



Employee Handbook

Version 1.0 – 2016

Sultanate of Oman

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Welcome to Six Pence Group

Dear Colleague,

Welcome to Six Pence Group (6 Pence, AlWasl & BATC. Collectively referred to as the “Group” and individually as the “Company”). We would like to wish you every success during your employment with us, whether you have recently joined the Company or whether you are an existing employee.

This Employee Handbook (the “Handbook”) is designed both to introduce you to the Group and to be of continuing use during your employment with the Company.

Together with your employment contract, the Handbook sets out the terms and conditions of your employment, guidance on the high standards of conduct that are expected of you and some of the main employee benefits which may be available to you.

The Handbook is therefore an important document and it is essential that you read it thoroughly and carefully upon joining the Company. This Handbook is made available to new joiners & existing employees through our website.

General amendments to the Handbook will be issued from time to time. It is essential that you refer to the updated Handbook and familiarize yourself with these amendments.

We hope that you will find the information contained in the Handbook both informative and helpful. For more clarification or interpretation regarding this Handbook, please refer to the HR Department.

The Management

Group Profile

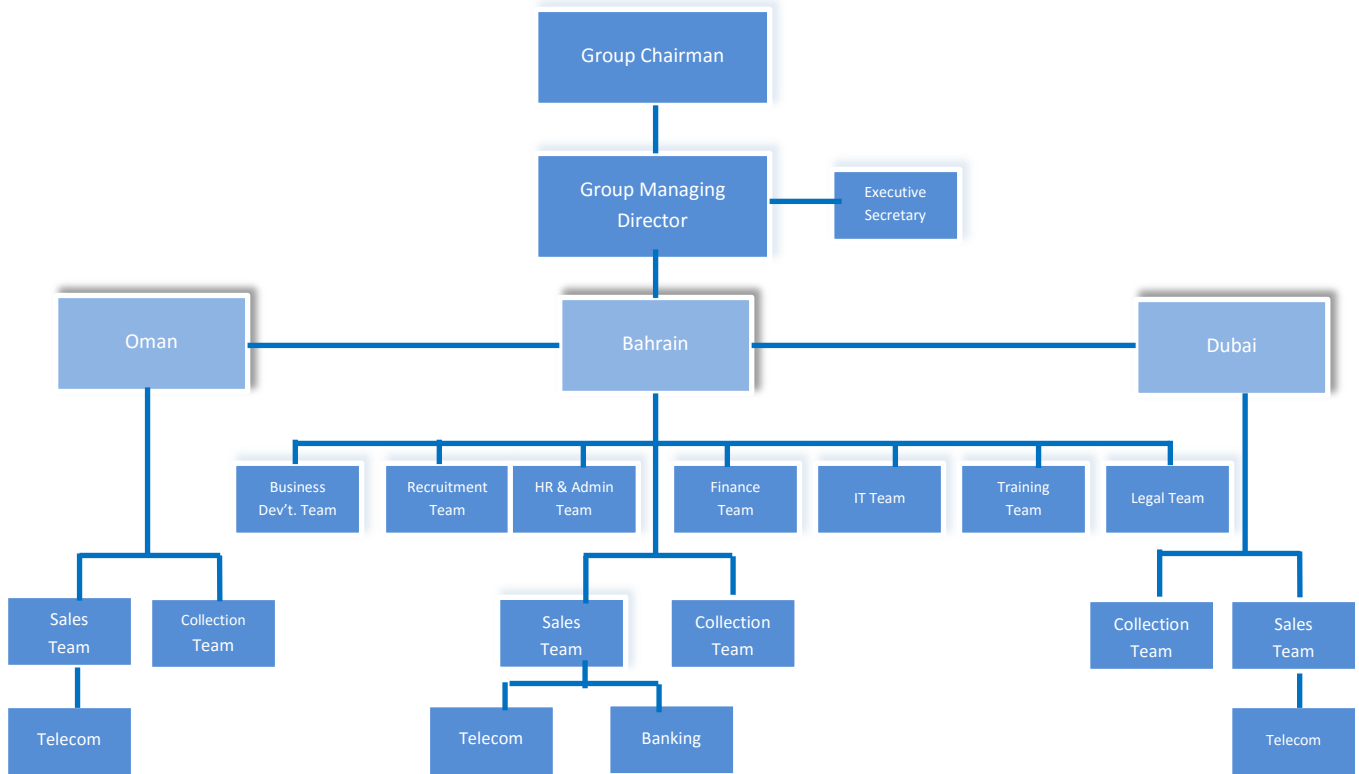
The Group was first established in the Kingdom of Bahrain. In addition to its operations in Bahrain, the Group has presence in both United Arab Emirates and Sultanate of Oman, whilst continuously exploring the possibilities of expanding into the rest of the GCC member states and beyond where possible.

The Group is dedicated to partnering with its clients in joining efforts for mutual successes. We provide innovative, proactive response services designed to promote customer satisfaction and to increase customer retention of our clients.

Acclaimed as a premium solution provider in our industry in countries we operate in, the Group gives employers access to the top qualified candidates within their respective areas of expertise when they are needed the most. All of the candidates that are presented to our clients for final approval must pass through screening and interviews by our experienced, competent and dedicated consultants.

At the Group, we consider our clients as business partners, seeking to leave positive imprints on bottom line profitability and long-term business success, via extending customers outreach and enhancing relationship management programs.

Organizational Structure



Definition of Terms

Salary Structure

The salary range established for jobs within the Company.

Basic Salary

Refer to an employee's base pay excluding any premiums or allowances that may be included in the Employment Contract.

Gross Salary

Refer to the total monthly monetary payment to an employee. It is the basic salary plus other cash allowances paid on a monthly basis through the payroll.

Employment Contract

The employment agreement entered into by any employee and the Company. All Employment Contracts will take precedence over any general policies.

ESB

Refers to the End of Service Benefits of an employee.

Expatriate Employee

Expatriate employee are individuals who are not Nationals/Citizens or permanent residents of Oman who have been brought to Oman to perform a specific job for the Company.

Expatriation

Expatriation is the employee's initial trip to Oman for commencement of work for the Group.

Repatriation

Refers to employee's final trip from Oman to Point of Origin immediately upon termination of his/her employment with the Company and cancellation of his/her Residency Permit.

Job Classification

Job classification refers to the hierarchical structure of jobs, arranged into job families and grades.

Promotion

Refers to the appointment of an employee from one Job Grade to a higher one.

Occupational Accident/Injury

Employee illness or accident resulting from his/her work at the Company or occurring during duty hours or travel to or from the workplace (provided that travel includes no stop-offs, is on due time, and no detours are taken).

Job Evaluation

Job evaluation is a method of determining on a systematic basis the relative importance of a number of different jobs.

Panel Interview

An interview in which two or more interviewers take it in turns to ask questions.

Onboarding

Is the formal process of acclimatizing a newcomer to an organization by HR and the direct supervisor/manager of the employee which includes a guided tour of the workplace, introductions to co-workers and other departments, an explanation of health and safety procedures and the completion of employment documentation.

Immediate Family

This consists of the employee's spouse and dependent children, the employee's biological father and biological mother and the employee's spouse's biological father and biological mother as listed in the employee's file and as confirmed in the employee's and spouse's birth certificates.

Point of Origin

The city and country the employee considers his/her home or country of permanent residence which is declared by the employee in his/her Profile.

About the Handbook

The purpose of the Handbook is to:

- Set out and clarify the terms and conditions of employment and your rights as an employee.
- Set out and clarify the code of conduct which you must abide by.
- Set out the violations related to rules of work and related penalties.

The Handbook is divided into a number of sections. This section introduces the various sections and explains the importance of the Handbook.

Section 1 – Terms and Conditions

Your Employment Contract, together with this section (and as amended by any subsequent communications from the Company) shall form the terms and conditions of your employment. It therefore sets out important information on the rights and obligations which apply during the course of your employment.

Section 2 – The Code of Conduct

The Code of Conduct deals with and provides guidance on the standards of behavior that the Company expects of all employees.

Section 3 – Schedule of Penalties

This section lays out the violations of rules of work and the related penalties that will be applied by the Company if the employee commits these violations.

SECTION 1 – Terms and Conditions

1. Employment

1.1 Job Title

Your current job title is as stated in your Employment Contract and may be amended depending on the business requirements in writing.

1.2 Duties

Your duties are as set out in your Job Description or as detailed to you by your line manager. However, you will need to take a flexible approach to your duties and in particular from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your grade and job requirements. On occasions for training purposes or operational reasons, you may also be required to carry out duties at a higher or lower grade as necessary. Deputizing in other grade duties is a developmental opportunity and a contribution to overall teamwork and career growth.

1.3 Grade

All positions within the Company are given a grade allocated to a particular job by a process of Job Evaluation, which assesses and ranks jobs according to a number of criteria. Your grade is initially stated in your employment contract and any changes will be communicated to you in writing.

1.4 Probation

All new employees shall be on probation for a period of three (3) months, unless otherwise defined in their Employment Contract. Employees hired internally need not go through the probation period.

1.5 Visa

All expatriate employees must have a valid visa or work permit sponsored by the Company before joining. Employee is entitled for family visa so long that he/she passed the requirements of the concerned authority for the same, where the cost of such family visa is borne by the employee him/herself. Visit visa facility is not provided by the Company.

1.6 Promotions & Job Evaluations

All jobs are subject to evaluation in accordance with the Company policy. The Company shall decide the promotions in accordance with its general policy. All vacant jobs are subject to internal advertising in order to give the opportunity to employees to apply for the vacancy. The suitable employee shall be selected in accordance to their practical experience and qualifications.

1.7 Business Travels

There may be some roles where there is a requirement to work outside of the base country of employment. There may also be roles where occasional overseas travel is necessary, and in such situations, personal and domestic circumstances will be taken into account.

2. Compensation

2.1 Pay

Your pay comprises a Basic Salary and any entitlement to other allowances as stated in your Employment Contract, other communications from the Company or as defined by the local Labour Law. Any changes will be notified to you in formal written communication.

Payment will be made into an account in your name with the bank, every month on 30th of each month or the 5th of the following month. Depending on the date in the month you join the Company, the payment period and/or date of your first salary payment may vary. Payment is subject in all cases to statutory deductions of employee national insurance contributions and any other deductions which the Company may be obliged or has the right to make. You may view your monthly payslip statement detailing the gross pay and applicable deductions through our online Employee Self Service System.

2.2 Bank Account

It is a requirement of your employment that you have an account with a bank in the country of your employment, into which your monthly salary and other benefits will be transferred to.

2.3 Salary

The Company reviews its current levels of pay each year. Any changes to your employment compensations will be communicated to you by an official communication.

2.4 Allowances

You may be eligible for certain non-contractual allowances, as are applicable at the time. Your Employment Contract or subsequent communications from the Company will specify the type and level of any allowance to which you may be entitled. Any subsequent withdrawal or variation will be notified to you in writing.

2.5 Overtime and Additional Hours

Where you are required to work beyond your normal hours, payment will be made to the entitled employees, in respect of any such hours, in accordance with the Company's rules on authorization, eligibility and rates of pay.

Overtime payments are not used in the calculation of any benefits which are reliant on hours worked. Employees will not be eligible for overtime payments until they work more than 8 hours in one day or 48 hours in one week or on a rest day or Public holiday or when requested by the employee's Manager.

2.6 Incorrect Pay and Deductions

There may be an occasion when through error or omission you receive less than your contractual pay and/or allowances. Should such an unfortunate circumstance arise the Company will rectify the situation and any contractual pay and/or allowances not paid to you will be paid on the first opportune pay-day following notification or identification of the omission or error.

Conversely, if any error or omission results in any overpayment of pay and/or allowances being made to you it is accepted that the Company reserves the right to deduct any such overpayment(s) from salary on the first opportune pay-day following identification or notification. The Company will take into account individual circumstances and try to achieve a jointly-agreed repayment schedule.

In the event that the overpayment is made in respect of your final salary payment (or other payment due on termination of employment), the Company reserves the right to request that you repay such sums owed.

If your employment ends and the number of days holiday you have taken exceeds your prorate entitlement for the holiday year, an appropriate deduction will be made from your final pay or if this is not possible the Company reserves the right to request that you repay such sum immediately on demand. The Company will give you an opportunity to discuss the proposed repayment, and will take into account your personal circumstances prior to determining a repayment schedule.

If the holiday entitlement you have taken is less than your pro-rata entitlement and it is not operationally practical for the outstanding days to be taken during the notice period, payment in lieu of outstanding holiday entitlement will be made.

3. Benefits

3.1 Social Insurance Deduction

Omani staff will receive a deduction from their salary to cover the current General Organization of Social Insurance rules.

Omani nationals will contribute 7% of their total salary and recurring constant allowances. The Company will contribute 11.5% of the employee's total salary and recurring constant allowances monthly payments to Social Insurance Organization.
workplace disabilities.

3.2 Leaving Indemnity

Expatriate employees and employees not subject to be registred in the Social Insurance Organization will be eligible for a leaving indemnity at the end of their service period in accordance with the conditions laid down in the Sultanate of Oman Labor Law. Incentive pay and allowances shall not form part of the calculations of the leaving indemnity.

3.3 Industrial Accident and Reporting of Accidents

All employees who are working in the Sultanate of Oman and registered with the Social Insurance Organization (SIO) are insured against Industrial Accidents through the SIO.

- Any employee who sustains an industrial injury whether serious or minor during the working hours should inform their supervisor.
- At the time an industrial accident occurs, the employee or the manager/supervisor should inform HR within 24 hours from the accident occurrence.

- Employee should proceed to the Governmental Central Hospital within 24 hours from the accident occurrence.
- The employee who sustained an injury should continue their treatment with the concerned hospital as recommended by the SIO. Employee should not go to any other place for treatment without written permission from the SIO.

3.4 Incentive Schemes

The Company offers performance related discretionary incentive schemes designed to reward employees according to their efforts and the achievements of the Company. The existence of, and rules of the schemes are entirely discretionary and operate in accordance with non-contractual rules, which may be in place from time to time.

3.5 Performance Review

Each employee's performance is reviewed annually.

4. Leave

4.1 Public Holidays

The number of Public Holidays per annum is 14 days, as follows:

- AlHijra New Year 1st of Muharram
- Eid AlFitr 1-2-3-4 Shawal
- Eid AlAdha 10-11-12-13 Thou Alhijah
- Prophet Birthday 12 Rabei Alawal
- National Day 18th and 19th November
- Isra and Miraj 1 day 27th Rajab
- Al Nahdha day 1 day 23rd July

Some employees may receive payment for working on Public holidays or a day in lieu in accordance with the Company's policies and procedures on authorization, eligibility and rates of pay.

4.2 Annual Leave

- Full time employees are currently entitled to thirty (30) calendar days per annum, which is as per Oman's Labour Laws. This entitlement changes subject to the change in the applicable Labour Law.
- Part-time and temporary employees annual leave entitlement will be calculated on a pro rata basis.
- The annual leave runs from 1st of January until 31st December of every year.
- It is the Company's policy that all employees must take leave or utilize their leave entitlements during the same year. It is the manager/supervisor's responsibility to set the leave plan for their team members and accordingly the concerned employee must take his/her leave on the planned date(s).

4.3 Paid Leaves

The employee shall be entitled to fully paid leave as follows and should present formal certificate of the below leaves:

- **Marriage Leave:** three (3) days in the case of getting married (once only).
- **Paternity Leave:** 1 Day if employee's wife has given birth, this day to be taken in the same day or the day after.
- **Compassionate Leave:** three (3) days in the event of the death of the spouse or any of the employee's relative to the fourth degree of relationship. Two (2) days in the event of the death of one of the relatives of the spouse to the second degree of relationship.
- **Maternity Leave:** a pregnant woman employee shall be entitled to 50 days maternity leave. This entitlement is limited to a maximum of three separate sets of maternity leave during employment.
- **Hajj Leave:** 15 days for Muslim employees once during their period of employment to perform pilgrimage obligation provided they have completed 1 year of service with the Company. The company shall decide the number of workers who are granted such leave in every year according to the business requirements, provided that priority shall be given to the worker who has spent the longest period of continuous service.

5. Attendance

Attendance and punctuality are essential conditions of employment enabling the Company to plan and conduct its business with little or no disruption. No salary or other allowances or incentive payments will be paid for periods of unauthorized absence.

5.1 Absence from Work

You must wherever possible gain prior agreement from management before being absent from work. In that case an explanation satisfactory to the Company must be given for your absence. If you do not have your manager's prior agreement to your absence you must:

- Comply with the Company's rules and procedures if the absence is due to your sickness or injury as set out below; or
- If your absence is due to any other reason you must telephone your manager/supervisor at your normal starting time, or as soon thereafter as is reasonably practicable, in order to advise of your absence and provide a satisfactory explanation for the absence.

If the Company considers that the explanation you have given for your absence, verbally, or in writing, to be unsatisfactory or false then action under the Company's disciplinary procedures may be taken against you.

5.2 Absence Due to Sickness

After passing the probationary period you will be entitled for sick leave, as follows:

- the first and second weeks full paid
- the third and fourth weeks, 75% paid.
- two weeks fifth and sixth 50% paid .
- weeks of the seventh to the tenth 25% paid.

The sick leave runs from 1st of January until 31st December of every year.

6. End of Service

6.1 Resignation and Termination

It is the Company's policy to ensure that the procedures for an employee's resignation or termination are consistent and are dealt with equitably. Employees wishing to resign must submit a written notification to their manager/supervisor indicating their last working day.

6.2 Termination of Employment by the Company

Employees are entitled to a minimum of one calendar month's notice period of termination from the Company, as set out in the Employment Contracts, unless your employment is terminated summarily on the grounds of gross misconduct.

6.3 Termination of Employment by the Employee

Unless otherwise agreed, you are required to give the Company at least one calendar month's notice in writing, which you must ensure is received by your line manager before the notice begins to run. Verbal resignations will not be accepted.

6.4 Termination of Employment during the Probation Period

Either party can terminate an Employment Contract during the probation period by giving Seven (7) days notice.

7. Disciplinary Rules and Procedures

Violation of any of the terms of your Employment Contract or the Company's standards of conduct, rules, regulations, compliance requirements and other rules which may apply to you is viewed most seriously and will result in disciplinary action (which could include dismissal) being taken under the Company's Disciplinary Procedures.

The Group's Schedule of Penalties is set out in Section 3 of this Handbook.

7.1 Grievance Procedure

If you have a grievance related to your employment, you have a right to apply in writing for redress. Full details of how you should go about this, including the person to whom you should apply, and how your grievance will be dealt with are set out in the Company's Grievance Policy.

7.2 Suspension

If you commit a felony or misdemeanor the Company has the right to suspend you from duty from the date of lodging information of the incident, followed by a disciplinary hearing.

SECTION 2 – The Code of Conduct

You are expected to carry out your responsibilities in a careful, diligent and ethical manner and will have to always comply with all applicable laws, rules and regulations.

Devote the whole of your time and attention during the working hours to discharge your duties according to the best of your skills and ability and with due punctuality, diligence and dispatch.

Conduct yourself honestly, properly and with civility towards the Company's clients; respect customs, practices and reasonable ambitions of other people; and refrain from anything which will undermine or is prejudicial or harmful to the Company's reputation or its business or compromise its Employee's ability to carry out their duties without external constraints.

1. Our People

The Company aims to provide employees a safe working environment in which employees are treated fairly and with respect. They are encouraged to develop and are rewarded on the basis of individual performance. Equal opportunities are available to all employees on the basis of merit. Discrimination, harassment or bullying of any kind is not tolerated.

2. Our Clients

The Company aims to develop and maintain a long-term and mutually beneficial relationship with its clients. It seeks to treat all clients fairly throughout the lifetime of the business relationship.

Clients should be provided sufficient and timely documentation to confirm their transactions and all other necessary information about their rights and responsibilities.

Client complaints should be handled sensitively, professionally and quickly. Customers who have complaints dealt with in this manner are often more loyal than those who have encountered no problems at all.

All client complaints should be recorded appropriately to ensure the Company can utilise the information to avoid future repetition and improve its service to clients.

3. Integrity

It is the aim of the Company to develop and promote an environment of trust, fairness, transparency, innovation and reliability.

All employees must observe high standards of integrity and fair dealing. They must be honest and straightforward in their dealings with clients, other parties with whom the Group has dealings with and in all internal matters.

No employee should act in a manner which could lead to damaging the Company's reputation.

4. Conflicts of Interest

Situations where personal interests conflict, or appear to conflict, with the interests of the Company or its clients must be avoided.

A conflict of interest exists whenever a business or personal circumstance impairs professional judgement or the ability to act in the interest of the Company or its clients.

All employees must take appropriate measures including communicating potential conflict of interest and recognise and manage situations where a conflict of interest might arise.

5. Confidentiality

Client and internal information must be held in the strictest confidence and in compliance with the local laws and regulations of the Company.

Employees should only use information obtained through employment of the Company to perform their duties of the Company and such information should never be discussed outside the Company unless authorised by the senior management or if required by the local authorities.

6. Company Assets and Systems

All employees are responsible for protecting the Company's and clients assets and systems. Assets include intellectual property, business development opportunities, information, physical property or funds.

Employees must not misuse the Company's systems, such as accessing offensive websites or sending inappropriate emails.

7. External / Private Interests

Employees are encouraged to participate actively in the communities in which they live and work. The Company is supportive of employees who undertake work for, or accept positions in, organisations in their communities which are generally perceived to be of benefit to the community.

However, in normal circumstances employees must not hold a position or have outside interests that materially interfere with the time or attention which should be devoted to their duties at the Company.

8. Business Opportunities and Personal Affairs

The primary business duty of employees is loyalty to the Company, and any business activities that conflict with this duty must be avoided.

If any employee is considering getting involved in a business, they should obtain written approval from senior management.

Employees must not use the Company's resources for personal purposes.

9. Political Activities

The Group is politically neutral and employees who wish to participate as individuals in political activity or campaigning must do so in their personal capacity and not as the Group's representative.

10. Fitness for Duty – Alcohol, Drugs and Medication

Employees should make sure they are fit and able to perform their assigned duties when they report for work. If an employee is using medication that may affect their work performance they must notify their line manager.

The abuse of alcohol or drugs on the Group premises or during normal working hours is prohibited. If an employee is suffering from a drug or alcohol problem that may adversely affect their work performance they must notify their line manager or HR and actively seek professional assistance.

11. Personal Appearance

Employees must ensure that their personal appearance and presentation is professional, tidy and appropriate for their work role and environment. For more information Please refer the Dress Code Policy.

Employees who are required to wear a uniform must ensure that the uniform is clean and complete and as per the clients' guidelines.

12. Concerns of Wrong Doing

If an employee has any concerns that their own behaviour or that of another employee is in breach of their relevant Code of Conduct or supporting policies and procedures they must raise the concern by telephone or email directly to the HR Department. All concerns raised are taken seriously and fully investigated. The employee's identity who raised the concern will be kept confidential, except where disclosure is required by law, regulatory requirement or court order. No employee will be discriminated against in any way as a result of raising a concern in good faith.

13. Compliance Requirements

Each employee must acknowledge in writing or electronically, that they have read and understood their obligations under their relevant Business Code of Conduct and the policies contained therein, and that they agree to comply with the Code. If a situation arises where an employee finds that they have unintentionally breached the Standards or Guidelines set out in their relevant Code or supporting policies and procedures, they should immediately consult their line manager, or supervisor who will deal with the matter in a sympathetic manner and ensure that the breach is remedied effectively.

14. Clients Code of Conduct

Depending on the project you are assigned to, there might be additional requirements concerning the code of conduct which will be shared with you upon joining the project or directly communicated to you by the client.

SECTION 3 – Schedule of Penalties

| VIOLATIONS RELATED TO WORKING HOURS | | | | | | |
|-------------------------------------|---|--|-----------------|------------|-------------|---|
| No. | Type of Violation | PENALTIES AND DEDUCTION APPLICABLE TO THE DAILY SALARY | | | | |
| | | First Time | Second Time | Third Time | Fourth Time | Remarks |
| 1. | Arriving late for up to 15 minutes without permission or reasonable excuse | Verbal warning | Written warning | 5% | 10% | Dismissal |
| 2. | Arriving late for up to 15 minutes without permission or reasonable excuse if delay led to disrupting the work of other employees | Verbal warning | Written warning | 25% | 50% | Dismissal |
| 3. | Arriving late for a period more than 15 minutes and up to 60 minutes without permission or reasonable excuse | 25% | 50% | 75% | Full day | Dismissal |
| 4. | Arriving late for a period more than 15 minutes and up to 60 minutes without permission or reasonable excuse if delay led to disrupting the work of other employees | 30% | 50% | 75% | 2 days | Dismissal |
| 5. | Arriving late for a period more than one hour without permission or reasonable excuse whether or not this led to disrupting the work of other employees | Written warning | Full day | 2 days | 3 days | Dismissal in addition to deduction of the delay hours wage |
| 6. | Leaving work early without permission or reasonable excuse | Written warning | 10% | 25% | Full day | Dismissal in addition to deduction of the hours of leaving work |
| 7. | Staying or returning to the company after working hours without justifiable excuse | Written warning | 10% | 25% | Full day | Dismissal |

VIOLATIONS RELATED TO WORK ORGANIZATION

| No. | Type of Violation | PENALTIES AND DEDUCTION APPLICABLE TO THE DAILY SALARY | | | | |
|-----|--|--|-----------------|------------|-------------|---|
| | | First Time | Second Time | Third Time | Fourth Time | Remarks |
| 1. | Existing workplace through an exist not dedicated for the exit of the employees | Verbal warning | Written warning | 15% | 25% | Dismissal |
| 2. | Receiving non employee visitors in workplace without a permission from the management of the company | Verbal warning | Written warning | 15% | 25% | Dismissal |
| 3. | Eating in places not dedicated for this purpose in the company | Verbal warning | Written warning | 15% | 25% | Dismissal |
| 4. | Sleeping during office hours | Verbal warning | Written warning | 25% | 50% | Dismissal |
| 5. | Using office telephone for private purposes without a permission | Verbal warning | Written warning | 25% | 50% | Dismissal |
| 6. | Loitering or being in another place inside the company during office hours | 10% | 25% | 50% | 1 day | Dismissal |
| 7. | Tampering with attendance and leaving times | 25% | 50% | 1 day | 2 days | Dismissal |
| 8. | disobeying normal orders related to work | 25% | 50% | 1 day | 2 days | Dismissal |
| 9. | Not following work instructions, provided that these instructions are displayed in a visible place in the company | 25% | 50% | 1 day | 2 days | Dismissal |
| 10. | Sleeping in situations which need continuous alert | Half day | 1 day | 2 days | 3 days | Dismissal |
| 11. | Incitement to disobeying orders and instructions of the company | 2 days | 3 days | 5 days | Dismissal | - |
| 12. | Negligence in work resulting in an injury to the health or safety of workers or of materials and tools | 2 days | 3 days | 5 days | Dismissal | - |
| 13. | Smoking in places where smoking is banned to protect the safety of works or drinking alcohol or taking drugs in the company's premises | 2 days | 3 days | 5 days | Dismissal | Dismissal is permissible if violation led to serious damage |

VIOLATIONS RELATED TO WORK AND CONDUCT

| No. | Type of Violation | PENALTIES AND DEDUCTION APPLICABLE TO THE DAILY SALARY | | | | |
|-----|---|--|-----------------|------------|-------------|-----------|
| | | First Time | Second Time | Third Time | Fourth Time | Remarks |
| 1. | Collecting financial assistance or money without permission | Verbal warning | 10% | 25% | 50% | Dismissal |
| 2. | Writing or pasting announcements on the walls | Verbal warning | Written warning | 25% | 50% | Dismissal |
| 3. | Wasteful consumption of raw materials without an acceptable excuse | Written warning | 50% | 1 day | 2 days | Dismissal |
| 4. | Falsely claim to superiors or colleagues, leading to disruption of work | 25% | 50% | 1 day | 2 days | Dismissal |
| 5. | Refusal to be searched upon departure | 25% | 50% | 1 day | 2 days | Dismissal |
| 6. | Violating health instructions at work premises | 50% | 1 day | 2 days | 5 days | Dismissal |
| 7. | Using tools or machinery or material for private purposes | 1 day | 2 days | 3 days | 5 days | Dismissal |
| 8. | Quarrelling with colleagues and causing disorder at premises | 1 day | 2 days | 3 days | 5 days | Dismissal |
| 9. | Malingering | 1 day | 2 days | 3 days | 5 days | Dismissal |
| 10. | Refraining from conducting a medical examination at the request of company doctor | 1 day | 2 days | 3days | 5 days | Dismissal |
| 11. | Non depositing of money collected for the company's account in a timely manner without acceptable justification | 2 days | 3 days | 5 days | Dismissal | - |
| 12. | Violating orders and instructions of the company | 2 days | 3 days | 5 days | Dismissal | |
| 13. | Refusing to wear formal uniform | Verbal warning | Written warning | 10% | 25% | Dismissal |
| 14. | Failure to complete the training and developmental program | Written warning | 10% | 25% | 50% | Dismissal |

VIOLATIONS RELATED TO WORK AND CONDUCT- CONT.

| No. | Type of Violation | PENALTIES AND DEDUCTION APPLICABLE TO THE DAILY SALARY | | | | |
|-----|--|--|-----------------|------------|-------------|-----------|
| | | First Time | Second Time | Third Time | Fourth Time | Remarks |
| 15. | Contract deals to buy or sell or promote goods at the company's premises | Written warning | 10% | 25% | 50% | Dismissal |
| 16. | Leaving important information on the desk | Verbal warning | Written warning | 25% | 50% | Dismissal |
| 17. | Leaving important information on the printer or photocopier or fax machine | Verbal warning | Written warning | 25% | 50% | Dismissal |
| 18. | Destruction of backups for the data without permission from the management | Written warning | 10% | 25% | 50% | Dismissal |
| 19. | Failure to report a theft of computers and accessories or any other devices | Written warning | 10% | 25% | 50% | Dismissal |
| 20. | Not exiting the network and closing of computer when out of office, unless otherwise necessary | Verbal warning | Written warning | 25% | 50% | Dismissal |
| 21. | Misuse of e-mail | Verbal warning | Written warning | 25% | 50% | Dismissal |
| 22. | Encroaching the officials or defaming them through any means | Written warning | 10% | 25% | 50% | Dismissal |
| 23. | Hide message delivered to mail, or destroying or opening it or facilitating this to others and it applies to the wired and wireless messages | Written warning | 10% | 25% | 50% | Dismissal |
| 24. | Failure to prepare a backup copy kept away from the computer or in a safe place | Verbal warning | Written warning | 25% | 50% | Dismissal |

| VIOLATIONS RELATED TO JOB PERFORMANCE | | | | | | |
|---------------------------------------|---|--|-----------------|-----------------|-------------|--|
| No. | Type of Violation | PENALTIES AND DEDUCTION APPLICABLE TO THE DAILY SALARY | | | | |
| | | First Time | Second Time | Third Time | Fourth Time | Remarks |
| 1. | Failure to achieve monthly sales agreed upon with the employer | Verbal warning | Written warning | Written warning | Dismissal | If violation is repeated four times during 12 months then employee will be dismissed |
| 2. | Failure to carry out duties as described in the job description | Verbal warning | Written warning | Written warning | Dismissal | - |
| 3. | Reacting in a non-suitable manner with superiors, colleagues or clients | Verbal warning | Written warning | Written warning | Dismissal | - |
| 4. | Failure to follow client service rules | Verbal warning | Written warning | Written warning | Dismissal | - |
| 5. | Failure to follow rules for closing sales | Verbal warning | Written warning | Written warning | Dismissal | - |

Note:

If an employee refuses to sign a written warning, the warning notice will be sent by registered post to his/her home address registered by him/her in the personal file which is maintained by the HR Department.

Employee Handbook

| Version Number | Date Issued | Status | Policy Custodian |
|---|-------------|-------------------------------|---|
| 1 | 01/Jan/2016 | Current | Human Resources |
| <p>Document Objectives:</p> <ul style="list-style-type: none"> • Set out and clarify the terms and conditions of employment and your rights as an employee. • Set out and clarify the code of conduct which you must abide by. • Set out the violations related to rules of work and related penalties. | | | |
| <p>Intended Recipients: All Employees</p> | | | |
| <p>Group/Persons Consulted Senior Management</p> | | | |
| <p>Monitoring Arrangements and Indicators: Compliance to be monitored by the direct manager/supervisor of the employee(s).</p> | | | |
| <p>Training Implications: General principles to be covered at local onboarding/induction.</p> | | | |
| Prepared By | | Approved By: | |
| Name & Designation | | Name & Designation | Ahmed Al-Basri Group Managing Director |
| Signature | | Signature | |
| Date | | Date | |