



Company 110

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Welcome Note

Welcome to [YOUR COMPANY NAME]!

On behalf of your colleagues, we welcome you and wish you every success here.

We believe that each employee contributes directly to the growth and success of the company, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should become familiar with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with us.

We believe that professional relationships are easier when all employees are aware of the culture and values of the organization.

We hope that your experience here will be challenging, enjoyable, and rewarding.

Again, welcome!

[PRESIDENT NAME]

President & CEO

About The Company

Introductory Statement

This handbook is designed to acquaint you with the company and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As we continues to grow, the need may arise and we reserve the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. Employees will be notified of such changes to the handbook as they occur.

Customer Relations

Customers are among our organization's most valuable assets. Every employee represents the ompany to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

Products and Services Provided

You will find more information about our products and services by reading the the company Brochures or website [YOUR WEBSITE ADDRESS]

Facilities and Location(s)

Head Office:

[ADDRESS]

[CITY], [STATE] [ZIP/POSTAL CODE]

[COUNTRY]

Management Philosophy

Our management philosophy is based on responsibility and mutual respect. Our wishes are to maintain a work environment that fosters on personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person. Because of their role, managers and supervisors have the additional responsibility to lead in a manner which fosters an environment of respect for each person.

To help achieve this objective, the company seeks to attract highly motivated individuals that want to work

as a team and share in the commitment, responsibility, risk taking, and discipline required to achieve our vision. Part of attracting these special individuals will be to build a culture that promotes both uniqueness and a bias for action. While we will be realistic in setting goals and expectations, the company will also be aggressive in reaching its objectives. This success will in turn enable the company to give its employees above average compensation and innovative benefits or rewards, key elements in helping us maintain our leadership position in the worldwide marketplace.

Vision, Mission, Values and Goals

Our vision is to

[illegible]

To achieve our vision, our mission lies in :

[illegible]

We value xxxxxxxxxxxxxxxx, xxxxxxxxxxxxxxxxxxxx, xxxxxxxxxxxxxxxxxxxx and xxxxxxxxxxxxxxxxxxxx.

Our goals will be set and modified periodically. Generally, our efforts will be targeted towards:

- •
•
•

The Employment

Nature of Employment

Employment with us is voluntarily entered and the employee is free to resign at any time, with or without cause. Similarly, the company may terminate the employment relationship at will at any time in accordance with all applicable local laws.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between the company and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at the company's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the management.

Employee Relations

We believe that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

To protect and maintain direct employer/employee communications, we will do anything we can to protect the right of employees to speak for themselves.

Equal Employment Opportunity

To provide equal employment and advancement opportunities to all individuals, employment decisions at [YOUR COMPANY NAME] will be based on merit, qualifications, and abilities. [YOUR COMPANY NAME] does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the HR or the

management team. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Diversity

We are opposed to all forms of unlawful and unfair discrimination. All employees, no matter whether they are full-time, part-time, contractual, freelance or temporary, will be treated fairly and with respect. When [COMPANY NAME] selects candidates for employment, promotion, training or any other benefit, it will be on the basis of their aptitude and ability.

We are opposed to any form of illegal and unfair discrimination. All employees, whether part-time, full-time or temporary, will be treated fairly and with respect.

When [COMPANY NAME] will select candidates for employment, promotion, training or any other benefit, it will be on the basis of their skills, abilities and merit.

Employment Categories

Probation

Access to Personnel Files

Personnel Data Changes

Job Descriptions

Salary Administration

Performance Evaluation

Employment Termination

Performance Management

Target Setting

Company Target Setting

- The Management Team are responsible for the setting of Key Performance Indicators (KPIs) for the Company to the Board of Directors every year. Company KPIs are approved by the Board of Directors.
- The head of departments are responsible to translate company's KPIS into departmental goals.
- The company's targets shall be shared with all employees once approved.

Individual Target Setting

- The target setting conversations between the Employee and their Line Manager occurs in the beginning of the performance cycle and is critical to set the tone and expectations for the year ahead.
- During the performance management process, targets/objectives have to be realistic and achievable but also challenging and stretching for the given Employee.
- To develop targets and Key performance indicators (KPI's) for a key duty, it is necessary to identify the results expected from the Employee in carrying out this area of responsibility.
- The Employees and Line Manager shall ensure that KPI's are SMART, which is often used to describe the characteristics of good performance measures. The characteristics include:

1. Specific: Objectives should be specific in means of achievement
2. Measurable: Objectives should be measurable in means of quantifiable
3. Achievable: Objectives should be achievable and within the Employees capability
4. Realistic: Objectives should be realistic taking into consideration the available resources
5. Time bound: Objectives should be given a deadline

Process

Low Performers Improvement Plan

Performance Rating Scale

Work Conditions and Hours

Work Schedules

The normal work schedule for all employees is 8 hours a day, Sunday to Thursday. Supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Flexible scheduling, or flextime, is available in some cases to allow employees to vary their starting and ending times each day within established limits. Flextime may be possible if a mutually workable schedule can be negotiated with the supervisor involved. However, such issues as staffing needs, the employee's performance, and the nature of the job will be considered before approval of flextime. Employees should consult their supervisor to request participation in the flextime program.

Absence

Overtime

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid employees in accordance with local laws. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations. Failure to work scheduled overtime or overtime worked without prior authorization from the supervisor may result in disciplinary action, up to and including possible termination of employment.

Business travel for conferences, meetings, etc., which cause an employee to depart or arrive home on a non-workday does not constitute overtime.

The following Overtime rates is aligned to the Labor Law as follows:

- If at day time, then 125% of the basic hourly rate- Before 6pm and not part of Shift;
- If at night time, then 150% of the basic hourly rate- After 6pm and not part of Shift;

If on a rest day or declared public holiday, then 200% of the basic hourly rate

Telecommuting

Business Travel

Business related travels are integral to the Company's success, this chapter aims to set the policies related to business travels, such as transportation, accommodation, expenses and other related aspects.

Business travel is restricted from daily trips to a maximum duration of 1 month.

All business-related travel shall require prior authorization. All business travel must be approved in advance by the immediate supervisor. Employees whose travel plans have been approved should make all travel arrangements through person in charge.

Compensation:

Employees who are required to travel overnight on business outside the location of work shall be entitled to air fare or an allowance for other means of travel to the place of work, hotel accommodation daily travel allowance (to meet expenditure on food, telephone calls and other incidental expenditure).

Employees will be entitled to a mileage allowance of RO 0.100 per KM in case they use their own vehicle for business purposes for domestic travels outside the work location.

The travel allowance shall be applicable only for official trips exceeding eight (8) hours total duration and requiring overnight stay (*Note: An overnight trip shall constitute a two-day trip for the purpose of calculating these allowances).

Travel Allowance rates:

Zone Daily Allowance

Zone 1 :RO 60

Zone 2:RO 40

Local : RO 10

Zone 1: USA, Canada, Europe, Japan, Singapore,
Korea, Hong Kong

Zone 2: All countries not covered in Zone 1

Timekeeping

Paydays

Grievances

Policy Statement

Grievances Process

Employee Benefits

Policy Statement

Purpose	XXXXXXXXXXXXXXXXXXXXX
Principles	XXXXXXXXXXXXXXXXXXXXX
Scope of Application	XXX

Health Insurance

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which [YOUR COMPANY NAME] wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the management for more information or questions about conflicts of interest.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of [YOUR COMPANY NAME]. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative because of [YOUR COMPANY NAME] business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or

marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of [YOUR COMPANY NAME] as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which [YOUR COMPANY NAME] does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving [YOUR COMPANY NAME].

Should you be in doubt as to whether an activity involves a conflict, you should discuss the situation with your manager.

Life Insurance

Educational Assistance

Leaves Policy

Policy Statement

[YOUR COMPANY NAME] recognizes that Employees who make the effort to respect work schedules deserve sufficient time off to rest, in order to balance life and work. The Company's policy with leave meets the basic requirements of the Law. [This policy applies to all Full-time Employees.](#)

[All Public holidays that are announced by the government authorities will apply to all Employees. This includes public and religious holidays, and other dates announced for special occasions or for any reasons.](#)

Annual Leave

- Annual leaves shall accumulate from the date of joining on a pro rata basis each month and shall be credited to the Employees' leave balance record. The annual leave entitlement for Employees is 30 working days for Employees.
- All full-time Employees who have completed their probation period – and in accordance with the employment contract are eligible for annual leave. During probation period paid leave – on pro rata basis – can be used only in emergency situations approved by the CEO.
- Granting of annual leaves will be dependent upon operational requirements and minimum headcount that needs to be maintained for each function. The Line Manager will have the discretion on sanctioning annual leaves.
- If the Employee is on annual leave and a public holiday falls in their annual leave, the Annual leave will be credited back to their account.

Sick Leave

[YOUR COMPANY NAME] provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries. Eligible employee classification(s):

- Regular full-time employees

Eligible employees will accrue on a pro-rated basis sick leave benefits at the rate of [INDICATE # OF DAYS] per year. Sick leave benefits are calculated based on a "calendar year," the 12-month period that begins when the employee starts to earn sick leave benefits.

Paid sick leave can be used in minimum increments of one half-day. An eligible employee may use sick leave benefits for an absence due to his or her own illness or injury, or that of a child, parent, or spouse of the employee.

Maternity Leave

Emergency Leave

Compassionate Leave

Iddah Leave

Haj (Pilgrimage) Leave

Examination Leave

Maternity, Nursing Time off and Paternity Leave

Unpaid Leave

**Employee Conduct & Disciplinary
Action**

Workplace Etiquette

Personal Appearance

Attendance and Punctuality

Return of Property

Security Inspections

Use of Phone and Mail Systems

Use of Computer, Internet and Email

Use of Equipment

Smoking

Visitors

Sexual and Other Unlawful Harassment

Progressive Discipline

Summary of Disciplinary Actions

Policy Statement

Acknowledgement of Receipt

I acknowledge that I have received a copy of the Employee Handbook . I understand that I am responsible for reading and abiding by all policies and procedures in this Handbook, as well as other policies and procedures of the Company.

I also understand that the purpose of this Handbook is to inform me of the Company's policies and procedures, and it is not a contract of employment. Nothing in this Handbook provides any entitlement to me or to any Company employee, nor is it intended to create contractual obligations of any kind. I understand that the Company has the right to change any provision of this Handbook at any time and that I will be bound by any such changes.

Signature

Date

Full Name (please print)

Please sign and date one copy of this acknowledgement and return it to Human Resources. Retain a second copy for your reference.