EMPLOYEE HANDBOOK

1 INTRODUCTION

Dear LINK DEVELOPMENT Employee,

This Employee Handbook has been designed to serve as a quick reference for topics relating to your employment with LINK DEVELOPMENT. It is not a contract, nor is it an invitation to contract.

In order to remain current, the Handbook treats most topics briefly and may provide links to more detailed HR Policies and Procedures Manual to address specific topic. In such cases, the Policies and Procedures Manual is the authority in case of a disparity between the Manual and the Employee Handbook.

It is important for you to be familiar with the information in this Handbook. Please review it carefully. If you need to refer to the Handbook in the future, remember that the most recent version will be available on the Intranet, where the links can also be used. In addition, the Human Resources department can always assist with any question relating to your employment.

Sincerely

LINK DEVELOPMENT Human Resources Department

2 EMPLOYMENT POLICIES

2.1 PERSONNEL POLICIES

PURPOSE OF THE POLICY

Set standard policies and procedures to assure equity of relationship between LINK DEVELOPMENT and its employees, which in turn should facilitate understanding of employees' rights and obligations.

2.1.1 PERSONNEL FILES

Employee personnel files in general include the following: [job application, job description, résumé, records of participation in training events, salary history, records of disciplinary action, annual leaves, action and documents related to employee performance reviews, hiring documents according to the Egyptian labor law such as:

- Original of computerized birth certificate.
- Original of academic degree.
- Police blotter in the name of LINK DEVELOPMENT.
- Original of military service certificate (males only).
- Valid Work permit.
- Copy of valid ID.
- Copy of social Insurance form 6 (if previously employed).
- Release Certificate (if previously employed).
- 6 photos.
- Form 111.

Above documents should be provided by the new employee within maximum 15 days from the joining date in order to sign the employment contract.

Personnel files are the property of LINK DEVELOPMENT, and access to the information is restricted. Management personnel of LINK DEVELOPMENT who have a legitimate reason to review the file are allowed to do so.

Employees who wish to review their own file should contact the personnel department representative with reasonable advance notice, the employee may review his/her personnel file in LINK DEVELOPMENT and in the presence of the personnel department representative.

Employee should submit all the required documents by the Labor Law to the HR department on the first day of hiring. In case that the employee submitted fake documents, information or certificates, LINK DEVELOPMENT has the right to terminate the employee's contract immediately.

If the employee failed to provide any of the above documents during the first 15 days of his/her employment, the company will suspend the salary until further notice.

In all cases, the above hiring documents should be completed maximum by the end of the probation period. Employees who failed to provide any of their hiring documents will be terminated by the company.

The following additional material should be added as required during the service of the employee:

- Job application & CV.
- Employment contract
- Performance appraisal reports.
- Evidence of promotions.
- Complimentary letters and memoranda.
- Salary and Bonus documentation.
- Change of benefits details.
- Letters relating to disciplinary measures.
- Documentation of different types of vacations.
- Updates of personal contact details and emergency contacts.

2.1.2 PERSONNEL DATA CHANGES

It is the responsibility of each employee to promptly notify LINK DEVELOPMENT Human Resources department of any changes in personnel data such as:

- Employee address.
- Telephone numbers.
- Name and number of dependents.
- Individuals to be contacted in the event of an emergency.
- His military status in case of changes.
- Marital status.

An employee's personnel data should be accurately updated and available at all times.

2.1.3 EMPLOYMENT CONTRACT & PROBATIONARY PERIOD FOR NEW EMPLOYEES

LINK DEVELOPMENT employment contract is a renewable contract valid for one year, unless mentioned otherwise, which includes a probation period for the first 3-months, as per Egyptian Labor Law and is renewed automatically for another year unless mentioned otherwise by any party (Company or employee)

The probationary period for regular full-time employees lasts up to [90 days] from date of hiring. During this time, employees have the opportunity to evaluate our company as a place to work and management has its first opportunity to evaluate the employee. During this introductory period, LINK DEVELOPMENT has the right to terminate the employment contract without providing reasons.

Upon satisfactory completion of the probationary period, a 90-day performance review will be given for the employee by his supervisor. All employees, regardless of classification or length of service, are expected to meet and maintain company standards for job performance and behavior.

HR Department has to communicate the probation period evaluation for the new staff with the Group / Division Heads and a comprehensive evaluation for the employee performance and profile has to be made by the immediate supervisor and the department head after 90 days from date of hiring and based on the evaluation result LINK DEVELOPMENT will take an action.

2.2 ATTENDANCE & LEAVES

2.2.1 WORKING HOURS

The standard workweek is at least 40 hours of work not including break periods. The employee workweek is considered to begin on Sunday through Thursday in Egypt and KSA offices, and Monday Through Friday in UAE and USA offices. Employees who work on a shift basis, their schedule is advised on a weekly/monthly basis by their Managers.

All employees are required to sign in & out through the Intranet.

It shall be done as follows:

- Employee logs in to the domain (where applicable).
- Employee opens up the Intranet portal.
- Employee pushes the SIGN IN button.
- Employee has signed in.
- Employee also is required to sign out from the system upon leaving the company.
- Employees who are required to submit daily timesheet should do so before sign out.
- National Holidays are already considered in the system as 'days off'.

The Company endorses a flexi-time system, which allows employees to attend to work in different start times starting from 9:00 AM and until 11:00 AM. Employees can finish their working hours after completing the normal 8 working hours and can leave their work starting from 5:00 PM and until 7:00 PM.

On exceptional basis, employees can start their work at 8:00 AM and finish at 4:00 PM provided that this will not contradict with their working conditions, and they must get the approval of their direct manager and the HR department first.

In all cases, employees cannot start their working hours before 8:00 AM and not after 11:00 AM to maintain the business continuity across the different departments and the different regional offices.

In order to allow our employees getting the maximum benefit from the flexi-time system, we do advise all the business partners to organize meetings not before 11:00 AM and not after 4:00 PM.

The Employees who have their job nature requires them to spend many of their working hours outside the office will have different treatment which should be agreed on with their direct managers and the HR department.

In case of any employee failed to complete the monthly standard working hours, the system will automatically accumulate the missing number of worked hours. Each 8 hours will be equivalent to 1-day deduction from the employee's annual leave balance.

In case the employee doesn't have sufficient annual leave balance the deduction will apply on employee's monthly salary.

Pregnant employee has the right for 1-hour off / day starting the 6th month of her pregnancy till date of delivery upon getting a medical report. This 1-hour should be agreed upon with the Direct Superior & the HR to be fixed either the first hour or the last hour of the working day.

Female employee, who has kids younger than 2 years, has the right for 1 hour off / day for 2 years starting from the delivery date. This 1 hour should be agreed upon with the Direct Superior & the HR to be fixed either the first hour or the last hour of the working day.

LINK DEVELOPMENT expects that every employee will be regular and punctual in attendance to work whether physically or remotely.

An employee is considered as tardy if he or she fails to report to the assigned workplace, prepared to work, at the scheduled time. This includes returning from breaks and lunch periods.

HR department defines the punctuality standards for LINK DEVELOPMENT operations through time attendance reports that issued monthly and sent to division/department head.

Employee's vacation delivered to HR (as per the rules) will be entered on the system to deactivate the auto attendance monitoring mail.

If the employee is unable to attend to work on time, he/she should notify his/her direct manager before regular starting time. The employee is responsible for speaking directly with his/her direct manager about his/her absence. It is not acceptable to leave a message on a supervisor's voice mail, nor to send an SMS.

In all cases, the employee must notify his/her direct manager before taking a vacation either by phone or via email in case of emergency.

The direct manager should reply to HR if this absence was of his/her previous knowledge or not. Direct manager should also mention the reason that justifies allowing the employee for this absence.

After communicating your manger and getting the approval on this unplanned absence day, you are still required to close the absence task which you will receive on the intranet the day after the absence day as (annual, or casual or sick leave or outdoor work).

Pending attendance task on employee's action will be automatically closed as annual leave after 30 calendar days from the absence date.

Pending attendance task on manager's action will be automatically closed as annual leave after 30 calendar days from the absence date in case of the Outdoor closing otherwise it will be automatically closed same of employee action.

Excessive tardiness is grounds for corrective action as per labor law.

If you feel sick while at work or must excuse yourself from work for any other reason before the end of the workday, be sure to inform your supervisor and your supervisor should inform the HR department.

It's very important that all employees maintain punctual record of signing in and signing out.

If the employee failed to sign out at the end of his/her workday, the system will automatically sign him/her out.

The system will accumulate the number of automatically sign out quarterly, any employee will fail to sign out 7 times per quarter, the system automatically will deduct 1 day from the employee's annual leave balance.

And each Automatic Sign Out time after the 7th time during the same quarter, will deduct one day from your annual balance.

2.2.2 BREAK PERIOD

Employees are allowed half an hour break per day. Breaks are usually taken during lunch time between the hours of 12:00 PM and 3:00 PM.

We encourage all employees to take this break period in order to ensure employees mental and physical wellness.

Employees are not allowed to change or delay the scheduled break periods to alter the beginning or ending of a workday.

Employees who do not adhere to the break timing will be subject to disciplinary action.

2.2.3 ANNUAL VACATION

LINK DEVELOPMENT recognizes that employees need a scheduled time away from normal work duties for their personal life.

LINK DEVELOPMENT grants annual vacation with pay to regular full-time employees who meet the service requirements as follows:

- During the first year of full-time employment, employee is entitled to twenty-one (21) working days off paid vacation; and shall not be due till employee spends three (3) months in service.

- Trainees are eligible for 5 annual working days that could be consumed after completing six (6) months with LINK DEVELOPMENT.
- Those having more than ten (10) years social insurance (full time employment) or reach the age 50, each employee is entitled to thirty (30) working days off paid vacation.
- Each employee should consume all of his/her annual balance provided, also each employee should have 6 annual consecutive days each year.
- Annual leave should be requested on the designated form with the approval of direct superior and forwarded to personnel department in advance (2 days before starting the annual leave).
- The company reserves the right to reschedule the annual leaves at any time according to business and operational requirements
- In case of unfavorable reasons an employee does not spend his full leave entitlement during the course of the year, any leave balances may be carried over up to 31st of March of the following year.
- Any employee, who takes a vacation without informing his direct manager with a proper pre-notice period, will be considered absent & will be subject to a disciplinary action as per the Egyptian labor law unless the vacation was an emergency leave.
- Job requirements will always have precedent over vacation schedules.
- Department Head decision will be considered in the event of conflict of vacation schedules arise.
- Extra leave days exceeding the annual leave balance will be deducted from the salary.
- No unpaid leaves are allowed.

LINK DEVELOPMENT encourages all employees to make the most of their vacation time. Regular breaks from daily work make everyone more productive.

2.2.4 EMERGENCY LEAVE

Employees are entitled to casual leave of six (6) working days per year (Not more than 2 consecutive days at a time) according to their eligible annual leave balance, and such casual leaves shall equally reduce the annual leave by the same amount. More than these mention days will be considered as absence days. The direct manager can approve emergency leave followed by annual leave.

If you are unable to report for work for any reason, notify your supervisor before regular starting time; this will allow the management for temporary coverage of your duties, and helps other employees to continue work in your absence. You are responsible for speaking directly with your supervisor about your absence; it is not acceptable to leave a message on a supervisor’s voice mail or to send SMS.

2.2.5 BEREAVEMENT LEAVE

LINK DEVELOPMENT recognizes that employee personal life is important, therefore LINK DEVELOPMENT policy allows the employee to take up to three (3) calendar days leave in case of death of any of his/her first-degree relatives, (first degree relatives are defined as husband, wife, father, mother, brother, sister, son or daughter). Such a leave can be repeated during the year and it’s not deducted from the annual leave.

2.2.6 MARRIAGE LEAVE

LINK DEVELOPMENT policy allows the employee to take five (5) working days leave in case of the marriage occasion.

2.2.7 MATERNITY LEAVE

Pregnant Employees who spent more than 10 months with LINK DEVELOPMENT are entitled to a maternity leave with 100% of their normal pay for a period of not more than ninety- (90) calendar days. Such leave is enjoyed only three (3) times by the employee during the period of service. However, the employee must not continue her work before the 45 days next to the delivery date.

2.2.8 PATERNITY LEAVE

Male employees are entitled to paternity leave for two (2) calendar days in the occasion of having a new-born.

2.2.9 CHILD CARE LEAVE

Female employees with children are entitled to a two-years leave without payment. Such leave is enjoyed only 2 times by the employee during the period of service. The employee is eligible to this benefit provided that she spent not less than 10 months service within LINK DEVELOPMENT.

2.2.10 PILGRIMAGE LEAVE

LINK DEVELOPMENT provides 30 calendar days fully paid in case employee is on a pilgrimage. Such leave is enjoyed only once by the employee during the period of service provided that the employee continued 5 years with LINK DEVELOPMENT. This is over the employee annual leave days.

2.2.11 MILITARY LEAVE

Employees will be granted time off to serve on a military leave with full pay. However, all regular employees will be kept on the active payroll until their civic duties have been completed. A copy of the jury duty summons and all other associated paperwork are required for the personnel file before starting the leave and final report is required before resuming work in order to approve the leave period.

2.2.12 SICK LEAVE

Employees, who become aware of any health-related issue, including pregnancy, should notify their supervisor and Human Resources representative of health status. This policy has been instituted strictly to protect the employee.

Employees with proof of sickness are allowed to be absent from work with number of sick leave days equivalent to twelve (12) calendar months every 3 years of service starting from the employee's hiring date. These months are affecting the employee's monthly salary as follows; only in case of the unavailability of annual leave balance:

- 1 month with 100% salary.
- 8 months with 75% salary.
- 3 months unpaid.

Approval can be done by direct manager for sick leaves up to 2 days for 3 times only and does not require a medical report or certificate. Sick leaves more than 2 days must be approved through LINK DEVELOPMENT doctor and the employee should submit a medical report or certificate to clarify the reason of his/her sickness otherwise will be considered absent days and will be deducted from the annual balance.

2.2.13 WORKING ON OFFICIAL HOLIDAYS / WEEKENDS

As per the labor law, employees who worked on their weekend (resting days) will be compensated by vacation day replacement in addition to one day salary compensation per worked day.

In case of employees working on official holidays (announced by the government), they will be compensated by 2 days salary per worked day.

WORKED HOLIDAYS & WEEKENDS COMPENSATION

In unusual circumstances and due to urgent business needs, work will require some employees to be working over their weekends or during official holidays.

In the occurrence of these circumstances, and to get these days compensated by the company, employee must open a compensation request through the LINK DEVELOPMENT Intra: https://intra.performly.com/app/#/gen/CompensationDetail

- Request will be sent to the direct manager to be approved then reach the HR department.
- The HR department will check that the request is matching the compensation criteria or not and will compensate these days as follows:
  - Weekends will be compensated by 1-day salary + 1-day vacation.
  - Official holiday will be compensated by 2-days salary with no vacation.
- Notification will be sent to the employee once his/her request is closed from the HR side whether with Acceptance or Rejection.
- In case Rejection, HR department will make sure to provide the employee with the reason of the rejection.

WORKED HOLIDAYS & WEEKENDS WHILE ON BUSINESS TRIPS OR INTERNATIONAL ASSIGNMENTS

Employees on Business Trips, Long Assignments, or on Outsourcing Model-based assignments should be compensated in case they were mandated to work over weekends or official holidays based on customer critical requests and after approval from the assignment and direct managers.

Weekends and official holidays in this case are defined based on the country that the assignment is based in and as announced to the employees in the corresponding Link Development regional office as applicable.

The compensation should be based on the following considerations:

- Employee must open a compensation request through the LINK DEVELOPMENT Intra: https://intra.performly.com/app/#/gen/CompensationDetail
- After approvals from the corresponding managers, HR department will check that the request is matching the compensation criteria in this case and will compensate these days as follows:
    a. For employees on Business Trips, all compensations will be calculated based on Egypt basic salary with the same rules applied for Egypt.
    b. For the Outsourcing Model-based employees, all compensations will be calculated based on the basic salary stated in the outsourcing contract after excluding all allowances.
    c. For Long Assignments employees:
        - Weekend compensation will be calculated based on Egypt basic salary (1-day) added to the local payroll + the cost of living allowance (1-day) added to the cost of living allowance.
        - Holiday compensation will be calculated based on Egypt basic salary (2-days) added to the local payroll + the cost of living allowance (2-days) added to the cost of living allowance.

POLICY GUIDELINES:

- No compensation for managers and above.
- No compensation for commission-based employees (MBOs).
- No compensation for the training days.
- No compensation for any bridge day given from the company.
- Compensation will be done only when employee have completed the minimum of 168 working hours at the end of the month.
- Maintain accurate and complete sign in/out record during the month.

Employee must complete 4 worked hours at least to get this day compensated and must sign in and out on the Intranet Portal as well.

In case the employee in outdoor work or didn’t have attendance record in the compensated day (official holidays/weekends), he/she must get a manager approval then open a ticket to HR department to update the sign in and out on the attendance system before opening the compensation request. Otherwise, HR department will reject the request.

Employee who has automatically sign out in the compensated day, HR department will reject the request.

Employee who has automatically sign out more than 4 times during the month of the compensated day, HR department will reject the request.

A compensation request will be rejected if the requester open the compensation request after 1 month from the compensated day.

Compensated days must be consumed within 1 month from HR approval date.

Egypt official holidays will not be compensated for Employees on Long Assignments, Business Trips, or on outsourcing-based assignments during their stay outside Egypt. Only weekends and official holidays for the related country will be taken into consideration for compensation requests.

For Employees on Long Assignments, Business Trips or on outsourcing-based assignments, compensation requests must be submitted normally on the intranet.

2.2.14 ABSENCE

A staff employee is considered absent if he or she is not present for work as scheduled, regardless of the reason that caused his/her absence.

Intermittent absence. Unexcused absences for twenty (20) intermittent days during the year is a cause for corrective action and results in termination as per the labor law. First, a termination warning letter should be sent after the completion of 10 unexcused intermittent absence days.

Consecutive absence. Unexcused absences for ten (10) consecutive days are cause for corrective action and results in termination as per the labor law. First, a termination warning letter should be sent after the completion of 5 unexcused consecutive absence days.

2.2.15 HYBRID WORKING MODEL

INTRODUCTION

LINK DEVELOPMENT aims to provide flexible and safe working conditions for LINK DEVELOPMENT employees in a way to maximize the productivity and minimize interruption of business in unusual circumstances.

Hybrid working model is a business tool and a benefit that we are currently adopting, however it is conditional and subject to your direct manager decision based on the business needs.

SCOPE

The policy covers all LINK DEVELOPMENT employees excluding ineligible staff according to the management of each department/subsidiary

DEFINITIONS

Ineligible Staff: All employees whose job nature is not included in this option such as: Shift based employees, employees who are using systems that cannot be operated from home in addition to jobs that cannot be operated from home according to the decision of each department/subsidiary.

POLICY DESCRIPTION

LINK DEVELOPMENT employees can work remotely according to their eligibility; however, they should be available to attend to the company premises whenever needed based on their managers decision.

The judgment of performance while working remotely will be the department manager's call that bears the full responsibility for monitoring the use of such tool.

PREDEFINED CONDITIONS

- Employee must be reachable by phone and other normal online business tools such as email and Microsoft Teams.
- Employee should be able to perform full job responsibilities
- Employee should be available to attend physically to main workplace if needed.
- Employee should attend physically all periodical meetings organized by their direct managers for projects or team building activities.

LIMITATION

Any disturbance to work flow or negative impact to the performance is a valid reason to cancel the flexibility of remote working for any employee.

2.3 CORRECTIVE ACTION & END OF SERVICE

2.3.1 CORRECTIVE ACTION

LINK DEVELOPMENT holds each of its employees to certain work rules and standards of conduct. When an employee deviates from these rules and standards, LINK DEVELOPMENT expects the employee's supervisor to take corrective action.

Corrective action at LINK DEVELOPMENT is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequence of corrective actions includes a verbal warning, a written warning, salary deduction and finally termination of the employment contract as per labor law. In deciding which initial corrective action would be appropriate, a Department Head in cooperation with the HR Department will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record. Though committed to a progressive approach to corrective action, LINK DEVELOPMENT considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to:

- Theft in any form.
- Fraud.
- Unexcused absence.
- Vandalism or destruction of LINK DEVELOPMENT property.
- Untruthfulness about personal work history.
- Act of violence.
- Insults or threats towards anyone responsible for discipline.

2.3.2 END OF SERVICE

Termination of employment is an inevitable part of personnel activity within LINK DEVELOPMENT, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

- **Resignation** – voluntary employment termination initiated by an employee.
- **Termination** – involuntary employment termination initiated by LINK DEVELOPMENT and as per the law.
- **Layoff** – involuntary employment termination initiated by LINK DEVELOPMENT for non-disciplinary reasons and as per the law.
- **Death.**
- **Retirement.**

When an employee intends to end his/her employment with LINK DEVELOPMENT, he/she shall give at least two (2) months written pre-notice in case that he/she didn't complete 10 years in the company and three (3) months if more than 10 years, the employee will have to commit to this notice period in case of resignation unless his/her direct manager approves otherwise and can accept a shorter notice.

Any employee who terminates employment with LINK DEVELOPMENT shall return all files, records, keys, and any other materials that are property of LINK DEVELOPMENT. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee's final paycheck. Furthermore, any outstanding financial obligations owed to LINK DEVELOPMENT will also be deducted from the employee's final check.

Employee's benefits will be affected by employment termination in the following manner. All accrued vested benefits that are due and payable at termination will be paid.

CHECKLIST FOR LEAVERS

When an employee leaves the service of LINK DEVELOPMENT, there are administrative issues that need to be addressed. The HR department is responsible for ensuring that the following list of actions is accomplished.

- Resigned employee should fill the resignation form stating the last working date and reason for leaving and get the direct manager's approval. Last working date should be after at least one month from the resignation date.
- The direct manager should immediately send an e mail to LINK DEVELOPMENT and the recruitment team of each company with the employee's name and the final last working date
- The payroll department will hold the employee dues and issue the automated resignation request to the concerned parties.
- In case the last working day will be between 20th till 7th from the next month, the employee dues (salary, vacation balance, compensations, …. etc) will be hold until finalizing the resignations process.
- Resigned employee should then come to the HR department to sign the social insurance related documents and start working on the exit check list to make sure that all concerned parties have been notified and confirmed their actions.
- Medical insurance cards should be delivered to the concerned HR person in order to delete the employee and his /her dependents where appropriate, from the medical insurance and group life cover.
- Access cards should be delivered to the concerned HR person, and then HR should deliver it to MIS & facilities.
- Laptops should be delivered to MIS in the same condition as received.
- After completing the exit check list, the employee can receive the recommendation letter and the hiring documents from the file.

2.4 EMPLOYMENT OF RELATIVES & FORMER EMPLOYEES

2.4.1 EMPLOYEMENT OF RELATIVES

LINK DEVELOPMENT seeks to minimize actual or apparent conflicts of interest which may result from having first and/or second-degree relatives (legal husband or wife, mother, father, brother, sister, son, daughter, nephew, niece, grandson, grand-daughter, aunt and uncle) work in the same administrative hierarchy; Hence the approval of the Head of HR department should be obtained before hiring in such cases.

For the purposes of this policy, the below process must be implemented when hiring a new employee:

- Job applicants should mention in the job application their relatives working in LINK DEVELOPMENT.
- Hiring of any relative should be subject to the approval of the HR department, the manager of the candidate's relative, and the manager of the candidate him/herself.
- At any point of time and due to business circumstances that may occur, LINK DEVELOPMENT can see that there is a potential conflict of interest that may result because of the newly hiring or already existing of any relatives. In such case, LINK DEVELOPMENT has the right to apply the proper corrective action to avoid this conflict.

2.4.2 EMPLOYEMENT OF FORMER EMPLOYEE

The rehire of employees is contingent on a positive work record. A former employee whose employment was involuntarily terminated for misconduct, or for violating LINK DEVELOPMENT rules/policies, or who resigned in lieu of termination for such reasons is ineligible for re-employment with the company.

The following is a list of prerequisites that must be met to be eligible for rehire:

- Successful completion of the original probationary period.
- Appropriate notice of resignation.
- Participation in an exit interview.
- Completion of exit release form.
- Appropriate handover.
- Performance evaluations reflecting that the employee's performance consistently met the requirements of the job.

PROCEDURES

- A former employee who is seeking re-employment must indicate his/her prior employment with LINK DEVELOPMENT on the job application. Failure to do so will result in ineligibility for reemployment regardless of the reason for separation.

- All applications will be subject to a Human Resources search of LINK DEVELOPMENT employment records to determine previous employment status, reason for termination of employment and eligibility for rehire.
- Applicants ineligible for rehire as per this policy will be notified by Human Resources and will not be referred to fill vacancies.
- Rehiring process will be subject only to availability of vacancies and the qualifications of all the candidates applying for the vacancy including the former employee.
- Former Applicants should pass by the same recruitment process of the other applicants.

2.4.3 INTERNAL MOVEMENTS

Vacant positions should be, when possible, fulfilled with suitably qualified internal candidates, as part of LINK DEVELOPMENT commitment to offer career development opportunities to its employees. The internal movement process is:

- **Job Posting**: Job posting is announced to LINK DEVELOPMENT staff.
- **Candidates Applications**: Interested employee -whom spent more than 1 year in his/her current position-, can apply for such vacant position adding his/her direct manager in the application e-mail.
- **Applications Filtration**: Both of the HR and the new manager can approve/reject the application based on the candidate's profile against job requirements.
  Note: Previous evaluation of employee will be taken into consideration in the movement decision.
- **Approved Candidates:** The HR should notify and align with the department heads of the filtered candidates before proceeding with the personal interviews.
- **Selection Process**: The selection process will be based on the interviews, technical tests and/or assessment that the candidate will pass through, to be accepted in the new position.
- **Offer Issuing**: The HR shouldn't issue a job offer for the selected candidate before notifying his/her current and prospect department heads.
- **Notice Period**: Both of the old and new managers should agree on the notice period and communicate it with the employee. The notice period should not be less than 1 month to maintain proper and documented handover, and it may be extended up to 2 months -maximum- according to urgent business needs in the current position.
- **Movement**: HR coordinates -all the movement's preparations and logistics- with MIS and Facilities teams.

In certain conditions, internal movements may include salary adjustment or allowances change –based on the new job's level and its field– but it's not mandatory.

3 COMPENSATIONS & BENEFITS

PURPOSE OF THE POLICY:

To improve current employees' retention capabilities, attract the best qualified people and help achieving both the organization and individual objectives

3.1 STAFF LOANS

3.1.1 PURPOSE OF THE BENEFIT

LINK DEVELOPMENT operates a flexible loan scheme to the employees upon their request, when there is a serious need or where an emergency relief is required due to a circumstance that could not have been foreseen by the employee.

3.1.2 ELIGIBILITY

All employees who have exceeded 1 year of employment within Link Development

3.1.3 APPROVAL OF THE BENEFIT

The Human Resources department should approve the request after studying it and based on the availability of the funds in the allocated pool for this purpose.

3.1.4 GENERAL RULES

- LINK DEVELOPMENT offers loans for the employees after completing 1 year of employment, company loans for employees are not related to specific reasons and all loans are interest free.
- Staff loans will have an annual budget that may differ from year to another. Chief Financial Officer will advise budget availability upon the approval of new loans' requests.
- Employee who needs to apply for a loan should use the loan request service form on the intranet. This is accessible from **My Services → HR Services → Loan**.
- Loans should not exceed 2-months from the employee's gross salary with a maximum ceiling of **40,000 EGP**.
- Loan amount should be paid back on installments over 6 months maximum. And employee can apply for a new loan after completing 1 year from the previous loan's first installment date.
- In case of termination, the employee will not be released from LINK DEVELOPMENT unless the full remaining amount is paid during the final settlement with LINK DEVELOPMENT.
- HR department should approve the loan request. Under some conditions, LINK DEVELOPMENT management has the right to reject any loan request.

3.2 PHONE POLICY

3.2.1 PURPOSE OF THE BENEFIT

LINK DEVELOPMENT has developed this policy for its valued employees to enjoy the benefit of Mobile phone lines' services.

LINK DEVELOPMENT Mobile lines are allocated to employees to cover only their business needs for mobile communications. Services charges for these lines are paid to employees based on predefined categories of eligibility which define corresponding ceiling for each. HR department should communicate to each employee his/her ceiling based on his/her category.

3.2.2 MOBILE LINE PROCEDURES

- Employee will use LINK DEVELOPMENT intranet to know more information about our corporate offers with different mobile operators.
- Employee will then submit a request for a new line mentioning the bucket
- The HR department will proceed with the new line and inform the employee when ready
- Monthly bill amounts exceeding the set allowance will be deducted from the monthly salary.

3.2.3 INTERNATIONAL & ROAMING

International & Roaming are specially allocated to those employees with a verifiable business need for **normal** international communications & employees who are travelling for business need for short missions up to 5 days. Such calls should be normally covered by the allocated mobile allowance of the employee.

For other employees who have job responsibilities that require them to make **excessive** international/ roaming calls to other clients/teams located outside the country they are currently in – HR department already defined these job roles – the below will take place in order to cover their International & Roaming calls made for business needs:

- HR Department should send the total amount of the international/roaming calls for employees within a specific department to the relevant department manager for approval.
- Department manager should review this report and approve these calls to be for business needs.
- Upon the department manager's approval, HR will include the approved calls by the department manager within the covered amounts. Extra amounts that wasn't approved will be deducted directly from the employee's monthly salary.
- Data roaming will be handled on case by case basis according to the business needs and after approval from the department manager.

IN CASE OF BUSINESS TRIPS MORE THAN 5 WORKING DAYS

- The employee should buy a prepaid local line for the country he/she is travelling to for an amount per week up to a maximum of 100 US$
- The employee must provide a receipt to refund the local prepaid line expenses according to the mentioned limits
- No international & roaming calls will be refunded on the employee's local line in this case.

3.3 WORKING CONDITIONS ALLOWANCE

3.3.1 PURPOSE OF THE BENEFIT

Compensate employees who have special working conditions, such as being on call 24/7 or on shifts basis for support purposes.

3.3.2 ELIGIBILITY

- Employees who will be assigned for 24/7 (On Call) duty.
- Employees who will be assigned to work in unusual mandated working hours for support projects or on Shift Basis (Working Hours that start before 6:00 am and/or end after 8:00 pm).

3.3.3 COMPENSATION

- Employees who will be assigned for 24/7 (On Call) duty will be granted a special allowance (On-Call Allowance), calculated per week. Compensation amount provided in this case will be 10% of Employee's Monthly salary for each week (40% per month), paid on monthly basis with the payroll release.
- Employees who will be working on shifts basis will be granted a special allowance (*Shift Differential Allowance*), calculated per week. Compensation amount provided in this case will be 5% of Employee's Monthly salary for each week (20% per month), paid on Monthly basis with the payroll release.

3.3.4 POLICY

- Once the Employee is back to the normal working conditions he/she will no more be eligible for the mentioned allowance.

4 STANDARDS OF CONDUCT

4.1 WORKPLACE SMOKING POLICY

4.1.1 INTRODUCTION

Passive smoking/secondhand smoke has been medically proven to cause the same health damage for non-smokers. It is a duty on LINK DEVELOPMENT to provide a working environment for employees that is, so far as is reasonably practical, safe, without risk to health and adequate as regards to facilities and arrangements for welfare at work.

Therefore, the following policy has been adopted concerning smoking inside LINK DEVELOPMENT premises

4.1.2 SCOPE

All LINK DEVELOPMENT employees

4.1.3 GENERAL PRINCIPLES

Under the Health and Safety at Work Order, employees have duties to take reasonable care for the health and safety of themselves and others as well as cooperate to comply with the requirements of the Health and Safety at Work.

The premise of LINK DEVELOPMENT is designated as smoke-free with adequate signage to inform employees and visitors of the smoke-free status of the building.

Smoking is not permitted in any work area this includes all types of electronic cigarettes and vapes. This applies to lifts, toilets, meeting rooms, reception areas, entrance and all offices and work areas, whether occupied by one person, or shared by two or more.

Smoking may be permitted as appropriate only in LINK DEVELOPMENT open area

4.1.4 ENFORCEMENT OF THE POLICY

Breaches of this policy will be subject to the normal disciplinary procedures.

4.2 SAFETY AT WORKPLACE POLICY

4.2.1 INTRODUCTION

LINK DEVELOPMENT insists on providing a safe and healthy work environment for employees, customers and visitors. Its success depends on the alertness and personal commitment of all.

4.2.2 SCOPE

All LINK DEVELOPMENT employees

4.2.3 GENERAL PRINCIPLES

The following actions/practices are expected from LINK DEVELOPMENT employees

- Protect your own property at work
- Report all incidents or accidents, however minor, to your manager and let us know if you become aware of any hazard or unsafe act
- In the case of accidents that result in injuries, please immediately notify the facilities supervisor on shift

4.2.4 ENFORCEMENT OF THE POLICY

Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, may be subject to disciplinary action including ending of the employment contract.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their supervisor and the Administration Department immediately.

4.3 DRESS CODE POLICY

4.3.1 INTRODUCTION

It is the responsibility of each employee to maintain LINK DEVELOPMENT positive image to customers, competitors, and visitors, the public and fellow employees. As company representatives, employees should convey, in their actions and personal appearances, the quality and professionalism that will assure the ongoing growth and success of the company.

4.3.2 SCOPE

All LINK DEVELOPMENT employees

4.3.3 GENERAL PRINCIPLES

As a principle, LINK DEVELOPMENT is following a casual, relaxed and informal dress code. Our Company's objective in establishing a relaxed, casual, and informal work dress code is to enable our employees to work comfortably in the workplace. Yet, certain standards are established so employees are not confused about the meaning of the terms: relaxed, casual, and informal dress.

In a casual work setting, employees should wear clothing that is comfortable and practical for work. Certain cloths such as Slippers, Flip-flops, Shorts and sweat pants must be avoided as well as clothing that has words, terms, or pictures that may be offensive to other employees.

Sports teams, university, and fashion brand names on clothing are generally acceptable.

On the occasions when a customer or a business partner does visit the office, the employee groups with whom the visitor is interacting, should adhere to business casual or formal standards.

4.3.4 ENFORCEMENT OF THE POLICY

Breaches of this policy will be subject to the normal disciplinary procedures.

4.4 WORKPLACE COMMUNICATION POLICY

4.4.1 INTRODUCTION

LINK DEVELOPMENT believes in good communications among all employees at all levels. We must respect each employee, worker, customer and stakeholder as an individual, showing politeness, care and consideration.

Therefore, the following policy has been adopted concerning smoking inside LINK DEVELOPMENT premises

4.4.2 SCOPE

All LINK DEVELOPMENT employees.

4.4.3 GENERAL PRINCIPLES

The following communication practices are strictly prohibited:

- Minimizing or disregarding the other person's feelings.
- Using inappropriate tone or volume when talking to someone in the environment.
- Making offensive expressions or gestures.
- Mixing religious context with professional and business contexts.
- Insulting, or using offensive names, adjectives or descriptions.
- Making threats to the other person.

Professionalism is expected in all our actions when dealing with any employee, worker, customer or stakeholder. This includes:

- Respecting other traditions, cultures and religions in all our interactions and communications.
- Committing to and demonstrating equal treatment without regard to race, gender, religion, age and national origin.
- The use of religious, cultural or traditional symbols is strictly prohibited in all forms of communication including, but not limited to company documents, emails, newsletters, presentations and meetings.

Employees are encouraged to offer positive and constructive feedback. If employees can express their concern through the problem resolution procedure.

No employee will be penalized, formally or informally, for voicing a complaint with the Company in a reasonable, business-like manner, or for using the problem resolution procedure

It is company policy to provide a workplace free from harassment. All sorts of harassments are completely prohibited which include, but are not limited to:

- Verbal harassment (epithets, derogatory statements, slurs)
- Physical harassment (hitting, pushing or other aggressive physical contact).
- Visual harassment (posters, cartoons, drawings).
- Sexual harassment i.e. Sexual advances, requests for sexual favors, sexual epithets and verbal or physical conduct of a sexual nature.

4.4.4 ENFORCEMENT OF THE POLICY

Breaches of this policy will be subject to the normal disciplinary procedures.

4.5 WORKPLACE ETIQUETTE POLICY

4.5.1 INTRODUCTION

LINK DEVELOPMENT insists on providing a professional business work environment for employees, customers and visitors. It's also intended to demonstrate professionalism and take into consideration the diversity of the population, which we deal with, as well as the diversity of our coworkers.

Its success depends on the alertness and personal commitment of employees.

4.5.2 GENERAL PRINCIPLES

Because of the office structure and arrangement, it is necessary that everyone be conscious of the need for a quiet atmosphere conducive to the work done in the area.

Workplace etiquette shall follow these standards as upheld by supervisors.

4.5.3 TELEPHONE USAGE:

- Limit speaker phone conversations that may be disruptive to your fellow workers, or breach confidentiality. Talking over the phone in general must be in a level that is not disruptive
- The volume of your speakers should not be so loud it can be heard in the next workplace. Speakers should always be turned down when answering the phone or conducting business
- Mobile phones can be an extremely disruptive for other colleagues in the workplace. The distraction caused by these devices can lead to a reduction in concentration, loss of productivity, extension of working hours also frustration amongst fellow workers. To keep disturbing effects to a bare minimum, employees should:
    a. Set mobile phones at low volume or vibrate in the work environment
    b. Don't interrupt colleagues by answering a mobile phone
    c. Don't answer the mobile whilst in a meeting.
    d. If it is necessary to speak on the phone in the presence of others then do so in low tones

4.5.4 PHOTOS AND PERSONAL BELONGINGS

- It is prohibited to place photographs or any personal belongings in the workplace as all workstations are shared with all our employees

4.5.5 PRAYING AND RELIGION RITUALS:

- Employees have constitutional rights to express their faith in the workplace as long as that expression does not interfere with the work setting. Religion rituals are not allowed to be performed in public business areas such as meeting rooms, cafeteria or free workstations. Religion rituals must be performed only in the designated areas in the building

- Employees are highly requested to place their shoes in the designated areas inside the praying rooms and not to take it off and leave it outside the rooms.

4.5.6 EATING ETIQUETTE:

- Having Food is not allowed in the workplace. Some types of foods have strong odors/ingredients that can be disruptive or allergic to other colleagues in the office. Eating is only allowed in the designated break areas.

4.5.7 ENFORCEMENT OF THE POLICY

Breaches of this policy will be subject to the normal disciplinary procedures.

4.6 NON-DISCLOSURE/CONFIDENTIALITY POLICY

4.6.1 INTRODUCTION

The protection of confidential business information and trade secrets is vital to the interests and success of LINK DEVELOPMENT.

4.6.2 SCOPE

All LINK DEVELOPMENT employees.

4.6.3 GENERAL PRINCIPLES

Such confidential information includes, but is not limited to, the following examples are considered as confidential information:

- Financial information
- LINK DEVELOPMENT strategies
- Pending projects and proposals
- Information contained in LINK DEVELOPMENT files and records, whether paper or computer records
- LINK DEVELOPMENT clients' information
- Personnel/Payroll records
- Conversations between any persons associated with LINK DEVELOPMENT

4.6.4 ENFORCEMENT OF THE POLICY

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including ending of the employment contract and legal action, even if they do not actually benefit from the disclosed information.

4.7 ANTI-BRIBERY AND ANTI-CORRUPTION POLICY

4.7.1 INTRODUCTION

This anti-bribery policy exists to set out the responsibilities of Link Development and those who work for us in regards to observing and upholding our zero-tolerance position on bribery and corruption.

It also exists to act as a source of information and guidance for those working for Link Development. It helps them recognize and deal with bribery and corruption issues, as well as understand their responsibilities.

4.7.2 SCOPE

All Link Development employees.

4.7.3 GENERAL PRINCIPLES

Link Development is committed to conducting business in an ethical and honest manner, and is committed to implementing and enforcing systems that ensure bribery is prevented. Link Development has zero-tolerance for bribery and corrupt activities. We are committed to acting professionally, fairly, and with integrity in all business dealings and relationships, wherever in the country we operate.

Link Development will constantly uphold all laws relating to anti-bribery and corruption in all the jurisdictions in which we operate. We are bound by the Egyptian laws, in regards to our conduct both at home and abroad.

Link Development recognizes that bribery and corruption are punishable by up to ten years of imprisonment and a fine. If our company is discovered to have taken part in corrupt activities, we may be subjected to an unlimited fine, be excluded from tendering for public contracts, and face serious damage to our reputation. It is with this in mind that we commit to preventing bribery and corruption in our business, and take our legal responsibilities seriously.

4.7.4 ENFORCEMENT OF THE POLICY

This section of the policy refers to 4 areas:

- Gifts and hospitality.

- Facilitation payments.
- Political contributions.
- Charitable contributions.

Gifts and hospitality Link Development accepts normal and appropriate gestures of hospitality and goodwill (whether given to/received from third parties) so long as the giving or receiving of gifts meets the following requirements:

a) It is not made with the intention of influencing the party to whom it is being given, to obtain or reward the retention of a business or a business advantage, or as an explicit or implicit exchange for favors or benefits.
b) It is not made with the suggestion that a return favor is expected.
c) It is in compliance with local law.
d) It is given in the name of the company, not in an individual’s name.
e) It does not include cash or a cash equivalent (e.g. a voucher or gift certificate).
f) It is appropriate for the circumstances (e.g. giving small gifts around Christmas or as a small thank you to a company for helping with a large project upon completion).
g) It is of an appropriate type and value and given at an appropriate time, taking into account the reason for the gift.
h) It is given/received openly, not secretly.
i) It is not selectively given to a key, influential person, clearly with the intention of directly influencing them.
j) It is not above a certain excessive value, as pre-determined by the company’s compliance manager (usually in excess of $100).
k) It is not offer to, or accepted from, a government official or representative or politician or political party, without the prior approval of the company’s compliance manager.

Where it is inappropriate to decline the offer of a gift (i.e. when meeting with an individual of a certain religion/culture who may take offence), the gift may be accepted so long as it is declared to the compliance manager, who will assess the circumstances.

Link Development recognizes that the practice of giving and receiving business gifts varies between countries, regions, cultures, and religions, so definitions of what is acceptable and not acceptable will inevitably differ for each.

As good practice, gifts given and received should always be disclosed to the compliance manager. Gifts from suppliers should always be disclosed.

The intention behind a gift being given/received should always be considered. If there is any uncertainty, the advice of the compliance manager should be sought.

Facilitation Payments and Kickbacks Link Development does not accept and will not make any form of facilitation payments of any nature. We recognize that facilitation payments are a form of bribery that involves expediting or facilitating the performance of a public official for a routine governmental action. We recognize that they tend to be made by low level officials with the intention of securing or speeding up the performance of a certain duty or action.

Link Development does not allow kickbacks to be made or accepted. We recognize that kickbacks are typically made in exchange for a business favor or advantage.

Link Development recognizes that, despite our strict policy on facilitation payments and kickbacks, employees may face a situation where avoiding a facilitation payment or kickback may put their/their family's personal security at risk. Under these circumstances, the following steps must be taken:

a. Keep any amount to the minimum.

b. Ask for a receipt, detailing the amount and reason for the payment.

c. Create a record concerning the payment.

d. Report this incident to your line manager.

Political Contributions Link Development will not make donations, whether in cash, kind, or by any other means, to support any political parties or candidates. We recognize this may be perceived as an attempt to gain an improper business advantage.

Charitable Contributions Link Development accepts (and indeed encourages) the act of donating to charities – whether through services, knowledge, time, or direct financial contributions (cash or otherwise) – and agrees to disclose all charitable contributions it makes.

Employees must be careful to ensure that charitable contributions are not used to facilitate and conceal acts of bribery.

We will ensure that all charitable donations made are legal and ethical under local laws and practices, and that donations are not offered/made without the approval of the compliance manager.

4.7.5 EMPLOYEE RESPONSIBILITIES

As an employee of Link Development, you must ensure that you read, understand, and comply with the information contained within this policy, and with any training or other anti-bribery and corruption information you are given.

All employees and those under our control are equally responsible for the prevention, detection, and reporting of bribery and other forms of corruption. They are required to avoid any activities that could lead to, or imply, a breach of this anti-bribery policy.

If you have reason to believe or suspect that an instance of bribery or corruption has occurred or will occur in the future that breaches this policy, you must notify the compliance manager.

If any employee breaches this policy, they will face disciplinary action and could face dismissal for gross misconduct. Link Development has the right to terminate a contractual relationship with an employee if they breach this anti-bribery policy.

4.7.6 RAISING A CONCERN

If you suspect that there is an instance of bribery or corrupt activities occurring in relation to Link Development, you are encouraged to raise your concerns at as early a stage as possible. If you're uncertain about whether a certain action or behavior can be considered bribery or corruption, you should speak to your line manager, the director, the compliance manager, or the Head of Governance and Legal.

Link Development will familiarize all employees with its whistleblowing procedures so employees can vocalize their concerns swiftly and confidentially.

What to do if you are a victim of bribery or corruption

You must tell your compliance manager as soon as possible if you are offered a bribe by anyone, if you are asked to make one, if you suspect that you may be bribed or asked to make a bribe in the near future, or if you have reason to believe that you are a victim of another corrupt activity.

Protection

If you refuse to accept or offer a bribe or you report a concern relating to potential act(s) of bribery or corruption, Link Development understands that you may feel worried about potential repercussions. Link Development will support anyone who raises concerns in good faith under this policy, even if investigation finds that they were mistaken.

Link Development will ensure that no one suffers any detrimental treatment as a result of refusing to accept or offer a bribe or other corrupt activities or because they reported a concern relating to potential act(s) of bribery or corruption.

Detrimental treatment refers to dismissal, disciplinary action, treats, or unfavorable treatment in relation to the concern the individual raised.

If you have reason to believe you've been subjected to unjust treatment as a result of a concern or refusal to accept a bribe, you should inform your line manager or the compliance manager immediately.

4.7.7 TRAINING AND COMMUNICATION

Link Development will provide training on this policy as part of the induction process for all new employees. Employees will also receive regular, relevant training on how to adhere to this policy, and will be asked annually to formally accept that they will comply with this policy.

Link Development anti-bribery and corruption policy and zero-tolerance attitude will be clearly communicated to all suppliers, contractors, business partners, and any third-parties at the outset of business relations, and as appropriate thereafter.

4.7.8 RECORD KEEPING

Link Development will keep detailed and accurate financial records, and will have appropriate internal controls in place to act as evidence for all payments made. We will declare and keep a written record of the amount and reason for hospitality or gifts accepted and given, and understand that gifts and acts of hospitality are subject to managerial review.

4.7.9 MONITORING AND REVIEWING

Link Development appoints the HR Operations Manager as the compliance manager who is responsible for monitoring the effectiveness of this policy and will review the implementation of it on a regular basis. He will assess its suitability, adequacy, and effectiveness.

Internal control systems and procedures designed to prevent bribery and corruption are subject to regular audits to ensure that they are effective in practice.

Any need for improvements will be applied as soon as possible. Employees are encouraged to offer their feedback on this policy if they have any suggestions for how it may be improved. Feedback of this nature should be addressed to the compliance manager.

This policy does not form part of an employee’s contract of employment and Link Development may amend it at any time so to improve its effectiveness at combatting bribery and corruption.

5 BUSINESS TRAVEL POLICY

5.1 BUSINESS TRAVEL POLICY PURPOSE

The purpose of the business travel policy is to regulate the process of business travel and provide information and guidelines for travellers with duration ranging from 1 to 30 day(s).

5.2 BUSINESS TRAVEL POLICY PROCEDURE

Step 1: The employee travelling on a business trip is required to submit "Business Travel Request" through the intranet. This step should be completed within the following timeframe:

- **2 business days** prior date of travel if it's domestic business trip.
- **7 business days** prior date of travel if it's abroad & **NO** visa required.
- **15 business days at least** prior date of travel if it's abroad & visa required.

Notes:

- Schengen visas are processed upon an interview appointment so request should be sent a month earlier.
- The travel request must include the trip objectives, duration and destination.

Step 2: After completion, the travel request is forwarded on the intranet to the Business Travel Team for cost estimation.

Step 3: After completion, the request is forwarded on the intranet to the operations and the budgeting Teams for their approvals.

Step 4: Once the travel request is approved, the Business Travel team will proceed with issuing the airline ticket, prepare accommodation…. etc.

Step 5: Once the trip logistics are accomplished, the Business Travel team will close the request to enable the employee get his/her per-diem.

5.3 BUSINESS TRAVEL POLICY PROCEDURE – SHORT NOTICE

1. International business trip requests should be done at least a week in advance as clarified above. Given that the nature of our business entails short notice trips, a separate policy is applicable for short notice requests to ensure the smoothness of operations.
2. Short notice requests are identified as international business trips that are requested within 2 business days of travel date.
3. In cases of short notice requests, the top priority is to finalize the travel arrangements (flight, hotel and per-diem) at least 24 hours before the trip start date. The Business Travel team will do their best to accommodate any preferences by the traveler, but the top priority remains securing the travel arrangements before the trip start date.
4. To ensure that the trip is handled smoothly and efficiently, the first option will be preferred hotels where the company has existing corporate deals. The Business Travel team will try to accommodate proximity requests to customers if the time allows and if feasible options are available through supported booking channels, however the Team will retain the decision about how to act and which hotels to book.

5.4 GENERAL POLICY

5. All travel tickets and hotel reservations are handled through the Business Travel team unless the employee decides to handle his/her accommodation on his/her own.
6. The Business Travel team is the only interface with the travel agencies and hotels.
7. It is the responsibility of the employee to become familiar with the travel policy and its requirements before the start of the business trip. The Business Travel team is always available for any inquiries or clarifications.
8. The Business Travel team will support all employees to update any private documents (such as passport), but the responsibility will befall the employee to update, maintain and keep track of any private documents.
9. In case an employee travels with a family member, the Business Travel team will handle and support all personal requests by the employees. Any additional charges for the extra person(s) are borne by the employee's own expense.
10. If a trip will be extended or shortened for any reason, an email must be sent to the Business Travel team **at least 48 hours prior the original return date in order to make the necessary changes.**
11. If for any reason the employee -with the prior approval of his direct head- incurred any additional expenses during his business trip, such as a business dinner with a customer for example, such expenses may be reimbursed when claimed via expense claim form that is filled and approved by direct head and submitted to finance department maximum 1 week after the employee return. All supporting receipts should be sent to the reimbursement alias (LinkDev Reimbursement <Reimbursement@linkdev.com>).
12. Employees extending a business trip for personal reasons are expected to pay the difference if additional air and/or lodging expenses are incurred.

5.5 HEALTH/MEDICAL INSURANCE

The company wishes good health to all its employees at all times. At times of emergencies during business trips, the priority is the employees' well-being and recovery. The costs incurred for medical treatment will be refunded by the medical insurance company after the employee's return, against receipts and based on Cleopatra Hospital prices.

5.6 TRAVEL ALLOWANCE/DAILY PER-DIEM

Daily travel allowance (per-diem) is paid to employees at all levels.

If the trip duration is **30 days** or less, the whole per diem amount will be cashed in advance from Cairo office.

If the trip duration exceeds **30 days**, the per-diem for the first **30 days** will be cashed in advance from Cairo office, and the rest of the allowance will be cashed from our regional offices. For countries with no regional office, allowance will be handled case by case.

- Travel allowance is paid for the number of days in destination country.
- First and last trip days will be treated as full day per-diem.
- Daily per-diem is paid according to the **daily per-diem table** in Appendix-A.
- In the Business Trip request, **the Business Travel team will automatically handle both flight and hotel booking unless the employee requests to handle their accommodation on their own,** in which case they will have a higher daily per-diem as illustrated in Appendix-A.
- The company will not cover expenses exceeding the guidelines mentioned below.

5.7 AIR FARE

The standard for air travel is economy. The lowest available airfares appropriate to the particular itineraries should be sought when making bookings. Business trips requests must be done as early as possible to be able to obtain good rates.

- Egypt Air is the main adopted carrier within the company **unless there is lower price.**
- The route of the trip is determined according to the business need of the traveler taking into consideration Egypt Air as the main carrier.
- Direct flights will have first priority.
- In case of connections, the same carrier has priority unless there is no availability.

5.8 ACCOMMODATION

In case the employee chooses to let the business travel team handle the accommodation, the standard should be in hotels where LINK DEVELOPMENT has negotiated corporate rates.

- Hotel reservations are made through the company's travel agents at the most convenient Hotels worldwide that provide advantageous rate for the company.
- Accommodation in cost effective Hotels are always considered as long as it's not less than 4 stars, depending on availability.
- A single room with a private bath is the standard.
- All reservations are based on Bed & Breakfast basis.
- Special accommodation requests, such as proximity to customers, should be requested in advance so that the Business Travel team can have time to find suitable options.
- Employees traveling together may choose to share a room when feasible and agreeable to travelers.
- In case of accommodation in furnished apartments or in Hotel with no breakfast included, a breakfast allowance will be added to daily per-diem with an amount of **$15/Day**.

5.9 TRANSPORTATION

<u>**General Rule:**</u>

By default, car rental is not supported by the company. In case there is a critical business need to rent a car, then a special approval should be obtained from the department head and the corresponding cost deduction from the daily per-diem will be applied.

<u>**Outside Egypt:**</u>

Local transportation such as public transportation, underground and taxis should be utilized for business related transportation whenever possible. In all cases, all transportation costs are already covered within the daily per-diem of the employee. In case there is a critical business need for a car rental, a daily deductible of <u>$25</u> will be applied to the daily per diem to cover the car rental cost.

<u>**Inside Egypt:**</u>

Please see Section 5.10 for details about domestic business trips.

5.10 DOMESTIC BUSINESS TRIPS POLICY

General Rule:

- Domestic business trips should be requested 2 business days prior date of travel.
- The traveler will have the choice regarding the transportation method (flight, train or bus). Car rental is not supported by the company by default.
- There will not be an option for the employee to handle their own accommodation in domestic trips. The Business Travel team is always open to any requests or suggestions such as a certain hotel's proximity to customer or previous positive experience with a mode of transportation, but the responsibility will befall the team to secure the accommodation before the travel date.
- One-day trips will be treated as full-day per diem.

Egypt:

- If the employee chooses to use their private car for domestic trips, only the distance traveled between Cairo and the destination city will be reimbursed according to a defined reference kilometers sheet. The reimbursement will be calculated at **3 EGP/kilometer.**
- Trips inside the destination city are covered within the daily per diem.
- The daily per diem will be the same regardless of the mode of transportation: **EGP 700/day.**
- Per diem for North Coast and Gouna business trips only will be **EGP 1000/day.**
- In case of accommodation in furnished apartments or in Hotel with no breakfast included, a breakfast allowance will be added to daily per-diem with an amount of **EGP 200/day**.

United Arab Emirates:

- If the employee chooses to use their private car for domestic trips, only the distance traveled to the destination city will be reimbursed according to a defined reference kilometers sheet. The reimbursement will be calculated at **0.5 AED/kilometer.**
- Trips inside the destination city are covered within the daily per diem.
- The daily per diem will be the same regardless of the mode of transportation: **AED 75/day.**

Saudi Arabia:

- If the distance to the destination city is over 200 kilometers, the daily per diem will be **SAR 225/day.**
- If the distance to the destination city is under 200 kilometers, the daily per diem will be **SAR 75/day.**
- Trips inside the destination city are covered within the daily per diem.
- If the employee chooses to use their private car, only the distance to the destination city will be reimbursed according to a defined reference kilometers sheet. The reimbursement will be calculated at **0.5 SAR/kilometer.**

5.11 OTHER TRAVEL EXPENSES

5.11.1 REIMBURSABLE EXPENSES

Actual and reasonable business expenses incurred while on a trip and not covered elsewhere **may be reimbursed if supported by receipts** as follows:

- For trips of 5 business days or less, the employee should activate the roaming feature on their business line before traveling and use it during their business trip. Such calls will be normally covered by the employee's allocated mobile allowance.
- For trips of more than 5 working days, the employee should buy a prepaid local line for the country they are traveling to for an amount up to $100 maximum. It is advisable that this line is used on the employee's next business trip, in case it is still active.
- Business calls will be reimbursed up to $50.00 per week to be calculated from the first week. The ceiling will be calculated on the total number of weeks multiplied by the weekly ceiling (i.e. a trip of 4 weeks will have a reimbursable ceiling of $200, a trip of 3 weeks will have a reimbursable ceiling of $150).
- Laundry service during trips exceeding 7 days with a ceiling of **$20** per week to be calculated from the first week. The ceiling will be calculated on the total number of weeks multiplied by the weekly ceiling (i.e. a trip of 4 weeks will have a laundry reimbursable ceiling of $80, a trip of 3 weeks will have a laundry reimbursable ceiling of $60).
- Transportation to and from airport in Egypt with a ceiling of **EGP 400** per ride**.**
- Transportation from and to airport in destination country.
- Transportation from and to train/bus stations for domestic trips.
  (Our Uber Business profile is the priority and the preferred option for transportation as it is automatically covered by the company, local taxis or other providers are also acceptable. In all cases, a receipt must be provided for the trip)
- Business expenses such as corporate dinner for client in a course of doing business with prior approval of the direct head.

Notes:

- Required reimbursements should be sent to be processed maximum 1 week after employee return date.

- Reimbursement will be calculated based on the exchange rate during the date of the business trip.

5.11.2 NON - REIMBURSABLE EXPENSES

The following are examples of expenses which **are not** reimbursable:

- Upgrades to air ticket and/or hotel room.
- Excess baggage fees.
- Car rental, fuel and parking fees.
- Traffic and parking fines.
- Any additional expenses which are not mentioned on the reimbursable list.

5.12 EXPENSE REPORTING AND REIMBURSEMENT

After the employee has completed the “Travel Expenses Request”, it should be revised, checked and approved for allowed expenses by the Business Travel team. The responsibility befalls the Business Travel team to approve and/or reject reimbursement requests and amounts in accordance with the company’s guidelines. The Business Travel team is responsible for acquiring exceptional approval whenever it is needed.

All expenses in the travel request shall be justified by ticket stubs, receipts, bills or statements. Should for any reason no receipt exists, a replacement form must be filled and emailed to the employee’s direct manager for approval.

After completion, the report should be sent to the reimbursement alias along with the manager’s approval.

To fill the “Travel Expenses Request”, Please download this Form.

5.13 APPENDIX - A

- **Per Diem for domestic Business trips**:
  - Per-diem for local staff in Egypt office travelling inside Egypt is **700 EGP/day**.
  - Per-diem for local staff in UAE office travelling inside UAE is **75 AED/day**.
  - Per-diem for local staff in KSA office travelling inside KSA is **225 SAR/day** for trips over 200 kilometers
  - Per-diem for local staff in KSA office travelling inside KSA is **75 SAR/day** for trips under 200 kilometers

- **Per Diem for international business trips:**
  - Standard Per-diem for travelers outside their local countries is outlined in the following table:

Country	**Per Diem** **(If the Company is covering both Flight & Hotel expenses)**	**Per Diem** **(If the Company is covering only Flight expenses)**
Gulf (United Arab Emirates, Oman, Bahrain, Qatar, Saudi Arabia, and Kuwait), Middle East, Arab counters, and Pakistan	$ 80 / day	$ 125 / day
Africa (excluding Nigeria) Nigeria	$ 80 / day $ 120 /day	NA
North Africa/Egypt	$ 50 / day	NA
USA & Canada	$ 100 / day	$ 175 / day
Europe	$ 100 / day	$ 175 / day

6 INTERNATIONAL ASSIGNMENTS

The purpose of this section is to set the guidelines and rules that would support employees who will be on business travel outside the country of their standard working location for durations longer than one complete month.

6.1 LONG ASSIGNMENT POLICY

6.1.1 OBJECTIVES

The purpose of the policy is to support employees who will be on a long work assignment for more than a month outside the country of their standard working location due to business needs, by setting the needed rules and procedures related to their move to the new country.

6.1.2 SCOPE / ELIGIBILITY

All LINK DEVELOPMENT employees who are being temporarily relocated to destinations outside their standard working location.

6.1.3 PROCEDURES

Upon receiving the confirmation on the assignment, the direct manager should send an email to the HR department and provide required details such as employee name, assignment country and the duration of the assignment. And in parallel, the employee travelling on such work assignment is required to submit online a “New Travel Request” of the same type through the intranet.

Once the travel request is approved, the Travel team – in coordination with the Admin of the regional office – will proceed with all logistics (Issuing required VISA, purchasing the airline ticket, preparing accommodation… etc.)

In case the assignment country is KSA, then a long-term Visit VISA will be issued to cover the stay of the employee during the first year at least. And in case the assignment country is UAE, then a Residency VISA must be issued from the start of the assignment.

6.1.4 TRAVEL ALLOWANCE (MONTHLY)

Monthly travel allowance is paid to employees at all levels from the start till the end of the long-term assignment, so employee will not be entitled for the daily per-diem of the regular business travel. The monthly allowance for long-term assignments is basically divided into ***Housing Allowance*** which should cover accommodation and related utilities bills, and ***Cost of Living Allowance*** which covers the rest of all travel expenses (like meals, transportation ... etc.)

Travel allowance amounts are as follows in countries which have regional offices for Link Development:

Country	**Housing Allowance**	**Cost of Living Allowance**
UAE	AED 6,000	AED 10,000
KSA	SAR 6,000	SAR 10,000

In case the assignment is in any other country, employee should get back to HR department to get the needed details for his monthly allowance.

Employee should be entitled for the Housing allowance from the beginning of the assignment and should remain entitled without interruption until the full termination of the assignment. However, employee will only be entitled for the Cost of Living allowance as long as he/she is in the work location of his/her assignment and not on leave.

All annual vacations outside the assignment country will be deducted from the Cost of Living allowance + the extended long assignment in KSA if any as long as staying in Egypt. [weekends and official announced holidays in the regional offices will not be deducted from the mentioned allowances above]

Travel allowance package (Housing & Cost of Living) should be paid to the employee by the end of each month.

At the start of the assignment, employee will be accommodated in a hotel apartment reserved by the business travel team in coordination with the administration team of the regional office for two weeks maximum ***[Hotel reservation in UAE will continue normally till issuing the residency]***. Accordingly, employee will not be eligible for the housing allowance during this period. Employee should be eligible for his/her housing allowance only when he/she settles on a suitable accommodation of his choice or when his residency ID is issued -In case the work assignment is in UAE- whichever comes first.

Employee have the right to cancel this reservation in coordination with the business travel team and get his full housing allowance.

For the cost of living at the start of the assignment, employee will be entitled to (One) month Cost of Living allowance in advance, this amount will be deducted from the employee monthly allowance in three months installments.

6.1.5 MOBILE ALLOWANCE

A mobile allowance will be applied based on the regional office scheme. And accordingly, Egypt mobile allowance should be put on hold throughout the long assignment duration.

6.1.6 ATTENDANCE & VACATION

Employees on long-term assignments will have different attendance and vacation set up as follows:

- No sign in/out is required during long assignment and accordingly no absence notifications will be sent from the system until the end of the assignment.

- Weekends and national holidays will be according to the regional office rules and labor law in the country of assignment.
- Employee on long-term assignment remains entitled to annual leaves as per Egypt labor law and as allowed by the work needs.
- In case the long assignment duration exceeds 6 months, employee is entitled to request a vacation back to home country for only one time per year (calculated from the start date of the employee's assignment).
- Requested annual leaves should be submitted on Linkdev Intranet for approval. Should this be approved according to work needs, it will be deducted from Employee's annual balance.
- Cost of living allowance is not paid to employee during his/her annual leave.
- In case of absence from work for any reason such as casual or sick leaves, the employee must communicate with the Attendance and Vacation team the taken leave days and the reason to update the employee vacation balance.

6.1.7 OTHER GUIDELINES & REGULATIONS

- In case the long-term assignment duration exceeds 6 months, employee will be eligible for one flight ticket *(round trip ticket to home country)* per year.
- Family members accompanied with the employee will not be eligible for the benefits that the employee is eligible for, like flight tickets for example.
- Salary in Egypt will continue to be deposited normally to the employee bank account in Egypt during the entire assignment duration.
- Employee should open a new business trip request on the intranet & choose HQ Site or customer site or vacation for informing us if he is coming to work in Egypt or going to customer or for vacation to take necessary actions.
- If not on vacation, employee should come to the HQ in EGY, sign normally and work during this period from the office.
- Getting a Driving License or renting a vehicle is the responsibility of the employee.
- Long-term assignment is considered a temporary relocation assignment outside the employee standard work location and the employee is compensated for that by the travel allowance. By the end of this assignment, employee will not be entitled for any end of service payment as the employment relation with Link Development should still be continued normally in Egypt Offices.
- The employee should be restricted from signing any direct or indirect employment contracts with the customer for a complete one year starting from the date of concluding his/her assignment with the customer or from the date of his last working day in the company if his/her service has come to an end for any reason, whichever date comes first.

6.2 EXTENDED LONG ASSIGNMENT [IN KSA ONLY]

6.2.1 INTRODUCTION

In KSA specifically, employee on long assignment who has already spent at least the first year of this assignment on the standard Visit VISA model, and in case the assignment is still ongoing, he/she should be eligible to request to issue Residency VISA if needed and accordingly will be switched to the Outsourcing Model. In this model, the employee should resign from Egypt Office and will sign an employment contract with KSA office for the remaining duration of the assigned project.

Eligible employee who choose to continue their long assignment in KSA after the first year on the same standard Visit VISA model, should be eligible instead for an extra extended-long-assignment monthly allowance starting the second year of their assignments. This extended-long-assignment allowance will be applied effective January 2024.

6.2.2 SWITCHING TO **OUTSOURCING (PROJECT-BASED) MODEL** IN KSA

Employees who have already spent at least one year on their long assignments, and are in need to request issuing a residency VISA in KSA, should submit such requests to the direct manager and the business travel team. The requests will be processed according to priority based on the number of years each employee has spent onsite in KSA and based on the logistical VISA capacity of KSA office. The expected duration to process the request and issue the Residency VISA should be from 4-6 months.

In this case the employee will be resigning from Egypt office and will be switched to the outsourcing model by signing a new project-based contract with KSA office. For more details on the rules & regulations governing this switch process, please refer to section 6.3.3 Relocation Policy - Procedures

6.2.3 EXTENDED LONG ASSIGNMENT ALLOWANCE

Employee who has already spent the first year of his/her assignment would be eligible, effective January 2024, for an extended-long-assignment **monthly allowance of 2,000 SAR** if he/she chooses to continue with the long assignment model based on Visit VISA.

Eligible employee who decides to continue his/her extended long assignment in KSA on the same Visit VISA model should be entitled for this allowance till the end of his/her assignment, and he/she will not be able to change this decision and go for the other Outsourcing Model before a full calendar year has passed from the date of his first decision.

6.3 RELOCATION POLICY

6.3.1 OBJECTIVES

The purpose of the policy is to support current employees of Egypt Office who will be permanently relocated outside their current working location in Egypt due to business needs, by setting the needed rules related to their move to the new country.

6.3.2 SCOPE / ELIGIBILITY

LINK DEVELOPMENT employees of Egypt Office who are being relocated to destinations outside their current working location in Egypt.

6.3.3 PROCEDURES

Upon receiving the confirmation on the relocation, the direct manager should send an email to the HR Business Partner and provide required details such as employee name, relocation country and the expected start date in the relocation country … etc.

In parallel, the HR Business Partner is required to open a resignation request on behalf of the employee and select "Relocation" option so the employee can start his resignation procedures from the current work location.

In case of resignation for relocation reasons, the employee's email remains active, however his employment relationship with Egypt office is terminated and he starts a new employment relation within the country that he is relocating to.

Once the employee is relocated from Egypt office to any of our regional offices, whether as a full-time or outsourcing (project-based) employee, he/she will be accommodated in a hotel apartment reserved by the business travel team in coordination with the administration team of the regional office for two weeks maximum ***[Hotel reservation in UAE will continue normally till issuing the residency]***. Accordingly, employee will not be eligible for the housing allowance during this period. Employee has the right to cancel this reservation in coordination with the business travel team and get his full housing allowance.

6.3.4 RULES & REGULATIONS:

Since the compensation and benefits differ from one region to another, the rules and regulations for reallocation are defined and explained separately for each region as follows:

6.3.4.1 IN CASE THE EMPLOYEE WILL BE RELOCATED AS FULL-TIME EMPLOYEE – ALL REGIONS (KSA AND UAE)

- The employee will resign from Egypt to join the regional office and accordingly all the benefits related to Egypt office including Egypt salary will be stopped.
- Employee will sign a full-time employment contract with the regional office which includes standard benefits as follows:
    a. Monthly package includes basic salary, housing and transportation allowances.
    b. 30 calendar days' vacation (non-refundable and no balance will be deferred).
    c. The company bears the costs of visa issuance fees for the employee, spouse and kids.
    d. Medical insurance (as per regional office policy) covers the employee, spouse and kids.
    e. One round trip ticket for the employee, spouse and 2 kids to Cairo every 12 months (non-refundable and can't be deferred).

6.3.4.2 IN CASE THE EMPLOYEE WILL BE RELOCATED AS OUTSOURCING (PROJECT-BASED) EMPLOYEE IN KSA

- The employee will resign from Egypt to join the regional office and accordingly all the benefits related to Egypt office including Egypt salary will be stopped.
- Employee will sign a project-based employment contract with the regional office which includes standard benefits as follows:
    a. Monthly package includes basic salary, housing and transportation allowances.
    b. 30 calendar days' vacation (non-refundable and no balance will be deferred).
    c. The costs of visa issuance fees for the spouse and kids are at the employee own expense.
    d. Medical insurance (as per regional office policy) covers the employee, spouse and only two kids.
    e. One round trip ticket for the employee, spouse and only two kids to Cairo every 12 months (non-refundable and can't be deferred).
- There should be no guaranteed annual increase for the employee package during the contract duration. Salary increases can be considered upon project renewal for other duration.
- The employee should be committed to completing the duration of the projects he/she joined. A penalty will be applied if such commitment has been broken.
- Those who would be working remotely from Egypt for specific durations, based on prior approval from the customer and/or from the company, will receive only 50% of the basic monthly package as long as they are staying in Egypt regardless of the reason they are away, except if they are away for annual vacations or official holidays as this will be fully paid.

- By the end of the corresponding long assignment engagement in KSA, employee can get back to Egypt by a new employment contract only if there is an open vacancy in Egypt.
- All remote working days outside the assignment country, employees will receive only 50% of the basic monthly package as long as they are staying in Egypt. [weekends and official announced holidays in KSA office will not be deducted]

6.3.4.3 IN CASE THE EMPLOYEE WILL BE RELOCATED AS OUTSOURCING (PROJECT-BASED) EMPLOYEE IN UAE

- The employee will resign from Egypt to join the regional office and accordingly all the benefits related to Egypt office including Egypt salary will be stopped.
- Employee will sign a project-based employment contract with the regional office which includes standard benefits as follows:
  a. Monthly Package includes Basic Salary, housing allowance and transportation.
  b. 30 calendar days' vacation (non-refundable and no balance will be deferred).
  c. Medical insurance (as per regional office policy) covers the employee only.
  d. One round trip ticket for the employee only to Cairo every 12 months.
- Working days outside UAE will be considered as annual leaves and if there is no annual balance it will be deducted from the monthly total package.

6.3.5 RELOCATION FACILITATION-PAYMENTS BASE – ALL REGIONS

In case the employee is relocated to one of our regional offices as a full-time employee, he/she will be entitled to 1 (one) month basic salary as a grant due upon arrival.

In case the employee is relocated to one of our regional offices as an outsource (project-based) employee, he/she will be entitled to 1 (one) month basic salary due upon arrival on loan basis and this amount will be deducted from the employee's monthly salary on 3 months.

6.3.6 OTHER GUIDELINES

The labor law of the new country will be reference for both the employee and the company.

End of Service "if any" will be applied according to the labor law of the country to which the employee is relocated to.

6.4 DIRECT HIRING IN REGIONAL OFFICES [FROM EGYPT ONLY]

6.4.1 OBJECTIVES

The purpose of the policy is to support new employees who will be hired from Egypt directly to any of our regional offices (whether on full time or outsourcing basis based on the business needs), by setting the needed rules related to their move to the new country.

Employees who are currently on long assignments or having residency in the regional office will not be subject to the procedures of this policy.

6.4.2 SCOPE / ELIGIBILITY

All new employees who are being hired directly from Egypt to one of our regional offices.

6.4.3 PROCEDURES

New employee who will be hired directly from Egypt to one of our regional offices (on full time basis or Outsource basis) will be accommodated in a hotel apartment reserved by the business travel team in coordination with the administration team of the regional office for two weeks maximum ***[Hotel reservation in UAE will continue normally till issuing the residency]***. Accordingly, employee will not be eligible for the housing allowance during this period.

Employee has the right to cancel this reservation in coordination with the business travel team.

For the cost of living at the start of the full-time or outsourcing contract, the employee will be entitled to 1 (one) month basic salary in advance on loan basis and this amount will be deducted from the employee's monthly salary in 3 months.

7 TRAINING POLICY

7.1 RESPONSIBILITY FOR TRAINING

7.1.1 MANAGEMENT TEAM'S ROLE

1. Demonstrate a commitment to train and develop employees in relation to the organization's objectives.
2. Ensure that learning and development plans are focused on organization's needs at corporate and service levels and provide adequate resources.
3. Ensure learning and development actions are evaluated in relation to service and organizational objectives and the benefits clearly identified.

7.1.2 MANAGERS' ROLE

1. Induct new employees. Identify training needs jointly with employees in relation to individual objectives.
2. Formulate training plans in liaison with each subsidiary HR Business Partner and the holding Learning & Development Lead.
3. Carry out on-the-job coaching.

5. Make all employees aware of learning and development opportunities open to them, select employees for training and brief them.
6. Ensure that those who are trained share their learning with others wherever possible and appropriate.
7. Evaluate the effectiveness of training events in relation to service and individual objectives with those involved.
8. Monitor improvement in individual performance.

7.1.3 LEARNING & DEVELOPMENT DEPARTMENT ROLE:

1. Set the learning & development strategies, policies & procedures.
2. Verify and validate the effectiveness of the training and development program.
3. Implement training strategies, which are appropriate and effective in the development of the staff.
4. Design training activities in accordance with development plans & strategic initiatives.
5. Publicize training activities.
6. Manage training budget.
7. Assist Managers to identify and quantify training needs.
8. Develop an annual training plan and assist with the formulation of departmental training plans.
9. Coordinate specific training activities.
10. Facilitate the effective evaluation of training activity in liaison with appropriate managers at individual, service and organizational levels.

7.1.4 EMPLOYEE’S ROLE

1. Identify personal training needs in relation to their personal objectives and department plans.
2. Be aware of training and development opportunities open to them and request training where appropriate to their training needs.
3. Evaluate the effectiveness of training with their manager.
4. Share learning with colleagues wherever possible and appropriate.

7.2 RULES & REGULATIONS

7.2.1 GENERAL REGULATIONS

1. All learning & development activities should be done through the HR department.
2. Training and Development of employees should be relevant to their position.
3. Development plans should be on a yearly basis to be revised semi-annually.
4. HR Development team & Department Heads are responsible for choosing the vendor where the employee is going to attend his/her course.
5. Design training activities in accordance with development plans & strategic initiatives.

6. Publicize training activities.
7. Manage training budget.

7.2.2 ELIGIBILITY

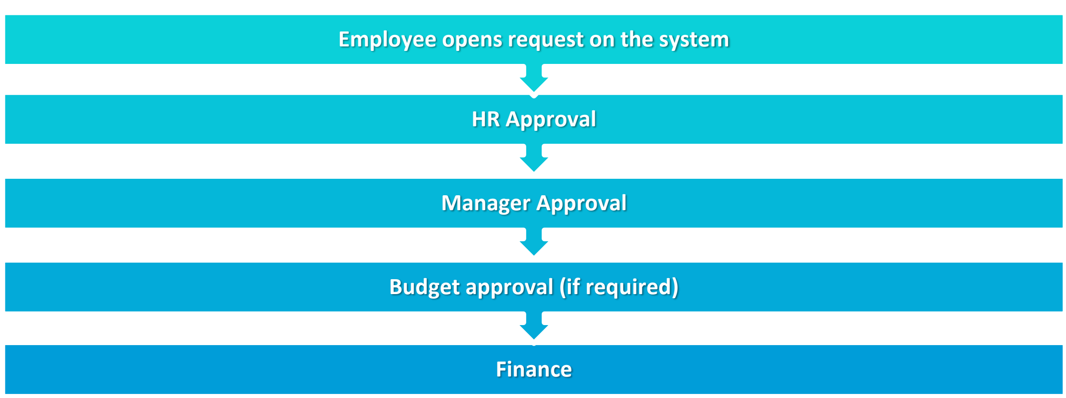
1. All **full time employees** are eligible to apply for external training courses/certificates after successfully **passing their 3 months probation** period
2. Every employee has the right to attend a minimum of 1 and a maximum of 2 external courses per year.

7.2.3 APPROVAL REGULATIONS

Approval of any course/certificate is based on:

1. The employee should not attend the course or obtain a certificate unless he/she gets the direct manager approval.
2. In case the employee didn't get a **budget approval**, this means that the company is not willing to pay OR reimburse his/her course/certificate.
3. In case the direct manager rejected the request, then the employee should not proceed with his/her request.

7.2.4 PROCEDURE



7.2.5 CERTIFICATIONS & EXAMS

In the event of certificates/exams the payment procedure goes as follows:

Employee opens request on the system

All Approvals

L&D dep. Recommends provider

Employee pays for the exam
(getting an e -invoice with the company name)

Employee will get the exam fees refunded only when showing a proof of "passing the exam.

7.3 TRAINING ATTENDANCE POLICY

7.3.1 INTERNAL COURSES

Apologies for not attending should be sent to ldtraining@linkdev.com 2 working days prior to the training day.

Apologies 2 days prior to course

- No penalties applied

Apologies less than 2 days before training without valid justification approved from the manager

- Considered as No Show

No Show (Drop out)

- Employee will be banned from attending any course the following quarter and the full training fees will be deducted.

Excuses less than 2 days prior to training start date with valid justification approved by manager (copied in email)

- The employee will be in the least priority order to attend in the 2nd round and half of the training fees will be deducted.

Any 2 No Shows (consecutive or non-consecutive)

- The employee will not be entitled to future training in the same year.

Any 2 excuses (less than 2 working days prior to the course starting date)

- The employee will not be entitled to attend this course again in the same year

7.3.2 EXTERNAL COURSES:

Same for Internal courses cases in addition to:

- A penalty fees will be deducted from the employee's department budget based on the service provider's cancellation policy.

7.3.3 CERTIFICATIONS & EXAMS

Same for Internal courses cases in addition to:

- A penalty fees will be deducted from the employee's department budget based on the service provider's cancellation policy.

7.4 TRAINING COMMITMENT

7.4.1 DESCRIPTION

The Company reserves the right to recover part(s) of the financial investment made in training the employee in the event of:

- The employee chose to leave the Company, early or shortly after receiving training, for any reason whatsoever.

The employee will repay all or part of the cost of training in accordance with the policy guidelines in the event that they choose to leave the Company for any reason whatsoever.

7.4.2 GUIDLINES

The Pay- back process will be only applied to any training course/certificate, excluding Travel and accommodation expenses according to the total cost mentioned below:

Amount - Scale	Duration	Notes
Less Than 5,000 EGP	6 months	Prorating deduction will start after the End Date of the course/program.
From 5,000 EGP - To 10,000 EGP	9 Months	
From 10,001 EGP - To 15,000 EGP	12 Months	
From 15,001 EGP - To 20,000 EGP	15 Months	
From 20,001 EGP - To 25,000 EGP	18 Months	
From 25,001 EGP - To 30,000 EGP	21 Months	
From 30,001 EGP and above	24 Months	

For courses attended, the training costs will be calculated on a prorated base according to the period employees stayed in the company after completion of the training course versus the commitment period in the above schedule.

Where multiple courses are attended at different times then the amount that may be repayable at any time is the sum of those arising from each course applicable, in accordance with the above, at the time of leaving the Company.

Employees at all levels and grades in the company are subject to the above terms.

8 PROMOTION POLICY – NON-TECHNICAL TEAMS

8.1 POLICY OBJECTIVE

It's the Company policy to set rules & regulations for promotions to guarantee the right selection for the best talents for the business; as well as fairness for high performers and meeting the criteria outlined in the Career Framework for the position.

8.2 SCOPE/ELIGIBILITY

- For promotions to managerial positions, the new position should be **vacant**.
- Employee fulfills the qualifications & experience required for proposed position as indicated in Career Framework.
- Employee has consistent high-performance appraisal ratings; not less than **"Fully meeting Expectations"** for the last two consecutive annual appraisal reports. Special achievements / awards will be considered.
- Employees are required to spend a minimum of the following durations in their current roles to be eligible for progressing to the next step:
    - **Managers & Leads: 3 years.**
    - **Juniors & Seniors: 2 year.**
- Employees who received disciplinary penalties during the last performance year shall not be entitled for promotions before the elapse of one year from the penalty execution date. In all cases, the employee is not entitled for promotions during the procedures of disciplinary enquiries until a verdict has been reached in his particular case.
- Functions targeted by this policy are; Sales, Presales, Marketing, Alliances & Business Development, Engagement, Facilities, Finance Human Resources, and Procurement.

8.3 PROCEDURE

1. Each Function Head sends the promotion request to the HR.
2. The HR verifies:

- Candidate's eligibility for promotion, experience and qualifications are in line with the job requirements. Moreover, that the candidate is not locked for any moves (due to Internal movement or received disciplinary penalties).
- Job Description of the position is available and updated in the career framework.

3. In case this is a new position, and a Job Description is not available, then the Functional Manager prepares the new JD which is evaluated & approved by the HR Department before the promotion process starts.
4. All Promotions' requests should be submitted to the HR department following the performance appraisal process due in December. All requests must be approved by the HR Department and the Department Head.
5. After the Calibration Process, salary Adjustments may occur and will be administered by the HR Department as per the annual approved company budget and guidelines. All new benefits, allowances, bonuses, etc., if applicable will be effective the date of promotion.

8.4 OTHER GENERAL GUIDELINES

- Promotion plans are part of the Company People Planning Process.
- The proposed promotion percentage should not exceed 15% of the Employee's total population.
- For promotions to managerial positions, the new position should be vacant.
- Promotion Process is performed in **January.** No promotion requests will be accepted otherwise.
- Promotions should be reflected in summary part shown in employee performance appraisal form, and on your Linkawy360 profile.
- Promotion locks the employee in his position as below for any further career moves.

  - **Managers & Leads: 3 years.**
  - **Seniors: 2 years.**
  -

9 POINTS-BASED PROMOTION POLICY – TECHNICAL TEAM

9.1 POLICY OBJECTIVE

The points-based promotion system is designed to ensure fairness and transparency for your career progression within Link Development. Using an innovative approach, this policy is designed based on rewarding all your work and achievements. This policy outlines how promotions are earned through a structured pointing system and providing clear eligibility criteria. Detailed guidelines on how and when promotions can take place are also included to support consistent and equitable decisions across the company.

9.2 POINTING SYSTEM

Your promotion is now based on achieving a number of points based on three factors: your Performance, your Development, and your Giving Back activities.

1) **Performance Appraisal**
   Points are granted based on actual performance appraisal rating as below.

Performance Appraisal Rate	Points Earned
Below Expectations	0
Mostly Meeting Expectations	70
Fully Meeting Expectations	100
Exceeding Expectations	110
Exceptional	120

9.3 SELF-DEVELOPMENT

- Earn points by actively participating in activities that contribute to your personal development and continuous improvement.
- All learning activities (Trainings and Certificates) should be preplanned and pre-approved by direct manager and function manager to ensure its relevance to the job.
- Points vary according to employee level and training/certificate level (please check Annex A for more details).
- Any other activities that contribute to Self-Development will be considered too (ex. Reading books, attending workshops, etc.), given that this is properly validated by direct manager and/or function manager.
- All activities done in this criteria should be logged to your Linkawy360 profile to ensure the points are earned.

The points shown below are earned for trainings/courses which are at least 40 hours each:

Employee Band / Training Level	Introductory	Intermediate	Advanced	Mastery
Professional & Senior Professional	3	4	5	6
Supervisor & Supervisor/Manager	3	4	5	6
Manager & Senior Manager	2	3	4	5

All hours will be rewarded based on a mapping from the above table. ex: 80 hours will grant you double the points and 20 hours will grant you half the points.

The points shown below are earned per the completion of one certificate:

Employee Band / Certificate Level	Introductory	Intermediate	Advanced	Mastery
Professional & Senior Professional	2	3	4	5
Supervisor & Supervisor/Manager	2	3	4	5
Manager & Senior Manager	1.5	2	3	4

Maximum Points that could be achieved yearly in this category is 24 Points.

9.4 GIVING BACK

- Earn points by assisting others in their development plans and contributing to the growth of Link Development, should be pre-planned and pre-approved by direct manager and/or function manager to ensure its relevance to the job. This category also covers external activities like engaging in the community, public speaking, etc (please check Annex B for more details).

The points shown below are earned per 40 hours of effort required to deliver the giving back activity. Activities less than 40 hours will still earn points and will be calculated as a percentage from the table below; Ex. If the activity is for 20 hours 50% of the points below will be earned.

Employee Band / Training Level	Internal Training and Mentorship	Content Creation	Community Engagement	Collaboration and Innovation
Professional & Senior Professional	2	3	4	5
Supervisor & Supervisor/Manager	2	3	4	5
Manager & Senior Manager	1.5	2	3	4

- All activities done in this criteria should be added to your Linkawy360 profile to make sure that the points are earned.

Maximum Points that could be achieved yearly in this category is 12 Points.

9.5 PROMOTION ELIGIBILITY AND POINTS REQUIREMENTS

The points below should be achieved for the employee to be promoted to the next level.

Current Level	Description	Promotion Eligibility Requirements				
		Self-Development		Giving Back		
		Minimum	Maximum	Minimum	Maximum	Total
Level 1 (Professionals)	Junior	8	20	0	4	215
Level 2 (Senior Professionals)	Senior	12	25	2	8	225
Level 3 (Supervisors)	Specialist	16	30	4	12	230

Current Level	Description	Promotion Eligibility Requirements				
		Self-Development		Giving Back		
		Minimum	Maximum	Minimum	Maximum	Total
Level 4 (Supervisors / Managers)	Lead/Snr. Specialist/Snr. Lead/ Principal/manager/Architect/Snr. Principal	20	40	8	20	345
Level 5 (Senior Managers)	Senior Manager/ Senior Architect/ Expert levels and onwards	28	50	12	24	460

9.6 INITIAL POINTS

- At the initial commencement of the policy, all current employees will be assigned a percentage of the target based on their previous performance and functional manager assessment and approvals. This will be published for each employee on his/her Linkawy360 profile for alignment and tracking.
- To ensure fairness for newly hired employees, a percentage of the points will be assigned to them based on their previous experience and their performance during the first 3 months and could go up to 6 months by their Direct Managers. As for the Performance Appraisal points, a percentage will be calculated according to the hiring date below.

Hiring Date	Percentage of the Appraisal Points
Q1	100%
April	80%
May	70%
June	60%
July	50%
August	40%
September	30%
Q4	Not included in the Appraisal Cycle.

- Points allocated to new hires require approval from Functional Managers and must include documented justification.

9.7 POLICY /GUIDELINES

- To be promoted, the latest Performance Appraisal shouldn't be less than Fully Meeting Expectations, achieving the target points for each level, and meet the criteria outlined in the Career Framework for the position. The direct and/or functional manager's assessment is part of validating that these conditions are fully met, including readiness for the next role.
- Employees who received disciplinary penalties during the last performance year shall not be entitled for promotions before the elapse of one year from the penalty execution date. In all cases, the employee is not entitled for promotions during the procedures of disciplinary enquiries until a verdict has been reached in his particular case.
- Target points should be achieved from the 3 categories;
    - Self-Development minimum required points.
    - Giving Back minimum required points.
    - Total Target Points.

    Failing to achieve any of the above means the overall target is not met.

- Promotion can take place either at year end or mid-year.
- For mid-year promotions:
    - The employee will earn only 50% of the Performance Appraisal points in the following year end cycle.
    - The maximum points in other categories will also be capped at 50% of the annual maximum points.
- All your points' records will be shown on your Linkawy360 profile.
- Points are reset to Zero when the promotion takes place, either at year end or mid-year and new target points are assigned as per the new title.

Annex A – Training and Certificates Levels' Description

Training / certificate Level	Description
Introductory	This level includes foundational courses/certificates designed to provide basic understanding and awareness of a subject. Covers fundamental concepts and terminology. Suitable for beginners or those new to the topic. Often includes basic certifications, and introductory workshops.
Intermediate	This level focuses on expanding knowledge and skills beyond the basics. Covers more detailed and practical aspects of the subject. Suitable for individuals with some prior knowledge and/or experience. Includes hands-on training, more advanced certifications, and in-depth workshops.
Advanced	This level provides deep and specialized knowledge, aiming for proficiency. Covers complex, specialized topics, integrated aspects of the subject. suitable for individuals with significant experience in the subject. - Includes advanced courses, specialized certifications, and intensive training sessions.

Mastery	This level focuses on achieving a high level of expertise and professional competence. Covers cutting-edge and innovative topics. Suitable for leaders and experts seeking to stay at the forefront of their field. - Includes top-tier certifications, leadership training, and participation in industry conferences and workshops.

Annex B – Giving Back Categories

Giving Back Categories	**Sample Activities**
Internal Training and Mentorship	Organizing and conducting internal training sessions or workshops. Mentoring Interns or low performing employees that requires upskilling. Developing and sharing training materials and guides.
Content Creation	Writing technical blogs, articles, or documentation. Creating video tutorials or webinars. Developing and sharing open-source projects, tools, or reusable components.
Community Engagement	Participating in industry forums, user groups, or online communities. Speaking at conferences, meetups, or webinars. Contributing to community projects or initiatives.
Collaboration and Innovation	Leading collaborative projects or hackathons. Sharing innovative solutions and best practices / reusable components. Contributing to cross-functional teams or initiatives. Building and nurturing professional networks and communities.

End of the Handbook