



Welcome to the Refill Family!

We are absolutely delighted to have you join us at **Refill Roastery** and **Refill Reserve Café**, where passion meets purpose through every cup we serve. Our journey began with a single vision: to deliver world-class specialty coffee while building lasting relationships—with our customers, our partners, and especially our team.

As a proud member of the **Specialty Coffee Association (SCA)**, Refill Roastery is recognized as one of the UAE's premier roasters. At Refill Reserve Café, our mission is to redefine the café experience—through innovation, heart, and excellence in hospitality.

Together, these two entities form the vibrant core of what we call the **Refill Family**. Whether you're brewing espresso, managing operations, roasting beans, or leading teams—your contribution matters. This handbook is designed to guide you on how we operate, collaborate, grow, and support each other across both brands.

This is not a contract, but a shared commitment. It outlines the expectations, principles, and policies that help us cultivate a workplace where everyone feels respected, empowered, and motivated to thrive. Please read it carefully and reach out to HR or your manager with any questions or suggestions.





CEO's Message

Welcome to Refill—where your passion finds purpose.

From humble beginnings in a small Majlis to becoming one of the most trusted names in specialty coffee in the UAE, Refill Roastery was founded on vision, perseverance, and a love for coffee and community.

Our cafés, roasteries, and people all reflect one unified philosophy: **growth through collaboration**. That's why we treat every team member as a valued contributor to our success—not just an employee, but a partner in shaping our future.

You are not just here to fill a role; you're here to bring ideas, energy, and creativity. I invite you to explore, experiment, and elevate your potential within the Refill environment. You're encouraged to take initiative, suggest improvements, and contribute to a culture that values curiosity, ownership, and shared victories.

We're excited about what lies ahead—and thrilled that you'll be part of it.

Warmest regards,

Maktoum Alsheraifi
Chief Executive Officer





Who We Are

Refill Roastery specializes in ethically sourced, expertly roasted specialty coffee beans. As a supplier to some of the UAE's most prestigious venues, we maintain high standards of quality, sustainability, and innovation.

Refill Reserve Café is our hospitality arm—designed to offer customers a memorable and immersive specialty coffee experience. From handcrafted drinks to warm interactions, our cafés reflect the essence of what we stand for.

Together, we aim to:

- Celebrate coffee culture and craftsmanship.
- Empower individuals through training and career development.
- Innovate sustainably across our supply chains and service models.
- Foster a community-first culture within and beyond our walls.

Purpose of This Handbook

This employee handbook is your compass. It outlines our:

- **Core values and behavioral expectations** across all levels of Refill.
- **Employment procedures** including recruitment, contracts, and workplace conduct.
- **Policies and benefits** that support your well-being and career growth.
- **Safety, inclusion, and accountability frameworks** to ensure a fair, respectful, and rewarding workplace.

All policies are effective as of **August 1, 2021**, and are subject to updates to reflect organizational changes, legal compliance, or feedback from our team. This is a living document—transparent and collaborative in nature.

All updates must go through HR approval to ensure alignment with our shared principles. Unauthorized modifications are strictly prohibited.

Employment Basics





At Refill Roastery and Refill Reserve Café, our employment approach is built on transparency, fairness, and growth. Whether you're here for a long-term career or just starting your journey in the specialty coffee world, we want you to feel welcomed, informed, and empowered.

Types of Employment Contracts

We offer contracts based on the structure outlined in UAE Labor Law:

- **Full-Time Employment:** Requires a commitment of 45 hours per week on average. Employees receive full access to Refill's benefits, leave entitlements, and career development programs.
- **Part-Time or Project-Based Roles:** Defined by specific timeframes or projects. These roles come with tailored entitlements depending on the assignment and duration.
- **Probationary Periods:** All new employees undergo a probationary period (as defined by UAE law). During this time, both parties assess suitability and alignment with the company.

Equal Employment Opportunity

We believe in building a workplace that's as diverse as the customers we serve. Refill is an **equal opportunity employer**. Our hiring and management decisions are based on **merit, skill, character, and potential**—never on race, gender, age, religion, nationality, disability, or sexual orientation.

We support this commitment by:

- Creating inclusive job descriptions and outreach materials
- Delivering training on bias-free communication and hiring
- Encouraging diverse perspectives in team collaboration and leadership

If you experience or witness any form of discrimination or bias, report it immediately to HR or a trusted manager. Every report will be handled confidentially and without fear of retaliation.

Our Hiring Philosophy

We believe that **great people build great coffee experiences**. That's why our recruitment process is structured yet human, fair yet flexible. Here's what you can expect:





1. **Role definition & job posting** – Created in collaboration between hiring managers and HR to reflect actual needs.
2. **Internal resource check** – We prioritize growth from within before opening roles to the public.
3. **Shortlisting & Interviews** – Conducted with professionalism, openness, and clear criteria.
4. **Reference checks & final approvals**
5. **Job Offer & Contract Signing** – Upon mutual agreement, you'll receive a formal offer and contract aligned with UAE labor law.

Throughout the hiring journey, we are committed to:

- Keeping candidates informed and respected
- Ensuring fairness, consistency, and confidentiality
- Making space for diverse voices and perspectives

Whether you're applying for a barista role, a roasting technician, or a marketing lead—our promise is the same: to treat you with respect and transparency.

In-House Policies

At Refill Roastery and Refill Reserve Café, policies aren't just rules—they're commitments we make to each other to ensure a safe, ethical, and positive working culture. These guidelines apply to all employees, contractors, vendors, interns, and volunteers who are part of our operations.

Our in-house policies promote:

- Respectful communication
- Privacy and data protection
- Zero tolerance for harassment or discrimination
- Responsible use of company resources

Confidentiality and Data Protection

Trust is essential in everything we do. Whether you're handling customer preferences, employee records, or future product plans, protecting information is everyone's responsibility.

We define "confidential information" as any data or material that is not publicly shared and is essential to our business, including:





- Employee files and internal memos
- Customer contact information and preferences
- Vendor and partner agreements
- Business forecasts, financial reports, and product roadmaps
- Trade secrets and proprietary processes

To uphold our standards:

- All employees may be required to sign a **Non-Disclosure Agreement (NDA)** and **Non-Compete Clause** depending on role and department.
- Access to sensitive data is granted only to those with clear job-related justification.
- Systems and files are secured through up-to-date encryption, limited access, and strong password protocols.

You must never:

- Share confidential data outside Refill, unless authorized.
- Use company data for personal benefit.
- Store company data on unapproved devices or insecure platforms.

Breaching these policies—intentionally or unintentionally—can result in disciplinary action, including termination. Please ask your manager or IT support if you're unsure how to protect specific information.

Non-Compete Clause

At Refill Roastery and Refill Reserve Café, we invest time, trust, and resources in every team member. To safeguard our operations, partnerships, and proprietary knowledge, we maintain a **non-compete agreement** applicable in certain cases.

If you work in roles directly related to our operations—such as roasting, quality control, client servicing, or internal processes—you may be asked to agree to a **two-year non-compete clause** post-employment.

This means:





- You may not work for or establish a competing roastery or café business within **Al Ain City** for up to 24 months after leaving Refill.
- This clause applies whether you resign, complete your contract, or are terminated (unless specifically waived in writing).

This policy ensures:

- Protection of trade secrets, sourcing relationships, and operational methods
- Maintenance of our competitive edge and company integrity
- Mutual understanding between Refill and former employees regarding fair market boundaries

If you have any questions about how the non-compete clause affects your plans or current role, please consult HR. We are happy to provide clarification and legal guidance.

Harassment and Violence Policy

At Refill Roastery and Refill Reserve Café, we are committed to creating a respectful, inclusive, and safe workplace for everyone. Harassment or violence of any kind has no place in our work environment—and we hold each other accountable to this standard.

We define **harassment** as any unwelcome behavior—verbal, physical, visual, or psychological—that demeans, threatens, or offends another person. It can come from anyone—colleagues, supervisors, vendors, or customers—and can happen in person, online, or over the phone.

Types of Harassment

We recognize that harassment can take many forms, including but not limited to:

1. **Discriminatory Harassment**
 - Racial or ethnic slurs
 - Gender-based insults or exclusion
 - Harassment based on religion, disability, sexual orientation, or age
2. **Personal Harassment**
 - Insults, humiliation, or gossip
 - Inappropriate comments or jokes
 - Repeated criticism or isolation
3. **Sexual Harassment**
 - Unwelcome touching or gestures





- Sexual comments, advances, or jokes
- Displaying offensive images or materials
- 4. **Power Harassment**
 - Excessive or unreasonable demands
 - Abuse of authority or intimidation
 - Invasion of personal boundaries or privacy
- 5. **Cyberbullying**
 - Spreading false or malicious information online
 - Public shaming or group targeting via chat or email
 - Threats or harassment through digital platforms

Workplace Violence

Violence includes any act or threat—verbal or physical—that can harm someone or make them feel unsafe. This includes:

- Physical assault or intimidation
- Property destruction or vandalism
- Threats of harm (spoken, written, or implied)

Our Commitment

- We will investigate every complaint of harassment or violence thoroughly and confidentially.
- We will take **immediate disciplinary action** when necessary—up to and including termination.
- We will not tolerate **retaliation** against anyone who files a complaint or cooperates in an investigation.

What You Can Do

If you experience or witness harassment or violence, you have the right—and responsibility—to speak up. You may:

- Address the individual directly if you feel safe doing so.
- Report the behavior to your **manager, HR, or a trusted team leader**.
- Provide any relevant documentation (e.g., screenshots, messages, photos) that support your claim.





We believe in protecting everyone's dignity, and we are here to listen, support, and take action. No concern is too small to bring forward.

Let's foster a workplace culture where everyone feels safe, valued, and heard.

Workplace Health & Safety

At Refill Roastery and Refill Reserve Café, your well-being is a top priority. We believe that a healthy and secure workplace is the foundation of excellent performance and meaningful collaboration. We are committed to upholding the highest standards of safety, hygiene, and emergency readiness.

General Safety Principles

- All employees are responsible for maintaining a clean, hazard-free environment.
- We provide proper training for handling equipment, hot liquids, cleaning chemicals, and machinery.
- Each location is equipped with fire extinguishers, first aid kits, and clearly marked emergency exits.

⚠ If you notice a safety issue, report it immediately to your supervisor or location manager.

Emergency Procedures

In the event of fire, gas leaks, explosions, or other emergencies:

1. Stay calm and follow the posted evacuation plan.
2. Do not attempt to retrieve personal belongings.
3. Alert others and help direct customers safely out of the building.
4. Report directly to the designated assembly point and wait for instructions.
5. Management will coordinate with emergency services and building security.

Regular fire drills will be conducted to ensure everyone is familiar with procedures.

Smoke-Free & Substance-Free Policy

To maintain a clean, safe, and respectful environment:

- Smoking and vaping are strictly prohibited inside all Refill premises.





- Consumption of alcohol or illegal substances during working hours is not allowed.
- If you're taking prescription medication that may impair your performance, notify your manager confidentially. You may request time off or modified duties if needed.

Violating these policies may lead to disciplinary action, including suspension or termination, depending on the severity of the offense.

Reporting Accidents or Hazards

If you witness or are involved in an accident (even a minor one):

- Report it immediately to your supervisor or HR.
- Complete an incident report form within 24 hours.
- Seek medical attention if needed—your safety comes first.

All incidents help us improve. We learn from each case to make our workspaces safer for everyone.

Let's work together to protect ourselves, our team, and our guests. Safety isn't just a policy—it's a shared responsibility.

Employee Code of Conduct

At Refill Roastery and Refill Reserve Café, we believe our behavior shapes our brand. This Code of Conduct is our collective agreement to uphold the standards that reflect our core values: respect, teamwork, accountability, and excellence.

Every employee, from front-of-house to back-office, plays a key role in building a workplace that is professional, welcoming, and aligned with our mission.

General Expectations

- Treat everyone—guests, teammates, and partners—with courtesy and professionalism.
- Follow all company policies and local regulations.
- Maintain a positive, solution-oriented attitude, especially in challenging moments.
- Protect company assets, time, and reputation.

We don't expect perfection, but we do expect personal responsibility and honest communication. If you're unsure about the right course of action in any situation, seek guidance from your manager or HR.





Attendance & Punctuality

Being present and on time is critical in a customer-facing business. Your reliability affects not only operations but also team morale and customer experience.

- Arrive on time for all scheduled shifts, ready to begin work.
- Notify your supervisor at least **1 hour before your shift** if you're running late or can't attend.
- Absences without prior notice or valid justification will be marked as unexcused.

Unreported absences or habitual tardiness may result in disciplinary action. Let's all respect each other's time and effort.

Excused vs. Unexcused Absences

Excused Absences include:

- Medical reasons with valid documentation
- Family emergencies
- Pre-approved personal or vacation leave

Unexcused Absences include:

- No-show without communication
- Repeated tardiness without explanation
- Leaving your station or premises without permission

Progressive Disciplinary System for Attendance

We believe in fairness and giving everyone a chance to improve. Our disciplinary approach is progressive and includes:

1. **Verbal Warning** – First offense, no salary deduction
2. **Written Warning + AED 100 deduction** – Second occurrence
3. **Final Written Warning + AED 200 deduction** – Third occurrence
4. **Termination** – Continued violation

A consistent pattern of lateness or absenteeism undermines team trust and may lead to further review or dismissal. Let's support each other by being reliable and present.





Maximum Tolerated Late Time

We allow a **15-minute grace period** as a general guideline. Exceeding this without proper notice may be recorded as a violation.

Working Hours

- **Operations Team:** Shift timings and day-offs are coordinated with your direct supervisor.
- **Office Roles:** Standard hours are **9:00 AM to 6:00 PM**, Monday to Saturday, with a one-hour break.

Employees working beyond standard hours due to client visits, events, or project requirements may compensate the extra time by arriving later the following workday—with manager approval and proper documentation.

Time is one of our most valuable resources. Managing it well is a sign of professionalism and care—for yourself, your team, and our guests.

Dress Code

At Refill Roastery and Refill Reserve Café, we value individuality and professionalism. Our dress code helps us project a clean, consistent, and confident image that matches our premium coffee experience while allowing you to feel comfortable and authentic at work.

Your appearance reflects our brand, our hygiene standards, and the care we put into every detail. Whether you're behind the espresso machine or attending a meeting, we expect team members to show up neat, well-groomed, and appropriately dressed for their role.

General Guidelines

- Wear clean, wrinkle-free clothes that are appropriate for your position.
- Avoid overly casual or revealing clothing, such as workout attire, ripped jeans, or slogan t-shirts.
- Maintain good personal hygiene, including clean nails, fresh breath, and tidy hair.

Role-Specific Guidelines

- **Café Team (Baristas, Waitstaff):** Refill uniforms must be worn during all shifts. Keep your apron clean and polished. Closed-toe, slip-resistant shoes are mandatory.





- **Roastery Team (Production, Logistics):** Safety comes first. Wear protective gear as instructed (gloves, masks, closed shoes) and keep your uniform in good condition.
- **Office Team (Admin, Marketing, HR):** Smart casual or business casual attire is expected unless otherwise specified. Dress appropriately for client-facing situations.

Grooming and Personal Expression

- We support hairstyles, accessories, and clothing that reflect your cultural or religious background.
- Tattoos and piercings are welcome, provided they are not offensive or inappropriate in content or appearance.
- Use scents and perfumes moderately out of consideration for those with sensitivities.

Need a replacement uniform or unsure if something meets our dress code? Reach out to your supervisor or HR. We're here to support, not police your style.

Let's look and feel our best—because when we show up with pride, it shows in everything we do.

Internet Usage

Our digital tools are essential to how we work, communicate, and innovate at Refill Roastery and Refill Reserve Café. We trust you to use the internet and company systems responsibly, efficiently, and securely.

While occasional personal browsing is permitted, our priority is maintaining a productive, secure online environment for everyone.

Acceptable Use

You may use our internet connection to:

- Access work-related platforms, tools, and resources
- Conduct industry research and attend virtual training sessions
- Communicate professionally with colleagues, customers, and vendors
- Access personal sites briefly during breaks (e.g., personal email or social media)

Unacceptable Use

For your protection and the integrity of our systems, you must not:





- Download or stream illegal or inappropriate content
- Share sensitive company data with unauthorized parties
- Visit unsafe websites or install unauthorized software
- Use company networks for personal business or freelance work
- Engage in cyberbullying, harassment, or offensive communication online

Protecting Company Data

We all play a part in safeguarding company information:

- Use strong passwords and don't share them with others
- Only access systems from secure and private networks
- Be alert to phishing emails or suspicious links—report them to IT immediately

If you're unsure about whether a specific internet activity is appropriate, please ask your supervisor or IT support. Transparency protects everyone.

The internet is a powerful tool—let's use it to connect, not distract.

Mobile Phones

We understand that mobile phones are a part of daily life and communication. At Refill Roastery and Refill Reserve Café, we trust you to use your phone in a way that supports—not disrupts—your performance and the guest experience.

General Guidelines

- Use your mobile device during breaks or in designated areas to avoid distractions.
- Keep personal calls and messaging brief and discreet during working hours.
- Refrain from using phones while handling orders, interacting with customers, or operating machinery.
- Always set your phone to silent or vibrate mode during your shift.

Permitted Use

You may use your phone to:

- Coordinate work-related matters (e.g., delivery schedules, team chats, internal apps)
- Use work-approved apps or productivity tools when authorized





- Check important personal messages during official breaks

Not Permitted

Avoid using your phone for:

- Browsing social media excessively
- Watching videos, playing games, or streaming during shifts
- Taking or sharing photos of confidential company materials or customer data
- Recording conversations or meetings without permission

When driving a company vehicle or transporting goods, phone use is strictly prohibited for safety reasons. Use hands-free options only if absolutely necessary.

We encourage you to be mindful and present during your shift. Your professionalism sets the tone for your team and the Refill experience.

Corporate Email

Your company-provided email address is an important communication tool. At Refill Roastery and Refill Reserve Café, we expect all team members to use email professionally, responsibly, and securely—whether communicating with colleagues, clients, vendors, or industry contacts.

Appropriate Use

You are encouraged to use your company email for:

- Communicating with customers, suppliers, and internal teams
- Subscribing to professional newsletters, tools, or events that support your role
- Coordinating work schedules, meetings, and documentation

Limited personal use is acceptable if:

- It does not interfere with your work or responsibilities
- It does not involve large file attachments or high data usage
- It complies with all Refill policies and guidelines





Unacceptable Use

To protect our reputation and digital security, do not use your company email for:

- Sending or forwarding offensive, discriminatory, or inappropriate content
- Signing up for unrelated or suspicious websites
- Engaging in personal business or freelance projects
- Subscribing to spammy or unsecured services
- Sharing confidential data without approval

Email Security Guidelines

- Use strong passwords and change them periodically
- Report any suspicious emails or phishing attempts to IT immediately
- Avoid opening attachments from unknown sources
- Never share login credentials with anyone

Think of your email inbox as an extension of our brand. How we communicate—internally and externally—shapes how others perceive us.

When in doubt, ask yourself: Would I be comfortable if this email was printed on our café wall? If not, don't send it.

Social Media

Social media can be a powerful tool for community building, brand awareness, and professional networking. At Refill Roastery and Refill Reserve Café, we support responsible use of social platforms, both personally and professionally.

We ask that all team members represent themselves—and Refill—with integrity, respect, and alignment with our values.

Personal Social Media Use

You're welcome to access your personal accounts during breaks or outside of working hours. When doing so, please:

- Keep personal usage minimal during your shift to stay focused and present





- Avoid content that may reflect poorly on you or Refill (e.g., offensive or inappropriate posts)
- Never share internal documents, confidential information, or unapproved company photos
- Use disclaimers when expressing personal views, such as: “Opinions are my own.”

Representing Refill on Social Media

If you manage or contribute to Refill’s official social media accounts or create content in a professional capacity:

- Be accurate, respectful, and clear in your posts
- Avoid making statements on behalf of Refill without approval from Marketing or PR
- Use approved images, videos, and tone consistent with our brand voice
- Respond to comments professionally and avoid deleting feedback unless it violates policy
- Coordinate with the Marketing team before posting anything time-sensitive or promotional

Do: Share exciting events, team stories, café updates, and customer highlights (with consent)

Don’t: Post rumors, internal issues, or engage in arguments online

If you’re passionate about social media and want to be more involved, talk to the Marketing team. We welcome creative content ideas from all departments!

Let’s celebrate our craft and culture online with the same care we put into every cup.

Conflict of Interest

At Refill Roastery and Refill Reserve Café, we believe in transparency and ethical decision-making. A **conflict of interest** arises when your personal interests—or those of a close friend or family member—could interfere with your responsibilities to the company.

Our goal is not to restrict personal relationships or ambitions but to ensure your decisions remain objective, fair, and in the best interest of Refill.

Common Examples of Conflict of Interest

- Accepting gifts or favors from suppliers, vendors, or clients in exchange for preferential treatment
- Owning or working for a competitor while still employed at Refill





- Hiring or supervising a close friend or relative without disclosure
- Using company resources, time, or confidential information for personal gain
- Promoting products, services, or events not affiliated with Refill while on company time

How to Handle Potential Conflicts

If you believe you may be in a situation where a conflict could exist:

1. **Disclose it immediately** to your manager or HR—before taking any action.
2. **Avoid making decisions** or taking part in related activities until the matter is reviewed.
3. **Seek guidance** if you're unsure whether a situation presents a conflict.

We trust our team to act with integrity. Disclosing a conflict doesn't mean you've done something wrong—it shows responsibility and care for the greater good.

HR is here to support you in navigating gray areas. Always ask when in doubt.

Employee Relationships

At Refill Roastery and Refill Reserve Café, we understand that strong relationships—whether professional, friendly, or personal—are a natural part of working together. We welcome camaraderie and collaboration, but it's important that relationships never interfere with work responsibilities or create real or perceived bias in the workplace.

This policy is designed to support transparency, professionalism, and fairness across all teams.

Workplace Friendships

Friendships among colleagues are a valued part of our culture and often lead to better collaboration and communication. We encourage positive relationships but ask that all team members:

- Maintain professional behavior during working hours
- Avoid allowing personal disagreements to affect team dynamics
- Keep private conversations or disputes out of the workplace





Romantic Relationships

If a romantic relationship develops between employees, it must not:

- Disrupt workplace productivity or team morale
- Create a perception of favoritism or conflict of interest
- Involve a reporting relationship (i.e., dating between a manager and a direct report)

If you enter into a romantic relationship with a colleague, especially in the same department, we ask that you inform HR in confidence. We will ensure that professional boundaries remain intact while maintaining privacy and respect for all involved.

Relationships with Managers

To avoid favoritism, ethical concerns, or undue pressure:

- Managers may not date or supervise individuals they directly manage
- If a relationship forms, HR will help reassess reporting lines to avoid conflicts

Hiring Family Members

While we support employee referrals, the employment of relatives must not:

- Create reporting or supervisory relationships
- Affect hiring decisions based on anything other than qualifications and fit

All hiring decisions must be based on merit and follow the same fair and transparent recruitment process.

Healthy workplace relationships—built on trust, respect, and professionalism—help create a culture of connection. Let's support one another in balancing our personal and professional interactions.

Solicitation and Distribution

To maintain a focused and respectful work environment, Refill Roastery and Refill Reserve Café limits solicitation and distribution activities during working hours or on company property unless previously approved.





We respect personal causes and passions, but we also want to ensure that no team member feels pressured, interrupted, or excluded in the workplace.

What is Solicitation?

Solicitation refers to asking for:

- Donations
- Petition signatures
- Participation in events or organizations not affiliated with Refill
- Selling personal goods or services

What is Distribution?

Distribution refers to handing out:

- Flyers or promotional material
- Political or religious literature
- Commercial advertisements

Allowed Solicitation & Distribution (With Prior Approval)

- Organizing team celebrations or appreciation collections (e.g. birthdays, farewells, baby showers)
- Promoting approved charity drives, volunteering events, or wellness programs supported by Refill
- Sharing notices about company-wide activities or employee clubs (e.g. sports teams, interest groups)

All allowed activities must not interfere with operations or customer service and should be coordinated through your manager or HR.

Not Permitted

- Soliciting for external causes or commercial ventures during work hours
- Distributing materials that are political, religious, offensive, or disruptive
- Using bulletin boards, chat groups, or common areas for unapproved promotions





We want to support meaningful connections and causes—but in a way that keeps our workplace respectful, neutral, and inclusive for all.

Payroll

We value transparency, punctuality, and consistency in how we compensate our team. At Refill Roastery and Refill Reserve Café, your hard work and time are respected through fair and timely payment processes.

Payment Schedule

- Employees are paid **monthly**, with salaries credited by the **end of each month** or by the **1st or 2nd day** of the following month.
- The **pay period cutoff** is the last calendar day of each month.

Your monthly payslip includes a breakdown of:

- Basic salary
- Allowances and benefits
- Overtime (if applicable)
- Deductions (e.g. penalties, absences)

Deductions

Deductions from salary are made only in accordance with UAE labor laws and company policies. Common reasons include:

- Approved disciplinary actions (e.g. repeated tardiness)
- Unpaid leave beyond your entitled balance
- Lost or damaged company property (in cases of negligence)

If you believe there's an error in your salary or deductions, contact **HR or Payroll** immediately. We're committed to resolving issues quickly and fairly.

Payroll Confidentiality

Your salary information is confidential. We ask that all employees:

- Avoid discussing pay rates or salary packages with other team members





- Respect each other's privacy in all financial matters

Keep your bank details, Emirates ID, and other personal data up to date with HR to avoid delays.

We recognize your contribution every day—and we back that recognition with timely, accurate, and respectful compensation.

Performance Management

At Refill Roastery and Refill Reserve Café, performance management is more than an evaluation—it's a shared journey of growth, feedback, and success. We aim to empower our team members with clear goals, honest guidance, and rewarding development opportunities.

Why Performance Management Matters

We use performance reviews to:

- Align individual goals with company objectives
- Recognize strengths and achievements
- Identify areas for improvement
- Foster open dialogue about career paths and ambitions
- Build a high-performance culture rooted in accountability and support

Review Frequency & Process

- Formal performance reviews occur **annually or bi-annually**, depending on role and department
- Managers complete an evaluation report and schedule a 1:1 review session
- The session includes two-way feedback, personal goal tracking, and future development plans

These conversations are confidential and designed to support—not surprise—you.

Regular Check-ins

In addition to formal reviews, we encourage:

- **Weekly or bi-weekly check-ins** between managers and team members
- Real-time feedback and coaching on both wins and challenges





- Recognition for daily effort and collaboration

Recognition & Rewards

High performance may be rewarded through:

- Financial incentives (e.g. bonuses, raises)
- Non-financial recognition (e.g. “Employee of the Month,” public praise)
- Promotions, new responsibilities, or special projects

We believe recognition should be timely, specific, and motivating. Managers are trained to lead with both empathy and accountability.

Your Role in Performance Management

You are encouraged to:

- Reflect on your progress regularly
- Seek feedback proactively
- Own your personal and professional development
- Share your ideas for improvement and innovation

Growth is a two-way street—and we’re committed to walking it with you every step of the way.

Management Leading Standards

Great teams start with great leadership. At Refill Roastery and Refill Reserve Café, our managers are not just task drivers—they are coaches, mentors, and culture carriers. If you lead a team, you play a vital role in nurturing trust, performance, and purpose within your group.

We expect all leaders to uphold our values through consistent action and clear communication.

Core Responsibilities of Refill Leaders

- **Set Clear Expectations:** Ensure every team member knows their role, responsibilities, and goals. Define what success looks like and revisit these expectations regularly.





- **Lead by Example:** Model punctuality, professionalism, respect, and positive energy. Your actions set the standard.
- **Give Timely Feedback:** Offer both praise and constructive feedback often. Don't wait for performance reviews—make growth a continuous conversation.
- **Foster a Safe Environment:** Create a culture of inclusion and open dialogue. Encourage team members to share concerns or ideas without fear of judgment.
- **Support Development:** Help team members identify their career paths and offer resources and coaching to support them.
- **Document Key Events:** Keep confidential records of notable performance moments (positive or negative) to support fair decisions around promotions, rewards, or discipline.

Team Communication

- Hold regular **one-on-one meetings** and team check-ins
- Celebrate wins and milestones—no matter how small
- Encourage collaboration, not competition, among team members

Your leadership sets the tone for your team's performance and morale. By leading with empathy, clarity, and accountability, you help every team member thrive.

Employee Training and Development

We believe our people are our greatest asset—and when we invest in you, we invest in the future of Refill Roastery and Refill Reserve Café. Training and development are key to helping every team member grow in their role, expand their skills, and unlock new opportunities.

Whether you're perfecting your latte art, leading a roasting session, or learning project management, we are here to support your journey.

Our Learning Philosophy

Development is not a one-time event—it's a continuous process driven by curiosity, feedback, and shared goals. We encourage both formal and informal learning to help you:

- Improve daily performance and efficiency
- Discover new talents and interests
- Prepare for leadership or advanced roles
- Build confidence and job satisfaction





Learning Opportunities at Refill

Depending on your role and goals, you may access:

- **Onboarding programs** for new joiners
- **Formal training sessions** (team or individual)
- **On-the-job training** and hands-on practice
- **Job shadowing** to learn from peers in other roles
- **Mentorship** with experienced team members or managers
- **Job rotation** for multi-skill development across departments
- **Conferences, workshops, and online courses** (when approved)

If you want to enroll in external learning activities (such as certification programs), speak with your manager and HR to explore reimbursement or support options.

Your Role in Development

- Take ownership of your learning journey
- Speak up about the skills you want to grow
- Use feedback as a tool—not criticism—for improvement
- Ask for support when needed

We grow stronger together. Let's commit to learning, improving, and becoming the best versions of ourselves—individually and as a team.

Benefits and Incentives

At Refill Roastery and Refill Reserve Café, we believe that a thriving team is a motivated team. That's why we're committed to offering benefits and incentives that support your physical, emotional, and financial well-being.

We want you to feel valued, supported, and inspired to grow—both personally and professionally.

Health and Wellness

- **Health Insurance:** All eligible employees are provided with comprehensive medical coverage as per UAE labor regulations.





- **Smoke-Free, Drug-Free Environment:** We maintain a clean, safe, and substance-free workspace to protect everyone's health.
- **Ergonomic and Safe Workspaces:** Whether in the roastery or the café, we design workstations with comfort and safety in mind.

We're continuously exploring new wellness initiatives—so feel free to suggest programs that could enhance our team's well-being!

Work Equipment & Tools

To help you do your best work, eligible roles are issued equipment such as:

- Company mobile phones or SIM cards
- Laptops or tablets
- Safety equipment for production and logistics roles

You are responsible for the care of these items. In case of damage or theft, notify HR within 24 hours and file a report if necessary.

Expense Reimbursements

We cover pre-approved expenses related to:

- Business travel (transportation, accommodation, meals)
- Training courses, workshops, or industry certifications
- Team-building activities or business hospitality (when authorized)

Submit all receipts and documentation to your manager or HR for timely reimbursement with your salary.

Incentives and Recognition

We celebrate excellence! Incentives may include:

- Performance bonuses
- Employee recognition programs (e.g., "Barista of the Month," "Top Performer")
- Career advancement and promotion opportunities





Recognition isn't just about rewards—it's about honoring your contribution to our collective success.

We're committed to making Refill a place where you feel rewarded, not just with pay—but with purpose, pride, and potential.

Annual Leave

Everyone deserves time to rest, recharge, and reconnect. At Refill Roastery and Refill Reserve Café, we encourage our team members to take their annual leave to maintain work-life balance and long-term well-being.

Leave Entitlement

- All direct employees are entitled to **30 calendar days** of paid annual leave **after completing one full year** of continuous service.
- If leave is taken before completing a full year, it will be calculated on a **pro-rata basis**:
 - Example: If you take leave after 6 months, you are entitled to 15 days.

Annual leave can be split into two periods (e.g., 15 days + 15 days), but additional fragmentation is discouraged to support operational flow.

Leave Approval & Process

- Submit a **Leave Application Form** to your direct manager well in advance.
- Leave requests are subject to managerial approval based on business needs and scheduling.
- Once approved, HR will record your leave balance and confirm dates.

Unapproved Leave

- Leave taken without prior approval will be considered **unauthorized** and may result in salary deduction and disciplinary action.

Salary Calculation for Leave

Leave salary is based on your **basic salary plus accommodation allowance**, in line with UAE Ministry of Labor guidelines.

Sample calculation:





- For employees with less than 1 year:
 - $(\text{Monthly Salary} \times \text{Months Worked} \times 24 \text{ days}) / 360$
- For employees with 1 year or more:
 - $(\text{Monthly Salary} \times \text{Months Worked} \times 30 \text{ days}) / 360$

Carrying Over Leave

- Unused annual leave **cannot be carried over to the next year** unless:
 1. You joined Refill mid-year
 2. Operational needs required postponing your approved leave

Let's take our well-earned time off seriously—it helps us return with clarity, creativity, and energy.

Public Holidays

In addition to annual leave, Refill Roastery and Refill Reserve Café honors official UAE public holidays so our team can celebrate, rest, and spend time with loved ones.

We follow the **UAE Ministry of Human Resources and Emiratization (MOHRE)** for official holiday announcements and dates.

Recognized Public Holidays

- **New Year's Day**
- **Israa & Miaraaj Night**
- **Eid Al Fitr and Eid Al Fitr Holiday**
- **Arafat Day (Haj Day)**
- **Eid Al Adha and Eid Al Adha Holiday**
- **Hijri New Year's Day**
- **Prophet Mohammed's Birthday (PBUH)**
- **Martyrs' Day**
- **UAE National Day and UAE National Day Holiday**

The exact number of days off and their distribution may vary each year depending on the lunar calendar and official government announcements.





When Holidays Fall on Your Day Off

- If a public holiday falls on your scheduled weekly day off, compensation or an alternate day off may be arranged depending on operational needs and management discretion.

Holiday Shift Policy

Some of our outlets may remain open during public holidays to serve our community. If you are scheduled to work on a public holiday:

- You may be entitled to **compensatory time off** or additional pay as per UAE Labor Law
- Scheduling is done with fairness and advanced notice

We honor the cultural and national spirit of these holidays while ensuring business continuity in a respectful and inclusive way.

Leave Policies & Procedures

We understand that life can be unpredictable—and time away from work is sometimes necessary for personal, medical, or family reasons. Our leave policy ensures that all absences are handled fairly, with consideration for both personal needs and operational requirements.

Requesting Leave

- Submit a **Leave Application Form** to your immediate supervisor for approval before your intended leave date.
- Leave must be approved in advance to avoid operational disruptions, except in emergencies.
- Once approved, HR will document and track the leave in your record.

Emergency Leave

In the case of a sudden illness, accident, or family emergency:

- Inform your manager as soon as possible, preferably within **24 hours**
- Submit supporting documents (e.g., doctor's note, hospital discharge, official notice) upon return





Sick Leave

- Employees are entitled to **up to 15 days of sick leave per year**, taken intermittently
- All sick leave must be accompanied by a **valid certificate from a licensed medical provider**
- Any sick leave beyond 15 days will result in salary deduction unless otherwise approved by HR or supported by legal exemption

Unauthorized Leave

- Taking leave without permission or documentation may result in salary deduction or formal warning
- Repeated unauthorized absences may lead to disciplinary action

All leave types—annual, sick, emergency, or unpaid—must be logged and approved through proper HR channels. Transparency helps us plan and maintain fairness across teams.

Let's be proactive and considerate with our time away so that we can support each other and keep operations running smoothly.

Leaving Our Company

While we hope you'll stay and grow with us, we understand that career paths can change. Whether you're moving on to a new opportunity or transitioning for personal reasons, we aim to make your departure from Refill Roastery and Refill Reserve Café smooth, respectful, and transparent.

Resignation

If you decide to resign:

- Submit a **written and signed notice** to your manager and HR at least **30 days in advance** (or as per your contract)
- Participate in an **exit interview** to share your feedback and complete offboarding formalities
- Return all company assets (uniforms, ID cards, equipment) in good condition
- Ensure all duties, reports, or documentation are properly handed over

We appreciate openness and professionalism during this transition. You're welcome to discuss your decision with HR confidentially.





Forced or Constructive Resignation

No employee should be pressured to resign. If you feel coerced into resignation due to unfair treatment, retaliation, or an unhealthy work environment:

- Report immediately to HR
- All claims will be investigated seriously and confidentially

We strictly prohibit:

- Creating a hostile work environment
- Using demotion, increased workload, or harassment to push someone out
- Any retaliation related to resignation or complaints

Termination

Termination may occur due to performance issues, misconduct, business restructuring, or other legal reasons. We follow all applicable UAE labor laws when making termination decisions.

There are two types:

- **Termination for Cause:** Includes serious violations such as fraud, harassment, or consistent underperformance after warnings.
- **Termination Without Cause:** May result from business changes or redundancies. Severance pay may apply.

Before termination, we ensure:

- Fair documentation of performance or behavior issues
- Proper review by HR and leadership
- Communication with respect and clarity

Final Settlement

Upon resignation or termination, we will:

- Process your final salary including unpaid leave, entitlements, or deductions
- Issue a service certificate upon request
- Support your job transition where possible (e.g., reference letter)





We thank every team member—past and present—for being part of our journey. Once part of the Refill family, always part of our story.

All policies are effective as of **August 1, 2021**, and are subject to updates to reflect organizational changes, legal compliance, or feedback from our team. This is a living document—transparent and collaborative in nature.

All updates must go through HR approval to ensure alignment with our shared principles. Unauthorized modifications are strictly prohibited.

You hereby declare that you have read carefully and understand our HR policy.

Employee Name & Signature

Date:

