitors must conduct themselves in a professional and respectful manner.
 8. **Booking Form:** All clients must complete a booking form prior to their session to ensure accurate scheduling and service provision.
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Studio Walkthrough Policy

1. **Scheduling:** Walkthroughs must be scheduled in advance. Please contact the studio to arrange a suitable time.
2. **Availability:** Walkthroughs are subject to availability and will not be permitted during ongoing recording sessions, especially in the main studio.
3. **Duration:** Each walkthrough is limited to 30 minutes to ensure efficient use of studio time.
4. **Number of visitors:** Should be informed in advanced.
5. **Supervision:** A staff member will accompany all visitors throughout the walkthrough to ensure safety and proper conduct.

6. **No Equipment Use:** Walkthroughs are for inspection purposes only—visitors are not permitted to use equipment during this time.
7. **Respectful Conduct:** Visitors must conduct themselves professionally and follow all studio rules during the walkthrough.
8. **Booking Inquiries:** Any additional questions or booking requests can be addressed with the studio representative during or after the walkthrough.

Social Media Policy

1. Account Management:

- The company's social media accounts are managed by authorized personnel only.
- All posts, stories, and responses must align with the company's brand guidelines and objectives.

2. Content Guidelines:

- Posts should reflect the company's values, products, services, or relevant updates.
- Use high-quality visuals and professional language in captions.
- Avoid sharing sensitive or confidential information.

3. Engagement:

- Respond to comments, messages, and inquiries promptly and professionally.
- Address negative feedback with courtesy and follow internal protocols for conflict resolution.

4. Privacy and Consent:

- Obtain permission before posting content featuring clients, partners, or employees.
- Respect the privacy of all individuals associated with the company.

5. Use of Hashtags and Mentions:

- Use relevant hashtags to boost visibility and engagement.
- Mention partners, collaborators, or clients only with their consent.

6. Employee and Intern Conduct:

- Employees and interns are prohibited from posting the company's logo, branding, or other official assets on personal social media accounts with commercial or misuse purpose.
- They must not imply personal opinions are endorsed by the company or misrepresent the organization in any way.

7. Ads and Promotional Content:

- All paid advertisements and sponsored content must be approved by the marketing department.
- Ads should align with the company's branding, values, and strategic goals.
- Targeting parameters for ads must comply with relevant laws, including privacy regulations.
- Any third-party agency handling social media advertising must adhere to the company's policies and guidelines.

8. Compliance:

- Ensure all content complies with copyright laws, social media platform policies, and relevant advertising regulations.
- Unauthorized access, misuse, or unprofessional conduct on social media accounts may result in disciplinary action.

Leave Policy

Policy: The company provides various types of leave to accommodate employees' personal needs, including annual leave, sick leave, and maternity/paternity leave. These leaves are granted in accordance with UAE labor laws.

Procedure:

1. Annual Leave:

- Employees are entitled to 30 days of paid annual leave per year.
 - Leave requests should ideally be submitted at least **one month in advance** and must receive supervisor approval. In cases of urgent or unforeseen circumstances, requests will be considered on a case-by-case basis, subject to management discretion.
2. **Sick Leave:**
 - Employees are entitled to 15 days of paid sick leave per year, as per UAE labor laws.
 - A medical certificate is required for absences exceeding two consecutive days. If employee exceeded 15-days it gets deducted from the salary.
 3. **Maternity/Paternity Leave:**
 - Maternity and paternity leave are granted according to UAE labor laws.
 - Employees must notify their supervisor at least three months before the expected date of childbirth.
 4. **Urgent Leave:**
 - Requests for urgent or emergency leave will be considered on a case-by-case basis and are subject to management approval.
 - Such leave is typically unpaid, but exceptions may be granted depending on the situation and at the discretion of management.
 - Employees are encouraged to notify their supervisor as soon as possible in the event of an urgent leave need, providing details to facilitate the approval process.

Leave Documentation:

All leave requests must be requested through Monday's platform and documented and processed through the company's HR system.

Approved leave must be recorded in the employee's attendance log.

Disciplinary Actions

Policy: Establishing clear procedures for disciplinary actions is essential to maintain order, accountability, and a positive work environment. All disciplinary measures will be applied fairly, consistently, and transparently across the company.

Procedure:

1. **Outline of Disciplinary Steps:** Disciplinary actions will follow a structured, progressive approach to address issues appropriately. Standard steps include:
 - **Step 1:** Verbal or Written Warning – The employee is informed of the issue and expected corrective actions.
 - **Step 2:** Salary Deduction – A 50% salary deduction may be applied if corrective actions are not observed.
 - **Step 3:** Termination – If previous actions do not yield improvement, employment termination may be considered.
 2. **Documentation and Communication:** All disciplinary actions must be formally documented and communicated to the employee in writing, ensuring transparency and accountability.
 3. **Opportunity for Response:** Employees will have an opportunity to respond to any allegations or disciplinary actions, fostering a fair and open dialogue.
 4. **Progressive Discipline:** A progressive discipline system will be implemented to ensure fairness, with actions escalating only if issues remain unaddressed or are repeated.
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Conflict Resolution

Policy: A formal process for resolving workplace conflicts will be established to ensure fair and timely resolution.

Procedure:

1. Employees are encouraged to address conflicts directly and respectfully with the involved parties.
 2. Unresolved issues must be escalated to a supervisor or HR representative.
 3. Mediation services must be provided to facilitate conflict resolution.
 4. All conflicts and resolutions must be documented for record-keeping and future reference.
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Remote Work Policy

Policy: Guidelines for remote work must be established to ensure accountability and effective communication for remote employees.

Procedure:

1. Remote work arrangements must be approved by the employee's supervisor.
 2. Clear expectations for availability and communication must be set for remote employees.
 3. Regular check-ins and updates must be scheduled to ensure remote employees remain engaged and productive.
 4. Remote work policies must be documented and accessible to all employees.
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Exit Procedures

Policy: Clear procedures for employee exits must be established to ensure a smooth transition and proper handling of company property.

Procedure:

1. Employees must provide written notice of their intention to resign, as specified in their employment contract.
 2. An exit interview must be conducted to gather feedback and insights from the departing employee.
 3. All company property, including equipment and access cards, must be returned before the employee's last working day.
 4. Final salary payments and any outstanding benefits must be processed in accordance with company policy and local labor laws.
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Feedback Mechanism

Policy: A formal feedback mechanism will be established to solicit input from employees and clients for continuous improvement.

Procedure:

1. **Accessible Feedback Forms:** Feedback forms should be readily available to employees and clients, allowing them to provide suggestions, report issues, or submit complaints conveniently and without barriers.
 2. Feedback must be reviewed regularly and used to identify areas for improvement.
 3. Changes and improvements based on feedback must be communicated to all relevant parties.
 4. Anonymity and confidentiality must be ensured for those providing feedback.
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Openness to Feedback

Policy: Feedback and constructive criticism are essential for professional growth, and all employees are expected to welcome feedback professionally.

Procedure:

1. Accept feedback constructively and avoid negative or defensive reactions.

2. Issues with accepting feedback may affect performance evaluations, and repeated problems may lead to disciplinary actions.

Positive Attitude Toward Tasks

Policy: Employees are expected to approach their work with a positive and cooperative attitude, completing tasks without complaints that could affect team morale.

Procedure:

1. Complete assigned tasks professionally, avoiding unnecessary complaints.
2. Management reserves the right to address ongoing negativity through performance reviews or disciplinary action.

Alcohol Use and Work Quality

Policy: Excessive alcohol use outside of work that affects work quality is discouraged.

Procedure:

1. Maintain high work performance regardless of personal activities.
2. If a decline in quality due to external influences is observed, management reserves the right to discuss the issue with the employee, and repeated incidents may lead to disciplinary action.

Staff Training and Development

1. Ongoing training programs are provided to staff to enhance their skills and knowledge in studio operations, equipment usage, and customer service.
2. Opportunities for career advancement and professional growth are promoted to encourage staff retention and morale.
3. Weekly team meetings are mandatory for all employees.

Use of Company Platform for Administrative Tasks

Policy: All administrative requests, including leave, equipment rentals, and event bookings, must be submitted through the company's platform, lpme.company.

Procedure:

1. Employees will be provided with login credentials for lpme.company and are expected to use this platform for administrative tasks.
2. Avoid requesting in-person assistance for tasks available on the platform to improve efficiency and ensure accurate record-keeping.
3. Use the platform's feedback system to share suggestions or complaints anonymously. Management will review and address inputs confidentially.

Internship and Training Programs

Policy: Internship and training programs will be developed to attract and nurture new talent within the company.

Procedure:

1. Structured internship programs with clear objectives and learning outcomes must be established.
2. Interns must be assigned mentors and receive regular feedback on their performance.
3. Training sessions must be provided to new hires to ensure they are well-equipped for their roles.

4. The effectiveness of these programs must be evaluated and improvements made as necessary.

Personal Responsibility for Meals

Policy: The company does not provide daily meals; employees are responsible for their own food arrangements.

Procedure:

1. Employees should bring or arrange their own meals.
2. On certain special occasions, the company may provide meals, though this is not a guaranteed benefit.

Equipment Usage

1. Only authorized personnel trained in equipment operation are permitted to use studio equipment.
2. All equipment must be handled with care and returned to its designated storage area after use.
3. Any malfunction or damage to equipment must be reported immediately to Admin DPT for repair or replacement.
4. It is mandatory to conduct equipment inventory checks every three months.
5. Video DPT equipment must be checked in and out by employees, with usage limited to project requirements.
6. Video and Audio DPT equipment must be checked in and out by the Warehouse Clerk.

Client Interaction

Policy: Professional and courteous client interactions are essential for maintaining the company's reputation. All client engagements must be handled with the highest level of professionalism.

Procedure:

1. Client bookings must be efficiently scheduled and managed to maximize studio utilization and meet client expectations.
2. All client interactions must be documented and approved by Admin DPT, ensuring each member of staff is aware of a walkthrough.
3. Employees must provide excellent customer service and address client concerns promptly.
4. Client feedback must be actively solicited and used to improve services and operations.
5. Visitors must adhere to all studio rules and regulations during their visit.
6. Access to sensitive areas must be restricted to authorized personnel only.

Guest Interaction and Studio Prestige

Guest and Artist Visits

Policy: Employees hosting guests or artists are responsible for their behavior and adherence to studio rules.

Procedure:

1. Book time slots for visits through lpme.company and inform management in advance.
2. Ensure that guests do not touch equipment unless specifically authorized and comply with all studio rules.
3. Employees who bring guests are responsible for managing their behavior to align with studio standards.

Company Reputation and Employee Conduct

Policy: LPME upholds its reputation; all employees are expected to represent the company with pride and professionalism.

Procedure:

1. Engage with artists professionally, ensuring the company's values are respected and upheld.

2. Any behavior that diminishes LPME's image may be reviewed by management and could lead to disciplinary action.

Confidentiality of High-Profile Visits

Policy: Client information must be handled with the utmost confidentiality to maintain trust and protect sensitive data.

Procedure:

1. Client data must be stored securely and accessed only by authorized personnel.
2. Confidentiality agreements must be signed by all employees handling client information.
3. Any breaches of client confidentiality must be reported immediately and addressed through disciplinary action.
4. Privacy of High-Profile Clients: Information regarding celebrity or high-profile clients visiting the studio must not be disclosed to unauthorized individuals. Visitors and strangers are strictly prohibited from taking photos with or of these clients at the company.

Emergency Procedures

Policy: Clear protocols for emergencies must be established and communicated to all employees to ensure safety and preparedness.

Procedure:

1. Emergency procedures for various scenarios (e.g., fire, medical emergencies) must be documented and posted in visible locations.
2. Regular drills must be conducted to ensure all employees are familiar with emergency procedures.
3. Emergency contact numbers must be easily accessible to all employees.
4. Any hazards or safety concerns must be reported immediately to the designated safety officer.

Facility Maintenance

Policy: Regular maintenance of the facilities is necessary to ensure a safe and productive work environment.

Procedure:

1. Regular maintenance checks for all equipment and facilities must be scheduled and documented.
2. All areas of the workplace must be kept clean and orderly.
3. Any facility-related issues must be addressed promptly to minimize disruptions.
4. Cleaning protocols must be followed to maintain hygiene and safety standards.
5. A meeting room is to be used for visitors only. All internal meetings take place in Office 3.

Quality Control

Policy: Quality control measures must be implemented to ensure high standards of service and product delivery.

Procedure:

1. Regular quality assessments must be conducted to evaluate service and product standards.
2. Feedback from clients and stakeholders must be collected and used to identify areas for improvement.
3. Continuous improvement practices must be implemented to enhance service quality.
4. Employees must be trained on quality control procedures and standards.

Sustainability Initiatives

Policy: The company is committed to promoting sustainability and eco-friendly practices within the workplace.

Procedure:

1. Energy-saving measures, such as turning off lights and equipment when not in use, must be implemented.
 2. Waste reduction practices, such as recycling and minimizing paper use, must be encouraged.
 3. Sustainability initiatives must be communicated to all employees, and their participation must be encouraged.
 4. Regular assessments must be conducted to identify and implement new sustainability measures.
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Inclusion and Diversity

Policy: The company is committed to fostering an inclusive and diverse work environment.

Procedure:

1. Diversity training programs must be provided to all employees.
 2. Recruitment practices must promote diversity and inclusion.
 3. Policies and practices must be regularly reviewed to ensure they support an inclusive work environment.
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Support for Personal Challenges

Policy: The company supports employees facing personal challenges that affect work performance and may assist with mental health resources if needed.

Procedure:

1. Employees may request support for personal issues affecting their work, such as mental health resources.
 2. While assistance is not guaranteed, the company will evaluate requests and provide support based on urgency and potential impact on work quality.
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Health Insurance Policy

Objective: LPME DMCC is committed to promoting the health and well-being of its employees. As part of this commitment, the company provides health insurance coverage to eligible employees, offering financial support for essential medical needs.

Eligibility

1. All full-time employees of LPME DMCC are eligible for the company-provided health insurance plan after completing a three-month probation period.
2. Part-time, contract, or freelance employees are not eligible unless explicitly stated in their agreement.

Coverage Details

LPME DMCC provides a health insurance plan that includes the following features to cover basic medical needs:

1. **Outpatient Care:** General practitioner visits, diagnostics, and minor treatments.
2. **Pharmacy Benefits:** Prescriptions approved under the plan.
3. A full list of approved clinics, hospitals, and pharmacies is available for download on the LPME platform.

Cost and Contributions

1. LPME DMCC covers the cost of a basic health insurance plan for all eligible employees.
2. Any medical expenses not included in the basic plan are the responsibility of the employee.

Enrollment

Eligible employees are automatically enrolled in the company-provided health insurance plan upon completing the three-month probation period.

Claim Process

1. Visit an approved healthcare provider within the insurance network.
2. Present the digital insurance file issued by LPME DMCC at the time of consultation.

Termination of Insurance

Health insurance coverage will cease in the following circumstances:

1. Upon termination of employment with LPME DMCC.
2. Any other condition specified in the employee's agreement.

Updates and Revisions

LPME DMCC reserves the right to modify the health insurance policy, including coverage or other terms. Employees will be notified of any changes in advance.

Contact for Assistance

For questions or concerns regarding the health insurance policy, employees may contact the Admin Department or email dilnoza@lp.me.

Anti-Discrimination and Anti-Racism Policy

Objective: LPME DMCC is committed to fostering a workplace environment that is inclusive, respectful, and free from any form of discrimination or racism. The company values diversity and ensures that all employees, regardless of gender, skin color, nationality, or other personal characteristics, are treated with dignity and fairness.

Policy Statement

1. Discrimination or racism in any form, whether verbal, non-verbal, or through actions, is strictly prohibited at LPME DMCC.
2. All employees, contractors, and visitors are expected to uphold these values and contribute to a respectful and equitable workplace.

Prohibited Behaviors

1. Treating individuals unfairly or differently based on gender, skin color, nationality, or other protected characteristics.
2. Using language or gestures that convey discriminatory or racist intent.
3. Harassment or any behavior that creates a hostile or offensive work environment.

Reporting and Response

1. Employees who experience or witness discriminatory or racist behavior are encouraged to report the incident to their supervisor, the Admin Department, or HR immediately.
2. All reports will be taken seriously and investigated confidentially.
3. Any individual found to have engaged in such behavior will face disciplinary action, which may include termination of employment or other measures as deemed appropriate.

Commitment to Respect and Inclusion

1. LPME DMCC actively promotes an inclusive culture where employees of all genders, ethnicities, and backgrounds can thrive.
 2. Diversity and respect are integral to the company's values and operations.
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Employee Handbook Acknowledgment Form

I acknowledge that I have received and read the employee handbook. I understand the policies and procedures outlined in this handbook and agree to comply with them. I also understand that this handbook is subject to change and that I will be notified of any updates.

Employee Name: _____

Signature: _____

Date: _____

This handbook serves as a comprehensive guide for employees at LPME Studios, ensuring clarity, consistency, and compliance in all aspects of the workplace.