



EMPLOYEE HANDBOOK

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INTRODUCTION

This ServQuest Employee Handbook establishes policies, procedures, benefits, and working conditions that will be followed by all ServQuest employees as a condition of their employment at ServQuest. The Standards of Conduct describe the expected actions and behaviours of employees while conducting ServQuest business, therefore representing ServQuest.

The policies and procedures outlined in this handbook will be applied at the discretion of ServQuest. ServQuest reserves the right to deviate from the policies, procedures, benefits, and working conditions described in this handbook. Furthermore, ServQuest reserves the right to withdraw or change the policies, procedures, benefits, and working conditions described in this handbook at any time, for any reason, and without prior notice.

ServQuest will make every effort to notify employees when an official change in policy or procedure has been made, but employees are responsible for their own up-to-date knowledge about ServQuest policies, procedures, benefits, and working conditions.

ServQuest strives to provide an employee-friendly environment in which goal-oriented individuals thrive as they achieve ever more demanding challenges. Every employee's commitment to serving guests and to providing exceptional and memorable experiences must be unwavering. These policies, procedures and working conditions provide a work environment in which both customer interests and employee interests are served.

Please review the policies, procedures, working conditions, and benefits described in this handbook. You will be asked to affirm that you have read, understood, agree to abide by, and acknowledge your receipt of this Employee Handbook and Employee Standards of Conduct .



1. TERMS AND CONDITIONS OF EMPLOYMENT



Offer Letters And Labour Contract

- Your Offer Letter and Labour Contract are legal documents that outline the terms and conditions that you as an employee, agree to follow whilst employed.
- It is important that you read and understand your Offer Letter and Labour Contract carefully before you sign it.
- If you have any queries, do not hesitate to ask your Line Manager or the representatives of the Human Resources Department.
- The Human Resources Department will keep a copy of the Offer Letter and Labour Contract and the original copy will be given back to you for your records.

You will need the Labour Contract for several formalities in UAE. You may download a copy of your Labour Contract through UAEICP.

WHAT SHOULD I DO NOW?

Employee:

- Store your Offer Letter and Labour Contract in a safe place and keep it confidential.

Working Hours

- Our stores operate seven days a week, and timings are usually guided by the opening hours of the venue in which the store is located.
- Your contracted weekly working hours are 48 for the Office team, and 54 for stores and spread across a 6 day working week. Shifts will vary according to the needs of the business. Your shifts will be communicated in advance on a rota produced by a line manager.
- Office working hours are from 8:30 am to 5:30 pm or 9 am to 6 pm, from Monday – Friday.
- ServQuest reserves the right to amend your working schedule and expects every employee to be flexible with extended working hours, as the needs of the business require so.
- All employees are required to punch in with their time cards wherever applicable, or sign in the master attendance upon entering and leaving the store/office.
- Employees should notify their Line Managers as far in advance as possible whenever they are unable to report for work, or when they know they will be late or must leave early. Such notification should include a reason for the absence.

If an employee is unable to report to work due to any illness or will be late, the employee must call the Supervisor at least one hour before scheduled reporting time. If the Supervisor is unavailable, the employee should contact the next-level supervisor or the Human Resources Department.

- During the month of Ramadan, the daily working hours would be reduced by 2 hours in accordance with the UAE Labour Law.



Overtime And Pending Time

- ServQuest reserves the right request that employees work hours in addition to your weekly contracted hours, in accordance with the needs of the business.
- If the employee is asked to work additional hours outside of the normal contractual hours, ServQuest may compensate the employee either with pending time (time in lieu of) or overtime. However, this will be according to the ServQuest's discretion.
- A minimum of 4 hours or 8 hours will qualify for $\frac{1}{2}$ day or 1 day pending time respectively in Office. A minimum of 4.5 hours or 9 hours will qualify for a $\frac{1}{2}$ day or 1 day pending time respectively in stores.
- Pending time should be taken within the same month of its accrual and cannot be carried over to the next month, unless the business needs don't allow for it. In this case, it will be marked as an 'exception'.
- When pending time is taken, it should be at the discretion of the Line Manager in accordance with business needs and must be requested in advance.
- There may be times when the employee will not be allowed to use pending time (i.e. during peak trading periods). The Line Manager will advise the employee of these times.

WHAT SHOULD I DO NOW?

Employee:

- Keep a personal record of any additional hours worked and pending time accrued for your reference.

Manager:

- Ensure that pending days are given on regular basis to the employees.
- Ensure you clear unused pending days of your team in cases of employee transfer to a new location

Arrival to Restaurant/Department

- All restaurants open prior to the trading hours to ensure everything is ready for the trading day.
- All employees are required to be in the restaurant, fully prepared for the day's trading at least 10 minutes before the scheduled start time.
- If you need to enter office premises after office hours or during holiday period, it should be with the authorization and permission of your line manager. Appropriate personnel should be informed as well.

Lunch Time And Break Times

- You are entitled to 60 minutes break per day*. Break time can be split, subject to the approval of the Line Manager.
- Breaks can be taken in accordance with the needs of the business only. It may be considered a disciplinary offence to exceed your allocated break entitlement.
- All additional breaks are included in the allocated break time (prayer break, smoking break, etc.).
- You need to ensure that the area/section is not left unattended when leaving for your break.
- *Break times may vary according to the restaurant trading hours.

Probation Period

- Every employee will be on a period of probation for the first six months of employment, beginning on his or her commencement date.*
- Continuation of service is dependent on performance being found satisfactory throughout this period.
- Employment throughout the probation period may be terminated without any notice (as per the Labour Law) or any reason given by ServQuest administration, or by the employee. However, the formal process of submitting the required resignation or termination letter must be adhered to by all parties. No matter who terminates the contract, either company or the worker, the employee must serve 14 days' notice if contract is terminated during the probation period.
- Employee will receive two appraisals throughout the probation period. The first interim probationary appraisal will take place three months after joining date. The second, or final probationary appraisal will take place in the 5th month of service, in order to confirm your permanent employment.** Please follow up with the respective direct manager at the right time as mentioned.
- Leave or absence during the probationary period will be unpaid. Should the period of absence exceed two weeks, then ServQuest reserves the right to extend the probation period by the same number of days.***

WHAT SHOULD I DO NOW?

Employee:

- Remind your Line Manager to conduct a probationary appraisal meeting (3/5 months) with you in case it has not happened on the completion of said period.

Manager:

- Ensure that probationary appraisal meetings are completed on time as per the appraisal form and timeline request.
- Ensure that clear and objective feedback on performance is given to the employee on 3/5 months appraisal meeting.

2. BENEFITS



Employee Restaurant Discounts

- If visiting any Food Quest restaurants, an employee must identify himself or herself as an employee

by showing their employee ID card, upon paying the bill.

- Employees are not permitted to dine during working hours.
- The discounts are applicable to all ServQuest employees only and cannot be utilized by friends or family members. The breach of the discount policy may lead to disciplinary hearing.* Discounts are brand based, and will be communicated separately.

AI Boom Discount Card

- The card should be presented by the cardholder (the person whose name appears on the card) at any restaurant from the selection provided by HR to avail the discount.
- Staff discount will not be applicable on items that are on sale or are already being sold at a discount.

In the event that you lose your card, please report your loss immediately to the HR Department. The card will be cancelled to prevent unauthorized usage.

Medical Insurance

- Medical benefit/ insurance is provided for all employees across the Group.
- ServQuest provides 4 categories of insurance:
 - Group 1 (Senior Management)
 - Group 2 (Middle Management)
 - Group 3 (Head Office)
 - Group 4 (Store Level)
- The medical benefit is provided to the employees from the date of joining.
- Medical cards are no longer used, everything is linked to your EID and most providers have their own app. Medical info, and process will be shared with each individual either through email or by your HR representative.
- Alternatively, you can access further info online.



Ticket Entitlement

Air ticket benefit is provided as per the grade or as per any special employment contract entered with the employee. The following Guidelines are to be observed while deciding the leave passage sector:

- The home country base must be identified at the time of joining and the same will be indicated in the employment contract.
- The credit will be based on ServQuest-approved rates. (applicable to Head Office employees only). Rates will be reviewed and approved by the CEO.
- ServQuest retains the right to purchase the cheapest ticket available for the sector and class as mentioned in the contract of employment. All air tickets will be purchased from in-house Travel Agency.
- All flight tickets must be requested with the Line Manager a minimum of 45 days before the travel date.

- In the case of resignation or termination of an Employee who has been in service for one year (or longer), the cost of unutilized tickets or travel credits will be paid on a pro-rata basis.
- In the case of the termination of an employee who has been in service for one year (or longer), the Company will provide a flight ticket, which cannot be exchanged for a cash payment. The ticket can only be used during the cancellation period.
- Air tickets and other travel costs are to be shouldered by the employee in the following cases:
 - Extensions of leave, rebooking of tickets, and any circumstance caused by the employee that may affect the ticket.
 - When proceeding on annual leave whenever not eligible under the terms stated in this policy.
 - When resigning during the probationary period or before having completed one full year in service from the joining date.
 - Travel related to medical treatment.

WHAT SHOULD I DO NOW?

Employee:

- Ensure that sector mentioned in your contract is correct.

Manager:

- Ensure that tickets are booked as per the specified period of time for the employees.

3. JOB PROFILE

Role Profile

Your role profile reflects all aspects of your role and the expectations outlined by ServQuest in your performance. It includes the following information:

- Key Responsibilities
- Key Performance Indicators (KPI's)
- Knowledge Skills and Experience
- Key competencies
- The KPIs and competencies will be used to monitor your performance throughout your employment and will be discussed in the two appraisals conducted during your probation period.
- If you have any queries regarding any section of your role profile, you must contact your Line Manager or the Human Resources Department.

WHAT SHOULD I DO NOW?

Employee:

- Ensure that you are familiar with your role profile.

Manager:

- Ensure that employees are familiar with the role profile and clear on all sections and expectations.

Career Path

There are so many options to pursue for your career growth. Here, we give you the opportunity to be in control of how much you want to grow within the company. Below is the career progression starting from Team Members, all the way to Operations Manager:

- Team Members -> Team Leaders
- Team Leaders -> AC Level (Service Assistant Coach, Production Assistant Coach, Restaurant Assistant Coach)
- AC Level -> QCC (Quality Control Coach) or RC (Restaurant Coach)

- QCC or RC -> RHC (Restaurant Head Coach)

- RHC -> OPC (Operations Coach)

- OPC -> OPM (Operations Manager)

- Each position has certain training and certification requirements that must be met before progressing.

- Some positions may require more training/certifications than others, even if they are at the same level. For example, even though the SAC, PAC, and RAC are all on the same level, each position has a different amount of training requirements.

WHAT SHOULD I DO NOW?

Employee:

- Ensure that you are familiar with the organizational structure (see next page), and what is required for your career growth.

Manager:

- Ensure that employees are familiar with the reporting and communication structure, as well as what is required for their career progression.

Certificates

As your career progresses, you will have the opportunity to become certified in the different stations within the restaurants. For every certification you get, you will receive:

- Salary increment
- The opportunity to get promoted (when you meet all certification requirements)
- Professional growth
- Recognition among your peers

WHAT SHOULD I DO NOW?

Employee:

- Ensure that you know your training plan and career path.

Manager:

- Ensure that employees are familiar with their career path, training plan, and ongoing performance.

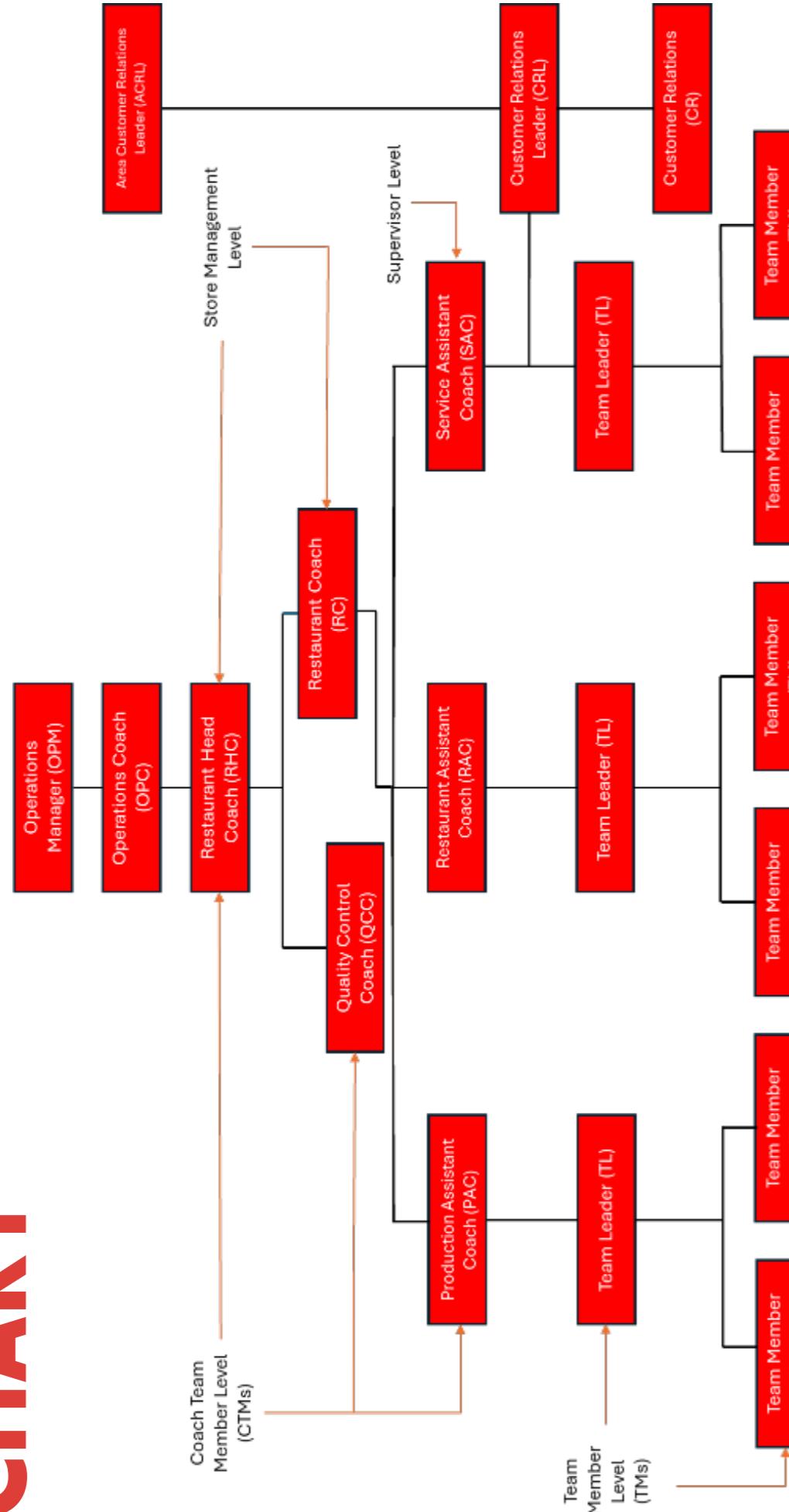
Induction / On the Job Learning / Training

- Each employee new to the business will attend an induction program which is intended to provide a smooth transition into the organization and to ensure the understanding of the ServQuest policies and procedures.
- One of the team will be assigned to be your buddy during the first few weeks to ensure proper integration with the ServQuest standard.
- The induction has three stages and the structure and duration of the program are dependent on the employee's job role and grade.
- Your performance and professional development will continue to be monitored throughout your employment and will be reviewed through the annual performance appraisal process.

Training needs could arise due to three reasons:

- Improving current performances
- Preparing for future challenges and higher responsibility
- Achieving the corporate strategy and goal.

RESTAURANT ORGANIZATIONAL CHART



WHAT SHOULD I DO NOW?

Manager:

- Joining training completed
- Buddy nominated
- IDP set (to be explained further during appraisal cycle)
- Probationary reviews completed on time

Transfers

- ServQuest reserves the right to transfer an employee within the ServQuest / Department or inter-company / department within ServQuest both nationally and internally, with full support provided.
- Transfers are actioned when there is a business need to transfer skills or trained resources within the organization. They can also be arranged as an opportunity to develop skills and gain experience throughout different areas of the business.

WHAT SHOULD I DO NOW?

Manager:

- Ensure that transfer forms are completed and forwarded to HR Department in case of employee transfer.

Promotions

- Promotions are usually identified through the annual performance appraisal process, although exceptions may arise which allow employees to be promoted outside of this process.
 - To be considered for promotion, several things are taken into consideration:
 - The employee is considered an outstanding performer and has been so for at least two consecutive years, however, *exceptions can be made
 - That the employee has not been given a poor review during the last appraisal.
 - That the employee has spent a minimum of one year within their current grade.
- To apply for internal vacancies you need to follow the procedure below:
- Obtain approval from your line manager
 - Apply for the position by e-mailing HRD
 - Go through the interview process with the recruitment team.

You can discuss promotions and opportunities for development with your Line Manager.

4. BUSINESS CODE AND ETHICS

Personal Standards

The highest standards of conduct and performance are demanded at all times, and it is the responsibility of all employees to make themselves aware of the following rules:

- Devote full attention to the duties of your job and act with responsibility and good judgment.
- Follow the ServQuest's rules, regulations, and instructions.
- Maintain a high standard of personal grooming and hygiene
- Strictly no eating or drinking on the restaurant floor
- No chewing gum
- Ensure to wear the proper and complete uniform
- Professional body language and composure
- No leaning on counters or tables

- No crossing arms or laid-back walking, walk briskly and purposefully
- No shouting or running in the restaurant
- Speak respectfully, and be mindful of your surroundings/guests

This list is not exhaustive and when in doubt, seek advice from your Line Manager. The breach of any of the above standards can lead to disciplinary action.

Smoking

- In the interest of health and safety, smoking is only permitted in the designated smoking areas.
- No smoking is allowed in the vicinity of the restaurants
- All smoking breaks should be limited within your allocated break time.
- Removal of chefs jackets and visible logos is a must
- Those who continue smoking other than in a designated area will be reprimanded in line with the disciplinary procedure.

Personal Grooming and Dress Code Standards

ServQuest believes that its image and reputation as a professional organization are part of its operation and performance. The purpose of this policy is to outline what is expected from employees to maintain this image and reputation

- All clothes should be in good condition, neat and clean.
- Accessories, jewellery or any other item reflecting religious or political beliefs should not be worn during working hours.
- Uniforms should not be worn outside working hours except to attend training or meetings as required by the ServQuest.
- When in uniform remember that your behaviour represents ServQuest, therefore professional image should be maintained at all times.

If an employee does not comply with the grooming standards, the line manager may send them home without pay, to change and return in accordance with the grooming standards.

A regular breach of grooming or dress code standards will be managed under the ServQuest disciplinary procedure and might lead to dismissal.

Receiving Gifts

Employees may not accept gifts from suppliers or customers. In line with culture and traditions, some customers however, insist on sending gifts to staff which, if refused, may upset the customer. This can put the employee in a difficult position.

As a result, the following rules have been developed:

- We should continue to refuse gifts politely.
- We should explain that the service we give is part of our normal standards and we do not expect gifts.
- If customers insist, or send without warning, we should accept the gift.
- These gifts must be reported to the Line Manager.
- The Line Manager will document these gifts.
- The Senior Manager will send a letter thanking the customer for the gift.



Employees are not allowed to ask for any personal favours or services from customers and vendors.

- These gifts will be raffled off or be given to charity.
- Gifts by customers for personal reasons such as engagement, wedding, childbirth, etc., should be symbolic and of low value. If they are not, the above rules apply.
- These gifts could be given to the employee back upon the GM's approval.

Personal Visits

- Personal visits are not allowed during working hours without the prior approval of your Line Manager. This includes family members, friends and employees of neighbouring restaurants. An exception can be made in the event of an emergency.
- Continuous breach of this business standard will lead to disciplinary action.

All family members and friends must be assisted with their purchases by the independent party, store personnel, rather than the employee themselves.

Personal Calls

- ServQuest telephones are strictly for business use.

Employees wishing to make or receive personal telephone calls may use personal mobile telephones during break periods in designated employee-only areas.

Mobile Phones

- Unless it is required by your job, mobile phones should be kept in the lockers off or on silent and not to be carried and used during working hours.
- Those who continue using mobiles on the restaurant floor or abusing the use of the ServQuest telephones will be managed in line with the Disciplinary Procedure.

5. COMMUNICATION

Language of Business

- As much as possible employees must communicate in English amongst themselves whilst at work.
- Other languages (Arabic, Tagalog, etc) should be used to facilitate communication with customers if necessary.

Team Briefings

- All restaurants/departments operate team briefings, and every employee is required to attend this. Team briefings are held according to the business guidelines.
- These occur daily and are set up to ensure that you have all the information you need to assist you in carrying out your day-to-day work.



E-mail

E-mail is a speedy, efficient means of communication both internally, between different parts of the business, and externally to suppliers and distributors both nationally and internationally.

If used properly, it can assist and improve our performance, cut down on delay and increase the speed of our communication.

E-mail is, however, also a very informal means of communication, i.e. messages can be sent to a number of people within seconds.

For this reason you have to be aware and use various safeguards to prevent the misuse and abuse of e-mail.

It is important, therefore, that you familiarize yourselves with the following rules and comply with them at all times:

- Avoid unnecessary CCs and do not use BCC.
- Do not send any ServQuest-related information or doc to your mail.
- Do not use CAPITALS to send the message, exclamation marks, or double question marks.
- Emails should always include the sender information, as the restaurant emails are being used by multiple Coach Team Members (CTMs).
- This also extends to graphics or images. Breaches of this may result in disciplinary action and lead to dismissal.

You must not send items on the Internet that does not reflect the policies and standards of ServQuest or which may damage its reputation.

Confidentiality

- All of the affairs of ServQuest, including financial details and projections, personnel matters and business systems and procedures both current and future are strictly confidential and must not be disclosed to any third party outside of ServQuest including distributors, suppliers and manufacturers.
- Disclosure of any information to third parties, which has not been authorized will be viewed in the most serious light and will result in disciplinary proceedings, which could lead to dismissal.
- The same policy refers to the disclosure of salary information and benefits related to individuals.

Change In Personal Details

It is very important that you inform your line manager of any changes to your personal circumstances, such as change of address and/or telephone number, next of kin, dependants, marriage, new qualifications, criminal convictions, loss of driving license etc.

Corporate Communication & Social Media

Authorized Spokesperson:

- The Corporate Communications Unit is responsible for communicating positive, consistent and relevant messages about the group and its companies and brands to the public
- Only an authorized spokesperson can comment or make statements to the media on behalf of

ServQuest and with prior awareness and acceptance of the Corporate Communication Unit.

- Press releases or any media communications must be reviewed and approved by the Marketing department and the CEO prior to postings.

Social Media Policy:

- All content must be approved by the designated social media manager before posting.
- Respect copyright and intellectual property laws. Do not post content without proper permissions.
- Do not disclose confidential or proprietary information about the company, its clients, or partners.
- Encourage positive interaction and respond to comments and messages in a timely manner.

Public Information:

- No financial information regarding the ServQuest Group and / or Brand's performance in the form of absolute numbers is permitted to be shared with the press.

Personal Interviews:

- Employees are not permitted to engage in personal press interviews for topics directly related to their career or employment with ServQuest such as being personality profiling or providing a professional opinion on a relevant topic.

Public Speaking:

- Public Speaking opportunities at industry-relevant seminars, conferences, and symposiums will be leveraged solely to promote the image of the Group/ ServQuest and its brands, and commercial achievements and form part of the Group's established communication objectives.

Corporate Identity

Usage Rights:

- Group Logo and Brands logos, symbols and word marks are owned by ServQuest. Only ServQuest owns these and has the contractual right to use them. ServQuest owns intellectual property and cannot be used by third parties, in any commercial manner without prior written approval from Corporate Marketing.
- Employees may not use the ServQuest name or their affiliation with ServQuest, in any manner that suggests or implies support or endorsement of any movement, activity or program.
- The use of the Group and/ or Brand Corporate Identity in interactive media, including but not limited to the World Wide Web, peer-to-peer software, e-mail and the Internet must have the prior approval of the CEO.

6. EMPLOYEE RELATIONS

Disciplinary Rules And Procedure

- The procedure applies to all employees of ServQuest to ensure the promotion of fairness and consistency in the treatment of all employees and to assist ServQuest in functioning effectively.
- ServQuest always expects the highest standards of conduct and performance from its employees.
- It is the responsibility of all employees to familiarize themselves with ServQuest's standards and expectations and to abide by these.

Disciplinary steps are classified as follows:

- Verbal warning, issued by Line Manager.
- 1st Written Warning (valid for 6 months), issued by the Line Manager with the presence of a Senior Manager
- 2nd written warning (valid for 6 months), issued by the Line Manager with the presence of a Senior Manager
- Final Written Warning (valid for 12 months), issued by HR personnel
- Dismissal, issued by HR Department

Any transfers or promotions are to be put on hold when disciplinary actions are issued.



Dismissal

- If your conduct or performance still fails to improve after the disciplinary actions, the final step is dismissal or action short of dismissal, which includes disciplinary action or demotion.
- In certain cases of Gross misconduct, ServQuest has the right to issue immediate termination for a first breach (Dismissal) with or without notice.
- In case of termination of employment by ServQuest, with the exception of termination under Article 120 (Gross Misconduct) of the U.A.E Labour Law, the employee will be given one month's notice or compensation in lieu based on the contract terms.

Gross Misconduct

Gross misconduct describes conduct that is a fundamental breach of the key conditions of the employee's Conduct of Employment, or conflicts with the relationship of trust and confidence required between ServQuest and its employees.

The following are examples of behaviour that ServQuest considers to be gross misconduct (this is not an exhaustive or exclusive list and ServQuest reserves the right to amend the list from time to time):

- Working or reporting to duty under the influence of alcohol or drugs.
- Making false declarations on job application forms or ServQuest documentation.
- Disclosure of ServQuest's confidential information/internal documents to unauthorized parties (internal/external) and/or without due authorization.
- Knowingly withholding relevant information or making a false statement, written or verbal, during an investigation.
- Anyone performing any act of offence that brings ServQuest into disrepute on or off co-premises.
- Physical assault
- Sexual harassment
- Sabotage and vandalism (i.e. willful damage of ServQuest/supplier/client or/employee property).
- Theft of property, stock or money
- Fraud or attempted fraud
- Proven embezzlement, theft or forgery prior to employment.
- Knowingly falsifying stock-take information.
- Deliberate failure to record till transaction in full.
- Negotiating contracts or soliciting outside contractors/suppliers/ for personal gain.

In addition to those examples listed below, a serious breach of any other ServQuest Policies is considered to be an act of gross misconduct.

Suspension

Suspension can be a sequence of disciplinary actions based on the criticality of the event. The duration varies accordingly and can be clubbed with decreased wages for up to 10 days.

Appeal

- The employee has the right to appeal against a disciplinary decision.
- The employee should appeal in writing to the Senior Manager identified in your warning letter.
- In said appeal letter, the employee should outline your reasons i.e. why the decision is unfair.
- The employee must submit your appeal letter within 5 working days of receiving your disciplinary letter.
- The appeal will be held by a manager who has not previously been involved in the case, to review the complaint raised.

Bullying, Harassment and Discrimination

- ServQuest is committed to providing a work environment free from all forms of bullying and harassment.
- ServQuest aims to ensure that all employees, agency staff and contractors feel able, comfortable and safe to perform their roles without fear of intimidation.
- Bullying and harassment are two different things, although both demonstrate unwelcome behaviour.
- The following definitions include examples of each and are not exhaustive lists: Bullying and Harassment
- Bullying and Harassment can be characterized as offensive, intimidating, malicious or insulting behaviour, which can also continue over time.

Examples:

- Spreading malicious rumours about someone
- Shouting
- Using abusive language
- Aggressive behaviour or conduct both physically or verbally
- Personal insults or name-calling
- Withholding information
- Copying e-mails or memos that are critical of an individual to others that do not need to know
- Ridiculing or belittling someone
- Exclusion
- Overbearing Management style
- Making threats or comments about job security without foundation
- Deliberately undermining a competent employee by constant criticism or overloading them with work
- Preventing individuals from progressing by deliberately blocking their career development
- Assigning trivial tasks or removal of responsibilities without reason

Harassment and Discrimination

- Harassment and discrimination generally includes any conduct which creates an intimidating hostile or offensive environment or unreasonably interferes with an employee's work performance or dignity at work i.e. comments about a person's age, disability, sexual preferences or religious beliefs.

Bullying, Harassment and Discrimination will not be tolerated; any employee who is found doing so will be subject to action under the disciplinary procedure.

Grievance Procedure

- ServQuest recognizes that sometimes employees might have grievances about someone or something at work.
- Therefore, ServQuest has a clear procedure to help employees raise and resolve grievances in a speedy and effective manner.
- If you have a grievance about someone or something at work, you must submit it in writing to your Line Manager. If the grievance concerns your manager, the letter should be submitted to the manager's manager.
- The grievance letter must be signed giving your name, designation, and place of work. The letter should be drafted in a language that is not offensive to anybody. A grievance letter not signed shall not be dealt with.
- If the grievance matter is raised by a group of staff, then one should be nominated to speak on

their behalf.

- The Line Manager together with the HR Manager will investigate your grievance and decide on the appropriate action to be taken, if appropriate. You will be informed of any action taken.

7. LEAVE ENTITLEMENT

Annual Leave Entitlement And Booking A Holiday

- Annual leave must be planned annually to avoid disrupting the operation of the ServQuest.
- ServQuest will take into consideration the employee's preferred times and meet these requests whenever possible.
- In cases where working days are applicable, earned leave does not include public holidays, i.e., public holidays lying within the period of employee leave are not deducted from the employee leave balance.
- The holiday year starts from 1st of January to 31st of December each year. Vacation leaves accrue monthly.
- Employees are required to avail a minimum of 30 calendar days or 22 working days as per their business and grade entitlement of annual leave per annum unless for work circumstances the employee is required to postpone or cancel his/her annual leave which should be requested in writing by the employee's supervisor.
- In exceptional circumstances, ServQuest reserves the right to require the employee to postpone vacations already booked or, in urgent cases, to recall the employee from vacations. In such cases, the employee must be reimbursed for costs incurred as a result (line must continue) of the postponement or interruption of the vacation from the moment he is recalled. The employee retains the entitlement to the unused vacation period.
- Vacation benefits should be used annually in the best interest of the employee. However, employees are entitled to carry forward accrued but unused vacation leave for a maximum of 15 calendar days or 11 working days into the next calendar year for a maximum of 12 months.
- Vacation leave is exclusive of national holidays. Employees who work on national holidays may be replaced by a day in lieu or a payment in lieu depending on the contract and/or prior written arrangements which is covered under overtime or compensation leave policy.
- For calendar days leave entitlement, Employees can combine annual vacation leave and announced public holidays on the condition that they work a minimum one day before and/or one day after the combined vacation time.
- Any absence exceeding 4 hours in an hour workday is considered a full-day leave. Any absence between 1 hour and 4 hours is considered a half day.
- During the probationary period, employees working less than one year receive 2 days accrual per month which can be only be used after probation and not earlier under any circumstances, once the employee completed 1 year, the accrual will change to 2.5 days per month, which will automatically adjust from the date of joining.
- Annual leave applications of more than two working days must be submitted in writing at least two weeks prior to the intended start date of the leave and must be approved by the employee's Line Manager.
- If it is foreseen that return from leave will be delayed, every effort must be made by the employee to inform his/her line manager. An employee who does not return to work after the expiry of his/her annual leave without approval may be subject to disciplinary action in accordance with ServQuest's Disciplinary Guidelines. The additional period beyond the approved leave period is subtracted from the employee's leave balance.
- If an emergency situation is encountered when an employee is undertaking annual leave then, provided the employee's line manager has been informed, then a period of compassionate leave can run consecutive to a period of annual leave. In such cases, the period of compassionate leave is not subtracted from the annual leave balance.
- Before proceeding on a period of annual leave in excess of 10 working days, an employee may apply to receive a salary in advance of the commencement of the period of annual leave. This

application must be made at the time of the original application of the annual leave request. This applies to a maximum salary of AED 3,000/ and for a period of one-month gross salary.

- Unused leave days can be exchanged for cash in exceptional circumstances only when approved by the business unit and be paid at the 'basic' rate.
- Each employee is entitled to return a flight ticket to his/her home country as defined in his/ her employment contract. Tickets may not be exchanged for cash.
- An employee may not take annual leave during the notice period of termination of employment.
- Employees are not entitled to any earned leave during periods of unpaid leave.

The procedure for applying for an Annual Leave is as follows:

- Employees must plan and discuss the vacation leave with their line managers or supervisors.
- Employees must complete the Leave Application Form and forward it to their Line Manager for authorization.
- Manager must process the approved Leave Application in ESS.

WHAT SHOULD I DO NOW?

Manager:

- Ensure that annual leave plan is set for your team. Please take ticket entitlement into consideration when setting a leave plan.
- Ensure that the home address and telephone number details are completed in the leave form prior to approving it.

Employee:

- Ensure that you discuss and book your holidays in advance with your manager.

Maternity Leave

- Female employees are entitled to maternity leave with full pay for a period of 45 calendar days including the time before and after delivery, provided that her continuous period of service with ServQuest is not less than 1 year. If the female employee has not completed the said period the maternity leave shall be with half pay.
- Female employees who have completed one year of continuous service are entitled to a continuous period of 33 working days (45 calendar days) of maternity leave to commence at a point not earlier than 15 working days before the due date of delivery. The employee receives full pay during this period to include basic salary plus all monthly-paid cash allowances, given that the employee has a Marriage Certificate. If they do not have a Marriage Certificate, they may take Maternity Leave, but without pay.

Paternity Leave

Male employees are entitled to 5 (calendar) days of Paternity Leave to support their wife and newborn. They may take their leave days consecutively or non-consecutively.

- An employee can avail his annual leave to run concurrent with his paternity leave, provided that all necessary approvals have been received and that the employee has an appropriate positive annual leave balance.
- Sick leave can be availed to run concurrently with paternity leave provided that all necessary medical certificates are obtained and submitted.

Sick Leave

As per the U.A.E. Labour Law, employees are entitled to total 90 days continuous or interrupted sick leave in any one year of service as under :

- First 15 days – full pay
- Next 30 days – half pay
- Balance – without pay



- The employer is entitled to terminate the contract of an employee who exceeds more than ninety days sick leave in any one year.

The following rules are applicable in case of sick leave :

- The employee is not entitled to sick leave if the sickness is directly caused by his own misconduct or fault such as using alcohol, narcotics, etc.
- If you are sick and are unable to come to work, you must contact your line manager a minimum one hour before your duty start time.
- The employee must let your manager know your state of health and anticipated date of return daily.
- Sick leave can be availed to run concurrently with a period of annual leave provided that all necessary medical certificates are obtained and submitted upon returning to work. In such cases, the days on which the employee has evidence of being sick during the original annual leave period are not subtracted from the employee's annual leave balance.
- Whether sickness occurs in the UAE or overseas, the employee must obtain a medical certificate from either a government hospital or a ServQuest-recognized medical clinic. The medical certificate must clearly state the cause of the illness and the duration of sick leave. Return to work without a medical certificate will result in possible deduction of annual leave accrual or disciplinary action in accordance with the ServQuest Disciplinary Guidelines.
- Where a doctor is not consulted, up to 2 non-consecutive working days may be taken per year without a medical certificate.
- If you are repeatedly absent from work due to claimed health issues, your manager has the right to request a medical certificate even if it is an absence of one day. Management can also decide which doctor you are to visit for the certificate.
- You are responsible for arranging the submission of a Notification of Leave Taken form on the same day when you return from sick leave.
- HR monitors the prevalence of sick leave and provides regular reports to management. Employees with a high incidence of sick leave could be required to undergo a medical examination by a ServQuest-appointed medical practitioner in order to determine that they are fit for employment.

Haj Leave

- Haj Leave is granted to Muslim employees for performing pilgrimage after completing one year of service.
- Employees who have completed at least one year of continuous employment are eligible for Haj Leave only once during their tenure of employment.
- Haj Leave is availed by the employee only once in a lifetime during the service period for a period not exceeding 15 days.
- Proof of travel to Mecca during the occasion may be requested to support Employee's eligibility for the leave.
- All travel expenses are the responsibility of the employee. Still an employee can avail a return flight to Mecca in lieu of the annual flight ticket if the annual flight ticket has not been availed during the year in which the Haj leave is availed.
- The Eid-Al-Adha holidays falling within Hajj Leave are considered as part of the Hajj Leave.
- Haj leave consists of 15 working days, for 5 working days of which an employee receives full salary to include basic salary plus all monthly-paid cash allowances. The remaining 10 working days are unpaid. However, the remaining 10 working days can be availed as annual leave if the employee has enough leave balance at the employee's discretion.
- Annual leave can be availed to run concurrently with Haj leave if the employee has available leave balance.
- Statutory holidays falling during the Haj leave are recognized whereby the number of statutory days can run concurrent to the Haj leave period or can be added to the employee's leave balance according to the wishes of the employee. During the statutory leave days the employee receives salary to include basic salary plus all monthly-paid allowances.

- Compassionate leave can be availed during the Haj leave whereby the number of compassionate days' leave can run concurrent to the Haj leave period or can be added to the employee's leave balance according to the wishes of the employee provided that the employee provides evidence of travel to the place of the relative's home/funeral to the HR Department upon return from Haj leave

- Employee must fill application of leave for Haj leave and obtain approved form their supervisor in advance at least one calendar month prior to the start of the Islamic month of Dhul Hijjah. Applications must be approved by the employee's Line Manager and Head of HR. Applications must be supported by all requisite written authorities issued from the appropriate agency of the Kingdom of Saudi Arabia.
- ServQuest reserves the right to reject, defer or cancel a previously approved Haj leave application for reasons of operational or commercial necessity.
- The employee should plan the handover prior to the start date of their leave.
- Leave application must be completed through ESS and must be approved by the line manager.

Compassionate/Emergency Leave

- Compassionate/Emergency Leave is another way to refer to family responsibility and kind consideration of an employee's sudden emergency circumstances.
- To meet compassionate circumstances, such as death or serious illness of immediate or first-degree family members, leave may be granted, up to a maximum of 5 working days per request or incident. First Degree Family members are spouse, child, parent(s), brother, sister, father-in-law and mother-in-law.

Full compassionate leave is granted as follows:

- Illness or death/funeral within the UAE: up to 3 working days
- Illness or death/funeral outside the UAE: up to 5 working days
- For UAE National employees, partial compassionate leave is granted upon the death of a second-degree family member. A second-degree family member is taken to comprise grandparent, uncle, aunt or cousin only. Partial compassionate leave of 2 working days is granted.
- An employee may avail of annual flight tickets to travel on compassionate leave if they are not already been availed previously during the year, and if they are entitled, as some employees are entitled for flight tickets every 2 years.
- The payment of basic salary and all monthly-paid cash allowances is not affected by the availing of compassionate leave.
- Any compassionate leave that is granted is not subtracted from the annual leave balance, but ServQuest reserves the right to retrospectively ask the employee to provide factual evidence to support the availing of compassionate leave to prove that the leave is due to genuine.
- Employees must complete the Leave Application Form through ESS after discussing with the line manager.
- The employee must return the Leave Application Form through ESS to the Human Resources Department – to update leave entitlement.

Compensatory Leave

- It is the policy of ServQuest to arrange its work schedules in such a manner that employees are not required to work beyond their normal work schedule. However, in cases where management deems it necessary for an employee to work on weekends or public holidays, they will be compensated accordingly. With that compensation leave, workdays are intended to relieve only specific peak workload needs and are not to be authorized to provide continuous workload requirements. 1 working day during holiday will be equivalent to 1.5 days, to be credited in their CMPL Balance in ESS. Additional work hours do not include extra hours that an employee determines to be necessary to carry out job responsibilities.
- These guidelines apply to full-time office employees. This may be paid to eligible employees having worked or travelled for business in a weekend day or public holiday.
- Department heads and supervisors may rearrange a staff member's normal work schedule.

- If an employee is asked to work on a weekend or public holiday he/she needs to work a minimum 4 hours to be eligible for the compensation leave.
- Supervisors should schedule employees to use accrued comp time as soon as possible or within a reasonable period of time after it is earned and within a reasonable time after the employee requests the leave. An employee's use of comp time should be scheduled so as not to unduly disrupt the operations of the department.
- If the employee is not able to use all accrued comp time within the calendar year then ServQuest needs to pay the employee for the remaining balance at the rate of overtime identified by labour law on the basis of base salary.
- Vacation and sick leave credits continue to accrue during compensation leave.
- The requirement to work additional time must be specifically authorized by the Supervisor. It is important to work beyond the regularly scheduled hours is not the basis for earning compensation leave. However, if emergency conditions exist which make it impossible
- to pre-authorize work that will result in compensation leave, authorization should be communicated as soon as possible thereafter.
- Employees are encouraged to use their accrued compensation leave hours as soon as practicable and must be used prior to the use of annual leave.
- Upon termination of employment, any unused compensation leave credit will be converted to cash payment and received by the employee in the final paycheck, which will be based on their basic salary.

Unpaid Leave

- Due to reasons that cannot be foreseen or documented in advance, employees may apply for unpaid leave on necessity grounds as subject to approval at ServQuest's sole discretion on necessity grounds.
- The employee may apply for 7 calendar days to one-month unpaid leave depending on the case request and the approval of the Top Management
- Unpaid leave is not normally granted. In exceptional cases, when an employee has exhausted the annual leave entitlement and unforeseen circumstances require additional leave to be taken, a maximum of 7 calendar days leave without pay may be granted.
- During the period of the unpaid leave, basic salary and all work-related allowances are not paid
- Employees must complete an application form for unpaid leave and obtain approval from their Line Manager in advance.
- Unpaid leave days will not be part of the service days being calculated in the end of service. Therefore, if the employee worked with us for 1 year, but has 15 days unpaid leave days previously, that means the employee did not yet complete one year.

8. ABSENCE FROM WORK

Absence

- Any leave taken without prior permission or extension of leave without specific permission is considered as unauthorized absence. Any unauthorized absence is treated as unpaid leave.
- If an employee absents himself without a lawful reason for more than 20 intermittent days or for more than 7 successive days during the year, he may be dismissed without any notice or indemnity benefit.
- Any leave taken because an employee is unfit for duty due to the use of alcohol, narcotics, etc., will be regarded as an unauthorized absence.
- Absent days will not be part of the service days being calculated in the end of service. Therefore, if the employee worked with us for 1 year, but has 15 days unpaid leave days previously, that means the employee did not yet complete one year.

Manager:

- Try to contact employee by phone/e-mail to check the status. Should you not be able to get in touch with the employee, inform your HR Department if the unauthorised absence exceeds 2 days.

Lateness

- Coming to work later than your scheduled shift time or returning late after a break will be regarded as "late".
- If you are late without a satisfactory explanation to your manager, your manager will have a discussion with you in line with the Disciplinary Policy.
- If you continue to come to work late, then further action will be taken under the Disciplinary Policy.

9. LEAVING SERVQUEST

Separation Process

- End of Service for an employee will come following a resignation, termination, death / permanent disability or retirement.
- If an employee wishes to resign from his or her position, he or she must do so in writing, addressed to the Line Manager. The letter should clearly state the reason for resignation and confirm the employee's last working day. The employee will only be released from service once the resignation has been formally accepted.
- The required notice period for all employees on open-ended contracts, who have completed more than six-months service* is one month. For those on special contracts or those with a specified duration will find their notice period documented in their paperwork.
- If an employee wishes to resign with immediate effect, then their salary-in-lieu of notice period will be deducted from their final salary. This deduction may be waived, under mitigating circumstances should the business at that point allow, at the discretion of the Manager following a discussion with HR.
- When an employee leaves ServQuest, he will be, unless terminated under Article 120, entitled to gratuity along with accumulation of other dues, where applicable. Any monies owed to ServQuest by the employee may be deducted from the final settlement of the employee.
- All Managers are required to arrange for the employee leaving ServQuest, to prepare a handover of responsibilities and ServQuest properties. Once HR has received confirmation of this, the final settlement and cancellation of visa processes will begin.
- All employees leaving the business will attend an exit interview with the HR Executive or HRBP. This is an opportunity for ServQuest to get feedback on the employee's time with the business to allow for learning and improvements where necessary to be made. Feedback from this interview is given to the appropriate management.
- The cancellation process will start after HR receives clearance from your Line Manager, and it will take 3-2 weeks.

WHAT DO I NEED TO DO?

Manager:

Ensure the following details are mentioned in resignation letter:

- Date of the letter submission
- Last working day
- Reason
- Signature of the employee
- Signature of Line Manager

- Employee:**
- Submit your letter of resignation in writing.
 - Ensure that the HR Department has been notified.

10. FREQUENTLY ASKED QUESTIONS

Residence Visa / Labour Card Renewal

A. Labour Card Renewal

- ServQuest sponsorship:

Step 1: You need to provide a soft copy of your photo (must meet Emirates ID size requirements) to be sent to the HR Department.

Step 2: Your signature will be required to renew your Labour Contract. Once the new labour contract is ready, this will be communicated to your manager who will then distribute the labour contract. Following this, the Company will proceed with visa renewal.

Note: Labour Contract is not automatically updated upon renewal based on new job title or salary revisions, unless the employee requests to update their labour contract based on the same, if this is been requested before the renewal time, the cost will be charged to the employee.

- Husband/Family sponsorship:

Step 1: You need to provide the following requirements to renew your work permit/labour card:

- Passport copy
- Visa page copy
- Sponsor's passport copy – valid for at least 7 months
- Sponsor's visa page copy – valid for at least 7 months
- NOC letter in Arabic
- Emirates ID copy
- Degree certificate / College diploma attested by UAE Embassy – if you would like to update the job title in the labour contract.

Step 2: All documents must be submitted to the HR Department.

Step 3: Once the new labour contract is ready, this will be communicated to the store manager who will then distribute the labour contracts.

B. Residence Visa Renewal

You are required to follow the procedures below for the renewal of your residency visa:

Step 1: Prepare a passport copy, visa copy and two coloured passport size photo (with white background, studio shot clear photo to be sent via email)

for typing of medical documents (HR will do so if your documents are up to date).

Step 2: Once your medical documents are ready, proceed to any medical fitness centres mentioned below (as applicable) for the medical test (blood test). Employee needs to have the visa medical document and any original identification (i.e. Passport, Emirates ID, Driving license, etc.) in hand.

Step 3: Once medical test is done, submit all the below requirements to the HR Department:

- Medical test documents
- Tawjeh completion (paper that contains QR code)

Medical Fitness Provider	Client's Category	Location	Contact Number	Working Hours During The Week	Working Hours During Saturday	Service Type
Al-Muhaisnah Medical Fitness Centre	All Categories	Al-Muhaisnah 2	04 5023939	24 Hrs	8 am to 10 pm	Normal 24 hrs 48 hrs 4 hrs
Satwa Medical Fitness Centre	Female/families Urgent for male	Al Satwa	04 5023205	7 am to 9 pm	8 am to 1 pm	Normal 24 hrs 48 hrs 4 hrs
Al Safa Health Centre	Executive Employees	Jumeirah 2	04 3955122	7:30 am to 2:30 pm	8 am to 1 pm	VIP Service
Al Bashidiya Medical Fitness Centre	Female Only	Al Bashidiya next to the Police Station	04 5022422	8 am to 1 pm	Closed	Normal 24 hrs 48 hrs 4 hrs

Normal processing of residence visa renewal takes 14-21 working days.

Step 4: Once the renewed visa has been stamped, it will be available to you through the UAEICP app.

New And Renewal Of Occupational Health Card "For Food Handlers"

New Employee: ServQuest will take care of OHC Processing. However, all employees should cooperate and be available on time to avoid any delay or fines.

Renewal of the Occupational Health Card will be the Restaurant Manager's responsibilities.

The OHC Renewal procedure as follows:

Dubai OHC

New OHC

Step 1: Once residence visa copy has been showed and downloaded from UAEICP by the employee, they need to submit the copy to HR to be able to apply for OHC.

Step 2: HR will share all the documents with the PRO to complete the OHC application for the employee.

Step 3: The PRO will revert the application paper to HR and will share with respective stores in an email along with the details of the medical center where the OHC medical test will take place.

Step 4: We will receive the result in 48-24 hours and will share with the respective store for filing.

Renewal

The same procedure as above must be completed 15 days before OHC expiry.

Sharjah OHC & Ajman OHC

New OHC (Card only applicable in Ajman)

Step 1: Once residence visa copy has been showed and downloaded from UAEICP by the employee, they need to submit the copy to HR to be able to apply for OHC.

Step 2: HR will share all the documents with the PRO to complete the OHC application for the employee.

Step 3: The PRO will go to Sharjah/Ajman Municipality to apply in-person. The PRO will then revert the application paper to HR and will then give the paper to the respective stores (through the People Development Coaches (PDC's)/ Operation Coaches (OPC's)) to continue with the OHC medical test.



Step 4: We will receive the result in 48-24 hours and will share with the respective store for filing.

Renewal

The same procedure as above must be completed 15 days before OHC expiry.

Note: Occupational Health Card must be renewed 15 days before the date of expiry. In case of delay, a fine of Dh310 shall be paid.

Loss of Discount Card

Step 1: Inform your Line Manager immediately if you have lost your Discount Card to avoid misuse.

Step 2: Line manager should send an email to HR Department to request for new card.

Step 3: Once card is ready, the HR Department will send it to the store.

All costs incurred for lost cards shall be charged to the Employee.

