



ICS ARABIA EMPLOYEE HANDBOOK

ABSTRACT

Employees' handbook defines our company's key policies and procedures and outlines our company's culture.

Dear employee,

We are pleased to have you join ICS Arabia to achieve your ambitions and professional growth in our business. We chose you from amongst many applicants because we believe that you will bring the expertise and talent that will contribute to the further success of our business and your career.

At ICS Arabia, my global team aspires to create a positive work environment and maintain an open-door policy. Our work philosophy is to achieve the company's business goals through internal collaborations and partnering with the industry, so that innovative ideas emerge that support and enable the achievement of your personal and professional goals.

Don't let this moment pass you by, make the most of your time, and set your goals higher. I wish you a successful career with us as we continue to grow together.

Chairman's Message,

Khurram Shah

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1 Introduction

1.1 Purpose of the Manual

This handbook aims to explain our work environment, and contains the organizational policies, that will support you to carry out your role and your career.

Our handbook complies with the Labor laws in the Kingdom of Saudi Arabia issued by the Ministry of Labor and Social Development, and it is subject to amendment upon issuing or amending any of these organizing laws.

The policies contained in this handbook constitute the guidelines that should be adhered to by all employees of the company.

Based on our pursuit of continuous development, we are open to receive your suggestions that contributes to building a stimulating work environment that leads to working as one team towards achieving the goals the company seeks to achieve.

2 About the company

2.1 Company Profile

ICS Arabia delivers innovative solutions to critical challenges facing the nation and the world. As a premier provider of integrated services and solutions for the Client, we support the Department of Defense, Cyber & Intelligence community, Government agencies, Mass Transit Authority, Healthcare IT, and Commercial markets, serving our clients with innovations that span Infrastructure, Networks, Application Development, Systems Engineering, Security, and Enterprise Support. ICS is dedicated to efficiency and cost-effectiveness, always with safety and security in mind. Our world-class solutions and services balance performance, productivity, and best value. From global security to information security, and from international development to research and development, ICS is making a difference in areas that make a difference.

We draw upon our intimate understanding of our customers' needs, deep domain expertise, and our skilled team of professionals to develop and deliver on-target results for critical missions. At ICS, we are fully committed to integrity, ethical performance, collaboration, and, most of all, to our customers' success.

ICS, headquartered in Virginia, provides innovative solutions within the IT, ICT, Transit, Defense, and Logistics markets. ICS's proven integration processes allow its clients to reduce risks traditionally associated with long-term and large-scale projects. ICS delivers success for its customers by combining carefully selected best practices, a refined agile methodology, and a mission-driven management approach.

2.2 Company mission Statement

Our mission is to “serve our customers through innovative ideas that are cost effective, meet the schedule, budgets to and such strategies would ultimately reduce the total cost of ownership for our end-users.”

2.3 Company's vision

Our vision is to “deliver as one-team creating trusted, innovative solutions to make our clients' technologically strong and safe.”

2.4 Company Values

Our main values are “Innovation, Collaboration, Synergy, Trust, Respect, and Accountability. These core values act as guide and enable our best performance — individually and collectively – One Team.”

3 General policies for working in the company

3.1 Working hours

The normal workweek in the company consists of forty-eight (48) work hours, covering five (5) days per week starting from Sunday to Thursday, followed by two days of fully paid weekend, Friday and Saturday for employees working at the company's HQ and Six (6) days per week for those working on site.

3.1.1 Working hours on regular days

The daily working hours in the company are from 09:00 am until 07:00 pm. In the interest of the company to raise the productivity of its employees, the company adopts a flexible daily working hours policy, which allows the employee to attend late or early leave before the start or end of official working hours within a period not exceeding one hour, according to the following restrictions:

The late attendance or early departure of the employee does not affect the work requirements of the company such as attending work team meetings and the like.

The total number of work hours performed by the employee in the company for 48 hours per week.

The company wishes all its employees to remain healthy and well-being for them and their families. All employees are kindly requested to inform their direct managers in case they are suddenly unable to come to the company's workplace.

3.1.2 Working hours during Ramadan

The company believes in the virtue of the holy month of Ramadan and its blessed times for worship and family gatherings. Working hours for employees during the blessed month of Ramadan were reduced to only 6 hours per day, and the timing of working hours is announced by the Human Resources Department before the beginning of the holy month.

3.1.3 Prayer and rest times

Prayer is the pillar of religion; therefore, the company encourages all employees to perform the required prayer on time, during official working hours.

The company believes that the employee's physical comfort is what is the most important motivation for the employee to perform his work effectively and productively. From this standpoint the company encourages its employees to take one-hour break during the day to eat their meals.

3.2 Comp Time

Comp Time, or Compensatory Time, is an alternate way of rewarding or paying overtime work. Instead of paying an hourly employee time-and-a-half for work done over the time allotted in the normal work days. Employers would allow an hour and a half of time off for each hour of overtime worked. This time could be used in emergencies, or scheduled for personal use.

For example, for employees who work on weekends; they could take a day off instead.

Comp time should not be confused with "flex-time." Comp time strictly refers to compensation for overtime work.

Comp time can be a sensitive (and economical) way of rewarding employees for extra help at crunch times.

It can be either served as extra vacation (time off) or bonus.

It can also be given based on:

- Overtime work hours
- Performance appraisals

3.3 Dress Code

As representatives of ICS, we expect employees to present a clean and professional appearance when on ICS business, whether on or off any ICS or client site. An employee's personal appearance and hygiene is a reflection on the company's character. Employees are ought to dress appropriately for their individual work responsibilities and position. It is important that all ICS employees use their best judgment in dressing appropriately.

3.3.1 Office Employees

Office employees are expected to dress business casual during work hours.

3.3.2 Construction site Employees

All site employees must wear high visibility clothing at all times. This means proper safety clothing must be worn to include helmet, ICS vest, and steel safety shoes. This is a safety requirement. When attending meetings and during travel, inside and outside the Kingdom on official work assignments, the dress code should be formal represented in one of the following two forms:

- Saudi Thobe + Ghutra or Shemagh + Iqal.
- A formal suit consisting of trousers + shirt + jacket + tie.

3.4 Maintain confidentiality of information

Due to the sensitivity of some information and the importance of the work carried out by the company, all employees are subject to the principle of confidentiality of the information. As access to this information is limited to the relevant parties throughout the employee's work period, even when the employee's service ends. An NDA document "Non-disclosure Agreement" shall be filled by the employees to maintain the confidentiality of information and use of the company's assets.

3.5 Use of computers, e-mail and the Internet

The company provides its employees with computers, the latest advanced information systems, Internet and e-mail services, which are allowed to be used for purposes that serve the company's business objectives.

Based on the company's readiness to keep these services working efficiently and effectively, it is forbidden to use any company devices to access Internet sites banned by government agencies. Repeated occurrence of this may lead to dismissal from work in the company.

3.6 Use of fixed and mobile phones

The company provides fixed telephone equipment at the workplace to be used in conducting business communications, and employees are allowed to make internal personal communications within reasonable limits. The company will provide a quiet work environment that helps employees achieve high levels of focus in performing their work. All employees are requested to use the appropriate mobile ring tones and speak in a low voice inside the workplace.

3.7 Smoking in the workplace

The company is eager to provide a healthy environment for all employees and to adhere to the application of security and safety conditions. Smoking is absolutely not allowed inside the company's workplace. Whereas, smoking areas are provided in the building.

3.8 Safety, health and hygiene

The company provides a clean, healthy and safe work environment. Therefore, the company directs all employees to adhere to the cleanliness of their offices, the good appearance and surroundings, and not to leave any documents related to work on their desks; especially when leaving the workplace or after the end of the official work time.

3.9 Business Ethics

Work ethics is considered one of the constants that the company is working to root in the culture of the work environment in the company, where the most important of which are the following:

- Be responsible and respect the value of time while working.
- Adherence to teamwork and the principle of transferring experiences.
- Proficient, distinguished and efficient production.
- Respect building excellent working relationships with all colleagues.
- Commitment to state laws and regulations.
- Enhancing the positive image of the company in front of society and official bodies.

3.10 Non-discrimination and sexual harassment

The company's philosophy and policy stipulate that all employees be treated fairly and equitably, regardless of color, gender, race, religion or age. In addition to the prohibition of sexual harassment in all its forms and sarcastic comments and bullying or other offensive behavior that make the employee subject to disciplinary measures in accordance with the policies adopted in the company.

3.11 Team Building

The company adopts many innovative programs that contribute to showing the company's interest in its employees, raising the level of communication and strengthening it, in addition to breaking the barriers and stagnation between the employees themselves and between the employees and the company's management. These programs contribute to enhancing the culture of transparency and openness within the company and continuously spreading happiness and optimism among its employees.

These programs are advertised periodically through the company's internal website and through the (Human Resources) Department.

3.12 Receive gifts from external parties

Given the nature of the company's business, and its business relationship with many external parties and partners, employees may sometimes receive business gifts. In such cases, employees should refuse taking the gifts and inform the management.

3.13 Employee complaints

The company believes in the importance of fair practices in the affairs of employees and stands firmly in the face of all negative practices, whether by the company's employees or by one of the visitors. In the event that this occurs, the company encourages the employees to inform the line manager in order to fully research the matter and take appropriate measures in accordance with the approved company policies. The company follows an open-door policy that allows any of the employees to communicate with any of the higher administrative levels and the HR department in the company in the event that the direct manager is unable to solve any of the practices that may bother him in the work environment in the company, according to the sequence of these levels. In addition to the above mentioned, the employee complaint box in the office will give the employee the right to complain or suggest with the strictest confidentiality, while remaining anonymous.

4 Timesheet Portal

Timesheets is one of ICS's essential policies, that everyone shall abide to.

Employees are responsible for filling out their own Timesheets via the Timesheet portal on daily basis; at end of day (EOD). The employees are required to fill out their Timesheet with the tasks performed over the course of the day, along with the corresponding number of hours worked. By the end of every month, employees have to submit their timesheets in order to get approval from their direct managers.

5 Performance Management

5.1 Performance evaluation

The company constantly seeks to raise the levels of employee and work performance through clear job performance evaluation system that links evaluation outcomes with personal and career development, training needs, increase or decrease in salaries, bonuses, promotions, and disciplinary measures. Each team will implement and regularly follow up on their goals and KPIs. The job performance in the company is evaluated according to the following:

- The job performance management system covers all full-time employees in the company who have spent more than six months. Temporary and volunteer employees are excluded from this system.
- The department and program managers set job performance targets and KPIs for their employees and the relative weights associated with them in light of the important job responsibilities of jobs, competencies and performance expected from them.
- Responsible department and program managers work in cooperation with the management to ensure that the employee's development goals and standards are linked to the overall company's strategic plan.
- The employees' performance is evaluated on an ongoing basis, and then the general performance is standardized before the end of the fiscal year.
- The company encourages all its employees to evaluate performance in a fair and open manner, and it is seen as a positive experience for both the employees who are evaluated and those in charge of it.
- If the employee works under the supervision of more than one direct manager the feedback is obtained from the lead managers and the practitioner to formulate, and the estimate how to distribute accordingly. Considering that the second manager will be treated as the third party in the evaluation appraisal.
- The Human Resources Department ensures that performance goals and objectives are in line with the goals and expectations of the company.

- The performance evaluation form shall be signed by the employee, line manager, third party, and the HR representative.

5.2 Methods of performance evaluation

The company's performance appraisal system consists of a hybrid model which is a combination of four methods that are applied, and these methods are as follows:

- MBO - Management by objectives/ KPI – Key Performance Indicators: Objectives and KPIs that should be achieved within a specified time frame.
- Performance Criteria Checklist: Performance and Behavioral factors which include knowledge, skills, abilities, and behavior that are necessary to perform work effectively. They are used to evaluate the performance of employees and to highlight their areas of weaknesses.
- Rating Scale: 5 scale method is used, in parallel to score rating method.
- 360° Method: In this method, the internal stakeholders are included; those who work directly with the employee being appraised.

The company's job performance is classified on a five-point scale as follows:

1. *Unsatisfactory* - fails to meet expectations; needs a performance improvement plan (PIP)
2. *Needs improvement* - has not fully mastered the requirements of the job and requires added assistance and training.
3. *Satisfactory* - generally meets expectations; has little difficulty applying the technical/knowledge requirements of the position to perform in a fully competent manner.
4. *Good* - Often exceeds expectations, and consistently meets standards in all remaining aspects.
5. *Excellent* - consistently exceeds expectations; consistently exceeds standards in all aspects.

Along with the above-mentioned scale, we are using factor scoring method which assigns a score to each performance category based on its relative importance.

5.3 Performance Reward

The company seeks by all means to raise the level of motivation of employees, and from that the company grants an annual reward for the performance of qualified employees which is not considered as part of their salaries, as such rewards aim to act as a motivational tool for individual performance.

6 The ideal employee

In addition to annual performance rewards, the company provides on a quarterly basis, symbolic recognition to one of its employees from all departments who have exceeded the required performance goals, and two set an example for other employees.

7 Training

As mentioned above; the performance appraisal program is the main source to assess employees' training needs.

From that point; the human resource department is setting an Annual Training Plan, to help its employee develop their expertise and knowledge; and thus, improve the performance level and quality of the team.

8 Salaries and benefits

8.1 Payroll

The company aim to adopt a fair and clear salary ladder (salary scale), job benefits and wages in order to achieve internal justice and equality among all company employees in addition to compatibility with the prevailing levels of salaries and wages in the Kingdom.

- The calendar year contains 360 days, and the calendar month has 30 days.

- The employee's salary schedule and related benefits are calculated from the date of joining the company.
- Salaries, compensation and related benefits are paid at the end of each calendar month. If the end of the calendar month falls on weekends, salaries are paid on the next business day.
- Salaries are paid on a monthly basis in Saudi riyals through a bank transfer to a local bank of the employee's choice.
- The salaries of newly appointed employees are paid by the end of the month in proportion to the number of actual days the employee worked.

Payroll shall be:

- Normal: Basic + Accommodation + transportation + Telecom + (Ticket/12)
- Exit, re-entry fee is fixed at SR 200 Annually (With December's Salary)
- Ticket is based on approved ticket rates

8.2 Medical insurance

We strive to put all necessary resources to provide the best health services for employees and their families. From this standpoint, the company works to provide medical insurance for its dependent employees in accordance with the regulations issued by the Cooperative Health Insurance Council.

Medical insurance is granted to the employees of the company and their families, according to the following:

- Employee's spouse (wife).
- Unmarried children - up to 2 children.
- Male children up to the age of 25 years, and it can be extended to them upon the employee's presentation of evidence that they will continue to study.
- Female children until she gets married.
- A disabled son who is unable to work.
- Those who are legally dependent on the employee under an official dependents document.
- Employees' medical insurance class is specified based on their monthly salaries.

The company provides all its employees with the option to raise the level of medical insurance, or/and add other children on their own expense.

8.3 Advance payment

The company gladly assist employees in need for a specific reason, therefore the staff are allowed for 1 month pay to be taken in advance. Salary advance is to facilitate employee's unforeseen financial crisis.

The amount will be deducted by the same month's payroll in which the advance is taken.

8.4 Business Trip Policy

The company looks up to provide all amenities for its employees during their travel on work assignments inside or outside the Kingdom of Saudi Arabia. As the company guarantees to fully compensate them for all reasonable and legitimate expenses incurred during travel and residence on work assignments for the company or trainings according to the following:

8.4.1 One-day business trip

The company's working conditions may require the employee to travel within the Kingdom on business trips and return on the same day, and these cases are dealt with according to the following:

- An employee who is on a business trip within the Kingdom of Saudi Arabia for a period of one day or less gets the daily allowance for travel in order to cover all associated expenses such as transportation, food and other incidental expenses.
- The company shall bear the costs of hotel accommodation for business trips that take place during the same day if the working period of the trip exceeds 6 hours, starting from the employee's arrival at the destination.

8.4.2 Traveling outside the Kingdom

The working conditions in the company may require the employee to travel outside the Kingdom, and dealing with these cases will be according to the following:

- The company covers the costs of medical insurance for travelers outside the Kingdom of Saudi Arabia during business trips.
- The company covers all expenses related to obtaining visas for countries that fall within the approved travel mission.

8.4.2.1 Air Travel Policies

Based on Position level and flight duration

8.4.2.2 Hotel accommodation

In case the hotel accommodation is provided by the company; 50% of the daily allowance will be deducted. Or else the employee will pay for the hotel expense from the daily allowance given by the company.

8.4.2.3 Daily allowance

Item	KSA/day	International/day	Pakistan/day
Director/EVP	Actuals	Actuals	Actuals
Lead Eng/Managers	SAR 400	SAR 600	SAR 150
Junior Eng/Tech/Eng	SAR 300	SAR 400	SAR 100
Labor/Draftsman	SAR 150	SAR 250	SAR 50

- Above rates are for tier 1 cities

9 Holidays

9.1 Public Holidays

The company offers the following fully paid public holidays to its employees:

- 4 days for Eid Al Fitr as a minimum.
- 4 days on the occasion of Eid Al-Adha as a minimum.
- One (1) day on the occasion of the National Day of the Kingdom on September 23rd.

If this date falls on a rest day, it is moved to the next business day. In order to maintain the continuity of the company's business and activities throughout the year, compensation time is applied, according to the company's comp-time internal policy, to eligible employees who are required to work during official holidays.

9.2 Ordinary Holidays

Each employee is entitled for (30) paid calendar days a year as annual leave.

Annual paid leaves are accrued after completion of probation period as per the employees' balance.

Exit, re-entry fees will be paid once per year (with December salary) in addition to the ticket allowance that is paid with salary on monthly basis.

The employee is entitled to a regular leave of (30) days for each year of service with a full salary to be enjoyed in accordance with the following determinants:

- The company allows the employee to ask for his leave salary in advance according to the previous mentioned loan/advanced policy.
- In implementation of the approved procedures, the employee completes and submits a leave request manually or automatically through the company's HR system to the line manager before an appropriate period of not less than 2 weeks before leave.

9.2.1 Leave scheduling

Our employees can enjoy their regular leave, according to the following:

- The vacation period is planned according to work requirements and approved before 2 weeks of vacation.
- Every department shall provide employee vacations plan for the year.
- In extremely exceptional cases, the company may resort to postponing the leave of some employees after the end of the year of entitlement, if work conditions require so, for a period not exceeding ninety (90) days.

9.2.2 Postponement of Leaves

The company encourages employees to completely exhaust their leave balance before the start of the following year. The employee can, upon management's approval, postpone part of their leave due from the current year to the next year, provided that the employee's leave balance does not exceed 37 working days in normal circumstances.

9.2.3 Summons from leave

In exceptional and rare conditions, if an employee is summoned from their personal leave, the company will ensure the remaining leave balance is returned, if the employee does not wish to complete their leave.

9.2.4 Leave fees

The company encourages employees to use their leave to ensure a work life balance. Any accumulated leave is paid upon termination of the employee's contract.
supported by an appropriate medical certificate.

9.3 Special Leaves

9.3.1 Marriage leaves

The company wishes all its employees a happy family life, and works to facilitate all aspects related to their marriage and at the beginning of their married life. The company works to achieve this through:

- 9.3.1.1 Granting the employee, a one-time paid leave of five continuous days in the event of marriage.
- 9.3.1.2 Granting the employee, a three-day paid leave in the event of the birth of a child. (Paternity Leave)

The company holds small and frequent celebrations for the participation of its employees who are experiencing happy moments such as marriage, the arrival of a newborn or something else.

9.3.2 Bereavement Leave (Family Loss)

The company gives the employee a paid leave of five consecutive days upon the death of his parents, wife, or one of his ascendants or descendants (Mother, Father, Grandparents, Siblings, Wife, Husband).

9.3.3 Maternity leave

The company believes in the right of its female employees to enjoy all their employment rights without prejudice to the duties of motherhood and caring for their children. Accordingly, the company gives the female employee a paid maternity leave for a period of ten (10) weeks that can be divided into four (4) weeks granted immediately before the expected date of birth and six (6) weeks later based on a medical report stating the expected date of birth.

- When the employee returns to work after maternity leave, she is entitled to a daily rest period of up to one hour per day (excluding Lunch break) to care for her infant and that is applicable for toddlers below 3 years. Such period or periods are calculated as part of the actual working hours and do not result in any deductions from her salaries.
- The company allows female employees to combine maternity leave with annual leave.
- Maternity leave may be extended to 1 extra month, considered as unpaid.

9.3.4 Paternity Leave

As mentioned before, a three-day paid leave is given to the male employee in case of the birth of a child.

9.3.5 Emergency Unpaid Leave (Exceptional)

In view of the emergency changes that may occur at any time, the company allows employees to have paid emergency leave on an annual basis, up to a maximum of five (5) days.

9.3.6 Study licenses and examinations

The company encourages its employees to continue their education and obtain higher education degrees in fields that are in line with the requirements of his business.

Based on that, the company provides the following:

- Granting the employee, a leave with full pay to take the exam for a non-repeated year, the duration of which is determined by the number of actual exam days, upon obtaining the company's prior approval of his affiliation with an educational company or his continuation in it.
- Granting the employee, a leave without pay for the number of actual exam days if the exam was for a repeated year.

9.3.7 Accompanying Leave

The company works to support its employees in critical family circumstances, including cases in which the employee is forced to accompany one of his immediate relatives (father, mother, wife, husband, children) on the condition of providing an official medical report.

9.3.8 Sick Leave

The company wishes health and safety to all its employees and the company grants its employees sick leave according to the following:

- Regular sick leave (short sick leave) is provided upon medical report, as long as it doesn't exceed 7 days a year.
- The first thirty (30) days with full pay (official medical report is required).
- The next sixty (60) days with three quarters (3/4) of the wage.
- The next thirty (30) days without pay.

9.3.9 Hajj leave

The company works to achieve the ritual of Hajj by granting the employee who has spent two consecutive years working in the company a fifteen-day (15) paid leave, including the Eid al-Adha leave, to perform this duty if he has not performed it before.

9.4 Conflict of Interest

Working while on leave: Employees shall not work for another employer while he is enjoying any of the leaves mentioned in this guide.

10 Disciplinary policies

Any violations taken against the above-mentioned policies, will lead to disciplinary actions taken against the employee.

Disciplinary actions may entail verbal, written, final warnings, suspension and termination. All of these actions may not be followed in all instances. ICS Arabia reserves the right to exercise discretion in discipline. Prior warning is not a requirement for termination. If you are disciplined in writing, copies of your warnings are placed in your personnel file.

11 Conclusion

Dear Colleague ... This handbook is a summary of the topics related to the organizational policies that interest you and help you start your work efficiently and effectively. For more details, you can refer to the Human Resources Department. Once again, welcome to ICS family.

