

External Employee Handbook

About Raffish Agency

Mission & Vision

Raffish Agency is your go-to marketing operations & customer service partner, simplifying workflows and enhancing customer experience through seamless integration, automation, and strategic support. We help brands optimize every interaction while reducing complexity and boosting efficiency.

As Sprinklr's trusted European partner, we specialize in omnichannel engagement, AI-driven insights, and service excellence, enabling businesses to personalize customer interactions, enhance response times, and drive long-term loyalty.

With our expertise in CXM platforms, we empower brands to streamline service delivery, unify data, and maximize engagement. Join us to redefine your customer experience and service strategy.

Our Values

At Raffish Agency, our values are more than words — they guide every interaction, decision, and strategy. These are the standards we hold ourselves to, and the experience we aim to create for our customers.

Reliable	Radical	Radiant
<i>"Be the steady ground that others can stand on."</i>	<i>"Own your edge, challenge the norm, and choose courage over comfort."</i>	<i>"Be the warmth in the room, even when it's virtual."</i>
For Our Team: We show up with consistency and clarity, creating safe, dependable spaces. Reliability starts with self-care and is built through everyday actions.	For Our Team: We challenge the norm, speak with courage, and take creative risks. Growth happens when we lead with boldness and purpose.	For Our Team: We bring energy and optimism to everything we do. Vitality and high performance go hand in hand.
For Our Clients: We deliver with care and precision, even in the small things. Clients trust us because we're steady, clear, and always follow through.	For Our Clients: We push beyond surface solutions to spark real change. Our role is to question, reimagine, and help clients think bigger.	For Our Clients: We inspire confidence with our presence and purpose. Every interaction is a chance to uplift, energize, and lead forward.

Working Hours & Flexibility

At Raffish Agency, we are a fully remote team that thrives on trust, autonomy, and open communication. To ensure smooth collaboration across our team, we operate within defined core hours while embracing flexibility.

Core Working Hours

Our core hours are: 8:30 AM - 5:00 PM CET, Monday through Friday
These hours help us maintain overlap across team members and ensure consistent availability for meetings and collaboration.

Flexibility with Responsibility

We understand that life happens - whether it's a doctor's appointment, personal errand, or family commitment. We encourage team members to manage their time responsibly, with the following principles in mind:

- At least 70% of your working hours should fall within our core time window. This ensures we can collaborate effectively and maintain team alignment.
- Meetings are mandatory unless you are experiencing an emergency or are on approved leave (e.g., sick day or vacation). If you are unable to attend, please notify the relevant parties as early as possible.
- For planned absences during the workday (e.g., doctor visits), simply inform your manager ahead of time. We trust you to make up the time when it works best for you.

Communication is Key

We value transparency and clarity. If your schedule will deviate from the norm, just keep your team and manager in the loop. This helps us coordinate seamlessly and support each other effectively.

By balancing structure with trust, we aim to create a work environment that supports both individual wellbeing and collective success.

Workations & Travel

At Raffish Agency, we embrace the flexibility of remote work - including the freedom to work from different locations. Whether it's extending a holiday into a workation or visiting family abroad, we support location mobility with a few key considerations.

Working While Traveling

Team members can request to work from outside their country of residence, as long as the arrangement is aligned with local laws and business needs. Approval is typically required, and location-specific limits may apply (e.g., 60–183 days per year, depending on the country).

Business Travel

For any work-related travel - client meetings, team gatherings, or events - we coordinate closely to ensure smooth logistics and compliance. Our Office Manager supports bookings, while local regulations guide the process.

We believe in combining freedom with responsibility - empowering our team to stay mobile while staying aligned.

Time Off & Sick Leave

At Raffish Agency, we believe that rest and wellbeing are essential to high performance. Our time off policies are designed to support a healthy work-life balance, personal needs, and life's unexpected moments.

Standard Time Off

We offer paid vacation time, and encourage team members to plan ahead so the team can stay aligned. For longer breaks, early notice helps ensure smooth collaboration and workload planning.

Overtime & Flexibility

Worked extra hours? You can take time off in return, up to a fair limit. We promote balance — not burnout.

Special Leave

We understand that life is unpredictable. Special leave is available for events like weddings, funerals, family emergencies, and even sick child care — and it doesn't affect your standard holiday balance.

Sick Leave

Health always comes first. If you're feeling unwell, we ask that you notify your manager early in the day and take the time you need to recover. For minor issues, partial sick days are handled with flexibility — just keep your manager in the loop.

If you are unable to work due to illness, sick leave should be registered in accordance with local labor laws and requirements, based on the country in which you are employed.

Reimbursements & Expenses

At Raffish Agency, we support our team with the tools, training, and flexibility they need to succeed — while ensuring clarity and fairness around reimbursements.

Expense Reimbursements

We reimburse business-related expenses such as travel, tools, or client needs — as long as they're pre-approved and properly documented. While approval is required before purchase, we make the process smooth and timely.

Training & Education

We invest in learning. Relevant training costs may be reimbursed if tied to your role and discussed during performance reviews. Time and budget approval is always coordinated in advance.

Home Office Equipment

Applicability:

- This benefit becomes available **after completing 3 months** of employment.

Ownership:

- If you stay over **12 months**, the equipment is yours to keep.
- If you leave earlier, you may either return the equipment or reimburse the cost.

Referral Program

At Raffish Agency, we believe great people know great people - and we love when our team helps us grow through trusted recommendations. That's why we offer referral incentives for both new talent and new clients introduced by our employees.

Employee Referral

Know someone who would be a great fit for our team? If your referral is hired and completes three months with us, you'll receive a €500 referral reward as a thank-you for bringing in top talent.

Client Referral

If you introduce a company that becomes a client of Raffish, we'll reward your impact once the partnership begins. You'll receive 4% of the value of the first paid invoice for any eligible client you refer.

Eligible clients must:

- Generate at least €100 million in annual revenue
- Have operations based in Europe, ideally across multiple countries

Performance Review Policy

At Raffish Agency, we're committed to creating a culture of growth, transparency, and continuous development. One of the ways we support this is through biannual performance reviews for every team member.

Purpose & Approach

Performance reviews are structured conversations designed to reflect on progress, align expectations, and set meaningful goals. They're a collaborative opportunity for employees and managers to connect on development, impact, and future growth — with documented outcomes to guide the next performance period.

What's Covered

Each review touches on key areas such as:

- Current training and development needs
- Future learning opportunities aligned with your role and aspirations
- Exploration of other potential roles or paths within Raffish

More Than Just a Check-In

These reviews are not meant to replace everyday feedback. Instead, they formalize ongoing conversations and provide dedicated space for reflection, support, and planning.

Ways of Working

At Raffish Agency, we collaborate across teams, clients, and time zones with a focus on clarity, efficiency, and respect for time.

We generally work within standard business hours (9:00–17:00 CET) while allowing flexibility where needed. To support focus and productivity, we avoid scheduling meetings on Tuesday and Friday afternoons, and keep internal meetings concise — typically no longer than 45 minutes.

We prioritize clear communication, transparency, and well-structured collaboration to ensure a consistent and professional experience for our clients.