

HR Policy



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Electronic HR Policy

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Welcome Note

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Table of Content

Introduction

About this Policy Manual

This manual is designed to acquaint you with the company and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the manual. It describes many of your responsibilities as an employee and outlines the policies developed by the company to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee manual can anticipate every circumstance or question about policy. As the company continues to grow, the need may arise and the company reserves the right to revise, supplement, or rescind any policies or portion of the manual from time to time as it deems appropriate in alignment with the local labour law. Employees will be notified of such changes to the manual as they occur.

Purpose	<div>The purpose of the Human Resources(HR) manual is to:<ul style="list-style-type: none">• Form the basis and framework for the management of employees and the framework of terms and conditions in which they operate;• Provide complete transparency in the application and implementation of the Human Resources policies and procedures;• Apply all norms on an equitable basis to all Employees throughout the Company;• Create flexibility to allow for improvements and changes in policy, based on requirements warranted by the external and/or internal environment;• Create the corporate culture of the Company, which is based on the philosophy that the most valuable asset of the Company is (its employees).</div>
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Principles	<ul style="list-style-type: none"> • The Company reserves the right to amend, delete, deviate from, or change the Human Resources in alignment with the local labour law. • The controlling law for all policies in the Company is the Labour law of the Sultanate of Oman as promulgated by Royal Decree 53 of 2023 and as may be amended from time to time (the “Oman Labour Law”). • The content of this Human Resources Manual are confidential as it relates to the Company and all its Employees. Under no circumstances may the content of this Human Resources Manual be revealed to third parties without the written permission of the CEO or any other person designated by the Company with such authority
Scope of Application	This manual is applicable to all Employees who are on the payroll of the Company.

About the Company

(a) Identity

The company is a **Insert Legal Type of company** specialized in **xxxxxx** and is registered in **xxxxxxxxxxxxx**. CR # **(xxxxx)**.

(b) Products and Services Provided

You will find more information about our products and services by reading the company's brochures or website **xxxxxx**
www.xxxxxxx.com

(c) Facilities and Location(s)

Head Office: **xxxxxx**

(d) Management Philosophy

The company management philosophy is based on responsibility and mutual respect. Our wishes are to maintain a work environment that fosters personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person. Because of their role, managers and supervisors have the additional responsibility to lead in a manner that fosters an environment of respect for each person.

To help achieve this objective, the company seeks to attract highly motivated individuals that want to work as a team and share in the commitment, responsibility, risk-taking, and discipline required to achieve our vision. Part of attracting these special individuals will be to build a culture that promotes both uniqueness and a bias for action. While we will be realistic in setting goals and expectations, the company will also be aggressive in reaching its objectives. This success will in turn enable the company to give its employees compensation and innovative benefits or rewards, key elements in helping us maintain our leadership position in the regional

marketplace.

(e) Vision, Mission, Values and Goals

Our company's vision is:

"XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX."

To achieve our vision, our mission lies in:

"XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX"

Our values are xxxxx, xxxxxxxx, xxxxxxxxxxxx, and xxxx".

Our company's goals will be set and modified periodically. Generally, our efforts will be targeted towards:

- Managing stakeholders' expectations,
- Maximizing customers satisfactions,
 - Maximizing our profit,
 - Optimizing our resources,
- Giving back to the community and remaining socially responsible.

(f)Customer Relations

Customers are among our organization's most valuable assets. Every employee represents the company to our customers and the public. The way we do our jobs presents an image of our entire organization.

Customers judge all of us by how they are treated by each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

The Employment

Equal Employment Opportunity

- To provide equal employment and advancement opportunities to all individuals, employment decisions, promotions and career progression at the Company will be based on merit, qualifications, and abilities. The company does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, or any other characteristic protected by law.
- This policy governs all aspects of employment, including selection, job assignment, promotion and career progression compensation, discipline, termination, and access to benefits and training.

- Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the HR or the management team. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action in accordance with all applicable local laws.

Diversity and Inclusion

The Company is opposed to all forms of unlawful and unfair discrimination. All employees, no matter whether they are full-time, part-time, contractual, freelance or temporary, will be treated fairly and with respect.

The diversity approach of the Company goes beyond gender, ethnicity and nationalities, we encourage everyone to share their opinion and challenge the status quo.

The Company is committed to:

- I Create an environment in which the individual differences and contributions of all team members are recognized and valued;
- II Create a working environment that promotes dignity and respect for every employee;
- III Attract and retain a skilled and diverse workforce that best represents the talent available in the communities in which our assets are located and our employees reside;
- IV Ensure appropriate selection criteria based on diverse skills, experience and perspectives is used when hiring new staff, including Board members. Job specifications, advertisements, application forms and contracts will not contain any direct or inferred discrimination;
- V Ensure that applicants and employees of all backgrounds are encouraged to apply for and have fair opportunity to be considered for all available roles;
- VI Provide, to the greatest extent possible, universal access to safe, inclusive and accessible

premises that allow everyone to participate and work to their full potential;

VII Not tolerate any form of intimidation, bullying, victimization, abuse or harassment and to take disciplinary action against those who violate this policy;

VIII Provide training, development and advancement opportunities for all staff based on merit;

IX Encourage anyone who feels they have been discriminated, to express their concerns so that we can take corrective action;

X Regularly review all the employment practices and procedures so that fairness is maintained at all times;

XI Ensure to the greatest extent possible that all panels that the company organizes or participates on include representation of each gender.

Employment Categories

It is the intent of the company to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

Employees are defined as per the following categories:

REGULAR FULL-TIME employees are those who are not in a temporary or probation status and who are regularly scheduled to work for the company full-time schedule. Generally, they are eligible for the company benefits package, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are those who are not assigned to a temporary or probation status and who are regularly scheduled to work no more than 4 hours a day. While they receive all legally mandated benefits, they are ineligible for all of the company's other benefit programs.

CONTRACTUAL employees are those who are hired as interim replacements, to temporarily supplement the workforce, or to assist in the completion of a specific project. Monthly Compensation shall be based on either a “daily flat rate” multiplied by the number of days worked per month or a flat “monthly rate”. Due to the nature of the assignments and the employment Contract, all applicable employment benefits shall be clearly stipulated in the contract and shall not follow the benefits applicable to all full-time Employees in the company unless otherwise agreed in the Contract.

FREELANCERS are those individuals who don't have an established employment relationship with the company but who are assigned to work on an intermittent and/or unpredictable basis. This HR Policy Manual doesn't cover this category and the relevant terms and conditions shall be established in the agreement between the freelancer and the company.

Probation

The probation period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. The company uses this period to evaluate employee capabilities, work habits, and overall performance in this period.

All new and rehired employees work on a probation basis for three (3) months after their date of hire for Full-time employees and for two (2) months for others.

During the probation period, both parties may assess suitability for employment with the Employer. This also provides management an opportunity to assess skill levels and address areas of potential concern. During the probationary period, the employment contract may be terminated by either party by giving (7) Seven working days' notice in writing to the other party prior to the termination date and by clearly stating the reason(s).

Please take note that your manager's role is to support you in developing and transferring your knowledge, skills and abilities to be successful in your job. We suggest you take advantage of this resource.

Access to Personnel Files

The company maintains a personnel record of each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of the company, and access to the information they contain is restricted. Generally, only supervisors and management personnel of the company who have a legitimate reason to review information in a file are allowed to do so.

Job Descriptions

The company should create a job description for every position. Each job description should include a job information section, a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a supervisory responsibilities section, a qualifications section (including education and/or experience, language skills, and any certification required), a physical demands section (if required), and a work environment section.

The company maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The line manager should prepare job descriptions when new positions are created. Existing job descriptions are also reviewed whenever there is a change to the respective role. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary.

Performance Evaluation

Managers and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

At the time of the performance appraisal, the employer and employee will review the objectives and the results achieved. Throughout the year, the employee and employer may refer to this document to track progress made toward objectives, highlight areas of concern and indicate challenges identified along the way.

Employment Termination

The company may dismiss the employee without prior notice and end-of-service benefits in the following cases:

If he impersonates an incorrect person, or resorts to forgery to obtain a job.

If he makes a mistake, it results in a huge financial loss.

If the employee did not comply with the safety instructions and procedures despite the written warning, serious damage resulted.

If the employee is absent from work without an acceptable excuse for more than (7) seven consecutive days or (10) ten separate days during one year.

If he divulged the secrets of the company.

If he is finally convicted of a felony or a crime involving breach of honor or trust, or a misdemeanor committed in the workplace or while performing it.

If he is found drunk during working hours, under the influence of a narcotic or psychotropic substance, or if he commits an act against public morals.

If, during or as a result of work, he assaults the employer or his representative, or if he assaults one of his superiors, or if he assaults one of the workers at the work site, which results in death and suspension from work.

If the worker seriously breaches his obligation to perform his work as agreed upon in the work contract.

The employment contract ends in the following cases:

Expiration of its term or completion of the agreed work.

Termination of the contract by the employee or the employer in accordance with the provisions of the Omani Labor Law.

The worker's inability to perform his work or his death.

The sickness of the worker is a disease that necessitates his absence from work for a continuous or separate period of not less than (3) three months within one year, provided that the sick leave period stipulated in Article (82) of the Omani Labor Law and his balance of regular leaves have been depleted.

The company may terminate the contract on its part after notifying the employee in the following cases:

The employee fails to reach the required level of competence after notifying him of the aspects of incompetence and giving him an appropriate period of not less than (6) six months to reach it.

If the worker fails, the employer may terminate the work contract.

The closure of the company in whole or in part, or its bankruptcy, or the reduction of its activity, or the replacement of another production system in a way that affects the size of the workforce.

For economic reasons.

The employee reaches the old age that necessitates entitlement to a retirement pension in accordance with the Social Protection Law.

The employee may leave the job, after notifying the company of that, in any of the following cases:

If the company commits fraud during the contract.

If the employee did not receive his salary for more than (2) consecutive months. If the company commits an act against public morals toward the employee.

If the employee, during or as a result of work, is attacked by the employer, his representative, or his supervisor.

If there is a grave danger that threatens the safety or health of the employee, provided that the employer is aware of the existence of this danger and fails to implement the prescribed measures in this regard.

Personnel Data Changes

It is the responsibility of each employee to promptly notify the company of any changes in personnel data. Personal mailing addresses, telephone numbers, numbers and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the person in charge.

Paydays

Employees are paid monthly not later than the 28th of every month.

If a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

Pay is directly deposited into employees' locally approved bank accounts.

Working Conditions and Working Hours

Work Schedules

Head office working hours

The general day schedule is 45 hours per week, 9 hour per day, including the daily one hour lunch break; 5 days' work and 2 days' rest per week.

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The working days are Sunday through Thursday.

Shift working hours applied at sites

The Company operates the following shift schedules at its sites:

- I Morning shift;
- II Afternoon shift;
- III Night shift;

The actual shift schedules are defined for different work arrangements and communicated to the Employees by their supervisors.

The Shift supervisors or equivalent in-charge concerned shall publish the rosters and shift timings for the Employees on a weekly/ monthly basis as per the Company's operational requirements.

Ramadan Working Hours

Working hours of Muslim Employees during the holy month of Ramadan will be 6 hours per day and 30 hours per week.

Working From Home (WFH)

Employees allowed to telecommute from home or off-site, for some or all of their employment, remain subject to the terms and conditions of employment set forth in this HR Policy Manual and elsewhere. In addition to their existing obligations and responsibilities, telecommuters must agree to do the following:

Maintain a regular work schedule and an accurate accounting of what they work on and when.

Comply with all of the safety regulations that apply to an office. That means having a safe work environment free of clutter, exposed wiring, slippery surfaces, etc. ;

Not allow business visitors to their home or off-site work location without the express written permission from their supervisor;

Understand that the policies and procedures relating to legal compliance and ethics obligations remain in full force and effect while off-site;

Be responsible for any company equipment used off-site. The employee may be responsible for the cost of repair or replacement of any equipment if handled in a careless or reckless manner. The company is not responsible for personal equipment used without express written authorization from the company;

Maintain their work product in a safe and secure environment. Any confidential materials, trade secrets or proprietary information should be maintained under lock and key and appropriately discarded;

Arrange for proper day care or elder care services so as not to interfere with getting your job done.

Short work week

With the consultation and approval of the manager, employees can apply for a compressed work week which gives them the option to work 2 extra hours every day to earn the fifth day as a day off.

Early leave on Thursday

Managers may reward their employees for their good performance in a given working week by allowing them to leave work earlier than usual on Thursdays. Managers will take into considerations the nature of the job and the demands in that particular week in order to ensure business continuity.

Flexible working hours

The management recognizes that staff has different needs, and flexible working arrangements make it possible for Employees to have a better work-life balance, whilst considering the needs of the organization. To meet the diverse needs of staff, a flexi-time system has been implemented.

The flexi time system is not appropriate for every post. The needs of the

departments must take priority and continuity of service must be maintained. The decision on work patterns will be the responsibility of the Manager and the CEO.

Absence

Notification procedure

To obtain an authorized absence, call in, where possible, and let the line manager know that you are unable to come to work. The call or e-mail should be made, if possible, no later than your regular starting time.

In the event of being late for work or leaving early after the employee's work has been completed, the line manager must be notified by phone call or e-mail.

Failure to notify

If you do not come to work and do not contact the appropriate person to notify him of that, we have the right to warn you in writing after absence for a period of (5) five days, and if you exceed (7) seven consecutive days or (10) ten working days in a year, the company has the right to terminate your service.

If you are frequently absent from work without permission/permission, you may be subject to disciplinary action, suspension and termination of employment.

Working Overtime

When business requirements or other needs cannot be met during normal business hours, employees will be given the opportunity to volunteer for overtime assignments. Prior permission must be obtained from the supervisor for all overtime. Overtime duties will be distributed as equitably as is practicable to all employees qualified to perform the work required.

In all cases, the original and additional working hours must not exceed (12) hours per day.

To understand the compensation of overtime, refer to the Compensation and Benefits chapter.

Compensation and Benefits

Policy Statement

Purpose	<div>The objective of the Compensation and Benefits policy is to:</div> <ul style="list-style-type: none">• Ensure the company follows a fair and equitable method for determining the Employee's compensation and benefits.• Pay employees relative to the value of their jobs and the way in which those jobs are performed.• Ensures the company retains valued Employees; and• Ensure all employees understand how the salary system operates and how it applies to them individually.
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Principles	<ul style="list-style-type: none"> • Eligible employees at the company are provided a wide range of benefits. Several programs cover all employees in the manner prescribed by law. • Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee manual.
Scope of Application	Full Time employees. For others, it is as per the contract.

Compensation Guidelines

- Compensation package payable to Employees may, depending on the Employee's grade and work location, include the following:

I Basic Salary;

II Allowances – based on job grade, job role and or work conditions;

III Benefits

IV Performance based rewards – according to Company discretion.

- Compensation packages of each Employee of the Company will vary. Some allowances apply equally and consistently for all Employees, the basic salary of the employee though will be unique to the Employees' nature of job, skills, experience, performance and other related factors.

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Promotion

- Promotions are based on the needs of the company, and occur as a result of a vacant position or the creation of a new position for business/operational reasons. The promotion process is similar to that used for identifying an internal candidate for a vacancy.
- Promotions are based on evidence of knowledge, skills, competence, behavior, and attitude and not on length of service or the age of the Employee. Excellent performance does not always guarantee promotion.
- The minimum criteria required for the Employee to be considered for a promotion shall be among the following:
 1. As a guiding principle, an Employee should normally be in his/her current job for at least **two (2)** years before being considered as a candidate for promotion. In exceptional circumstances, this period may be shorter;
 2. Employees Job competencies and qualifications and the ability to perform at next job level;
 3. Achieving 'meeting expectations' or 'above expectations' performance rating for **two** consecutive years.

Annual Leave Ticket for Expatriates

- Expatriate employees are entitled to annual return air tickets. The company provides payment for the ticket (as per the Contract of Employment) plus airport taxes.
- The expatriate employees shall be eligible for annual leave on completion of 1 year of service and for each subsequent calendar year.

- The employee shall be at liberty to re-route his/her travel to any other place of his/her choice by paying the additional cost of the ticket over and above his/her annual entitlement.
- If the employee has resigned within the first twelve months of employment and has used his/her passage entitlement the same shall be recovered from him / her in the course of their final settlement.
- The air ticket class of annual passage will be granted as per the Contract of Employment.

End of Service(EOS) Benefit

- Expatriate employees are entitled to an amount based on one (1) month's basic salary for each year of service completed. The end-of-service gratuity will be calculated on the basis of the last salary withdrawn until the last working day on a pro-rata basis.
- End of Service Benefit shall not be provided if the employee's service were terminated by the Company for reasons which preclude the payment of EOSB and notice.

Social Insurance

- All Omani employees are covered by Social Insurance through the SPF and their entitlements shall be as prescribed by SPF terms and conditions.
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Both, the Omani National Employees and the Company will contribute to the pension fund as per the SPF legislation.

Health Insurance

- The company health insurance plan provides Full-time employees and their dependents access to medical insurance benefits.
- Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between the company and the insurance carrier.
- Contact the HR Department for more information about health insurance benefits.

Educational Assistance

- The company recognizes that the skills and knowledge of its employees are critical to the success of the organization. The educational assistance program encourages personal development through formal education so that employees can maintain and improve job-related skills or enhance their ability to compete for reasonably attainable jobs within the company.
- While educational assistance is expected to enhance employees' performance and professional abilities, The company cannot guarantee that participation in formal education will entitle the employee to automatic advancement, a different job assignment, or pay increases.

Eligibility:

Subject to the CEO's approval, the company may assist its employees in covering study fees under the following conditions:

- The study must be related to the company's nature of business;
- The study correlates with the current or future job requirements of the assisted employee;
- The employee is a full-time employee who has completed at least two years of service in the company;
- The employee has maintained a good performance record in achieving at least a "meeting expectations" performance rating for the last two years of service.
- The course timing should not interfere with the employee's work;
- Expenses shall be paid directly to the Educational Institute on presentment of the Institute's documentary demand for fees unless agreed otherwise with the employee;
- The expenses shall be paid only for first-time attempts at any particular level/examination and shall continue to be paid only as long as the employee is successful in the pursuit of his / her studies;
- If the employee is not successful, he/she will be required to pay back 50 % of all the incurred fees.

Performance Management

Policy Statement

Process

Low Performers Improvement Plan

Performance Rating Scale

Leaves

Policy Statement

Purpose	This section of the manual provides comprehensive information, rules and regulations with respect to leaves such as eligibility, conditions, and associated benefits as applicable.
Principles	<ul style="list-style-type: none"> • The company recognizes that employees who make the effort to respect work schedules deserve sufficient time off to rest, in order to balance life and work. The company's policy with leave meets the basic requirements of the Law. • All Public holidays that are announced by the government authorities will apply to all employees. This includes public and religious holidays, and other dates announced for special occasions or for any reasons. • During paid leaves , Gross salary – including basic salary and allowances are paid.
Scope	All Employees

Annual Leave

- Annual leaves shall accumulate from the date of joining on a pro rata basis each month and shall be credited to the employees' leave balance record.
- The annual leave entitlement for employees is 30 days.
- The annual leave may not be taken before the lapse of at least six months from the date of joining the employer (Article 78 of the Labor Law).
- Granting of annual leaves will be dependent upon operational requirements and the minimum headcount that needs to be maintained for each function. The Line Manager will have the discretion on sanctioning annual leaves.
- The line manager will have the discretionary authority regarding granting or postponing annual leaves if the interest of the work requires, and in the event of postponement and the employee's approval, the

employee will be granted compensation with the basic salary and the gross wage in the event of the end of his service in accordance with the Labor Law.

- If the employee is on annual leave and a public holiday falls in their annual leave, the Annual leave will be credited back to their account.

Sick Leave

All employees are entitled to a maximum of (182) one hundred and eight two sick leave days as follows:

(1-21) Days	On full Gross salary
(22-35) Days	On 75% Gross salary
(36-70) Days	On 50% Gross salary
(71-182) Days	On 25% Gross salary

- Employees will be required to provide proof of illness from a registered medical practitioner on return for more than 1-day sick leave.
- Any employee who is repeatedly absent due to sickness (three or more sickness episodes in any given six-month period) will be required to sit a return-to-work interview and provide a note to the HR from a registered medical practitioner about their medical condition, explaining the possible impact on their work.

Compassionate Leave

Compassionate leave is granted to any full time Employee in the case of death of:

- I In the event of the death of the wife or one of the sons or daughters, ten (10) days;
- II In the event of death of father, mother, grandfather, grandmother, brother or sister, three (3) days;
- III In the event of death of Uncle or Aunt, two (2) days.

Marriage Leave

All employees are entitled to a special leave of three (3) working days on the occasion of marriage.

Leave in Case of Death of Husband

Upon the death of her husband, the Muslim wife is entitled to a paid leave of (130) one hundred and thirty days to complete the waiting period, and the non-Muslim wife is entitled to this leave for a period of (14) fourteen days.

Haj (Pilgrimage) Leave

- All full-time Muslim Employees are entitled to Hajj leave once (1) during their period of employment in the Company.
- The Employee should submit the request at least 2 months in advance of Hajj leave date, for the approval of HOD and SMHRA.
 - The Employee is entitled to fifteen (15) paid calendar days.
- The Employee must have completed one (1) year of service with the Company before taking Hajj leave.
- The company shall decide the number of workers who are granted such leave every year according to the business requirements, provided that priority shall be given to the worker

who has spent the longest period of continuous service.

- Official Eid Al-Adha holidays will not accrue to Employee on Hajj Leave and no Employee may receive pay in lieu of Hajj Leave

Examination Leave

- Leave for sitting examinations does not imply that the Company will give further support, financial reward or a promotion to the Employee once the studies are successfully completed.
- The Employee will be eligible for Examination leave under the following rules:

I Must be an Omani national;

II A maximum of fifteen (15) calendar days of examination leave –only applicable for sitting the examination and not for preparing for the exams.

III The Employee must provide proof of examination time and date with the leave request.

IV Examination leave will be given as follows for examinations that lead to finishing a module, course, qualification or certificate. Examinations that do not finish a section of study do not qualify for study leave.

Maternity and Nursing Time off

Maternity Leave:

- The employee has the right to maternity leave for a maximum period of (98) ninety-eight days.
- The employee also has the right to request unpaid leave to care for her child for a period not exceeding (1) one year, provided that the employee in this case bears all contributions to the Social Protection Fund, including the employer's contribution.

Nursing time-off post to maternity leave

The company allows nursing mothers to take an hour to breastfeed for up to a year.

Paternity Leave

Paternity leave is granted to an employee whose wife has given birth for a period of (7) seven days, provided that the child is born alive and that the leave does not exceed (98) ninety-eighth day of the child's age.

Patient Accompany Leave

Omani employees are granted fifteen (15) days annually to accompany a patient with whom the employee has a marital relationship or a relationship up to the second degree.

Un-Paid Leave

- In exceptional circumstances, an Employee may apply for leave without pay provided that the Employee has exhausted all annual leave accrued at such time. In case the employee is in probation period, in very exceptional situations, the unpaid leave is subject to the approval of the CEO.
- The End of Service Benefit (EOSB) will not be counted during the period of unpaid leave and if the Employee is Omani, he/she will be responsible to pay all the dues in accordance with SPF legislation.
- During unpaid leave, the employee shall not be entitled to any pay or benefits but shall retain a right to return to his/her job.
- Leave without pay shall be granted to the Employee solely at the discretion of CEO.

Employee Conduct and Disciplinary Action

Process

Counseling / Informal Process

Counseling is regarded as an informal disciplinary discussion and is an attempt to correct a situation and prevent it from getting worse without having to use the disciplinary procedure. The purpose of any informal discussion is to:

- I Bring to the Employee's attention to the aspects in which it is thought that performance or conduct is unsatisfactory and to ascertain whether the Employee recognizes there is a problem.
- II Explore the extent to which a problem exists by citing specific examples, facts or incidents;
- III Outline the standards of job performance or satisfactory conduct required;
- IV Explore possible reasons for shortcomings by listening to any explanations or statements made by the Employee;
- V Discuss how the Employee should seek to improve; and
- VI Explain to the Employee that failure to meet the established reasonable standards will lead to more formal disciplinary action.

Formal Disciplinary Procedure

No disciplinary action will be taken against an Employee until the matter has been fully investigated and a disciplinary meeting, if appropriate, is held.

The disciplinary process should be commenced within 30 calendar days of issue being discovered or else shall be dismissed.

Steps in Disciplinary Process:

I **Notifying the Employee:** The Employee concerned should be notified in writing of the alleged misconduct and the intention to hold a meeting within 15 calendar days. The HRAD will be responsible to notify the Employee.

II **Investigation:** Every endeavor should be made to investigate and establish facts relevant to the case. Depending on the circumstances of the case, a specialist team (Security, Finance, IT, HSE, Legal etc.) may be used to conduct the investigation with the HRAD. If the matter is serious, the Company may decide whether to suspend the Employee to facilitate the investigation.

III **Hold a meeting with the Employee:** The disciplinary meeting will normally be in the presence of a minimum of 2 individuals excluding the Employee investigated. The Employees Line Manager, member from the HRAD and a third unbiased senior member preferably from another department be present.

Every effort should be made to agree a mutually convenient date and time for the meeting.

The Employee is given every opportunity to state his / her case regarding the offence

After the facts have been established, the disciplinary meeting representatives will consider whether any disciplinary action to be taken in accordance with the gravity of the offence.

Within 14 calendar days of the meeting, with the approval of CEO, the HRAD will send a letter to the Employee detailing the decision, the reasons for the decision, the penalty imposed and the rights to appeal. A copy of the letter will be held in the Employee's file.

All details of the disciplinary meetings must remain confidential.

Forms of Disciplinary Action

Formal disciplinary actions may include the following levels of sanctions in accordance with the Labour Law:

- I Verbal warning
- II First-level written warning
- III Deduction from salary
- IV Suspension from work

V Final written warning -

VI Termination

1.1.4.2 The violations and penalties are listed in the Company's Disciplinary Manual.

1.1.5. Formal verbal warning

1.1.5.1 A formal verbal warning should normally be given in the first instance where there is a relatively minor instance of failure to meet a standard of performance or misconduct. Although this is a "verbal" warning, it should nevertheless be properly recorded as a file note on the Employees file through a form of a letter or email.

1.1.6. First-Level Written warning

1.1.6.1 If an Employee has continued to fail to meet the required standard of performance or behavior despite an earlier verbal warning, or it would be appropriate to move to this higher and more serious level of warning. If the nature of the misconduct is sufficiently serious, it may be appropriate to apply this sanction for a first offence.

1.1.7. Final written warning

1.1.7.1 A final written warning is likely to be issued when a previous performance or misconduct issue recurs despite previous warnings having been issued and where the Employee has failed to bring about the required improvement. Additionally, a final written warning may also be issued for a very serious performance or misconduct issue. Should an Employee receive a final written warning, they are likely to be advised that failure to improve may lead to their dismissal.

1.1.8. Termination

1.1.8.1 The Employee is likely to be terminated, provided that the on-going performance or misconduct issue is sufficiently serious. Termination may be with or without notice or pay in lieu of notice, depending on the circumstances and is the most serious outcome of all and as such is clearly a last resort.

1.1.8.2 An Employee can be requested not to attend work after being dismissed and paid one-month gross salary in lieu of the thirty (30) days' notice period, initiated by HOD, verified by SMHRA and approved by the CEO.

1.1.8.3 All other Employees' settlements and dues will be paid after completion of the exit process and handover of all the Company's assets.

1.1.8.4 An Employee may be terminated for a first offence as per Article (40) of the Omani Labour Law.

1.1.8.5 If the result of the disciplinary process is the proposed dismissal of the Employee, the dismissal can happen only with the verification of by the SMHRA and by the approval of the CEO, following a review of the evidence.

1.1.8.6 After CEO approval, the SMHRA will present the written letter to the Employee detailing the reasons for the dismissal, the date of which the employment will terminate and the right of appeal.

1.1.9. Suspension

1.1.9.1 Suspension is not a disciplinary act and does not imply that there has been any misconduct, or that there is any suggestion of guilt.

1.1.9.2 Suspension should only be used in the following circumstances:

- I To enable an investigation into issues when considered his/her presence on the work site is inappropriate, mainly in the case of gross misconduct; and
- II To prevent the Employee from causing risk to the Company or colleagues or themselves;

1.1.9.3 The suspension must be confirmed in writing to the Employee and the reasons for the suspension stated.

1.1.9.4 The suspended Employee is not allowed to return to the Company's premises without the prior authorization of SMHRA,

1.1.9.5 Employees will have the conditions of suspension in written confirmation and will be sent to them.

1.1.9.6 Suspension pending investigation can be up to a maximum of three months, during which the Employee is deprived of his gross salary for the first month and is paid half his gross salary in the second and third month. During investigation if the Employee has been found innocent, he/she shall be reinstated and the previously suspended salary shall be paid to him/her.

1.1.9.7 Every effort will be made to reduce the period of suspension. The time off will be determined in consultation between the SMHRA, Line Manager and CEO of the Company.

1.1.10. Refusal to Receive a Penalty Notification

1.1.10.1 In the case the Employee refuses to receive or sign on the warning letter, then the Company may:

- I Ask the other members in the disciplinary hearing session – at least two members as witnesses – to sign the warning letters as witnesses to the investigation and disciplinary action being imposed.
- II If the Employee was absent from work, then the penalty notification may be sent through registered post with acknowledgment of receipt at the address shown in the Employee's file or in electronic message to the phone number of the Employee, registered with the Company.

1.1.11. Documentation

1.1.11.1 A copy of all disciplinary records will be kept in the Employee file of the

Employee concerned.

1.1.11.2 All warnings will be confirmed in writing and will be held on the Employee's records of employment and take affect from the date of receiving by the Employee or the date of attempting to hand the notice over (refer to article 12.6.9.).

Policy Statement

Purpose	<ul style="list-style-type: none">• The purpose of this policy is to encourage compliance with Company policies and Code of Conduct. It also aims to ensure that the principles of fairness and consistency are applied reasonably in dealing with matters that may require disciplinary action.• The policy provides reference for managers and Employees in dealing with situations that require disciplinary action. It also clarifies the role of managers in counseling Employees about the expected behaviors required before being subjected to disciplinary action.
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Principles

- It is the Company's policy to ensure that Employees who fail to meet required standards and expected behavior are given the opportunity and guidance to bring about the necessary improvement without the Company invoking the formal disciplinary procedure.

Where possible, informal counseling or other good management practice will be used to resolve matters prior to any disciplinary action being taken.

The Company has the ultimate responsibility to evaluate the misconduct and to decide on the appropriate disciplinary action in a manner that is consistent with local laws.

The Employee shall not be held accountable after the expiry of 30 calendar days from the date on which the violation has been detected.

No disciplinary penalty shall be imposed upon an Employee after the expiry of 60 calendar days from the date on which the violation has been proven.

The Employee must not be subjected to more than one disciplinary penalty at the same time for a single violation.

The Company shall not issue a fine for an Employee which exceeds five (5) days' salary deduction per month or suspend the Employee without pay exceeding 5 days in a month for one (1) offense.

Each step (stage) of this disciplinary procedure must be undertaken without unreasonable delay.

At every stage of the procedure the Employee will be advised of the allegations against him / her and be given access to the appropriate evidence.

The Company may report an Employee to the Omani justice system if it is felt that the misconduct is also potentially illegal.

Scope of Application	All employees
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Appeal

Grievances

Policy Statement

Purpose	The purpose of this chapter is to give Employees guidance and process on how to resolve their problems at work when individual efforts have been exhausted. The Employee may raise a grievance following the procedure outlined in this chapter.
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Principles	<ul style="list-style-type: none"> Any Employee is entitled to raise a concern about unfair treatment or unacceptable behavior and to have that concern treated seriously, impartially and confidentially. <p>It is the Company's policy to establish and maintain a climate favorable for fostering effective relationships amongst Employees at all levels and to encourage resolving grievances at an early stage in a prompt and informal manner.</p> <p>The grievance procedure does not extend to external parties who are not employed by the Company and, as far as possible, external parties will not be involved in the process.</p> <p>All grievances should be treated fairly, quickly, sensitively and grievance process should be applied consistently.</p> <p>The Company will carry out an investigation in the event an Employee has made a complaint against any other Employee, ensuring all the facts and reasons are available to support the Grievance. In the absence of sufficient evidence, the Company may opt to discipline the Employee that raised the grievance.</p> <p>The internal formal grievance process shall be resolved within 10 working days.</p>
Scope of Application	All employees.

Grievances Process

Informal route first

It is encouraged that the Employee raises the first level of grievance to their direct Line Manager as most of the minor cases can be resolved at this level. If the grievance is about the direct Line Manager, then the Employee may raise the grievance to the Line Manager's Superior.

Formal Grievances- guidelines

The formal grievance procedure allows the Company to give reasonable consideration to any issues which cannot be resolved informally and to deal with the issues fairly and consistently. Pursuing the formal route should be a last resort rather than the first option.

The Employee shall follow the following process in the case of a Formal grievances:

- I The Employee shall raise the grievance to their direct Line Manager who should attempt to resolve the grievance within Three (3) working days.
- II If the grievance remains unresolved by the end of the third day, the Employee may raise the matter directly to the HOD.
- III The HOD will attempt to resolve the issue within two (2) working days and will discuss the issue with the Line Manager in consultation with a representative from the HRAD.
- IV If no conclusive satisfactory resolution is obtained after the intervention of the HOD, the Employee may take the process to the SMHRA who may, when required, refer the case to the Grievance and Employee Relations Committee (GERC) and will attempt to resolve the issue within three (3) working days.
- V As a last resort, the Employee may discuss the grievance with the CEO who will attempt to resolve the issue within two (2) working days. The decision made by the CEO will be final in respect of the grievance.

External reporting of Grievance

If the internal grievance procedure does not result in resolving the Employee's grievance, and the internal solutions within the Company have been exhausted, the Employee may decide to report the matter to the relevant authorities and may notify

the Company about the same.

Statement of Acknowledgment