PENCE

Employee Handbook
Version 4

PENCE

Table of Contents

Welcome to 6 Pence Group 2
Group Profile 3
Organizational Structure 3
Definition of Terms 4
About the Handbook 6
SECTION 1 – Terms and Conditions 7
1) Employment 7
2) Compensation 8
3) Benefits 9
4) Leaves 11
5) Attendance 12
6) End of Service 13
7) Disciplinary Rules and Procedures 13
SECTION 2 – The Code of Conduct 14
1) Our People 14
2) Our Clients 14
3) Integrity 14
4) Conflicts of Interest 15
5) Confidentiality 15
6) Company Assets and Systems 15
7) External / Private Interests 15
8) Business Opportunities and Personal Affairs 15
9) Political Activities 16
10) Fitness for Duty – Alcohol, Drugs and Medication 16
11) Personal Appearance 16
12) Concerns of Wrong Doing 16
13) Compliance Requirements 16
14) Clients Code of Conduct 17
SECTION 3 – Schedule of Penalties 17
Revision History: 21

Welcome to 6 Pence Group

Dear Colleague,

Welcome to 6 Pence Group (6 Pence, & AlWasl). 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

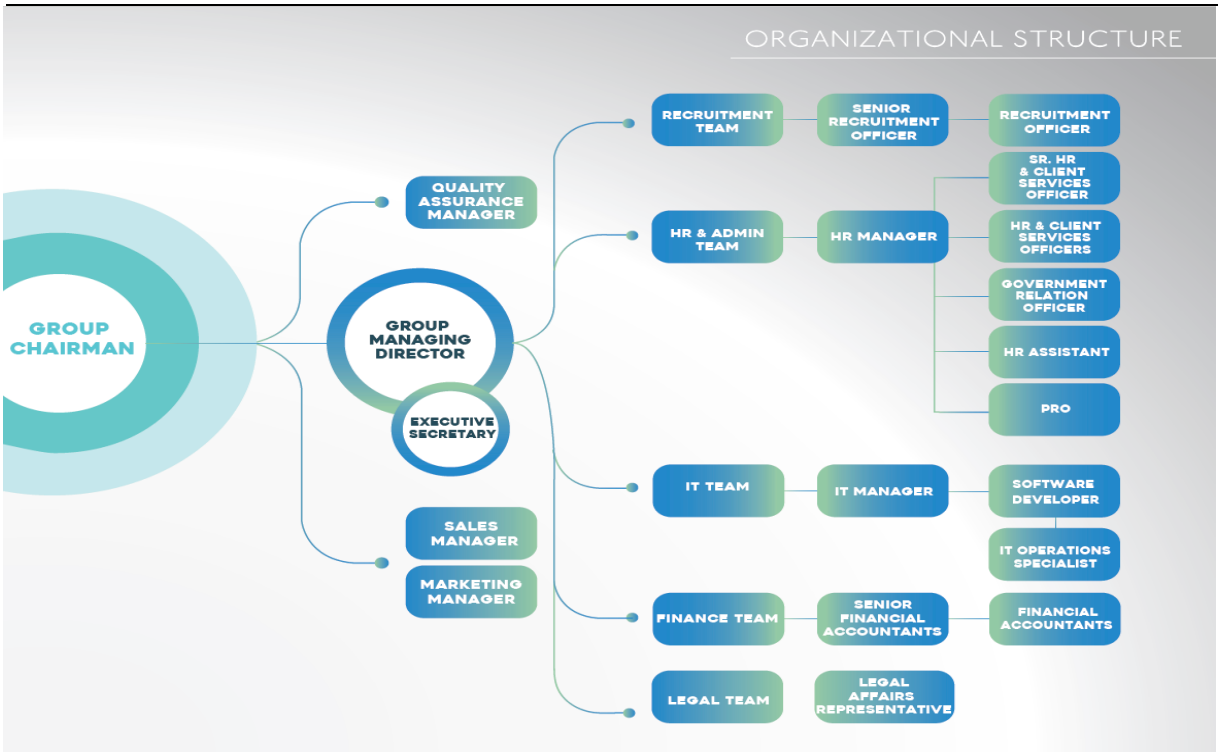
The Group was first established in the Kingdom of Bahrain ("Bahrain"). In addition to its operations in Bahrain, the Group has presence in both United Arab Emirates ("UAE"), Sultanate of Oman ("Oman"), Republic of Iraq ("Iraq"), whilst continuously exploring the possibilities of expanding into the rest 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 Bahrain who have been brought to Bahrain to perform a specific job for the Company.

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

Repatriation
Refers to employee's final trip from Bahrain 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.

PENCE

About the Handbook

The purpose of the Handbook is to:

a) Set out and clarify the terms and conditions of employment and your rights an employee.
b) Set out and clarify the code of conduct which you must abide by.
c) 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.

PENCE

SECTION 1 – Terms and Conditions

---

1) Employment

a) Job Title

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

b) 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.

c) 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.

d) 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.

e) 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.

f) 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.

g) 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

a) 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.

b) 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.

c) 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.

d) 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.

e) 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.

f) 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

a) Social Insurance Deduction

Bahraini and Expatriate employees will receive a deduction from their salary to cover the current General Organization of Social Insurance rules.

Bahraini nationals will contribute 8% of their total salary and recurring constant allowances. The Company will contribute 15% of the employee's total salary and recurring constant allowances, the Company's contribution will increase by 1% at the beginning of every year until it reaches 20% in 2028.

As for the Expatriate employees, they will contribute 1% of their basic salary and recurring constant allowances. The Company will contribute 3% of the employee's basic salary and recurring constant

allowances monthly payments to Social Insurance Organization to cover employment accidents and workplace disabilities.

b) Leaving Indemnity

Expatriate employees and employees not subject to be registered 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 Kingdom of Bahrain Labor Law. Incentive pay and allowances shall not form part of the calculations of the leaving indemnity.

c) Industrial Accident and Reporting of Accidents

All employees who are working in the Kingdom of Bahrain 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.

d) 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.

e) Performance Review

Each employee's performance is reviewed annually.

f) Training & Development

Each employee shall have the opportunity for Training & Development, either internally or externally. The training shall be given if there is a need of training during a year or after conducting the annual employee evaluation.

4) Leaves

a) Public Holidays

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

i) AlHijra New Year 1st of Muharram
ii) Ashoora 9th and 10th Muharram
iii) Eid AlFitr 1st, 2nd, 3rd Shawal
iv) Eid AlAdha 10th, 11th, 12th Thou Alhijah
v) Prophet Birthday 12th Rabei Alawal
vi) National Day 16th and 17th December
vii) New Year Holiday 1st January
viii) Labor Day 1st May

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.

b) Annual Leave

i) Full time employees are currently entitled to thirty (30) calendar days per annum, which is as per Bahrain's Labour Laws. This entitlement changes subject to the change in the applicable Labour Law.
ii) Part-time and temporary employees annual leave entitlement will be calculated on a pro rata basis.
iii) The annual leave runs from 1st of January until 31st December of every year.
iv) 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).

c) Paid Leaves

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

i) **Marriage Leave:** three (3) days in case of getting married.

ii) **Paternity Leave**: one (1) day if employee's wife has given birth, this day to be taken in the same day or the day after.
iii) **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. Three (3) days in the event of the death of one of the relatives of the spouse to the second degree of relationship.

iv) **Maternity Leave:** a pregnant woman employee shall be entitled to sixty (60) days maternity leave.

v) **Hajj Leave:** fourteen (14) days for Muslim employees once during their period of employment to perform pilgrimage obligation provided they have completed 5 consecutive years 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.

a) 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:

i) Comply with the Company's rules and procedures if the absence is due to your sickness or injury as set out below; or

ii) 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.

b) Absence Due to Sickness

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

i) Fifteen (15) Calendar Days Full Pay

ii) Twenty (20) Calendar Days Half Pay

iii) Twenty (20) Calendar Days Without Pay

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

6) End of Service

a) 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.

b) Termination of Employment by the Company

Employees are entitled to a minimum of one calendar months' 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.

c) Termination of Employment by the Employee

Unless otherwise agreed, you are required to give the Company at least one calendar months' 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.

d) Termination of Employment during the Probation Period

Either party can terminate an Employment Contract during the probation period by giving one (1) day 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.

a) 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.

b) 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 recognize 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 authorized 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, organizations 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 use of alcohol or drugs during work hours or in the workplace is strictly prohibited. Any employee found in violation of this policy will be subject to sanctions in accordance with the relevant laws and regulations.

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 behavior 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

Violation type	Penalty type &percent to be deducted from the daily remuneration				
	First time	Second time	Third time	Fourth time	Remarks
<u>First: Violations concerning Attendance Time</u> 1- Reporting late up to 15 minutes beyond the attendance time without permission or reasonable excuse, if the delay does not result in hampering other workers	Oral warning	Written notice	5%	10%	
2- Reporting late up to 15 minutes beyond the attendance time without permission or reasonable excuse, if the delay results in hampering other workers	Oral warning	Written notice	25%	50%	
3- Reporting late more than 15 minutes beyond the attendance time without permission or reasonable excuse, but the delay does not result in hampering other workers	Oral warning	Written notice	25%	50%	
4- Reporting late more than 15 minutes till 30 minutes beyond the attendance time without permission or reasonable excuse, but the delay results in hampering other workers	Oral warning	50%	75%	Whole day	

5- Reporting late more than 15 minutes till 60 minutes beyond the attendance time without permission or reasonable excuse, but the delay does not result in hampering other workers	25%	50%	75%	Whole day	
6- Reporting late more than 15 minutes till 60 minutes beyond the attendance time without permission or reasonable excuse, but the delay results in hampering other workers	30%	50%	75%	two days	
7- Reporting late more than an hour beyond the attendance time without permission or reasonable excuse, but the delay does not result in hampering other workers	Written notice	Whole day	Two days	3 days	In addition to deducting the delay hours
8- Leaving work early no more than 15 minutes prior to the set hour without permission or reasonable excuse	Written notice	10%	Quarter of the day	One day	
9- Leaving work place early more than 15 minutes prior to the leaving hour without permission or reasonable excuse	Written notice	10%	25%	Whole day	In addition to deducting the delay hours
10- Staying at work or returning to work after the working hours without reasonable excuse	Written notice	10%	25%	Whole day	

Violation type	Penalty type & percent to be deducted from the daily remuneration				
	First time	Second time	Third time	Fourth time	Remarks
<u>Second: Violations concerning organizing work</u> 1- Getting out from any exit other than those designated for this purpose	Oral warning	Written notice	15%	25%	
2- Receiving visitor other than organization's workers at the workplace without permission from the management	Oral warning	Written notice	15%	25%	
3- Eating in any place or at any time other those set for this purpose	Oral warning	Written notice	15%	25%	
4- Falling asleep during the working hours	Oral warning	Written notice	25%	50%	
5- Using organization's telephone for private purposes without permission	Oral warning	Written notice	25%	50%	

6- Loitering or caught anywhere other than the set places during the working hours	10%	25%	50%	One day	
7- Manipulation in attendance sheet	25%	50%	One day	Two days	
8- Disobey regular orders on the workflow	25%	50%	One day	Two days	
9- Failure to perform the instructions concerning workflow, provided that such instruction are being hanged in visible place	25%	50%	One day	Two days	
10- Falling asleep in case that requires being permanently awake	Half day	One day	Two days	Three days	
11- Incitement against special instructions and orders	Two days	Three days	Five days	Dismissal from service	
12 -Neglect or negligence in work that cause harm to workers' health or safety or in materials and tools	Two days	Three days	Five days	Dismissal from service	
13- Smoking where it is forbidden to smoke in order to maintain workers' health or drinking alcohols in the workplace	Two days	Three days	Five days	Dismissal from service	Worker may be dismissed if the violation results in gross damage

Violation type	Penalty type & percent to be deducted from the daily			
	First time	Second time	Third time	Fourth time
<u>Third: Violations concerning worker's behavior</u> 1- Raising funds or money without permission	Oral warning	10%	15%	25%
2- Publishing on wall either by writing or taping ads	Oral warning	50%	One day	Two days
3- Wasteful consumption of raw materials without permission	Oral warning	50%	One day	Two days
4- Misrepresentation regarding seniors or peers in a way that result in suspending work	25%	50%	One day	Two days
5- Refusal of search while leaving work	25%	50%	One day	Two days
6- Violation of health instructions while being at work	50%	One day	Two days	Five days
7- Using objects, material and tools for private purposes	One day	Two days	Three days	Five days
8- Quarrel with peers and creation of quarrels while being at work	One day	Two days	Three days	Five days

9- Malingering	One day	Two days	Three days	Five days
10 – Refusal of medical examination when asked by organization's physician	One day	Two days	Three days	Five days
11- Non-delivery of the collected money in organization account on time without reasonable excuse	Two days	Three days	Five days	Dismissal from service
12- Violation of in-house instructions on work	Two days	Three days	Five days	Dismissal from service
13- Non-wearing the uniform	Oral warning	Written notice	10%	25%
14- Failure to complete the training and development course	Written notice	10%	25%	50%
15- Refusal to attend overtimes	Oral warning	Written notice	25%	50%
16- Entering into purchase/ sale transactions or promotion of goods at the workplace	Written notice	10%	25%	50%
17- Leaving essential information unattended at the office	Oral warning	Written notice	25%	50%
18- Leaving essential information on the printer, the photocopier or the fax machine	Oral warning	Written notice	25%	50%
19- Damaging data back-ups without permission from organization's management	Written notice	10%	25%	50%
20- Failure to report any theft of any computer or any related accessories thereof;	Written notice	10%	25%	50%
21- Failure to log out and shut the computer down while being out of the office, unless otherwise required	Oral warning	Written notice	25%	50%
22- Misuse of e-mail	Oral warning	Written notice	25%	50%
23- Trespassing officials or assaulting then in any way	Written notice	10%	25%	50%
24- Hiding, destroying, opening, or causing to be hidden, destroyed, or opened by third parties any message delivered to the mail, in respect of wired and wireless messages	Written notice	10%	25%	50%
25- Negligence to keep a backup to be kept away from the computer or at a safe place	Oral warning	Written notice	10%	25%
26- Failure to shut down personal computers at the end of official working hours	Oral warning	Written notice	10%	25%

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.

Revision History:

Document Description	Issuance Date	Author	Revision Made
Employee Handbook – Original Release	01 January 2016	Florence De Guzman	-
Employee Handbook – Revision 1	09 November 2017	Wael Ali	- Document Control has been implemented
Employee Handbook – Revision 2	09 November 2022	Habib Hasan	- Update the new logo
Employee Handbook – Revision 3	02 January 2023	Habib Hasan	- Update Organization Structure
Employee Handbook – Revision 4	18 October 2023	Habib Hasan	- Welcome to 6 Pence Group - Fitness for Duty – Alcohol, Drugs and Medication

PENCE

Environment, Health, and Safety Procedures

PENCE

Table of Contents

Introduction to Environment, Health & Safety (EHS) 6

Purpose of the EHS Procedures 6

The Management commitment 7

Incident Management and Follow-Up 7

Health and Safety Culture 8

Environmental Responsibility and Sustainability Initiatives 8

Supplier and Contractor Management 9

Acknowledgment 9

EHS Resources 9

Employee Involvement and Feedback 10

Communication Channels: 10

Health and Wellness Programs 10

Training and Awareness 10

Orientation and training 11

Newly Hired Employee Orientation 11

Compliance and Legal Obligations 12

Emergency Preparedness 12

Workplace Hazard Management 13

Controlling Workplace Hazards 13

Medical and First Aid 14

Emergency instructions: 14

Reporting Workplace Hazards 16

Review and Amendments 16

Dissemination of Procedures 16

Record Keeping 16

Revision History: 17

PENCE

Table 1 Emergency Services Contact Numbers 4
Table 2 Definitions 5

Table 1 Emergency Services Contact Numbers

Country	Name	Contact No.
Bahrain	Police	999
	Traffic Police	999/199
	Ambulance	999
	Civil Defense	999
Oman	Police	9999
	Traffic Police	9999
	Ambulance	9999
	Civil Defense	9999
UAE	Police	999
	Traffic Police	999
	Ambulance	998
	Civil Defense	997
QAR	Police	999
	Traffic Police	999
	Ambulance	999
	Civil Defense	999

Table 2 Definitions

Consultation	The sharing of information and exchange of views on environment, health, and safety matters between managers and workers or their representatives. This may include participating in decision-making on EHS issues.
Duty of Care	The responsibility of the employer is to look after the health and safety of people at work.
Employee	An individual who works under a contract of employment or apprenticeship.
Employer	A Company/Group that employs employees under contracts of employment or agreements. Group: All companies in the countries where it operates.
Hazard	Anything that might cause harm to a person or property.
Hazardous Substance	Products that can harm a person's health by causing illness, injury, or disease. For instance, cleaning solvents and hairdressing chemicals.
Hierarchy of Control	A method of deciding what is the best or most practical way to reduce the risk of injury by an identified hazard. For example, stopping the loud noises in a factory is better than handing out earplugs.
Manual Handling	The lifting, lowering, and moving of objects by a person. For instance, carrying boxes or house bricks.
Emergency Response Team (ERT)	A team formed to handle the responsibility and allow consultation between the employer and employees on workplace environment and safety issues. In this document the ERT team is replaced with EHS team.
Place of Work	Premises where persons work.
Regulation	Laws issued by governmental bodies that the Group must adhere to. Failure to comply exposes the Group to legal accountability and affects the Group's operations.
Risk	The probability that harm might come to a person.
Risk Management	The process of managing risks caused by hazards in the workplace. Risk management involves hazard identification, risk assessment, and risk control.
Safe Work Method	The way employees should be trained to do a job safely.
Workplace	The employer's premises and any place where an employee carries out work.
EHS	Environment, Health and Safety
ISO	International Standards Organization

ZM

Introduction to Environment, Health & Safety (EHS)

The Group's Management is dedicated to maintaining a safe, healthy, and secure work environment for all employees, clients, and visitors. Achieving this goal is everyone's responsibility.

The Group is committed to developing and maintaining the highest practicable standards of environment, health, safety, and well-being management. Through teamwork and partnerships with employees and clients, the Group will meet the required standards and continuously improve to achieve best practice.

Our ongoing goal is to cultivate an environment and culture where all employees can expect to work free from injury and illness. Through consultation, idea sharing, and mutual respect, we will continue to build a culture of safe working practices.

The Group Management recognizes that the safety and well-being of employees, clients, and visitors is a primary business concern and an integral part of everyday operations. We are committed as a company to ensuring that sound health, safety, and well-being practices are implemented. These practices are supported by EHS and procedures, guiding us to uphold our EHS commitments consistently.

The Environment, health, and safety practices are shared responsibilities that require constant awareness and input from all levels of Group employees.

Purpose of the EHS Procedures

The Group Environment, Health and Safety (EHS) Procedures have been established to assist employees in enhancing their understanding of EHS within their workplace.

The EHS Procedures provide practical information and guidance on how employees can collaborate to create a safe and healthy working environment.

By utilizing the Procedures, compliance will be facilitated with:

1. Relevant rules and regulations.
2. Group policies and workplace standards.
3. Recognized EHS best practices.

The EHS Procedures are designed to be integral components in maximizing business operations. An organized approach to EHS management is essential for the Group's success.

The Management commitment

The Group management is committed to:

1. Provide a safe and healthy workplace for all employees and clients in the workplace.
2. Increase employee, visitor, and client awareness and understanding of their personal responsibility and accountability in order to:
   a. Reinforce a culture of safe working practices in the workplace.
   b. Reduce or eliminate workplace incidents and injuries.
   c. Reduce the cost of accidents and injuries to the business.
   d. Protect employees from reprisals when reporting incidents, hazards, risks, and opportunities.
3. Promote the welfare of employees.
4. Consult with employees on EHS issues.
5. Continuously improve the EHS procedures in the workplace.

Reporting and Investigation

- **Incident Reporting**: All employees must report any incidents, accidents, or near misses to their supervisor/managers as soon as possible. Prompt reporting will aid in understanding causes and preventing future occurrences.

Investigation Process

- **Immediate Response:** Ensure the safety of all individuals and provide necessary first aid.
- **Gather Information**: Collect data related to the incident, including the time, location, witnesses, and sequence of events.
- Analysis: Conduct a thorough investigation to identify root causes.
- **Recommendations**: Develop strategies to prevent future incidents, which may involve changes in procedure, additional training, or enhanced safety measures.
- **Documentation:** All incidents will be documented, and periodic reviews will be conducted to assess trends and implement necessary changes in policies or practices.

Incident Management and Follow-Up

Post-Incident Review

After any incident (accident, near miss, or injury), a thorough post-incident review will be conducted to:

- Evaluate response effectiveness and identify areas for improvement.
- Discuss lessons learned and share this information across the organization to prevent recurrence.

Action Plans

Based on the findings from the post-incident reviews, action plans will be developed to implement corrective measures and preventive strategies. This may involve:

ZM

- Revising existing policies or procedures.
- Additional training for employees.
- Additional controls to mitigate hazards.

Follow-up will be conducted to ensure that corrective actions are effectively implemented.

Continuous Improvement

The Group is dedicated to fostering a culture of continuous improvement in EHS practices. This involves:

- Regularly reviewing and updating EHS policies and procedures to ensure compliance with regulations and policies.
- Encouraging feedback from all employees regarding EHS matters and addressing concerns promptly.
- Setting measurable objectives for EHS performance and monitoring progress regularly.
- Through ongoing evaluation and adaptation, the Group strives to enhance workplace safety and employee well-being continually.

Health and Safety Culture

Creating a positive health and safety culture within the Group is fundamental to achieving our EHS objectives. To foster this culture:

- **Communication**: help to encourage open dialogue about EHS concerns. Employees should feel comfortable discussing potential hazards and suggesting improvements.
- **Recognition**: Celebrate EHS achievements and recognize employees who demonstrate commitment to health and safety practices.
- **Engagement**: Involve employees in developing and implementing EHS initiatives, fostering a sense of ownership and responsibility.
- A strong health and safety culture leads to higher employee morale, reduced incidents, and overall enhanced productivity.

Environmental Responsibility and Sustainability Initiatives

Commitment to Sustainability

The Group recognizes its role in protecting the environment and is dedicated to implementing sustainability initiatives that minimize our ecological footprint. Key initiatives include:

- Disposal of Waste: All employees are responsible for properly disposing of all waste they have created during their work using the designated office bin, and the cleaner will be responsible for collecting all the waste and disposing of it in the agreed place and according to the agreement instructions.
- Housekeeping: All places of employment, passageways, storerooms, and offices must be kept clean, orderly, and in a sanitary condition. The Group employees are responsible for their work area, so they must clean up whatever mess they make within their work area. Poor housekeeping could create hazards that might lead to incidents or injury.

- Energy Efficiency: The Group is committed to the adoption of energy-efficient technologies and practices to reduce energy consumption and greenhouse gas emissions in our operations.
- Sustainable Procurement: The Group prioritizes the purchase of sustainable and eco-friendly products and services.
- Community Engagement: The Group encourages partnering with local organizations and communities to promote environmental education and participate in environmental conservation efforts.
- All employees are encouraged to contribute to these sustainability initiatives and share innovative ideas for reducing our environmental impact.

Supplier and Contractor Management

EHS Expectations for Suppliers

The Group welcome all suppliers to adhere to the same Environment, Health, and Safety standards as our organization. This includes:

EHS Compliance: Ensuring compliance with relevant EHS regulations and standards throughout their operations.

Safety Practices: Implementing effective safety practices and training programs for their employees who work on Group projects.

Acknowledgment

All employees are expected to understand and acknowledge the importance of the Environment, Health, and Safety Procedures. By signing, each employee confirms their commitment to abide by relevant rules and regulations and contribute positively to the health and safety culture of the Group.

EHS Resources

The Group provides various resources to support employees in understanding and complying with Environment, Health, and Safety procedures. These resources include:

- **EHS Procedures:** A comprehensive guide that outlines all EHS policies and procedures available for review.
- **Training Resources:** Access to training resources, presentations, equipment, tools and manuals that cover EHS topics.
- **Support Services:** Employees can seek assistance or clarification on EHS matters through designated support channels:

- **EHS Team**: The EHS Team is available to address concerns, answer questions, and provide additional training or resources. Additionally, act as emergency response team.
- **HR Department**: Human Resources can help facilitate any necessary training sessions or report any HR-related EHS concerns.

ZM

- **QA Department**: Designated employees trained to act as liaisons for EHS matters within the Group.

Employee Involvement and Feedback

Active employee involvement is crucial for the success of EHS initiatives. The Group encourages feedback in several ways:

Communication Channels:

- Regularly conducted employee surveys and observations to gather input on EHS practices and perceptions.
- Digital suggestion boxes where employees can anonymously submit ideas for improvements or report hazards.
- Directly reaching the EHS Team by sending an email message.
- EHS Team: Applicability to join the EHS Team that includes employees from different levels and departments to collaboratively discuss EHS topics and concerns.

Health and Wellness Programs

Employee Wellbeing

The Group is committed to promoting not only environmental sustainability and safety but also the overall health and wellness of its employees. To achieve this, we offer various health and wellness training, including:

a. **Mental Health Resources:** Access to mental health resources to help employees manage stress and maintain mental well-being.
b. **Wellness Initiatives**: Encouraging healthy lifestyles, such as health screenings and monitoring.
c. **Work-Life Balance**: Policies that support flexible working arrangements to help employees manage their work and personal responsibilities effectively.

Training and Awareness

The Group is committed to ensuring that all employees receive proper EHS training. Training will be provided during the onboarding process as well as ongoing sessions as needed. Topics may include:

- Safe operation of equipment and machinery.
- Hazard identification and risk assessment.
- Emergency response procedures.
- Importance of personal protective equipment (PPE).
- Environmental awareness and sustainability practices.

ZM

All employees are encouraged to engage in EHS training actively, as it is essential for fostering a safe workplace culture.

Orientation and training

Instruction and training of employees is required. Apart from orientation training, employees must also attend training as required. The following are training programs:

Newly Hired Employee Orientation

All employees can consult the designated HRO on the EHS designed for the workplace, which will include stress management, time management, environment, health and safety, and instructions on how to deal with hazardous situations.

The concepts of teamwork, communication, and self-discipline for new employees will be given training on the following topics:

An overview of the Group EHS Procedures, including:

a. EHS procedures.
b. Key Contacted Persons
c. Control of Substances Hazardous to the Environment, Health, and Safety.

Fire and emergency procedures, including:

a. Evacuation procedures.
b. The location of fire exits.
c. The assembly points.
d. The name and contact of emergency contact number.
e. Further instructions on the actions to be taken on discovering a fire.
f. Fire alarm call points.
g. Hose reels and extinguishers.

General office procedures, including:

a. Identification of their office Fire Warden.
b. Housekeeping.
c. Safe storage.

Welfare facilities, including:

a. Toilets and washrooms.
b. Eating arrangements.
c. Drinking.

Department Managers Training

All Department managers must be aware of the relevant training course, whose aim is to equip department managers with the knowledge and skills to fulfill their environment, health, and safety roles, duties, and responsibilities. Advice on this training can be given by the EHS Team.

Specific Training

The Safety Procedures require that employees performing specific tasks or operating specific equipment be trained and certified or designated as competent people as defined. The following training/certification programs will be presented as required:

a. First Aid – first aid, bleeding, CPR.
b. Fire prevention – firefighting, fire extinguisher, fire prevention.
c. Other – as required.

Compliance and Legal Obligations

The Group will comply with all applicable environmental, health, and safety laws and regulations. This includes:

- Regular audits to assess compliance with relevant EHS regulations and standards.
- Stay informed about changes in regulations and adapting policies and practices accordingly.
- Providing necessary documentation and reports to regulatory authorities as required.
- Failure to comply with Environmental Health and Safety (EHS) regulations may result in disciplinary actions, which can include termination.

Emergency Preparedness

The Group will establish a comprehensive emergency plan to prepare for various potential emergencies, including natural disasters, fires, and medical emergencies. Emergency plans will include:

a. **Evacuation Procedures**: Clear steps and routes for evacuating the premises safely.
b. **Assembly Points**: Designated areas where employees will gather after evacuation to ensure everyone is accounted for.
c. **Emergency Contacts**: A list of key contacts and resources to call upon during emergencies.
d. **Roles and Responsibilities**: Specific assignments for emergency response team (EHS team) members and employees during an emergency.
e. **Drills and Training:** Regular emergency drills will be conducted to test the effectiveness of the emergency plan. Participation in drills is mandatory for all employees and will include:
    - Fire drills
    - First aid and CPR training sessions
    - Feedback from these drills will be collected and used to improve current emergency preparedness measures.

ZM

PENCE

Workplace Hazard Management

A hazard can be defined as something that has the potential to cause harm, injury, or damage to people or property. The Group recognizes that the identification, assessment, and control of hazards within the workplace are key factors in creating and maintaining a safe and healthy working environment.

Hazard management is a fundamental element of an effective workplace environment, health and safety management system designed to comply with EHS regulations. Identifying, assessing and controlling workplace hazards and risks promptly will eliminate or reduce the likelihood of their causing harm to employees who could become exposed to them.

This document guides managers and employees in regard to:

- Hazard and Environmental aspects identification (*Walk-in observation, checklist*).
- Risk assessment (*Heat Matrix*).
- Risk control measures (*Risk Register, EHS Risk Register*).

Controlling Workplace Hazards

Workplace hazards arise as a result of the activities performed, equipment used, and the physical and environmental conditions of the workplace.

The factors that create hazards can best be controlled by aware employees in the workplace; therefore, managers, supervisors, and employees must be equipped with adequate knowledge, skills, and an understanding of the application of simple hazard management techniques in relation to their work environment.

Types of Hazards

Examples of types of workplace hazards encountered by the employees may include:

- Glaring or reflection on computer screens causes eye strain.
- Moving heavy objects, overreaching causes strains and sprains.
- Hazardous substances contained in chemicals used in the workplace.
- Workstation design, desks, chairs, and improper ergonomics cause discomfort.
- Work organization, including hours of work, workloads, and the nature of the tasks undertaken.
- The physical environment, including such things as energy sources, air quality, and housekeeping.
- Office layout, loose leads, telephone cables, and open drawers cause slips and trips.
- Unsafe work practices, misusing furniture, equipment, and hand tools.
- Wet floors, loose carpet ends, cluttered storage space.
- Lack of facilities and equipment maintenance.
- Insufficient training, supervision, or resources.

Fire and Hot Workplace

The Group will ensure all necessary protection equipment for any working area is provided. The use of equipment producing a naked flame, or which may cause sparks, or excess heat, will not be permitted without prior permission. All fire equipment shall be tested by a third-party certification company on a regular basis. In this case, it is the building management that would test the equipment and verify that they are in working condition.

Medical and First Aid

- Any facilities of the Group must be equipped to treat first aid cases and injuries requiring medical treatment where the hospital facilities do not exist.
- A certified First Aid specialist should exist. The specialist is liable and responsible for all First Aid decisions and treatment administered.

Emergency instructions:

If you hear a fire alarm

- Immediately evacuate the building using the shortest and safest route. Do not use elevators.
- If you notice smoke, use any alternative escape route.
- Test doors with the back of your hand before opening them. If the door is warm or if you notice smoke, use an alternative escape route. Check paths for safety before proceeding and close doors behind you.
- Test doors with the back of your hand before opening them. If the door is warm or if you notice smoke, use an alternative escape route. Check paths for safety before proceeding and close doors behind you.
- Test doors with the back of your hand before opening them. If the door is warm or if you notice smoke, use an alternative escape route. Check paths for safety before proceeding and close doors behind you.
- Crawl low if you have to go through smoke.
- Go to the pre-assigned Assembly Area for your building.
- If you suspect that someone is missing or trapped, contact any security or emergency personnel outside the building.
- If you are trapped during a fire emergency, close all doors between you and the fire. Stuff the cracks around the doors to keep out smoke.
- Wait at a safe window and signal/call for help. If there is a phone in the room, call the emergency number of the country you are operating in and tell them exactly where you are.
- Stop, Drop, and Roll if your clothing catches fire.

ZM

If you discover a fire

- If you discover a Fire that you can fight, and you have the proper training, extinguish the fire using the proper equipment.
- If you cannot fight the blaze, leave the area of the fire and close the door to the area.
- Sound the fire alarm.
- Immediately evacuate the building using the shortest and safest route. (Proper use of fire extinguishers within extinguisher limits and by trained individuals is optional but should not be attempted until the building alarm is actuated and people are evacuated.
- Do not use elevators. Fire can disrupt the operation of elevators and trap occupants inside.
- If you notice smoke, use any alternate escape route.
- Test doors with the back of your hand before opening them. If the door is warm or if you notice smoke, use an alternative escape route. Check paths for safety before proceeding and close doors behind you.
- Crawl low if you have to go through smoke.
- Go to a safe area or to a pre-assigned exterior area for your building.
- From the nearest phone in a safe area, for an Emergency call the emergency number of the country you are located in.
- Await emergency response personnel at a safe location and direct them to the scene.
- If you suspect that someone is missing or trapped, contact the emergency personnel outside the building.
- If you are trapped during a fire emergency, close all doors between you and the fire and stuff cracks around the doors to keep out smoke. Wait at a safe window and signal/call for help. If there is a phone in the room, call the emergency number of the country you are located in and tell them exactly where you are.

Once you have evacuated

- From the nearest phone in the safe area, call the emergency number of the country you are located in.
- If you suspect that someone is missing or trapped, contact firefighters on the scene or at the fire engine, police officers, or ambulance personnel.
- Await emergency response personnel at a safe location and direct them to the scene.
- Report on the fire to emergency response personnel. Do not reenter the building until they are instructed to do so by the firefighters.
- Follow the directions of fire and police personnel.
- Report to the person who is taking the role.
- Never re-enter the building to save your personal belongings.
- Stay calm.

Reporting Workplace Hazards

All employees and visitors of the Group must report any incidents, injuries, hazards, or near-miss situations to the EHS team.

The purpose of reporting is to reduce the risk of incidents and injuries in the workplace by identifying hazards and assessing and managing the risks associated with them. The Group has established procedures for identifying, reporting, and managing hazards. Everyone present on the Group premises is responsible for identifying and reporting hazards, as well as taking reasonable steps to address them.

Note: The Group holds all effort and responsibility to protect the person reporting any hazards.

Review and Amendments

This Environment, Health, and Safety Procedures will be reviewed annually or when required to ensure its relevance and effectiveness. Reviews will occur annually or if necessary, due to changes in regulations or organizational structure.

Dissemination of Procedures

The Procedures are distributed through email to all employees. Hard copies are available upon request from the HR department. New employees receive procedure documents as part of their onboarding process. Managers are responsible for ensuring their teams are aware of and understand relevant policies. Procedure updates are communicated through email and are also posted on the company intranet. Regular training sessions are conducted to reinforce understanding and compliance.

Record Keeping

It is the EHS Team's responsibility to maintain all records.
Records of the following safety activities must be maintained, and they include:

- Employee training and certifications.
- Fire equipment maintenance log.
- Employee Medical Records.
- Accident and Incident investigations.
- Disciplinary action.
- First Aid box Log.
- Others as required.

All records must be maintained according to the ***Document Control Policy***.

ZM

PENCE

Revision History:

Document Description	Revision Made By	Revision Made On	Date
Environment, Health, and Safety Procedures – Original release	Zainab Merza	-	04 December 2025
Environment, Health, and Safety Procedures – V27 September 2026	Zainab Merza	Update the Company's Sites.	29 September 2026

Prepared By: Zainab Merza	**Signature:**
Job Title: Quality Assurance Officer	**Date:** 29 September 2026
Approved By: Ahmed Al-Basri	**Signature:**
Job Title: Group Managing Director	**Date:** 29 September 2026