



# EMPLOYEE HANDBOOK

AL MAZAYA HOLDING CO. K.S.C.P HOLDING



MAZAYA

AIM TO LEAD





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M A Z A Y A

AIM TO LEAD

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## DOCUMENT INFORMATION & REVISION HISTORY

Document	Review Frequency	Responsibility for Review	Approval
Employee Handbook	Every 12 Months	HR & Admin Department	Group CEO

Amendments to this handbook will be made as a result of one or a combination of the following reasons:

- Changes in any HR & Admin related policy and/or procedures
- Changes in any HR & Admin related procedures
- Changes in employee related policy, process or information
- Changes in organizational structure

## VERSION REVIEW HISTORY

Version	Reviewer	Date	Revision Notes

## APPROVAL OF CHANGES HISTORY

Version	Approver	Date	Notes

# AI MAZAYA HEADQUARTERS

MAZAYA TOWERS  
@ KUWAIT CITY

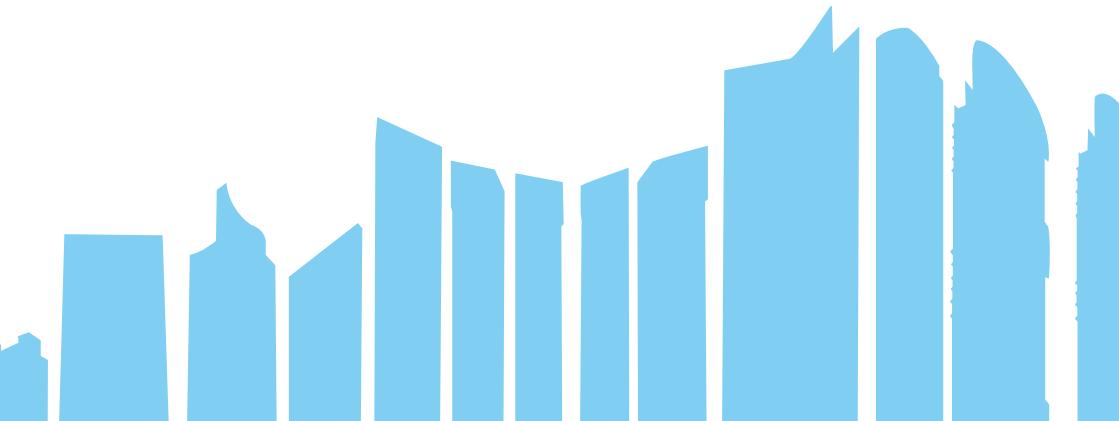




## I. INTRODUCTION

This Employee Handbook is designed to acquaint you with AL MAZAYA HOLDING CO. (Al Mazaya) and provide you with a quick reference to the working conditions, benefits, and policies affecting your employment. For further details and information, it's always recommended to refer to the HR & Admin Policies and Procedures Manual.

Following the guidelines and policies described in this Handbook is considered a condition of continued employment. However, nothing in this Handbook alters an employee's status. The contents of this Handbook shall not constitute nor be construed as a promise of a tenure employment or as a contract between the Company and any of its employees.





## II. ABOUT AL MAZAYA

Al Mazaya is widely recognized as one of the most prominent and highly thought-of real estate development companies in the middle east market, with numerous impressive projects. The company came about through a belief in the need for strong, rigorous investment in the region, and has prevailed in creating and maintaining the trust of large-scale investors in the Kuwaiti market and abroad.

The company was established in 1998 and started operation as Al Mazaya Holding Company in 2004 with a paid up capital of KD 15 million to reach KD 68.8 million which is equivalent to approximately USD 243 million. Al Mazaya is a publicly-traded company dually listed on both the Kuwait Stock Exchange since 2005 and Dubai Financial Market since 2006. Since its inception, Al Mazaya has adopted a balanced expansion strategy allowing mitigating risk, while maximizing investment and by doing so have witnessed strong growth.

Al Mazaya prides itself in providing various comprehensive real estate products and services in several fields, among them housing projects such as deluxe villas and high-class residential buildings, commercial projects such as office and retail buildings, and health projects such as medical centers. Al Mazaya is engaged in several other real estate fields such as purchasing, ownership, and selling of lands and its development for the company within Kuwait and abroad.

Furthermore, Al Mazaya handles the management of third parties' properties and management, operation and investment, leasing and rent of hotels, health clubs, recreational parks, gardens, exhibition grounds, restaurants, residential and commercial complexes, and touristic and health resorts.

Al Mazaya's Investments have always focused on building strategic alliances and partnerships that allow for developing the company's competitive edge.



## BOARD OF DIRECTORS



**Mr. Rashid Al Nafisi**  
Chairman



**Eng. Abdulrahman  
M. AlShared**  
Vice Chairman



**Mr. Abdul Hamid  
Mihrez**  
Board Member



**Mrs. Rasha A.  
Al-Qenaei**  
Board Member



**Mr. Mohammad K.  
Al-Othman**  
Board Member



## VISION

To be **ONE** of the **MARKET LEADERS** in Real Estate Development, Working in targeted prospective **MARKETS** with A **STRONG BRAND** which provides **distinguished PRODUCTS**.

## MISSION

- **DEVELOP** Land Mark **PROJECTS**.
- **SUSTAIN** a value added **QUALITY** of **PROJECTS**.
- **DEVELOP** a high **CALIBER** human **CAPITAL**.
- **DIVERSIFY** the Projects to Encompass **THE WIDE** Spectrum of Real Estate **SEGMENTS/SECTORS**.







### **III. OPEN DOOR POLICY**

Al Mazaya always encourages employees who feel they have been treated unfairly to discuss their concerns with their line managers, Human Resources Department or the Group Chief Executive Officer. This includes work related problems, complains, development and new ideas. All the communication shall be treated strictly confidential.

### **IV. NON-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITY**

Al Mazaya believes that there shall be an equal employment opportunity for all municipal candidates and applicants without regard to race, colour, religion, gender and nationality. Al Mazaya treats all applicants and its employees in a professional and in equal way in terms of assessment, employment or promotion for existing employees, all will be based on technical and behavioural skills that are needed to suit the job requirements. The policy of promotion, recruitment, demotion, transfer, termination, assigning each employee to the grading system and pay scale, training, benefits are all conducted based on professional and technical level without regards of any type of self-discrimination.



## V. EMPLOYMENT WITH AL MAZAYA

### **Pre-Employment Formalities :**

- All candidates must have their CVs and personal documents ready and valid, including and not limited to (civil ID, passport, education degree, training certification & valid visa)
- The candidates must complete the medical test whether the candidate is hired locally or from outside Kuwait. All candidates must be eligible to work in Kuwait and have the required visa and work permit. Al Mazaya will help in issuing such documentation for all its employees.
- All candidates must fill the Employment Application Form and attach their personal documents, in addition Al Mazaya will provide the approved job description prior to the joining date or within the first working week.

### **First Day At Al Mazaya :**

On joining Al Mazaya, the HR & Admin Department shall take you around the office premises on an orientation.

### **First Week At Al Mazaya :**

Within the first week of joining, all new employees shall receive “Al Mazaya Welcome Pack”, which includes an identification card, an approved job description, benefits details, employee handbook, code of conduct, employees contact list, latest organization structure, and the user name & password for logging in the HR System under which the HR team will provide a training session on the same during the first week.

### **Probation period :**

All new hires shall serve the probation period not exceeding one hundred (100) days as per the Kuwait Labour Law (2010). Once the employee successfully and satisfactorily completes the probation period, his / her status shall automatically change to permanent employee.



## V. EMPLOYMENT WITH AL MAZAYA

### **Identification Cards:**

Employees are encouraged to carry their identification cards at all times during the working hours.

### **Safety:**

Al Mazaya is always seeking to provide a safe and healthy workplace. Employees in return must use their judgment to avoid un-needed job incidents.

### **Relocation:**

- The company may ask the employee to be relocated to a different geographical location / country. The relocation should not be against the employee's will and should have the Group CEO approval.
- The Relocation allowance policy will apply in this regard. Please refer to the HR & Administration Manual for full details.

### **Employee HR System:**

- Al Mazaya has an online HR system that facilitates employees transactions and requests such as:
  - \* All types of leaves
  - \* All types of permissions
  - \* Salary certificate
  - \* Business trips
  - \* Trainings
  - \* Other requests and transactions
- All employees' transactions and requests must be submitted on the HR system.



## V. EMPLOYMENT WITH AL MAZAYA

### **Employee Engagement and Communications:**

As part of our engagement programs, Al Mazaya management always communicates with staff on the progress of Al Mazaya activities, new projects, market conditions and the company's results under which the management believes it is very important that all Al Mazaya staff are part of the business cycle.

### **Employees' Satisfaction Survey:**

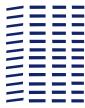
On annual basis, the HR department launches a satisfaction survey to all staff, to evaluate their satisfactory level, and to give the opportunity to the staff to express their concerns, opinion and feedback. Conclusions derived thereof shall support the management in enhancing and developing the current culture and working environment.

### **Employees Relation Committee (ERC):**

Al Mazaya always believes in fairness and transparency when it comes to its employees. To achieve this objective, Al Mazaya formed an Employees Relation Committee, which handles and reviews all types of grievances that are submitted by the employees and provides recommendations to the Group CEO on timely manner and with utmost confidentiality.

### **Whistle Blower Policy:**

As Al Mazaya & its management are committed to the transparency, fairness and ethics standards applied, Al Mazaya provides a whistle blower policy & protection, where any employee who has noticed, seen or witnessed any type of conflict of interest or any employee who has used his / her position or the company available resources to gain advantage or profit illegally from the company, the employee shall inform the Group CEO directly, and in case any employee has noticed a conflict of interest act by the Group CEO, in this case the employee shall approach the Chairman of Al Mazaya directly.



## V. EMPLOYMENT WITH AL MAZAYA

### **Code of Conduct:**

The Employee Code of Conduct outlines standards of personal and professional conduct that all employees must strive to uphold and behave in an ethical and professional manner at all times. The Code provides a basis for all employees to maintain a working environment that is productive, positive, enjoyable, safe and free from harassment and discrimination.

### **Dress and Appearance:**

- \* The Company is well-recognized and respected and projects a particular image to our clients.
- \* Employees must therefore ensure that their appearance is neat, clean and appropriate for their particular area of work. A high standard of personal hygiene is expected at all times.

### **Privacy and use of Personal and Official information:**

- \* Employees have an obligation to ensure that professional information is secured against loss, misuse or unauthorized access, modification or disclosure.  
Employees have a duty to maintain the confidentiality, integrity & security of official information for which they are responsible.

### **Records management:**

- \* Employees need to be aware of their record keeping responsibilities and are reminded that there is a legal requirement to adhere to proper records management practices and procedures.
- \* All employees must therefore ensure that the Company documents are not placed in unofficial or private filing systems but place such documents in official files.
- \* Employees must not remove documents from official files. They are controlled records, and must be complete, up-to-date and capable of providing organisational accountability when officially scrutinised.



## V. EMPLOYMENT WITH AL MAZAYA

- \* Employees must not damage, dispose of, or in any other manner, interfere with official documents or files. The destruction of records may only take place in accordance with a disposal and retention schedule, which shall be approved by the Group CEO.

### **Information Technology:**

- \* Employees must not access information which they are not authorised to access or use, and must not allow any other person access for any reason.
- \* Employees must take all reasonable precautions, including password maintenance and file protection measures to prevent unauthorised access and have an obligation to maintain the security and confidentiality of the information systems over which they have responsibility or control and that are owned or used by agreement.

### **Acceptance of Commissions, Gifts or Benefits:**

- \* Employees should not accept a gift, secret commission or a benefit from a person or organisation outside the Company if the intent of the gift or the benefit is to induce the employee to waive or reduce requirements or to extend a financial or other benefit to a person or organisation outside the Company to the detriment of the Company interests.
- \* Employees may accept token gifts or benefits in circumstances approved by the Group CEO or a nominee, provided that there is no possibility that the employee might be perceived to be, compromised in the process. Gifts of a nominal value generally used for promotional purposes by the donor, or moderate acts of hospitality may be accepted by employees.
- \* The employees must advise the Head of Human Resources of any gifts and benefits they have received as soon as the gift or benefit is received and must not take advantage or seek to take advantage of their position to obtain a benefit, either for themselves or for someone else.

**For further information and details, it is recommended to refer to the full Code of Conduct document.**



## MAZAYA STAFF - KUWAIT



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Group CEO  
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Chief BD and  
Marketing & Sales Officer  
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**Dr. Abdulaziz Jarkas**  
Chief Projects Officer  
**Ext.381**



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Chief Financial Officer  
**Ext.334**



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**Eng. Abdullah Al Sultan**  
Chief Property  
Management Officer  
**Ext.376**



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CEO - Mazaya Turkey



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Acting CEO - Dubai  
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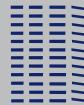
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**Eng. Binu Eipe**  
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HR & Admin  
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Corporate Services  
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**Mr. Shihab Abdullah**  
Messenger  
**Tel.99226171**



**Mr. Meshaal Menahi**  
Messenger  
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**Mr. Rashid Alfaidhi**  
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Office Helper  
**Ext.825**



**Mr. Velloli Balachandran**  
Office Helper  
**Ext.824**



**Mr. Abdelmohsen Badry**  
Office Helper  
**Ext.820**

# SkyGardens

PARK AVENUE DIFC





## VI. WORKING HOURS AND ATTENDANCE POLICY

- Al Mazaya believes in fostering a professional working environment, yet flexible and comfortable to its valuable assets -its employees- and this is reflected through its flexible working hours and attendance policy. Al Mazaya's official working hours are from 8:00 am to 4:00 pm Sunday to Thursday with a flexible 30 minutes under which the employee can attend work between 8:00 to 8:30 am and leave between 4:00 to 4:30 pm whereby the employee has to complete the full 8 working hours per day.
- Additionally, each employee is allowed a total of 180 minutes (3 hours) lateness/early-out per month beyond the flexible 30 minutes. However, when the employee comes late or leaves early, his / her lateness or early out minutes are capped and shall not exceed 30 minutes per day. After consuming the 180 minutes (3 hours) allocated for the month or coming late/leaving early more than 30 minutes during a day, the total time will be deducted from the employee's next month salary unless a permission is requested as detailed in the below section.
- As per the Kuwait Labour Law (2010), any non-compliance to the above attendance policy shall be subject to disciplinary action.



## VI. WORKING HOURS AND ATTENDANCE POLICY

### Permissions:

- Employees can apply for permissions to pursue their personal matters during the normal working hours. The employee's line manager reserves the right to either reject or approve each permission.
- Any permission request shall be applied for through the HR System. Failing to do so is considered as late-in or early-out without permission.
- All permission requests will be monitored by the HR & Admin Department for analysis purposes.

### Time Keeping and Finger Print:

Al Mazaya uses a finger print system that captures the employees' attendance. It is mandatory for all employees to use the finger print machine to record the entry and exit time. Not using the punching machine shall be subject to disciplinary action as detailed in the HR & Admin Manual.

**For further information and details, it is recommended to refer to the full Attendance policy in the HR & Administration Manual.**





## VII. LEAVE

### **Annual leave:**

- Employees are entitled for 30 paid days as annual leave based on Kuwait Labour Law (2010). The employee should discuss his / her leave plan with his / her line manager and the line manager reserves the right to reject any leave request based on business needs.
- Leave requests should be submitted only via the HR System.
- An employee who wishes to receive leave salary in advance should apply for his/her leave minimum one month prior to his/ her travel / leave day in order to allow the HR & Administration department to process the payment.
- Employees shall be eligible to accumulate annual leave for up to a maximum of 70 days, after which the employee shall be obligated to utilize his/ her annual leave, with prior approval, or otherwise forfeit such excess leave.

### **Sick leave:**

In accordance with Kuwait Labour Law (2010), an employee who cannot perform work responsibilities due to sickness shall be granted sick leave as follows:

Sick Days (Calendar Days)	Corresponding Pay
First 15 Days	Full salary
Next 10 days	75% of salary
Next 10 days	50% of salary
Next 10 days	25% of salary
Next 30 days	Without pay



## VII. LEAVE

- Employees are requested to inform their line manager that they cannot report to work due to sickness.
- After resumption date, employees should submit their sick leave on the HR System. If the sick leave is only for 2 consecutive days, then a medical report is not required as long as a written approval from the employee's line manager is provided. If the sick leave is for more than 2 consecutive days, then the employee has to provide a medical report and submit it along with sick leave application.

### **Compassionate leave:**

- In case of demise of 1st and 2nd degree relative, Al Mazaya shall grant 3 calendar days paid leave in the event of demise of locally resident family member. In return, the employee must submit the related document upon request.
- In case of demise outside Kuwait (non-resident family member), Al Mazaya shall grant 7 calendar days paid leave.
- In case of husband demise of a Muslim female employee, Al Mazaya shall grant four calendar months and 10 calendar days as paid leave, which is considered as "Ouda" as per Kuwait Labour law (2010). In case of husband demise of a Non-Muslim female employee, the employee will be granted a 21 calendar days as paid leave.

“THERE IS A VIRTUE  
IN WORK AND  
THERE IS A VIRTUE  
IN REST, USE BOTH  
AND OVER LOOK  
NEITHER”

ALAN COHEN





## VII. LEAVE

### **Hajj leave:**

Muslim employee is entitled for paid vacation of 21 calendar days to perform Hajj only if the employee has not performed Hajj before. The employee shall obtain this vacation only once during term of employment with the Company on condition that he/ she has served the Company for at least 2 years.

### **Unpaid leave:**

Employee can take unpaid leave days up to 3 calendar months with approval from the department head, HR department and the Group CEO. The unpaid leave days shall have an effect on the employee's end of service indemnity calculation.

### **Casual / Emergency leave:**

- Casual / Emergency leave is a complimentary leave, provided to the employee by the management based on special circumstances.
- A total of 4 paid days per year might be given to the employee as casual / emergency leave which shall be approved by line manager and the HR department.
- Casual / Emergency leave cannot be accumulated or carried to next year, cannot be exchanged for money or added to the employee's annual leave balance.



## VII. LEAVE

### **Maternity & Paternity leave:**

- The female employee is entitled for a maternity leave of 70 paid calendar days as per Kuwait labour law (2010), provided that she gives birth within this period.
- On the other hand, Al Mazaya complimentary offers a paternity leave of 3 paid calendar days for any male employee who has been blessed with a new child.

### **Study leave:**

- Any employee who has enrolled in MBA / higher education or professional certificate/qualification program is eligible to take 2 days paid as a study leave, 1 day before the exam and the exam day.
- The maximum number of study leave days is capped by 6 days per year.
- This leave is a complimentary leave, and the employee is required to attain his / her line manager approval prior to availing this leave.

### **Public holidays:**

Official holidays shall be as per the holidays declared by the Government of Kuwait every year, or such other holidays as the Company may allow.

**As a general policy statement, it is not permitted to link different types of leaves together unless line manager approval is attained.**

**For further information and details, it is recommended to refer to the Leave policy in the HR & Administration Manual.**



“PRODUCTIVITY  
IS NEVER  
AN ACCIDENT.  
IT IS ALWAYS  
THE RESULT OF  
COMMITMENT  
TO EXCELLENCE  
INTELLIGENT  
PLANNING  
& FOCUSED  
EFFORT”



PAUL MEYER



## VIII. GRADING STRUCTURE

Al Mazaya has designed a well-defined grading structure as a result of an extensive job evaluation process to ensure that the employees' grades & levels are a true reflection of their roles and responsibilities, designations and positions within the company.

The following is Al Mazaya Grading Structure:

Job Family	Level	Grade
CXO	SENIOR MANAGEMENT	12
CXO		11
Director		10
Associate Director		9
Senior Manager	MIDDLE MANAGEMENT	8
Manager		7
Assistant Manager		6
Senior Specialist	PROFESSIONAL	5
Specialist		4
Senior Officer	SKILLED	3
Officer		2
Coordinator		1

**"WE RISE  
BY LIFTING  
OTHERS "**





## IX. EMPLOYEE BENEFITS

### **Health Insurance:**

- All Mazaya employees are entitled to receive private health insurance coverage based on the benefits related to their grade (Self only / Self + Family). Al Mazaya shall annually review and assess the insurance services and always check if there are better competitive offers in the market. Health insurance is provided to allow the employees to get premium medical treatment for any medical issue.
- In return, the employee is expected to use such services in reasonable way. In addition, employees are welcome to include their family into our health insurance programs at their own cost.

### **Life Insurance:**

All employees of Al Mazaya are covered by life & work related injuries insurance policy as per Kuwait Labour law (2010).



MAZAYA

Clover Center



كlover سنتر





## IX. EMPLOYEE BENEFITS

### **Mobile:**

- Mobile services packages are also one of the benefits that Al Mazaya offers to its employees. Each employee has a different package in terms of local & international calls, bill cap and data line usage based on the employee's grade.
- The employee is expected to use the mobile service in a reasonable way and within the limit of each package provided to him/her. Any over usage of the services shall be directly deducted from the employee's monthly salary, unless it is justifiable.
- The employees are welcome to add their family members' personal lines under Al Mazaya umbrella. All the due amounts will be directly deducted from the employee's monthly salary.

### **Personal Loan:**

Al Mazaya offers interest-free personal loans to its employees as a mean of financial assistance. All loans requests will be reviewed by the HR & Administration Department for eligibility requirements and are subject to the Group CEO approval.

### **Annual Air Ticket:**

All employees are entitled to receive an annual air ticket allowance and shall have a fixed amount paid to them based on their current grade & level (Self only / Self + Family). The allowance shall be paid on two dates subject to eligibility:

- \* Date 1: 1<sup>st</sup> July, for those employees who have been with Al Mazaya before January of the same year.
- \* Date 2: 15<sup>th</sup> December, for those employees joining Al Mazaya between January and November of the same year, the annual ticket allowance shall be calculated on prorated basis.



## IX. EMPLOYEE BENEFITS

### **Education Assistance:**

- Eligible employees are entitled to receive child education assistance based on their grade and level.
- Al Mazaya management encourages its staff to continue their higher education or to attain professional certification/qualification in their field. With the special education support programs, employees at Al Mazaya can avail a financial support to carry on his / her higher education and professional certification/qualification programs. All programs are subject to approval by the Group CEO.

**For further information and details, it is recommended to refer to the Compensation and Benefits Section in the HR & Administration Manual.**

## X. PAYROLL

- The Company shall pay its employees on regularly scheduled points in time. Salaries shall be paid on the 26th of each month. If such a date coincides with a public holiday or falls at the end of the week, salaries shall be paid on the previous working day.
- All employees should have a valid bank account and IBAN code.



## XI. REWARD & RECOGNITION

Al Mazaya reward philosophy is to be a key talent attractor company in the market in terms of retaining the key performers and attracting new talents. Our reward structure (Salary Structure and Benefits programs) is carefully designed and benchmarked against the top-notch peer companies to ensure that Al Mazaya stays competitive in the job market and maintains highest level of employees' satisfaction.

### **Rewards:**

- \* Al Mazaya has a unique bonus system. Bonuses are linked to the employee's level and grade and to his / her annual performance appraisal results and overall company performance.

### **Key Performance Indicators (KPIs):**

- \* Each employee shall receive the approved KPIs at the beginning of the year which are designed based on his / her roles and responsibilities and are aligned with the department's targets and overall Mazaya corporate objectives.

### **Performance Appraisal:**

- \* Al Mazaya implements a dynamic performance management system to ensure that our internal culture is a performance driven culture.
- \* The performance appraisal exercise is conducted twice a year (annual and semi-annual) and includes the following appraisal parameters: self-appraisal, line manager feedback based on the predefined KPIs, performance standards and attendance.



MAZAYA





## XII. TRAINING AND DEVELOPMENT

- Al Mazaya always believes in the individual's development and offers training and learning opportunities to its staff based on the development plan and the feedback from line managers.
- Employees are welcome to suggest any training courses they believe are important and can add value to them and to the company.

## XIII. BUSINESS TRAVEL

- Al Mazaya may ask some employees to carry on an assignment outside Kuwait or their current location. All business trips should be approved by the line manager, HR & Admin Department and the Group CEO.
- Al Mazaya shall provide and pay the accommodation, ticket, visa fees and airport tax (where applicable), transport expenses to and from the airport, in addition to the daily per diem allowance during the trip.

## XIV. END OF SERVICES CALCULATION

An employee shall be entitled for an end of service indemnity commensurate to his / her period of service in Al Mazaya calculated as per Kuwait Labour Law (2010).