Open Door Policy

The purpose of this policy is to ensure transparent and flexible communication between managers and employees, and to emphasize that all doors are open to employees. This approach is crucial for the development of communication at every level of our company.

Our approach is vital for the overall development of the company. We expect every employee to be ready to share their valuable thoughts and both positive and negative feedback that will support our growth. We encourage open communication, feedback, and discussion on all matters that are important to our employees. Employees may bring up their concerns, questions, or suggestions outside their regular reporting line.

It is expected that managers at all levels keep their doors open in support of this policy. Managers should be ready to listen to employees either in person or through digital tools used in the workplace (e.g., email or messaging applications) and should foster a culture of trust and communication within their teams.

Manager Responsibilities:
It is the manager's responsibility to create a work environment where employees can openly share their input, where such input is welcomed, suggestions can be freely given, and issues can be identified early. Managers are also responsible for either conveying feedback from team members to upper management or taking action based on that feedback. Therefore, they should:

• Always be transparent about what is being done and why, and share information,

• Take an interest in the personal development of employees and help create a roadmap,

• Avoid making promises that cannot be fulfilled,

• Be open to discussing all kinds of ideas with team members.

Ultimately, the main goal is to ensure two-way communication.

Employee Responsibilities:
Communication is important and is based on mutual trust. Just as employees expect their managers to listen to them, managers also need employees to be objective in order to assess information properly. Therefore:

• Every employee should first try to resolve minor conflicts with colleagues before approaching their manager. Trust and communication are expected to work both horizontally and vertically.

• If the issue is sensitive, the time and place of the meeting should be planned in advance as much as possible.

• Employees can reach senior management or the People and Culture teams within their organization for feedback-related matters and are encouraged to be proactive in giving and receiving feedback.