**HUMAN RESOURCES POLICIES MANUAL**

**ALMUZAINI GROUP FOR REAL ESTATE**

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**1. INTRODUCTION AND COMPANY OVERVIEW**

**1.1 Purpose of This Manual**

This Human Resources Policies Manual serves as a comprehensive guide for all employees of Almuzaini Group for Real Estate. It outlines the company's policies, procedures, and expectations in accordance with the Saudi Labor Law (Royal Decree No. M/51 dated 23/8/1426H) and its implementing regulations.

**1.2 Company Mission and Values**

**Mission Statement:** Almuzaini Group for Real Estate is committed to providing exceptional real estate services while maintaining the highest standards of professionalism, integrity, and customer satisfaction in the Kingdom of Saudi Arabia.

**Core Values:**

* **Integrity:** We conduct business with honesty and transparency
* **Excellence:** We strive for the highest quality in all our services
* **Innovation:** We embrace new technologies and methods
* **Respect:** We treat all stakeholders with dignity and fairness
* **Compliance:** We adhere to all applicable laws and regulations

**1.3 Scope and Application**

This manual applies to all employees of Almuzaini Group for Real Estate, including:

* Full-time employees
* Part-time employees
* Contract employees
* Temporary employees
* Probationary employees

**1.4 Legal Framework**

All policies contained herein comply with:

* Saudi Labor Law (Royal Decree No. M/51)
* Social Insurance Law
* Ministry of Human Resources and Social Development regulations
* Saudi Arabian Monetary Authority (SAMA) regulations
* General Authority for Statistics requirements

**2. EMPLOYMENT POLICIES**

**2.1 Equal Employment Opportunity**

Almuzaini Group is committed to providing equal employment opportunities to all qualified individuals regardless of race, color, religion, gender, national origin, age, disability, or any other characteristic protected by Saudi law.

**Policy Statement:**

* All employment decisions are based on merit, qualifications, and business needs
* We prohibit discrimination and harassment in all forms
* We provide reasonable accommodations for employees with disabilities
* We comply with Saudi Vision 2030 initiatives including women's workforce participation

**2.2 Recruitment and Selection**

**Recruitment Process:**

1. **Job Analysis:** All positions require updated job descriptions
2. **Posting:** Positions are posted internally for 5 working days before external advertising
3. **Application Review:** HR screens applications against minimum qualifications
4. **Interview Process:** Structured interviews conducted by hiring managers and HR
5. **Background Verification:** Reference checks and credential verification
6. **Medical Examination:** Pre-employment medical examination as required
7. **Offer and Acceptance:** Written job offer with terms and conditions

**Documentation Requirements:**

* Valid Iqama or Saudi ID
* Educational certificates (attested)
* Previous employment certificates
* Medical fitness certificate
* No-objection certificate (for expatriate employees)

**2.3 Employment Contracts**

All employees receive written employment contracts in Arabic, with English translation when necessary, containing:

**Contract Elements:**

* Employee and employer details
* Job title and description
* Workplace location
* Contract duration (fixed-term or indefinite)
* Salary and benefits
* Working hours
* Annual leave entitlement
* Probationary period terms
* Termination conditions

**Probationary Period:**

* Duration: 90 days (extendable to 180 days with mutual agreement)
* Evaluation criteria clearly defined
* Either party may terminate with 24-hour notice during probation
* Performance review conducted at 60 and 90 days

**2.4 Employment Categories**

**Saudi Nationals:**

* Permanent employment with full benefits
* Priority consideration for promotions and training
* Compliance with Saudization requirements

**Expatriate Employees:**

* Employment subject to visa and work permit regulations
* Annual exit re-entry visa processing
* Assistance with government formalities

**Contract Employees:**

* Fixed-term contracts with specific end dates
* Limited to maximum 4 years (renewable)
* Pro-rated benefits calculation

**3. WORKING HOURS AND ATTENDANCE**

**3.1 Standard Working Hours**

**Regular Schedule:**

* **Daily Hours:** 8 hours per day, 5 days per week
* **Weekly Hours:** 40 hours maximum
* **Office Hours:** 8:00 AM to 5:00 PM (with 1-hour lunch break)
* **Ramadan Hours:** 6 hours per day during Ramadan month

**Flexible Working Arrangements:**

* Flexible start times (7:30 AM - 9:00 AM) with manager approval
* Remote work options for eligible positions
* Compressed work week options (4 x 10 hours) with approval

**3.2 Attendance and Punctuality**

**Attendance Requirements:**

* Employees must maintain regular and punctual attendance
* Electronic time-tracking system mandatory
* Grace period: 15 minutes for clock-in
* Notification required for tardiness or absence

**Attendance Recording:**

* Biometric or card-based time tracking
* Manual entry for remote work with supervisor approval
* Monthly attendance reports generated
* Integration with payroll system

**3.3 Overtime Policy**

**Overtime Authorization:**

* All overtime must be pre-approved by direct supervisor
* Maximum 3 hours per day, except in emergency situations
* Weekly overtime not to exceed 20 hours

**Overtime Compensation:**

* **Regular Days:** 150% of hourly rate
* **Weekends:** 150% of hourly rate
* **Public Holidays:** 200% of hourly rate
* **Night Shift (9 PM - 6 AM):** Additional 25% shift allowance

**3.4 Break Periods**

**Daily Breaks:**

* **Lunch Break:** 1 hour (12:00 PM - 1:00 PM)
* **Prayer Breaks:** As per Islamic prayer times
* **Rest Breaks:** 15 minutes for every 4 hours worked

**4. COMPENSATION AND BENEFITS**

**4.1 Salary Structure**

**Pay Philosophy:**

* Competitive compensation aligned with market rates
* Performance-based pay increases
* Annual salary review process
* Transparent job grading system

**Salary Components:**

* **Basic Salary:** Fixed monthly amount
* **Housing Allowance:** As per employment level
* **Transportation Allowance:** Monthly transportation support
* **Mobile Allowance:** For business communication needs
* **Performance Bonus:** Annual performance-based bonus

**4.2 Payroll Administration**

**Pay Schedule:**

* Monthly salary payment by 30th of each month
* Electronic bank transfer preferred
* Detailed pay statements provided
* Annual salary certificate issued

**Deductions:**

* Social Insurance contributions (as per GOSI regulations)
* Income tax (for applicable expatriate employees)
* Employee loan repayments
* Other authorized deductions with written consent

**4.3 Employee Benefits**

**Mandatory Benefits:**

* **Social Insurance:** GOSI coverage for Saudi employees
* **Medical Insurance:** Comprehensive health coverage
* **Annual Leave:** As per Saudi Labor Law
* **End of Service Benefits:** Calculated per labor law requirements

**Additional Benefits:**

* **Life Insurance:** Group life insurance coverage
* **Education Assistance:** Children's education support for eligible employees
* **Professional Development:** Training and certification support
* **Employee Recognition:** Annual recognition programs
* **Staff Accommodation:** For eligible expatriate employees

**4.4 Expense Reimbursement**

**Business Expenses:**

* Travel expenses for business purposes
* Client entertainment (with prior approval)
* Professional development and training costs
* Business communication expenses

**Reimbursement Process:**

* Submit expense reports within 30 days
* Original receipts required
* Manager approval mandatory
* Reimbursement within 15 working days

**5. LEAVE POLICIES**

**5.1 Annual Leave**

**Entitlement:**

* **Years 1-5:** 21 calendar days per year
* **Years 6+:** 30 calendar days per year
* **Accrual:** Monthly accrual basis
* **Carry Forward:** Maximum 45 days (with approval)

**Annual Leave Procedures:**

* Minimum 7 days advance notice required
* Maximum 15 consecutive days without special approval
* Annual leave scheduling to ensure business continuity
* Leave encashment allowed for unused days (maximum 15 days per year)

**5.2 Sick Leave**

**Sick Leave Entitlement:**

* Maximum 120 days per year
* Medical certificate required for absences exceeding 3 days
* Approved medical facilities list provided

**Sick Leave Compensation:**

* **First 30 days:** Full salary
* **Next 60 days:** 75% of salary
* **Final 30 days:** Unpaid leave
* **Medical Insurance:** Coverage for approved treatments

**5.3 Maternity and Paternity Leave**

**Maternity Leave:**

* **Duration:** 10 weeks (70 days)
* **Compensation:** Full salary for 4 weeks, 50% for remaining period
* **Extension:** Additional unpaid leave available
* **Return-to-Work:** Flexible arrangements available

**Paternity Leave:**

* **Duration:** 3 days for Saudi employees
* **Compensation:** Full salary
* **Timing:** Within 30 days of child's birth

**5.4 Special Leave**

**Hajj Leave:**

* Once during employment for Muslim employees
* Maximum 15 working days
* Unpaid leave with job protection
* Advanced notice required

**Bereavement Leave:**

* **Immediate Family:** 3 days paid leave
* **Extended Family:** 1 day paid leave
* **Definition:** Spouse, children, parents, siblings

**Emergency Leave:**

* Unpaid leave for personal emergencies
* Manager discretion for approval
* Maximum 5 days per year
* Documentation may be required

**6. PERFORMANCE MANAGEMENT**

**6.1 Performance Management System**

**Objectives:**

* Align individual performance with organizational goals
* Provide regular feedback and development opportunities
* Support career progression and succession planning
* Ensure fair and consistent performance evaluation

**Performance Cycle:**

* **Goal Setting:** Q1 of each year
* **Mid-Year Review:** Q2 review and adjustment
* **Annual Evaluation:** Q4 comprehensive review
* **Development Planning:** Ongoing throughout the year

**6.2 Performance Standards**

**Rating Scale:**

* **Exceptional (5):** Consistently exceeds expectations
* **Exceeds Expectations (4):** Often exceeds requirements
* **Meets Expectations (3):** Satisfactory performance
* **Below Expectations (2):** Improvement needed
* **Unsatisfactory (1):** Significant improvement required

**Evaluation Criteria:**

* Job-specific competencies
* Quality of work output
* Productivity and efficiency
* Communication and teamwork
* Innovation and problem-solving
* Leadership potential (for applicable roles)

**6.3 Career Development**

**Development Programs:**

* Individual Development Plans (IDP)
* Internal promotion opportunities
* Cross-functional training
* External education support
* Mentoring programs
* Succession planning

**Training Investment:**

* Minimum 40 hours annual training per employee
* Professional certification support
* Language training programs
* Leadership development initiatives

**7. TRAINING AND DEVELOPMENT**

**7.1 Training Philosophy**

Almuzaini Group is committed to continuous learning and development to enhance employee capabilities and support business growth.

**Training Objectives:**

* Develop job-specific skills and competencies
* Support career advancement
* Ensure compliance with regulatory requirements
* Foster innovation and adaptability
* Build leadership capabilities

**7.2 Training Programs**

**Orientation Program:**

* **Duration:** 2 weeks for new employees
* **Content:** Company overview, policies, job-specific training
* **Mentorship:** Assigned buddy system
* **Evaluation:** Assessment at program completion

**Ongoing Training:**

* **Technical Skills:** Job-specific competency development
* **Soft Skills:** Communication, leadership, teamwork
* **Compliance Training:** Regulatory and policy updates
* **Safety Training:** Health and safety requirements
* **Digital Literacy:** Technology and system training

**7.3 Training Administration**

**Training Approval Process:**

* Training needs assessment
* Budget approval from department head
* HR approval for external programs
* Training agreement for expensive programs

**Training Records:**

* Individual training files maintained
* Certification tracking
* Training evaluation and feedback
* ROI assessment for major programs

**8. CODE OF CONDUCT AND DISCIPLINARY ACTIONS**

**8.1 Code of Conduct**

**Professional Standards:**

* Maintain highest ethical standards
* Act in company's best interests
* Respect confidentiality requirements
* Comply with all applicable laws and regulations
* Avoid conflicts of interest

**Workplace Behavior:**

* Treat all colleagues with respect and dignity
* Maintain professional appearance and demeanor
* Use company resources responsibly
* Report misconduct or violations
* Cooperate with investigations

**8.2 Prohibited Conduct**

**Serious Violations:**

* Theft or misappropriation of company property
* Fraud or falsification of records
* Harassment or discrimination
* Violation of confidentiality
* Substance abuse during work hours
* Violence or threats of violence

**Minor Violations:**

* Chronic tardiness or absenteeism
* Insubordination
* Inappropriate use of company resources
* Dress code violations
* Poor performance or conduct

**8.3 Disciplinary Process**

**Progressive Discipline:**

1. **Verbal Warning:** Documentation in employee file
2. **Written Warning:** Formal written notice
3. **Final Written Warning:** Last opportunity notification
4. **Suspension:** Unpaid suspension (1-10 days)
5. **Termination:** Employment termination

**Immediate Termination Offenses:**

* Criminal activity
* Serious safety violations
* Gross misconduct
* Breach of confidentiality
* Fraud or embezzlement

**Due Process:**

* Investigation of allegations
* Employee opportunity to respond
* Fair and consistent application
* Documentation of all actions
* Appeal process available

**9. HEALTH AND SAFETY**

**9.1 Health and Safety Policy**

Almuzaini Group is committed to providing a safe and healthy work environment for all employees, visitors, and contractors.

**Safety Objectives:**

* Prevent workplace injuries and illnesses
* Comply with occupational health and safety regulations
* Promote safety awareness and training
* Maintain emergency preparedness
* Continuously improve safety performance

**9.2 Workplace Safety Standards**

**General Safety Requirements:**

* Personal protective equipment (PPE) when required
* Safe work practices and procedures
* Regular safety inspections
* Incident reporting and investigation
* Emergency evacuation procedures

**Office Safety:**

* Ergonomic workstation setup
* Fire safety systems and procedures
* First aid facilities and trained personnel
* Regular safety drills
* Visitor safety protocols

**9.3 Health and Wellness Programs**

**Health Initiatives:**

* Annual health check-ups
* Preventive health programs
* Mental health support resources
* Fitness and wellness activities
* Health education and awareness

**Medical Services:**

* On-site first aid facilities
* Approved medical providers network
* Emergency medical procedures
* Occupational health services
* Medical leave administration

**10. TERMINATION AND END OF SERVICE**

**10.1 Types of Employment Termination**

**Voluntary Termination:**

* **Resignation:** Employee-initiated termination
* **Notice Period:** 60 days for indefinite contracts, 30 days for fixed-term
* **Early Release:** Possible with mutual agreement
* **Exit Formalities:** Completion of exit procedures required

**Involuntary Termination:**

* **Dismissal for Cause:** Immediate termination for serious violations
* **Termination without Cause:** With notice and compensation
* **Redundancy:** Position elimination with appropriate compensation
* **Contract Expiry:** Natural end of fixed-term contracts

**10.2 End of Service Benefits**

**Calculation Method:**

* **Service 2-5 years:** Half month salary for each year
* **Service 5+ years:** One month salary for each year
* **Maximum:** 24 months salary
* **Basis:** Last drawn basic salary

**Payment Timeline:**

* Within 7 days of employment termination
* Electronic transfer preferred
* Final settlement statement provided
* All statutory deductions applied

**10.3 Exit Procedures**

**Employee Responsibilities:**

* Complete handover of responsibilities
* Return company property and equipment
* Update contact information
* Complete exit interview
* Settle any outstanding obligations

**Company Responsibilities:**

* Process final payments
* Provide employment certificates
* Cancel insurance coverage
* Complete government notifications
* Provide reference letters if requested

**11. GRIEVANCE AND COMPLAINT PROCEDURES**

**11.1 Grievance Policy**

Almuzaini Group encourages open communication and provides fair procedures for addressing employee concerns and complaints.

**Grievance Definition:** A grievance is any complaint, concern, or dispute regarding:

* Employment terms and conditions
* Workplace treatment
* Policy interpretation or application
* Disciplinary actions
* Performance evaluations

**11.2 Grievance Process**

**Step 1: Informal Resolution**

* Discuss concern with immediate supervisor
* Attempt resolution within 5 working days
* Document discussion outcomes
* Escalate if unresolved

**Step 2: Formal Complaint**

* Submit written complaint to HR department
* Include specific details and supporting evidence
* HR investigation within 10 working days
* Written response provided

**Step 3: Management Review**

* Appeal to senior management if unresolved
* Review by department head or GM
* Final decision within 15 working days
* Documented resolution provided

**Step 4: External Mediation**

* Ministry of Human Resources and Social Development
* Labor court proceedings if necessary
* Legal representation permitted
* Compliance with labor law procedures

**11.3 Non-Retaliation Policy**

* No retaliation against employees raising legitimate concerns
* Protection for witnesses and participants
* Disciplinary action for retaliatory behavior
* Confidentiality maintained to extent possible

**12. DATA PROTECTION AND CONFIDENTIALITY**

**12.1 Data Protection Policy**

Almuzaini Group is committed to protecting personal data and maintaining confidentiality in accordance with Saudi data protection regulations.

**Data Protection Principles:**

* Lawful and fair processing
* Purpose limitation
* Data minimization
* Accuracy maintenance
* Storage limitation
* Security safeguards

**12.2 Confidentiality Requirements**

**Confidential Information Includes:**

* Client information and records
* Financial data and reports
* Business strategies and plans
* Employee personal information
* Proprietary systems and processes
* Market intelligence and research

**Employee Obligations:**

* Maintain strict confidentiality
* Use information only for business purposes
* Protect against unauthorized disclosure
* Report suspected breaches
* Comply with confidentiality agreements

**12.3 Information Security**

**Security Measures:**

* Access controls and user authentication
* Data encryption for sensitive information
* Regular backup and recovery procedures
* Network security and monitoring
* Physical security of records and systems

**Incident Response:**

* Immediate reporting of security breaches
* Investigation and containment procedures
* Notification to affected parties
* Corrective actions and improvements
* Compliance with regulatory requirements

**APPENDICES**

**Appendix A: Emergency Contact Information**

* **HR Department:** hr@almuzaini.com | +966-11-XXX-XXXX
* **Emergency Services:** 911
* **Company Security:** +966-11-XXX-XXXX
* **Medical Emergency:** +966-11-XXX-XXXX

**Appendix B: Forms and Templates**

* Employee Handbook Acknowledgment Form
* Leave Request Form
* Expense Reimbursement Form
* Performance Evaluation Form
* Grievance Complaint Form
* Training Request Form

**Appendix C: Saudi Labor Law References**

* Royal Decree No. M/51 dated 23/8/1426H
* Executive Regulations of Labor Law
* Social Insurance Law
* Ministry of Human Resources and Social Development Regulations

**Document Revision History:**

| **Version** | **Date** | **Changes** | **Approved By** |
| --- | --- | --- | --- |
| 1.0 | July 2025 | Initial Release | Board of Directors |

**Acknowledgment:**

By signing below, I acknowledge that I have received, read, and understood the Almuzaini Group HR Policies Manual. I agree to comply with all policies and procedures outlined herein.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HR Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

*This manual is a living document and will be updated as needed to reflect changes in laws, regulations, and business practices. All employees will be notified of significant changes and updates.*

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