



Employee Book

Employee Book

Welcome

Congratulations on surpassing our recruitment procedures and becoming a member of our team at Arkleap. On behalf of Arkleap, we are excited about your decision of joining us and we are looking forward to establish a long, happy and successful partnership together.

Our business is primarily about Business Advisory, Information Technology, System Integration and Outsourcing Services.

You have been hired because we believe you can help us to deliver these high levels of customer satisfaction. We want to ensure that your interactions with other Arkleap employees and our customers will reflect the value of our entity.

The purpose of this Manual is to introduce you to our entity, through some given information about our history, our clients and what we do. It's also considered as a guidelines book about your terms and conditions and employment, our expectations around your behavior and our policies and procedures. This manual should be read in conjunction with your Contract of Employment.

This Manual is by no means an exhaustive guide to your employment with us. It has been developed to act as a resource and reference for you. The policies within are easily listed and easily accessed via the contents page. This Manual will be updated when required as our business evolves and grows. You will be notified of any changes while they occur. If you have any questions about the content, please do not hesitate to contact us.

HR Department

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INTRODUCTION

This employee handbook is a summary of policies, procedures and practices related to human resource management at Arkleap.

The purpose of this Manual is to introduce Arkleap, to give you some information about our history and what we do. You will also find information about your terms and conditions and employment, our expectations around your behavior and our policies and procedures.

This Manual is by no means an exhaustive guide to your employment with us. It has been developed to act as a resource and reference for you. The policies within are easily listed and easily accessed via the contents page. You will be notified of any changes while as they occur. If you have any questions about the content please do not hesitate to contact the HR department.

The Executive Director is accountable for leading an effective staff team and is thereby accountable for the development and implementation of the policies outlined in this manual. Managers are responsible for human resource management within their own staff teams and should refer to this manual to ensure organizational consistency in the application of these practices.

The HR manager is responsible for the maintenance of procedures and systems which support human resource management for the organization and available to answer any questions or provide clarification on any content of this manual.

WHO WE ARE

Arkleap is a leading professional services organization dedicated to help the organizations to improve and streamline their business operations all over the world. Our practice areas include business advisory, IT, system integration and outsourcing services.

Providing end-2-end integrated solutions and transferring knowledge to the clients are the key features of our client service approach. This, along with our ability to call upon our international network of leading organizations from around the world, enables us to be trusted business advisors for our clients.

We are recognized as market-leaders in creating innovative and achievable solutions to business problems.

Our approach acknowledges the diverse and complex needs of each client, while our solutions are tailored to suit their specific requirements for projects and investment opportunities.

OUR VISION

To be recognized throughout the region as a leading enabler of the new economy.

Arkleap is a one-stop end-to-end provider of Oracle e-Business solutions. Arkleap offers broad capabilities to enable its business experiences at very reasonable rates.

There is a keen focus to satisfy the clients through timely delivery of quality services.

Our culture of listening and working closely with our clients has been and will always be our hallmark. **Arkleap** believes that enabling the enterprises in the new economy is best achieved by having a thorough understanding of the real world needs and the problems the business world is facing.

With this unique understanding, we go beyond simple fixes to truly innovative, effective and lasting solutions that build on what our clients have.

Arkleap appreciates that most clients want to become self-sufficient in many areas of support and development. Through formal training courses, informal workshop sessions and mentoring, we transfer skills to our clients to ensure that they become self-sufficient within reasonable timescales.

OUR MISSION

Arkleap's mission is looking forward to provide the best and right solution for our customers by delivering high quality consulting services. In order to achieve such mission, we have set our target to achieve a regional leadership in providing turn-key business solutions through technological advances. Our goal is to offer profitable, integrated, and qualitative value-added services to the local and regional markets, by utilizing the best of human resources, core technologies, and business practices.

YOUR EMPLOYMENT

Your employment with Arkleap is essentially governed by your contract of employment, Arkleap Policies, in conjunction with this Manual.

RECRUITMENT AND SELECTION

All employment opportunities at **Arkleap** are posted for a minimum 10 working day period. They are posted on the company's website and on the websites of affiliated organizations. Occasionally, they are posted on employment websites or through an employment agency. Applications are encouraged from current employees but will be screened in the same manner as applications received from outside applicants.

Applicants are invited to submit their application, along with a current résumé, demonstrating that they meet the minimum required criteria for the position to be filled. After the closing date, all applications will be screened, and candidates selected for interview will be contacted. If the interview is positive, references will be contacted. Depending on the feedback provided, a position may be offered to the applicant.

Procedures:

- Hiring Manager to send a request through email to the HR department with hiring request including detailed job description highlighting key skills.
- HR team will start sourcing for the position. All updates of the hiring process will be updated on our recruitment software Talentino.
- HR Team will reply with an update within 3-7 business days.
- Hiring manager will choose candidates to conduct technical interviews within 3 days of receiving CVs and will reply with available time slots for the interviews.
- HR Team will conduct HR interviews with technically fit candidates and nominate candidates that are the best fit for the company culture and the job requirements.
- Job offers will be sent to selected candidates with validity of 3 days after which the offer will be withdrawn.

ORIENTATION

All new employees shall receive an orientation session which will encompass an overview of general policies, procedures and operations. This will also provide employees, new to either a position or an opportunity, to learn the performance expectations management has with regard to the position in question. They will be given a copy of this Employee Handbook and will be expected to learn its contents. They will also make aware of policies such as, Code of Ethics, and asked to sign off on their adherence to same.

ONBOARDING

A new hire's first day can feel overwhelming. So the goal of Arkleap is to eliminate any friction and welcome its new family member. The process of onboarding should begin about 15 days before the new hire's start date.

Procedures:

The HR Department and the direct manager of the employee are responsible for the following procedures when welcoming a new employee.

The HR Department is responsible for:

- Confirming start date, time, location, and dress code.
- Handling any required legal paperwork such as hiring documents.
- Setting up employee's email address.
- Adding employee to relevant email lists and messaging platforms.
- Announcing the new employee to Arkleap's team.
- Assigning employee's desk area and ensuring that it's clean and tidy.
- Setting up workstation with laptop, computer monitor, chargers, mouse, keyboard, etc.
- Introducing new hire to supervisor, managers and co-workers, scheduling with the supervisor to explain the job description.
- Conducting an office-tour to the employee.
- Extending employment contract and explaining all its clauses to the employee.
- Presenting a copy of Arkleap's policy to the employee and explaining it thoroughly.
- Preparing HR letter to open a payroll account for the employee in banks in service with Arkleap.

The direct manager of the new employee is responsible for:

- Introducing the new hire to his team members and explaining the role of each team member.
- Granting access to key accounts, drives, systems, tools, and platforms
- Setting up recurring one-on-one meetings, and adding them to any recurring meetings that already exist
- Scheduling relevant training sessions.

The new employee is expected to sign his employment contract and custody documents for all equipment given to him by Arkleap. By signing the contract and the custody documents, the employee thereby agrees to take full-responsibility to any damage that occurs to the equipment and abides to the legal consequences Arkleap may have to take in order to protect its rights and trade secrets.

PERSONNEL FILES

Arkleap does collect personal information for inclusion in personnel files. This information is available to the employee, the Executive Director and the HR Department only. This information is kept in a secure location and is not shared with members of our Board or with our customers or with other departments. Information which is contained in an employee's personnel file includes the following: résumé, letter of offer, performance reviews, amendments to job descriptions, disciplinary notices, and approved leave requests, National ID, birth certificate, military certificate, passport copy, graduation certification and personal photo.

Should there arise any business need for the data of the employees, the HR department is the only department responsible for the communication of such data. Whether for audit, employment validation, employee reference checks or any other business need the HR department should be contacted directly to provide such data.

Employee Classifications

Each position at Arkleap shall be classified and determined by the Executive Director and the company structure. This decision will be based on the duties assigned and qualifications required for each position. It should be noted that Managerial positions are not covered by the Hours of Work and Overtime provisions of the Employment Standards.

Employee Duties

Attached to an Offer of Employment, is a description of the job and the associated responsibilities, along with any additional tasks possibly required. This document will be used to evaluate performance both during the probation period and after. If an employee is unsure of its contents, they should not hesitate to ask for clarification.

From time to time, it may be necessary to amend an employee's job description. These amendments will be discussed with the employee in advance however; the final decision on implementation will be made by management.

ATTENDANCE

The regular office hours at Arkleap are from 9 a.m. to 5:00 p.m. Sunday through Thursday inclusive (excluding holidays), during core hours, it is expected that most staff will be available. All employees are expected to work 8 hours per day, which include those hours indicated as core, exclusive of an unpaid eating break of at least thirty (30) minutes. Employees may also be expected to work such other hours as may be requested or required, from time to time. employees hired on a part time basis will have schedules determined on a case-by-case basis. Having a one flexible hour as courtesy, yet any lateness after 10:00 AM will be concluded as deducting a half day, moreover showing up after 11:00 AM would be considered as a (UPL) Unpaid Leave; and accordingly, 1 Day should be deducted.

Procedures

Employees are required to notify their supervisor, in advance, of planned days away from the office. Unplanned absences from the office should be reported to the employee's supervisor as soon as could reasonably be expected. At the discretion of the Executive Director, depending on circumstances, employees may be allowed to work from home for specific periods of time.

Overtime

- **Overtime Approval:** Employees are required to obtain approval from managers prior to the use of overtime. Employees who anticipate the need for overtime to complete the week's work must notify their direct managers in advance and obtain approval prior to working hours that extend beyond their normal schedule.
- **Mandatory Overtime:** During busy periods, the employer may require employees to work extended hours. Overtime is considered a condition of employment, and refusal to accept it when reasonable notice has been given is cause for discipline, up to and including termination.
- **Consequences of Overuse of Overtime:** Employees who choose to work overtime without prior approval from management will be subject to disciplinary action and will not be subject to overtime benefits.
- **Overtime Compensation:** Due to the dynamic nature of our field, it is expected of employees to work overtime from time to time specially during production phases. The compensation of working overtime is translated into paid vacations. An employee is eligible to taking 1 paid leave day when working 8 hours of overtime only if approval was received by management. In certain cases, project managers are eligible to compensate the employees with financial compensation with a rate of 1.5 x hourly rate.

Procedures:

- 1- Prior to working overtime, send an email to your direct manager, the operations manager, and the HR department stating the day, the number of hours, and the project on which you plan to work extra hours.
- 2- Your direct manager has to send a written confirmation for the email you have sent.
- 3- If your direct manager confirms, the HR department will coordinate with your manager and calculate the number of hours you have worked to add to your annual leave balance.

PROJECT MANAGEMENT

Task management for Arkleap's projects is one of the core functions in project management and involves a breakdown structure that divides an entire project into manageable tasks to help the team track progress and the management to make more informed business decisions. This process allows us to manage tasks on priority, while keeping up the cost and schedule criteria and ensures team collaboration across different functions. All team members are required to log in their tasks on our Task Management System: Azure.

Regulations:

- All technical team members should log in their tasks daily. All work and study time should be assigned to their designated projects on Azure.
- The HR department will review the team's timesheets every Sunday of each week and report any missing data to the direct manager of the employee.
- The direct manager of the employee will validate the tasks of the employee and report any form of misconduct to the HR department.
- The HR department will deduct 2 days of the employee's salary in case of failure to log in 80% of required hours.

PROBATION

The first three (3) months of employment are probationary. During this time both parties may assess suitability for employment with the Employer. This also provides the management an opportunity to assess skill levels and address areas of potential concern. During the first ninety (90) days of the probationary period, employment may be terminated by either party for any reason whatsoever, with or without cause, and without notice or payment in lieu of notice. At the completion of the probation period, the employee and the employer shall review progress to date. At this time one of three things will occur:

- i. Probation will end and the hiring process will start
- ii. Probation may be extended for an additional three months.
- iii. Employment will end

Procedures

- The Human resources department is responsible to gather feedback technical and behavioral from the employee's direct manager on a monthly basis.
- The Human Resources department is responsible to check the attendance of the employee and report any issues with discipline or lack of commitment to the management.
- During the 3 months of probation, the direct manager will verbally mention any shortcomings to the employee directly. Shall the behavior be repeated for a second time, the direct manager is required to send the employee a formal written warning and shall include the Human Resources Department in the copy of the mail.
- The Human Resources Department will arrange for a review meeting on the 45th day of probation including the employee and the direct manager, in which performance will be reviewed and any unsatisfactory points will be highlighted and given a chance of correction in the second half of the probation period.
- The Human Resources department will call for a final review meeting 1 week before the end of the probation period, through which the employee will be given final feedback on whether he/she will continue their employment at Arkleap. The performance review will include both a technical and HR detailed assessments of the employee's performance through the probation period.

BENEFITS

Salary

Arkleap aspires to provide and maintain fair and competitive salary ranges consistent with the job requirements and the market standards in compliance with the Egyptian Labor Law. Arkleap's pay structure is a performance-based pay system. Failure to meet performance standards may result in formally announced salary deductions.

Salary Breakdown: In compliance with the Egyptian Labor Law Employees' Salaries consist of but not limited to the following items:

- Basic Salary
- Allowances: Transportation, meal, housing, clothing, and other allowances.
- Incentives & Bonuses.

Medical insurance

Arkleap offers its employees group benefits provided by **AXA**. These benefits are 80% paid by the employer, with the exception of Long-Term Disability benefits. After three months of employment, employees are enrolled in the plan and may select Single or Family coverage as required. Arkleap offers medical coverage to the employee, their spouse, and two of his children. The employee may request to add more family members shall he take full responsibility of their additional expenses.

Renewal Process:

- The Human Resources Department is required to start the renewal process 3 months before the end of the medical insurance contract.
- Offers shall be collected from different medical providers and presented to the management for review. A minimum of 3 offers should be presented to Arkleap's management.
- Offers presented to management must include similar services that focus on the provided benefits to the employees.
- The Human Resources Department must ensure the reconciliation of any unpaid invoices to the medical provider before the renewal of the contract.
- The Human Resources Department must send the updated list of employees to be included in the new contract at least 3 weeks before the end of the contract
- The Finance Department must finalize all payments 3 weeks before the end of the contract.
- All processes shall be finalized with the chosen medical provider 3 weeks before the end of the contract.

Social insurance

Arkleap provides social insurance benefit by 100% full coverage.

MANAGEMENT REVIEW

- In order to elevate Arkleap's business and ensure the sustainability of its success, the management will conduct several strategic tasks on a periodic basis. Management must assign task owners to ensure the corrective actions are smoothly taking place.

Those tasks include:

Projects Follow-up

- Conduct weekly meetings with project managers to discuss the progress of Arkleap's projects, achieved and expected milestones, budgets, and projects' plans.
 - o Stakeholders: Chief Operations Officer, Project Managers, and Team Leaders.
- Conduct board meetings monthly to review performance of team and resource utilization and projects' costing.
 - o Stakeholders: Chief Executive Officer, Chief Operations Officer, Project Managers, and Team Leaders.

Finance

- Conduct monthly internal financial audit that aims to understand Arkleap's overall financial status. The management will review financial reports generated by the Finance department monthly.
- Those reports include but are not limited to: Income Statement, cashflow statement, invoices statements that include products' financial statuses, and aging report.
- Accordingly, the Finance department is responsible to submit financial reports within 1 week of the beginning of each month.
- Reporting to: Islam Youssef & Mohamed Mahran
- Templates must be created for reports

Sales & Marketing (weekly)

- Review Sales pipeline on a weekly basis- Sales Manager and Sales Reps
- Review Weekly sales pipeline, sales forecast monthly- Sales Manager, CEO, Sales Reps.
- Marketing Monthly: Review Marketing Budget with Marketing Manager

Human Resources (Weekly recruitment report)

- Recruitment: daily HR Manager with HR team
- Weekly reports
- Monthly reports
- Resources Development Plan Review: Monthly HR Manager and Team Leads
- Leaves and Attendance: Monthly- HR Manager, Team Leads, COO

Research & Development

Products' Development Status

Monthly- Project Managers

PROFESSIONAL DEVELOPMENT

At the discretion of the Executive Director, employees may be able to attend conferences, courses, seminars and meetings, identified through annual work plans and performance reviews, which may be beneficial to the employee's professional development. If these opportunities are directly related to the employee's position, or are suggested by the Executive Director, then Arkleap will cover the cost of registration, course materials and some travel expenses.

If **Arkleap** has agreed to pay for a course the fees will be paid on evidence of successful completion. If Arkleap sponsors a course (or courses) and the employee departs the company within a year of completion, the course fees will become repayable in full.

PERFORMANCE MANAGEMENT

Guidance: Undertaking performance management once or twice a year is enough if the lines of communication and feedback between management and employees are working reasonably well.

The purpose of performance management is to improve employee and organization performance. It is an ongoing process. It should include informal and formal review. We encourage a two-way process, that is, employees can also give management feedback on performance.

All employees will undergo a formal performance review with their immediate managers at least (2) times a year.

Procedure

1. The manager and the employee agree on the date for a performance appraisal meeting to allow time to prepare.
2. The manager and employee will meet and openly and constructively discuss performance over the period.
3. The manager and the employee will agree on the objectives and the outcomes for the next appraisal period.
4. Training and development will be considered as part of the process. Quarterly learning goals must be assigned with
5. Notes should be taken of the meeting and copies kept.
6. Outside of this formal process, employees are encouraged to raise any issues they have when they arise.

Performance appraisals

The performance review document will be a living document for each employee. Each employee will be responsible for developing their respective work plan for the year. This plan will be reviewed by Management and amended as necessary. 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.

Performance reviews, for all employees, will occur semi-annual. Employees should prepare for this meeting by preparing a draft work plan for the coming year. This meeting is to review successes and challenges from the preceding year, and to establish the objectives for the coming year. This would also be the opportunity for either party to identify and recommend professional development opportunities which may assist the employee in their day-to-day work or to grow within the organization. Once complete, both parties shall sign off on the final document and it shall be added to the employee's personnel file.

Performance improvement

Arkleap requires a minimum standard of conduct and performance which will be made clear to employees in management appraisals. If an employee does not meet this standard, the company will take appropriate corrective action, such as training. Formal performance improvement procedures will generally only start when other corrective action fails.

Arkleap will use improvement processes to improve performance. Should such improvement processes be unsuccessful in improving an employee's performance, Arkleap may decide to end an employee's employment. Depending on the circumstances, performance improvement action may include verbal or written warnings, counselling or retraining.

If an employee deliberately breaches business policy or procedure, or engages in misconduct, Arkleap may start improvement procedures, or, in cases of serious misconduct or breach of policy, may dismiss an employee.

Each employee must understand their responsibilities, be counselled and given the opportunity to reach the standards expected. Arkleap will give an employee the opportunity to defend themselves before management takes further action.

Note: If employees have a disability that requires reasonable adjustments to be made to the workplace or the job itself to allow to work safely and productively, they should raise this issue to their manager.

Procedures

1. Arkleap will advise the employee of any shortfall in their performance and give them an opportunity to respond.
2. Once they respond, the manager will consider their response and decide if a performance improvement action should be taken. If the employee is given a verbal warning, the manager should make a note of it, date it and sign it.
3. The manager will advise the employee in clear terms what they see as a performance problem or an unacceptable conduct. To highlight the deficiency, they should use specific examples and refer to the correct policy or procedure.
4. The manager will allow the employee to respond before making a decision and consider the employee's responses. The employee may have a support person present at such meetings.
5. The manager will decide if more action is needed.
6. If a written warning should be followed, the manager has to:

- document it and give the employee a copy
- give the employee the opportunity (and their support person the opportunity) to sign the warning
- keep a copy on file

7. The warning must clearly define:

- The deficiency
- A clear explanation of the expected standard
- The end time frame the employee needs to achieve the expected performance
- How the business will help the employee to achieve the improvement required
- Consequences of failing to improve

8. The manager concerned will keep a record of all meetings, training and/or coaching given and a summary of discussions, and to be added to the employee's personnel file. This should include date, location and time of discussion.

9. If the employee's performance or conduct doesn't improve, the manager will give the employee a final written warning and follow steps 4–10 above. This document needs to warn the employee in clear terms, **Arkleap** will terminate their employment if there is not enough improvement.

Note: some circumstances justify going straight to a second or final warning.

GROSS OR SERIOUS MISCONDUCT POLICY

Summary (instant) dismissal for gross or very serious misconduct is possible (depending on the facts involved). Management should seek advice before taking this step.

Procedures

1. The manager has to investigate the alleged offence thoroughly, including talking to witnesses, if any.
2. The manager should ask the employee for their response to the allegation (taking notes of this discussion) and allow them to have representation. The manager should also have a witness present. The manager shall give genuine consideration to the employee's response and circumstances.
3. If still appropriate, following a thorough investigation, the manager can terminate/dismiss the employee.
4. The manager should keep a file of all evidence collected and action taken in these circumstances.
5. The HR Department will send the employee a letter of termination noting brief details.

GRIEVANCE COMPLAINTS

Policy

The HR supports the right of every employee to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, the middle management will escalate a grievance to the next higher level of authority for more discussion and resolution and continue escalating it to the level above until it is resolved.

Managers will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

Procedures

1. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.
4. If the grievance still can't be resolved, refer the matter to the most senior manager for consideration and a final decision. A grievance taken to this level must be in writing from the employee.

DISCIPLINE

Discipline at Arkleap shall be progressive, depending on the nature of the problem. Its purpose is to identify unsatisfactory performance and / or unacceptable behaviour. The stages may be:

- i. Verbal reprimand
- ii. Written reprimand
- iii. Dismissal

Some circumstances may be serious enough that all three steps are not used. Some examples of these types of situations are theft, assault or wilful neglect of duty. In all cases, documentation should be included in the employees' personnel file.

LEAVES

Time away from work to relax and pursue special interests is important to everyone. All full-time employees are eligible for paid vacation. During the first calendar year of employment at Arkleap, full-time employees who will be eligible for vacation in the same calendar year after completing three months of service.

Based upon assignment/project needs, Team leader/ Project manager will approve and attempt are made to grant an employee the vacation dates he/she requests.

Annual Leaves as per Egypt Labor Law

An employee is entitled to a minimum annual paid leave of 21 days every one full year of service and proportionally if his period of service is less than one year. This annual leave is increased to 30 days after the employee has worked for 10 consecutive years or is over 50 years old.

Emergency Leave

Accidental/casual leave is the leave taken by an employee, as a result of unexpected circumstances, in which he has no choice except desisting from work, after that he should inform the employer with the reasons of desisting.

Article No. 51 of the Labor Law states that desisting from work for an accidental reason should not exceed six days per year with a maximum of two days each time, and this leave will be counted from the annual leave of the employee.

Sick Leave

The Labor Law provides that an employee whose sickness is established and determined by the concerned medical responsible is entitled to sick leave, it is required to be within the network of health insurance and shall be compensated according to the Social Insurance Law (up to six months of paid sick leave annually at between 75% and 100% of the employee's normal wage).

An employer shall not terminate the employee's service due to sickness unless the employee has utilized the above-mentioned period.

Procedures:

- The employee should inform their direct manager and the human resources department of the sick leave within 24 hours of the said leave.
- A stamped report indicating the type of illness, the doctor's recommendation for the amount of required rest, and all the medical tests should be presented to the Human Resources department within 48 hours of the said sick leave.

- This process should be conducted through a certified governmental health insurance clinic/hospital or through our private medical insurance AXA. Any other reports will not be taken into consideration.

Hajj Leave

Regarding religious respects, Article No. 53 of the new Labor Law stated that an employee who has spent five consecutive years in the service have the right to full paid leave for a period not exceeding one month for Haj and such a leave shall be enjoyed only once during the period of service.

Maternity and Child Care Leave

A female having spent 10 months in the service of an employer shall be entitled to a maternity leave of 120 days with full wage payment including the period preceding giving birth. The female employee is not entitled to this maternity leave for more than twice during her working period.

During the 24 months following the date of childbirth, she has the right to two periods of rest daily (30 minute each) for breast-feeding her child, with the option to combine both periods in one.

Procedures

Also, for requesting a leave, please send an email to your direct manager and/or your project manager indicating the type of leave, the duration of your leave, and the day in which you will resume duty. Include the Human Resources Department in the copy of the mail through this email: humanresources@arkleap.com

1. Leaves that are 1-2 days long should be requested and submitted through Arkleap's leave form minimum 2 days prior to leave date.
2. Leaves that are 3 days or longer should be requested and submitted to the direct manager through Arkleap's leave form 2 weeks prior to leave date.
3. Casual/emergency leaves are allowed to be submitted on the same day of leave or maximum by the following day of leave with a limit of 6 days per year and a maximum of 2 consecutive days per time. This is allowed **ONLY** in case of an **emergency** occurring. You are required to submit a reason to explain your casual leave if it is going to affect the timeline of a project or if you have any urgent tasks to be delivered.
4. The direct manager of the employee must provide a response to the employee with approval or rejection of his leave within 24 hours of the request in case of short vacations (1-2 days) and in maximum of 72 hours in case of long vacations (3+ days).
5. In case there is no response to the request from the employee's direct manager within the specified time, the Human Resources Department will send a reminder to the direct manager.
6. Should there be any delay from the direct manager of the employee, the Human Resources department will then request the approval from the manager of the employee's direct manager on the same email thread.

7. In case, the approval is still not received by the upper manager, the request is considered rejected within 1 day- and the Human resources department shall inform the employee of this decision.
8. You are required to send an email when you request to work from home. Your ability to work from home depends on many factors that include but not limited to:
 - a. The requirements of the projects you are handling.
 - b. Your manager's approval.
 - c. Your performance review.
 - d. Your internet connection stability.

PURCHASES

Arkleap supports sustaining and promoting a fair purchasing policy based on the understanding that employees and their managers are in the best position to determine what they need to conduct their work efficiently. Policies, procedures, and processes are meant to reflect an environment that puts them in the best possible position to get the products and services they need in a timely and cost-effective manner, while also making sure appropriate business processes are followed.

Arkleap's goal for every purchasing transaction is to obtain the best value possible.

Best value is determined by evaluating many factors (such as price, delivery capabilities, quality, past performance, financial stability, service capabilities, ease of ordering, payment, etc.) and selecting a vendor that offers the best combination of those factors.

This policy aims to:

1. Ensure compliance with Arkleap's internal cost controls and with established best business practices.
2. Promote fair and ethical purchasing practices
3. Promote efficiency and effectiveness in the purchasing process, helping to ensure that the employees and the company receive the best value for their spending.
4. Standardize the policies and procedures for making common and reoccurring purchases.
5. Assure that each purchase has proper authorization, and documentation for budgetary and audit control.

Procedures

In order to ensure a timely delivery of your needs, make sure to follow the following order when issuing a purchase request

- 1- Send an email to your direct manager stating:
 - a. Your Purchase Request
 - b. Reason of purchase
 - c. Date the purchase is required.
 - d. Details or specifications of the purchase
- 2- Include the operations manager, the finance department, and the HR Department in the copy of the email.
- 3- Your manager will either accept or reject your purchase request.

- 4- Once your request has been accepted, the finance department will process the request
- 5- The finance department in coordination with office support team will compare prices from different vendors and choose the best price for value offered.
- 6- The finance department will acquire required signatures from concerned managers and inform you with the status of the purchase.

TRAVELING

Purpose

This document ensures that employee's travel is consistent with Arkleap's business objectives. It also ensures fair and equitable treatment of employees by defining procedures for authorized business travel and guidelines for expense reimbursement if any. A critical balance must be sought when requesting travel. This is Arkleap's need for effectiveness and the employees need for quality services and support. Employee travel should be the most moderate cost; neither luxury nor sub-standard, which will mostly be the "Economy Class", as the generally consistent with good business practices.

Employee's travel and expenses associated with it, will be authorized only in circumstances which are clearly consistent with the mission of the company. It will be the responsibility of each Manager to ensure that all the employees travel meets this objective and that reimbursement made only for actual, reasonable business expenses in connection with authorized travel as defined in this document.

In order to maintain control over expenditures, any expense submitted which does not comply with the guidelines of this procedure will not be reimbursed, unless accompanied by a valid exception from the Management. Furthermore, expense reports must be submitted in a timely manner.

The purpose of this policy is to:

- a) Describe the types of expenditures that are reimbursable by the company.
- b) Inform employees of their responsibilities to control and report travel and entertainment.
- c) Describe the process for the employee to file and obtain travel expenses and reimbursement.

Employee Travel & Business Expense Guide

This guide is intended to aid the Arkleap Traveler and the management by setting guidelines and reporting requirements related to Arkleap expectations and regulations.

All travelers and Managers bear responsibility for cost-effective business travel. Each Manager should carefully review and approve all Expense Reports. Items not considered reimbursable should be brought to the attention of each employee prior to being submitted to accounting department.

While these guidelines are intended to be comprehensive, it is impossible to anticipate every situation encountered by a traveler. The traveler is expected to apply these guidelines on a conservative basis, consistent with normal living standards, and to exercise good business judgment.

General Travel Policy

It is the Company's policy to reimburse employees for all expenses necessary, reasonable and actually incurred when traveling on authorized company business.

Travel expenses must be properly documented and approved on a Travel Expense Report. It is each employee's responsibility to adhere to the company's policy when involved with expenditures on behalf of the company. Further, it is the responsibility of the Manager to be familiar with the reason for the expenditures and to be satisfied that they have been reported in a manner consistent with the recognized policy.

Employees are expected to:

- a) Exercise good judgment with respect to expenses.
- b) Spend the company's money as carefully and judiciously as they would their own.
- c) Report all expenses and advances promptly and accurately with required documentation.

Procedures:

1) Travel Agent Procedures

Travel arrangements shall be booked through a certified traveling agency. The HR department is in charge of flight booking.

The travel agent will be responsible for obtaining the lowest fares and lodging expenses available. If you need to stay at a particular hotel that is more expensive than the designated hotel, you must have proper justification to do so before travel arrangements are booked. The same procedure applies for cars, airfares, etc.

2) Air Travel

All employees traveling via air carrier must utilize Lowest Fare Routing (LFR). LFR is quoted logical lowest fare for the business trip, which will (where possible):

- a) Provide cost savings for the round-trip air ticket.
- b) Result in total layover time not exceeding 4 hours.
- c) Require no more than one interim stop each way.
- d) Employees traveling for a duration of 2 months or more will have a minimum carriage of 40 Kilograms.
- e) Employees travelling for a duration less than 2 months could be subject to flights with lower carriage options. Minimum of 23 Kilograms.
- f) All employees residing in Cairo shall travel directly from Cairo's airport.
- g) All employees residing in Alexandria shall travel directly from Alexandria's airport.
- h) Should there arise any urgency for the employee to travel on a short notice, and there are no flights available in his city of residency, an exception is made for the employee to travel from a different airport and Arkleap will take responsibility of transporting the employee to the airport. This is an exceptional process that requires the HR department to receive the confirmation of the operations manager by mail for each incident individually.
- i) Any changes in flight ticket reservations, should be requested 1 month before return or travel date provided that the change must be made using Lowest Fare Routing. Any delay in requesting change will be completely charged on the expense of the employee.

Exceptions to this policy statement will be allowed with approval of the employee's supervisor so that the additional cost is authorized.

International air travel outside of Egypt and to overseas locations will be by LFR.

All travel reservations should be made as far in advance as possible to take advantage of available discounted airfares.

Business and First-Class travel are not allowed unless it is at the employee's expense. Employees who are enrolled in airline incentive programs are permitted to utilize their personal upgrades along with the Company's booking of the lowest available fare.

Reasonable stopovers enroot (in-road) may be approved, provided that:

- a) They do not interfere or adversely affect achievement of the desired business objective.
- b) They do not result in any significant loss of work time.

- c) The travel expense claimed from the Company does not exceed either the actual cost, or the cost of the applicable air fare between the place of departure and the business destination, whichever is the lesser.
- d) Approval must be obtained in advance from the appropriate manager.

If such a stopover is made, the Company assumes no responsibility or liability of any kind for any employee actions or activities during or occasioned by the stopover.

Airline tickets are considered legal tender and care should be taken not to lose or destroy them. Return any unused tickets or portions of tickets to the company, and the tickets will then be returned to the travel agency for proper credit. Do not return any unused tickets directly to the airlines.

Employees will be required to submit all company paid airfare receipts incurred while traveling. Used airline tickets should be attached to your expense report.

3) Car Rental

Please note that car rental discounts are based on volume. The travel agent will be able to tell you which rental agency we used at the time you make your reservations.

All travelers should follow the listed guidelines:

<u>Number of Travelers</u>	<u>Class of Car</u>
1-2	Compact
3	Intermediate
4-5	Full Size or Wagon

Insurance should not be purchased from the rental agency and will not be reimbursed. All drivers must hold a valid driver's license or a car may not be rented.

Car rentals are generally the most expensive mode of transportation and should only be used when the nature of the trip or the locations of the customer being visited is such that the use of local transportation (i.e., taxis or limousines is not practical or would be more expensive).

4) Personal Auto

An automobile personally owned by an employee and authorized for business use will be compensated when actually driven for such purpose and will be reimbursed based on the gas receipts received from the employee. Mileage should be fully documented as to date, starting location, ending location, persons visited, the business purpose, and the business miles.

5) Taxis

Taxis should be used when other reasonable and less expensive forms of transportation are not readily available. In traveling away from home, overnight living accommodations should, to the extent practicable, be selected so as to eliminate or minimize the need to use taxis or other local transportation. When taxis are used, they should be shared to the maximum extent possible by employees traveling together on Company business. A receipt for the fare charged must be obtained by the taxi driver, or Uber application receipts.

6) Hotels

At the time the hotel reservations are made through the Company's travel agent, the best available rate with reasonable quality accommodations, at the most convenient location, will be obtained. Upon arrival, the traveler should verify that the rate that is shown on the itinerary is the rate they receive. The travel agent has an extensive list of qualified hotels worldwide that provide the most advantageous rate to the Company.

7) Meals

The employee should normally select restaurants which are reasonably priced for the locality and which are consistent with normal living standards. Receipts must be attached for all meals purchase while on business.

Business related meals for customers or with other employees must be described as follows: date, amount, place and explanation of the nature of business. A list of names of those entertained must be included. A receipt is required for all entertainment expenses regardless of the amount. Business conferences over meals may be reimbursed with proper approval. Wine and bar tabs are not reimbursable only if they are associated with a business meeting and are not excessive.

Meals:

Items	EGP	USD	from	to
Breakfast	30	10	-	12 AM
Lunch	50	20	12	7 PM
Dinner	30	10	7 PM	0
Miscellaneous	40	10	For more than one day (24 hours)	

8) Cellular Phones

Cellular phone expenses are reimbursable on a monthly basis as follows:

For all nominated employees:

- a) Business related calls only.

The employee is responsible for selecting, purchasing, and documenting (all billables) the cellular phone plan with the following limitation:

KSA: Cellular phone plans should not exceed 120 SAR/month.

UAE: Cellular phone plans should not exceed 120 AED/month.

The following items are not reimbursable:

- a) Initial purchase, lease or installation of cellular phones.
- b) Personal calls.
- c) Answering services on cellular phones.

A copy of the cellular phone bill with all business-related calls high-lighted must accompany your Expense Report.

9) Cash Advances

Upon Request, frequent Arkleap business travelers will be given an advance to provide funds for authorized future company expenses. Advances will only be given to employees traveling on Company business.

A cash advance of up to U.S. \$1000 per month of travel on Company business may be requested by completing a Check Request for Cash Advance.

All requests for Travel Advance must be approved and submitted to the Finance Department at least (3) business days prior to the traveler's departure.

Any excess of advanced funds over expenses must be remitted promptly with the expense report. Delinquent notices will be sent on advances that have not cleared within thirty (30) days from issue date. You may not request any further advance if you currently have an advance outstanding that has not been resolved.

10) Miscellaneous

The Company does not pay for dry cleaning expenses or any personal extras during the business trips. However, where circumstances require these services, these expenses will be reimbursed by the miscellaneous fees mentioned. Please document your explanations on the Expense Report.

The following are **not** reimbursable:

- Annual credit card fees.
- In-room or in-flight movies.
- Personal reading materials.
- Airline, hotel and car rental club memberships.
- Restaurant count club memberships.
- Any entertainment materials.
- Dry cleaning expenses.
- Any personal extras.

Receipts (Proof of Payment)

The Company request that receipts for all expenditures be submitted, and receipts must be submitted for all expenses over 50 EGP. Arkleap will not reimburse expenditure greater than 50 EGP without a receipt.

Expense Report

Arkleap regulations require that traveling personnel maintain an adequate record for each trip and post all pertinent information in support of each expenditure (who, what, why, when and how much). Expense Reports are due no later five (5) days of the first expenditure incurred.

Approval

All Expense Reports must be approved by the employee's Manager in accordance with the Supervisor/Manager's expenditure authorization. Expense reports must be submitted to the Finance Department immediately upon return or maximum within five (5) days of the first expenditure incurred or reimbursement can be delayed while current reports are processed.

Business Expenses

Employee's Responsibilities

- 1) Use good judgment when incurring business expenses. Consider less expensive alternatives to a trip such as a conference call.
- 2) Submit expense claims (expense reports) within 5 days for trips requiring air and or overnight travel. Expense reports may be submitted every two weeks if on an extended business trip. Advanced purchases of airline tickets may be expensed in advance if the charge card bill is received before the trip.
- 3) Obtain appropriate approval signatures, including exception approvals when required.
- 4) Provide accurate, actual expense details on the appropriate Purchase request form to reimburse the expenditures. Adequate documentation includes daily recording of actual expenses by categories in local currency or as per the equivalent. All required fields must be completed with original receipts.
- 5) Use Company's contracted travel agencies for all airfare, automobile rental, and lodging.
- 6) Adhere to meal guidelines.
- 7) When possible, schedule travel 14-21 days in advance.
- 8) Please be sure that your expense reports are properly approved by your direct manager.
- 9) Exception approval is required if employee business expense is not clearly in accordance with policy. Any of these conditions require exception approval:
 - a. Unusual expense
 - b. Expense could possibly appear to be inappropriate
 - c. Expense exceeds the guidelines
 - d. Expense reports not submitted in a timely manner
 - e. Photocopy/inadequate/missing receipt.
- 10) Approving manager may not be a direct or indirect, beneficiary of the expense being approved. For example, an expense report for business meetings must be approved by the next highest level of management not in attendance.

- 11) Receipts are required for reimbursements of all authorized business expenses. The receipt must identify the name of the establishment, date, actual amount incurred, description, and receipt of payment. Items considered non-receptacle such as housekeeping/porter tips and some highway tolls can be reimbursed without a receipt. Photocopies and missing receipts require exception approval. Telephone receipts should include phone detail, identifying business from personal calls.
 - 12) Field employees are required to obtain approval from their respective managers before submitting expenses for reimbursement.
- 1) Return all expense reports requiring additional substantiation.
 - 2) Review expense reports for appropriate cost center codes, approving manager's signature and calculation accuracy.
 - 3) Checks to employee for expense reimbursement must be placed in appropriate mail box with the corresponding employee name and checks to offsite locations mailed to the employees.
 - 4) Confirm employee name and expense reports with management and obtain employee signature in case of in-cash reimbursements.

CONFIDENTIAL INFORMATION AND INTELLECTUAL PROPERTY

Confidential Information

From time to time, employees of Arkleap may come into contact with confidential information, including but not limited to information about Arkleap's members, suppliers, finances and business plans. Employees are required to keep any such matters that may be disclosed to them or learned by them confidential.

Furthermore, any such confidential information, obtained through employment with Arkleap, must not be used by an employee for personal gain or to further an outside enterprise.

IT Information Storage and Security

Any storage devices (CD's, USB's, Floppy Discs) used by employees at Arkleap, located at Arkleap's address, acknowledge that these devices and their contents are the property of Arkleap. Furthermore, it should be understood by employees, that company equipment should be used for company business only during normal working hours. Downloading of personal materials on company equipment can be harmful to said equipment and should not be done.

Smoke Free Environment

Smoking at the office is not permitted at any time. An 'enclosed workplace' is defined as the inside of any place, building or structure or conveyance or a part of any of them that the purpose of the policy is to promote good health, limit the dangers of second-hand smoke and prevent fires.

Meeting room

If you need to book or use the meeting room, please ensure that you book through the HR specialist. Please tidy up after meetings, take away your dirty cups, files papers etc. Place chairs back in position and clean all work away.

WORKPLACE VIOLENCE

Workplace violence can be defined as a threat or an act of aggression resulting in physical or psychological damage, pain or injury to a worker, which arises during the course of work. Further to the definition of violence, is the definition of abuse. Abuse can be verbal, psychological or sexual in nature. Verbal abuse is the use of unwelcome, embarrassing, offensive, threatening or degrading comments. Psychological abuse is an act which provokes fear or diminishes a person's dignity or self-esteem.

DISPUTE RESOLUTION

Regrettably, conflict can occur in any working environment. In an effort to resolve conflict in an expedient, yet fair manner, **Arkleap** recommends the following process for conflict or dispute resolution.

Any conduct that contains elements of offense such as indecent behavior, fighting, aggravated assault, slanderous language or aggressive behavior is not tolerated at our organization, neither are any other forms of misconduct that disturb the firm functions and/or activities

- Speak to the person you are having the dispute with. Many times, disputes arise due to misunderstandings and miscommunications.
- If speaking to the individual does not work, speak to the HR department & operation manager. The middle management will arrange a meeting between those involved in the dispute, to determine a resolution.
- If the middle management is unable to resolve a workplace dispute, the parties may be referred to mediation by the top management. The resolution of the mediator is binding on both parties of the dispute.

NEPOTISM

No candidate shall be hired for a position where they may report to or supervise a member of their immediate family. Immediate family is defined as: parent(s), step parent(s), sibling(s), grandparent(s), and spouse, step child(ren) or ward of the staff member,

father-in-law or mother-in-law. Personal relationships with other employees or members of the Arkleap's Board of Directors or Committees of Arkleap should be disclosed prior to accepting any offer from the employer.

DRESS CODE

Our dress code company policy outlines the company's expectations from employees regarding their appearance. The company's guidelines are not meant to unreasonably restrict the freedom of expression that is conveyed through one's attire. However, the way employees project themselves when they represent the company with clients, visitors or other external parties can have direct consequences on how it is perceived. Therefore, they should be aware that appearance is seen as an integral part of the company's culture and any Inappropriateness could expose the company and damage its reputation.

Arkleap requires that employees dress neatly and appropriately at all times and that they maintain adequate personal hygiene. The success of any company is reliant on the support and goodwill of its customers. For this reason, it is important that Arkleap maintains a professional image. As representatives of this company, employees must adhere to the dress code policy.

Guidelines

In general, the dress code for employees is business casual. However, sales and marketing staff that have direct contact with the company's clients should follow a dress code of business professional during client visits and meetings. Technical staff are allowed to wear more casual attire, such as jeans and T-Shirts.

The company urges employees to use common sense and sound judgment when it comes to selecting their work attire. When in doubt, refer to the conservative and formal side. To assist you, here are a few broad guidelines to follow:

- All clothing should be clean, ironed, and in good shape. Desist from opting for clothes that display discernible tears, rips or holes, even if it is the current fashion.
- All employees should maintain an acceptable level of bodily hygiene to ensure that interactions with other staff and clients remain positive and pleasant
- Work clothes should be professional, which means that it should not be too revealing or too casual.
- Employees must always present a clean, professional appearance. Everyone is expected to be well-groomed and wear clean clothing, free of holes, tears, or other signs of wear.
- Clothing with offensive or inappropriate designs or stamps are not allowed.

Example of required appearance:

- Casual shirts: All shirts with collars, business casual crew-neck or V-neck shirts, blouses, and golf and polo shirts. Examples of inappropriate shirts include T-shirts, shirts with inappropriate slogans, tank tops, muscle shirts, camouflage and crop tops.
- Pants: Casual slacks and trousers and jeans without holes, frays, etc. Examples of inappropriate pants include shorts, camouflage, and pants worn below the waist or hip line.

- Footwear: Casual slip-on or tie shoes, dress sandals, and clean athletic shoes. Examples of inappropriate footwear include flip-flops and construction or hunting boots.

Disciplinary Consequences

It is important an employee understands the consequences that any inappropriate appearance may bring to the company. When an employee disregards the company's dress code, they will be reprimanded and it will be expected from them to start respecting the policy. Returning home to change is considered a valid request from an employee's supervisor.

In instances when there is irreparable damage because of an employee's appearance (e.g., the loss of a major client) or repeated violation of this policy, employees may be faced with more severe repercussions up to and including termination.

EMPLOYMENT TERMINATION

It is company policy to ensure that employee terminations are handled in a professional manner with minimal disruption to ongoing work functions.

There are three types of terminations:

- a. Voluntary
- b. Involuntary
- c. Death

Voluntary Terminations

General

Voluntary termination of employment occurs when an employee informs his or her supervisor of employee's resignation, or termination is deemed to have occurred when an employee is absent from work for five workdays and fails to contact his or her supervisor (job abandonment).

Procedure

- a. Employees are expected to provide a minimum of one- two-month notice of their intention to separate from the company in order to allow a reasonable amount of time to transfer ongoing workloads. It is expected that written notification will be provided to the employee's direct manager.
- b. Upon receipt of an employee's resignation, the direct manager must notify Human Resources (HR) by sending a copy of the resignation letter to HR annotated, if necessary, with pertinent information (i.e. employee's reason for leaving, last day of work, etc.).
- c. The HR Administrator will coordinate the employee's out-processing. This process includes:
 1. Returning all company property (i.e., keys, ID cards, laptop, etc.).

2. Completion of an exit Interview questionnaire. The exit interview provides employees the Opportunity to freely express views about working at the company and will be held in strict confidence. HR will compile data from exit interviews to determine if feedback to an employee's director is necessary.

A "Supervisory Termination Summary" will need to be completed by the line manager. This form should be returned to HR where it will be maintained in the employee's personnel file.

Involuntary Terminations

An involuntary termination of employment, including layoffs of over 30 days, is a management-initiated dismissal.

The inability of an employee to perform the essential functions of his or her job with or without a reasonable accommodation may also result in an involuntary termination. An employee may also be discharged for any legal reason, e.g., misconduct, tardiness, absenteeism, unsatisfactory performance or inability to perform.

In some cases, progressive discipline may be used, prior to termination, to correct a performance problem. However, certain types of employee misconduct are so severe that one incident of misconduct will result in immediate dismissal without prior use of progressive discipline.

Procedures

1. Before any action is taken to discharge an employee, the employee's manager must request a review by the termination review board, which consists of the president, the vice president of HR and the employee's department head.
2. The termination review board will be responsible for reviewing the situation and determining if discharge is warranted. If the board recommends discharge, the employee's manager and an HR representative will notify the employee. The employee's manager should complete an Employee Change Form or e-mail HR to confirm the last working of the employee.

Deceased Employees:

General

A termination due to the death of an employee will be made effective as of the date of death.

Procedures

- a. Upon receiving notification of the death of an employee, the supervisor must notify the HR Administrator immediately.
- b. The Benefits Administrator will process all appropriate beneficiary payments from the various benefits plans.

OFFBOARDING

Offboarding is the process of effectively transitioning a departing employee and integrating their replacement. While Arkleap strives to recruit and retain the best talent, however, in circumstances where an employee chooses to pursue other opportunities or where Arkleap chooses to end the employment relationship, it is important to ensure the employee's departure is handled in an organized manner. This policy governs the offboarding process to ensure a smooth transition for both the departing employee and Arkleap. Arkleap is keen to keep a good and professional relationship with all its departing employees and therefore it is necessary to conduct the following procedures in order to provide a smooth offboarding experience to its resignees.

Procedures:

- The employee must provide verbal and written resignation mail and letter that include date letter is submitted, addressed to direct manager and the HR Department, last intended day of work and signed by submitting employee.
- The employee must return Arkleap equipment and property with haste and in good standing order before or on the last scheduled day of employment. The Department of Human Resources will coordinate the transfer of all Arkleap property prior to the employee's departure.
- The departing employee will be responsible for returning all Arkleap property in usable condition. The employee will be held accountable for any damage beyond wear-and-tear unless they can show and prove that the damage was due to factors beyond their control. The cost of repair or replacement for damaged property will be deducted from the employee's final paycheck.
- The resignee must cut the medical card provided by Arkleap and send a documented photo to the HR department.
- Voluntarily participate in Exit Interview (or Survey) process. Employees who depart voluntarily will be asked to complete an exit interview. The purpose of the interview is to gain the departing individual's feedback on their tenure at Arkleap and suggestions for improvements. Exit interviews will be arranged and conducted by the department of Human Resources and will typically take place in the employee's last week of employment.
- Transfer of Knowledge: The employee must provide a written document of key information and/or outstanding issues. Time-sensitive issues should be flagged to direct manager. The employee should develop a suitable role and knowledge transfer plan with their direct manager and their replacement.
- The contents of each transfer knowledge plan will be specific to the departing employee's circumstances, however all plans must include the following elements:
 - Role and accountabilities
 - Measurable goals
 - Knowledge and skills transfer methods
 - Timelines for completion

- The implementation of role and knowledge transfer plans will involve participation from the departing employee, their supervisor, and the new incumbent (if known).
- The departing employee must clean up assigned off space.
- All documentation printed or saved on Arkleap's computers, laptops, tablets, or stored on our devices, servers or in the cloud are the property of Arkleap and shall not to be removed.
- The department of Human Resources will finalize resignee's employee accounts for payroll, entitlements and outstanding expenses. Dates of final payments will be communicated to employee on the final day of work.
- The human resources department will deliver employment documents to the resignee and finalize termination documents such as formal written resignation, form 6 of social insurance, letter of acknowledgement of receiving all rights, and letter of termination.

CONFIDENTIALITY AGREEMENT

_____ agrees to keep secret and retain in the strictest confidence all confidential matters which relate to the Company, including, without limitation, customer lists, client lists, trade secrets, pricing policies and other business affairs of the Company learned by him or her from the Company and to not disclose any such confidential matter to anyone outside the Company, whether during or after his or her period of employment with the Company, except as may be required in the course of a legal or governmental proceeding. Upon request by the Company, _____ agrees to deliver promptly to the Company upon termination of his or her employment, or at any time thereafter as the Company may request, all Company memoranda, notes, records, reports, manuals, drawings, designs, computer files in any media and other documents (and all copies thereof) relating to the Company's business and all property of the Company, which he or she may then possess or have under his or her control.

Signed and agreed to this _____ day of _____, 20__.

BY: _____
Employee

BY: _____
Company