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| SOP ID - Number | HR16-P01 |
| Revision | 1 |
| SOP Title | Communication |

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|  | Name | Title | Signature | Date |
| Prepared by |  |  |  |  |
| Reviewed by |  |  |  |  |
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1. **purpose**

This policy establishes a structured communication hierarchy to ensure that concerns, requests, and inquiries are addressed efficiently and effectively. Employees are required to follow the correct chain of communication when raising issues, escalating concerns, or contacting HR. Skipping hierarchical levels without justifiable proof that the first point of contact failed to respond or resolve the matter will be considered a policy violation.

For HR-related matters, employees must first utilize the HR Ticketing System, which is designed to streamline and categorize employee requests while maintaining strict confidentiality. This system ensures that HR inquiries, requests, and complaints are processed efficiently, allowing employees to track progress and receive timely resolutions.

1. **Scope**This policy applies to all Wuduh employees
2. **Policy**

* Employees must follow the communication hierarchy before escalating matters to higher levels.
* Skipping levels without proper justification will be considered a policy violation.
* If an employee believes their concern was ignored or inadequately addressed, they must provide proof (e.g., unanswered emails, delayed responses) before escalating.
* Repeated violations of this policy may result in disciplinary action, including formal warnings.
* Violations of the Communication Etiquette & Company Channels Policy (e.g., using personal accounts on company devices, unprofessional communication) may also result in disciplinary measures.
* Employees must adhere to the following guidelines when using company communication channels:
* Use Professional Language: All communication must be respectful, clear, and professional. Offensive, inappropriate, or unprofessional language is strictly prohibited.
* Company Email & Messaging Tools: Employees should use official company-provided communication channels (e.g., email, MS Teams, internal chat platforms) for work-related discussions.
* Avoid Excessive Informal Chats: While collaboration is encouraged, excessive off-topic discussions on official communication platforms should be minimized.
* Response Time Expectations: Employees should aim to respond to work-related messages within a reasonable timeframe based on urgency and workload.
* No Unauthorized Messaging Groups: Employees should not create unofficial work-related groups or channels without prior approval from management.
* Personal Communication Accounts: The use of personal accounts (e.g., WhatsApp, personal emails) on company premises and equipment (laptops, desktops, etc.) is strictly prohibited. All work-related communications must take place through official company channels to ensure data security, accountability, and compliance with company policies.
* Examples of violations include but are not limited to:
* Using Arabic language in a work environment impacting workflow – Subject to disciplinary action, including deduction of two days' fare, as per Article 23, Clause 35.
* Quarrels with colleagues or workplace disturbances – May result in a deduction of three days' fare, as per HR Conduct Regulations under Article 23 - Clause 13 or 25.
* Ruining Company Reputation – Considered a serious offense under Article 23 - Clause 31.
* Unauthorized disclosure of company information – Leads to a first warning under the Confidentiality Agreement as per Article 23, Clause 3 or 30.

1. **Definitions AND ABBREVIATIONS**

HRH – HR Head

HOD – Head of Department

PRF – Payroll Adjustment Request Form (HR11-F01)

ARF – Allowance & Reimbursement Request Form (HR11-F02)

BIAF – Bonus & Incentive Approval Form (HR11-F03)

1. **ROLES AND responsibilities**

**HR Department:**

* Conducts an annual salary market study to ensure competitive pay structures.
* Oversees salary increments, adjustments, and approvals based on company policy.
* Processes requests for payroll adjustments, allowances, bonuses, and commissions.
* Ensures compliance with social security and tax regulations, including accurate deductions and contributions.
* Maintains compensation records for audit and compliance purposes.

**Finance Department:**

* Verifies and processes approved compensation adjustments.
* Ensures that payroll changes are accurately reflected in monthly salary payments.
* Remits social security contributions and income tax withholdings to the appropriate authorities.

**Department Heads & Managers:**

* Recommend salary adjustments, promotions, bonuses, and commission payments for eligible employees.
* Ensure compensation requests align with budget and company policies.

**Employees:**

* Submit formal requests for allowances, reimbursements, or payroll adjustments.
* Provide supporting documentation for all claims.

1. **SPECIFIC PROCEDURE**

**6.1 Communication Hierarchy for Employees**

When an employee has a concern, request, or inquiry, they must follow the proper chain of command:

1. Direct Manager – The employee's immediate supervisor should be the first point of contact for work-related concerns.
2. Second-Level Manager – If the direct manager does not resolve the issue or fails to respond within a reasonable timeframe, the employee may escalate the matter to the next level of management.
3. Department Head – If the concern remains unaddressed, the employee may escalate it to the department head.
4. Senior Leadership – Further escalation beyond the department head should only occur if all previous levels have failed to resolve the issue adequately.

**6.2 Communication Hierarchy for HR Matters**

Employees seeking HR support, information, or resolution for workplace concerns must follow the structured HR communication hierarchy:

1. HR Bot Data Center on teams is the first platform for employees to get their HR related queries answered, if not fulfilled.
2. HR Ticketing System (Primary Point of Contact) – Employees must submit their HR-related concerns, requests, and inquiries through the HR Ticketing System. This ensures that all requests are categorized, assigned to the relevant HR personnel, and tracked for resolution.
3. HR Specialist – If the HR Ticketing System does not cover a particular concern or if additional clarification is needed, the employee may contact an HR Specialist for further guidance.
4. HR Business Partner (HRBP) – If an HR Specialist cannot resolve the matter, the next escalation level is the HRBP, who handles more complex employee relations issues.
5. Senior HR Manager – Issues requiring higher-level decision-making, policy exceptions, or broader organizational impact should be escalated to the Senior HR Manager.
6. Chief Human Resources Officer (CHRO) – The CHRO should only be contacted if all previous levels have failed to provide a satisfactory resolution or if the matter involves significant company-wide HR policies or legal implications.

**forms/Templates to be used**

**documentations AND RECORDS**

**internal and external references**

**Legal and Regulatory Compliance**

**REVISION AND Change History**

| **SOP No.** | **Effective Date** | **Significant Changes** | **Previous SOP No.** |
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