

**Frequently Asked Questions**  
**Policy 36: Work Schedules and Hours of Work**

**1. Why the work schedule was made more flexible?**

The work schedule was changed because CABGOC Management wants to help alleviate the difficult work commute situation in the city of Luanda, and on the journey from Cabinda to Malongo, therefore with a flexible schedule approved by their supervisor, employees will have the opportunity to choose a schedule that will adapt their life and work style.

**2. When and how can the employee start the new flexible work schedule?**

The new work schedule is effective on April 6, 2009. The employee must discuss with the supervisor and the supervisor should agree (or not) to use the new schedule, depending on the business and operational requirements. No paperwork is required, but the supervisor may use a form available online to track employees' work schedules.

**3. How many times can the employee change the flexible work schedule?**

The employees can change the flexible work schedule on a needed basis but it is recommended no more frequently than 1-2 times a year. Again, employees need to contact the supervisor to request and get approval to change the schedule.

**4. Can the supervisor refuse to approve, if an employee asks to change the flexible work schedule?**

Before refusing the supervisor needs to know the reasons why the flexible work schedule is being changed, and then make the necessary adjustments with employee subject to business and operational necessity.

**5. Does this work schedule is also available for Team Leaders, Supervisors, and Department Managers?**

The flexible work schedule is available for all employees in Luanda, Malongo and Cabinda on a 5/2 work schedule, regardless of the position. The flexible work schedule is subject to business and operational needs and requirements.

**6. When a rotational employee comes to work in a new location and 5/2 work schedule, which flexible work schedule the employee should choose?**

The employee can choose the flexible work schedule that best fit to his/her needs taking into account that it shouldn't vary during the time working and that the supervisor approves.

**7. Are all employees required to use the new work schedule?**

No, employees are not required to use the flexible work schedule, the current schedule is also part of the new flexible schedule, and the Friday flexibility is optional.

**8. The new schedule will influence the overtime calculation?**

No, the new schedules will not influence the calculation of overtime, because overtime is only given if the employee works for more than eight (8) hours per day, in a regular week.

**9. If you choose the flexible schedule you will have the same flexibility every Friday?**

Yes, when choosing the Flexible work schedule you will have the Friday flexibility every single Friday.

**10. If an employee in Cabinda or Malongo needs to reach an employee in Luanda that has a flexible schedule, what should the employee do?**

Regardless of the chosen work schedule, all schedules require employees to be at work during the core hours that are from 9:00 am to 4:00 pm, (except on Friday, for employees that start at 6:30 and 7:00) therefore the employee needs to know what the work schedule of the employee in Luanda is to contact the employee, or contact the employee during the core hours.