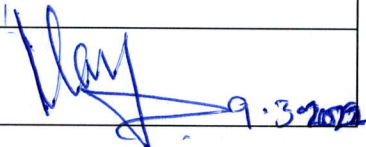




## Policies & Procedures

### HR Manual

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Approved by	Maryam Al Shabibi
Signature	



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## **1. INTRODUCTION**

### **1.1. Purpose of the Manual**

The purpose of this manual is to form the basis for the management of employees and provide transparent and consistent framework of the terms and benefits entitlements of the employees of the Company.

The scope of this manual covers Talent Management, Compensation and Benefits, Working Condition Employee Leave, Performance Management, Training and Development, Employee Leave, Conduct and Ethics, Business Travel, Telephone Policy, Communication Policy and End of Service Benefits.

### **1.2. Governing Law**

The governing law for this HR Manual is the Oman Labour Law ("Law"). In the event of any conflict that may arise between the contents of this manual, the employment contract and the interpretation of the Law as given by any ministerial or vice order, the following order of prevalence shall apply: Labour Law, employment contract and then this manual. In the event of amendments to the Law conferring more benefits than those provided in this manual, the employee will be entitled to the more beneficial of the two, but not both.

In the day to day operation of the Company, cases may arise which are not covered by any of the policies and procedures outlined in this manual. Such matters are to be handled on a case by case basis.

In such cases, and in general interpretation of matters within this manual, advice should be sought from the HR Manager (HRM).

### **1.3. Scope of the Manual**

These Manual shall outlined in this manual apply to all the employees of the Company.

This Manual supersedes all previous Employees' manuals or amendments that may have been issued till date on subjects covered in this Manual.

### **1.4. Responsibilities**

The HR Manager or AM will be the custodian of this manual. She/he ensures that the manual is up to date, aligned with the Law and that changes in the policy and procedures are duly authorized jointly by the Company Partners.

The Company reserves the right to amend the manual on the basis of any changes to the Law, human resources strategies, objectives or business warranting a change, which change shall be approved jointly by the Company Partners.

The HRM or AM shall review this manual at least once a year to keep it updated in line with organizational requirements, business trends, and any amendments to the policies and procedures of the Company and the Law.

A request for a change in the contents of this manual may originate from any of the Department Managers in the Company. Any request for revision must be submitted to the AM or HRM, who reviews and discusses the same with the concerned Manager and others as relevant, and then submits the same to the Partners for joint approval. The HRM and AM must ensure that any amendments and revisions of this manual are circulated to all employees.

All Employees are responsible for reading, understanding, and complying with the provisions of this Manual. Employees who wish to obtain further clarification and/ or explanations may consult the HR Department to ensure proper understanding and interpretation of the said Manual. Every Employee should sign 'Employee Acknowledgement Form' in **Annexure 1** and give it to HR for filing.

**1.5. RELATED POLICIES (Please put on the docs need to sign)**

- **HSE Manual**
- **Ethics Charter**
- **IT Usage Policy**
- **Procurement Policy**

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## 2. GLOSSARY OF TERMS

The following terms and expressions shall have the following meaning:

Annual Manpower Plan (AMP)	The component of the Company's annual Budget, which defines the resourcing need, and timing of recruitment.
Gross Salary	Employee's total monthly compensation including allowances.
Basic Salary	Monthly compensation paid to an employee excluding allowances.
BoD	Board of Directors
Business Trip	All travels related to business purposes.
COO	Chief Operations Officer
FM	Finance Manager
Day	A period of 24 consecutive hours starting mid-night. Consider a calendar day unless otherwise specified.
Department Manager	The person heading a Department or Section (i.e. FM, AM, COO and HRM).
Employee	Any individual working for the Company on a full time basis.
HRM	HR Manager
AM	Admin Manager
RS	Recruitment Specialist
Law	Oman Labour Law
Line Manager	The person having responsibility for directly managing and supervising individual employees or teams.
Performance Management	Evaluation of an employee's job performance within a specific time period
Probation Period	The first three months of an employee's employment before confirming his/her satisfactory performance in the position he/she occupies.
Salary Structure	The Salary Structure approved by GUBD, which includes the basic salary and allowances payable to employees.
Secondment	Assigning an employee to perform a job or occupy a position outside The Company for a temporary period of time. This term also applies to an employee being seconded to The Client on a temporary or permanent basis from an external entity. Both scenarios need to be based upon an agreement between The Company and the external entity.
Staff Affairs Committee (SAC).	A committee that is headed by the Partners. The HR, AM and FM meets on a regular basis to discuss and address Promotions, Performance Appraisals, Employees Transfers, Bonus, Employees Discipline / Grievances and the moderation exercise undertaken after the performance evaluation process.
Company	Green Umbrella Business Development
GUR	Green Umbrella Recruitment

### 3. TALENT MANAGEMENT

The Talent Management section of the manual outlines the processes through which the Company:

- determines its requirements for manpower
- recruits new employees in a fair, transparent and consistent manner
- performs the induction process during which new employees are familiarized with the Company's organization structure and culture,
- Establishes the Probation Period and policies for confirmation.
- Organizes Performance Management, training and development.

#### 3.1. Manpower Planning

- **Job Descriptions**

It is the responsibility of each Department Manager within GUBD to prepare Job Descriptions inclusive of the following:

- Role Purpose
- Designation
- Proposed Hay Level
- Years of relevant experience
- Qualifications
- Reporting Relationships
- Competencies and skills required
- Key accountabilities & performance measures

Job Descriptions must be approved by the Partners for all Department Managers and by the relevant Department Manager and the HRM for Employees below Management Level.

- **Annual Manpower Plan (AMP)**

By the end of each year, the HRM shall prepare an AMP with input from the Department Managers by filling the Manpower Requisition Form **Annexure 2**. The HRM shall review and take the following into consideration:

- Existing staffing position: this includes current staff strength, approved positions not yet filled, vacancies expected to arise due to non-renewal of existing contracts, and the number of Expatriate and Omani Employees.
- Projected staffing requirements: this should take into account possible restructuring of jobs, new operational requirements, market requirements and exigencies among other factors.
- Once the AMP plan has been reviewed by HRM and approved by the Partners, shall prepare a manpower budget ("Annual Manpower Budget") which shall form part of the Annual Budget.





- **Annual Manpower Budget**

Once the proposed Annual Budget has been approved by the Partners, the AM & HRM should inform the Department Managers.

The AMP shall be reviewed as required by the AM & COO. Any positions which should be re-evaluated, re-designed, or eliminated must be reviewed by Partners.

In cases where changes to the annual budget are required to suit market requirements or working exigencies, proposed changes must be approved in line with the Partners.

### 3.2. **Recruitment and Selection**

- **Recruitment**

Recruitment is conducted in accordance with the Annual Manpower Budget or secondment requirement as approved by the Partners. The recruitment budget is prepared based on the AMP & client's budget.

Table below shows by whom the candidates should be interviewed:

Vacant Position	Selection by	Other Members
Staff	Department Manager	HRM and Partners (only selected candidate upon request)
Department Manager	Partners	FM and HRM
Seconded staff	Clients	HRM, AM & COO

It is the Policy of the Company to be fully committed to the Omanisation laws and regulations.

- **Candidate Requirements**

Candidates considered for recruitment must meet the following minimum requirements:

- Meeting of the criteria and qualifications set in the Job Descriptions.
- Good physical condition and medical examination results.
- Submission of all necessary documentation and certification prior to contractual agreement.
- Clearance by the Internal Security Authority in Oman.
- GUBD reserves the right to request a certificate of no criminal record
- 

- **Recruitment Avenues**

GUBD may use the following avenues of recruitment in order to resource potential candidates:

- Internal Recruitment
- Referrals from Sister Company employees
- External advertisement
- Headhunting
- Job boards



- GUR Recruitment Service.

- **Timing and Need**

The timing and need for recruitment shall be based upon the approved partners and in line with the submitted "Manpower Requisition Form".

- **Internal Candidates**

In cases where the Department Manager considers that the vacant position can be filled by an internal candidate, he/she must arrange to send a written recommendation of the same to the SAC for review and recommendation.

- **Internal Candidate Promotion**

The COO shall initiate action for promotion if it is decided and approved by the Partners that the position in question is to be filled internally.

- **Advertising**

In cases where advertising is required to publicize the vacancy, the RS shall arrange to review available means of publication, the relevant coverage and the type of publication necessary in consultation with the concerned Department Manager and proceed with advertising accordingly.

Publicized material and wording used to communicate Job Description and technical job specifications must be provided by the concerned Department Manager and approved by the Partners. A copy of the advertisement must be kept in the recruitment file.

- **Received CVs**

All received CV's must be sent to the RS for screening and reviewing the candidates' qualifications, skills and experience. The RS will then submit the screened CVs to the Department Manager for review and shortlisting for interview.

- **Recruitment Interviews**

The HRM or RS shall arrange for the timings of interviews of the selected applicants according to the convenience of the Department Manager.

First interview: During all interviews, the RS will brief the applicant with the background of the Company and the department where the vacancy exists and the candidate's suitability to the position within the organization. The RS should fill the Interview Assessment Form **Annexure3**.

Second Interview: The Partners or clients will interview for final approval.

Once the interviews are completed, the RS must arrange to rate the candidates interviewed and agree on the most suitable candidate for the position.



- **Unsuccessful Candidates**

Upon acceptance of the Company's offer by the successful candidate, all other candidates who were interviewed must be contacted by the RS or HRM and informed about the closing of position.

- **Accepted Candidates' References**

The HRM must arrange to check on an accepted candidate's references, qualification and experience certificates, as well as "no objection" certificates (if applicable) before the final selection and issuance of a contract offer.

- **Offer Letter**

Confidential offer letter must then be prepared for the successful candidate by the HRM identifying all details such as the role, remuneration package, location, leaves, health insurance, air ticket (if applicable) and contract which must be signed in accordance with the Partners.

Once the contract offer is agreed by the candidate, the PRO must arrange to undertake all necessary formalities for sponsorship, workpermit and medical examinations.

For expatriate Employees, the PRO shall arrange to fill out the visa application form in line with passport copies and certificates provided by the candidate through correspondence.

The PRO arranges to deliver the application forms and the relevant documentation to the Department of Immigration.

The PRO will retain the receipt of the visa fee and collect the visa once it is ready. The HRM shall then arrange to send a copy of the visa by email/fax and arrange the travel booking after consultation with the candidate. The PRO will be required to deposit the original visa at the airport based on flight details of the candidate

- **Offer Letter Rejection**

Should the contract offer be rejected by the candidate in question, the reasons for rejection should be obtained by the HRM and an offer shall be prepared for the most suitable alternative candidate.

- **Recruitment through GUR**

The RS shall arrange to screen CV's and provide the client with the top suitable candidates in line with the Company's requirements. All received applications shall then be sent to the concerned Department Manager for review and assessment.

- **Candidate Suitability**

The Department Manager or client shall then decide on the most suitable candidates for interview purposes.





- **Interviews**

GUR shall arrange for the interviews.

- **Medical Examination**

For the purpose of the visa processing, expatriate Employees are requested to send in advance medical reports from his/her own country. Within one week of the Employee joining, the PRO shall arrange to take the Employee to perform the medical examination as required by the Law.

Upon receipt of the satisfactory results of the medical examination, the PRO shall fill out the necessary paperwork and accompany the Employee to obtain the resident card (for expatriates).

All medical reports costs and courier costs are borne & reimbursed by GUBD

- **HR Responsibilities**

The HR Department shall arrange to complete the following procedures during the Employee's first week:

- Collect passport and photographs
- Assign an employee number
- Open an employee personal file
- Prepare an Employee information statement and file one copy in the Employee file.
- Prepare salary certificate for the employee to open an account
- Full onboarding process
- HRMS access

- **Resident Card**

Once the resident card has been issued (for expatriates) a formal employment contract (MoM prescribed Requirement) shall be issued by the company, to be signed by the Employee. Upon completion of these formalities, the Employee's passport/resident card shall be returned to him/her. All Employees and their families on family visas should carry the original resident card at all times.

- **Employee Personal File**

The HRM must arrange to place the following in the Employee's file (as per checklist):

- Copies of passport
- Copies of qualification certificates
- Copies of service certificates
- Medical certificates
- Reference Letters (copies or of recorded statements from Telephone calls)
- Offer letter
- Employment contract
- Leave documents





### **3.3. Induction**

HRM shall ensure newly recruited employees receives office space, PC / laptop, e-mail address, HRMS access, landline phone, mobile phone, business cards, insurance card etc as applicable on the first day of joining in the office. HRM shall take into consideration the lead time for arranging these items such as PC/laptop. All the above shall be done within the first 3 days of joining.

Newly recruited employees by GUBD must undergo an induction talk which is prepared and coordinated by the HRM. The relevant Department Manager must assist in the preparation of the induction program in circumstances where technical training or technical issues must be included.

Induction for all Employees must also cover the following topics:

- HR Manual
- Company Culture
- Code of Conduct
- HSE policy
- IT Usage policy
- Procurement Policy
- Performance management

### **3.4. Probation and Confirmation**

- Probation Period

In accordance with the Law, all newly recruited Employees must complete a period of three months which shall be considered a probation per Probation Period. The Probation Period shall commence from the date of commencement of work.

- **Probation Confirmation Report**

Upon the completion of the three months' Probation Period, a **performance appraisal** covering the objectives set during the induction period shall be performed by the Employee's Department Manager. The Department Manager must fill the Probation Confirmation Report **Annexure 4** and forward the same to the HRM.

- **Confirmation**

Only Employees who are rated "satisfactory" or above during the probation appraisal process shall be confirmed for employment upon the completion of the Probation Period. The services of the candidates whose rating is lower than "satisfactory" shall result in termination. The Partners shall be the deciding authority for all terminations or confirmations.

The report and the results of the performance evaluation will then be filed in the Employee's personal file.



### **3.5. Performance Management**

The purpose of this section is to establish the policies and procedures related to the performance evaluation process conducted by GUBD on an annual basis.

The performance evaluation process is implemented by GUBD or client in order to evaluate Employees in a fair and transparent manner, link reward to performance and create an environment where Employees and managers can discuss Employees' achievements and conduct counseling sessions to discuss performance.

The following shall apply to all Employees.

- **Policy**

It is the policy of the Company to conduct a mid-year and annual Performance Management process for all Employees. The purpose of the mid-year evaluation is to make sure that all individual objectives are a reflection to the Company's objectives which are defined, modified and update if needed.

- **Confidentiality**

It is policy to treat all discussions conducted between Employees and their Department Managers in the framework of the Performance Management process in a confidential and respectful manner.

- **Process**

The performance appraisal process within the Company aims to achieve the following:

- Set objectives for Employees to achieve during the year in line with Company's goals and overall strategy.
- Recognizes Employee contributions and achievements.
- Identify Employee strengths and weaknesses.
- Set and review Employee training and development needs.
- Provide a framework for formal and informal discussions between the Department Managers and Employees.

- **Determination**

The Performance Management process shall precede and determine the following within the Company:

- Coaching and counseling poor performance
- Promotions
- Termination

- **Responsibility**

It is the responsibility of the AM & COO to gather and analyze all completed performance evaluation forms.





- **Procedure**

Employees and managers will follow the following Performance Management steps every year by filling the Personal Evaluation Report **Annexure 5** and AM & COO will communicate the deadline of each step:

February:	Employee prepares objectives form and sends to manager.
February:	Employee and manager have a detailed objectives discussion on the basis of the proposal and sign on the agreed objectives form. The employee submits the signed form to the AM.
August:	Employee and manager have a mid-year discussion and confirm objectives.
December:	Employee prepares self-assessment
December:	Employee and manager have an evaluation discussion and sign the performance evaluation sheet
January:	Line Managers, AM, partners have a mutual discussion to review, align and confirm evaluations

### 3.6. Management of Poor Performance

It is GUBD's policy to counsel Employees who have demonstrated poor performance standards in order to understand and identify Employee concerns and/or difficulties.

The following list, which is not exhaustive, are examples of issues that may fall under the poor performance policy and procedure:

- Quality or output of work not meeting the required standards.
- Unacceptable or inappropriate behavior in the workplace.
- Unsatisfactory attendance record
- Poor timekeeping

Line Managers who identify Employees that are performing in a poor manner must arrange to meet with the concerned Employees in order to identify the reason for the substandard performance.

- **Informal Actions**

The first stage is the informal actions. The aim of this stage is to try and resolve problems quickly and informally, before the matter becomes a serious issue.

During an informal discussion, the Line Manager should cover the following:

- Raise concern regarding the level of performance with the Employee and the perceived shortfall.
- Undertake any necessary investigation as to the reasons for the problem.
- Review the Employee's roles and responsibilities.
- Re-affirm the standard by the company.
- Set a reasonable timescale with which the improvement is expected to be achieved and arrange a further informal review meeting.



- Provide any necessary training (Internal or external).
- Record any actions taken in writing and confirm the outcome in writing to the employee.

If all informal support has been exhausted and the employee continues to fail to reach the required standard of performance, the Line Manager will advise the Employee that the performance issue will be dealt with through the formal the poor performance policy and procedure.

- **Formal Procedure**

At all formal stages of managing poor performance the Employee will have the right to be accompanied by The AM or fellow colleague. It is the Employee's responsibility to arrange representation and to inform the person conducting the meeting if they are going to exercise this right. At the meeting, the AM / fellow colleague is entitled to ask questions, make representations and confer with the Employee However, an HRM / fellow colleague may not answer questions put directly to the Employee.

All formal stages will be documented and signed off by relevant parties in a performance Improvement Plan.

- **Stage 1: Initial Formal Meeting**

The Employee will be informed in writing of the date and time of the meeting, the nature of the alleged poor performance and their right to have an HRM or AM / fellow colleague present. The objectives of the meeting need to be confirmed in writing to the Employee. An Employee wishing to appeal against a poor performance decision/meeting should notify the HRM in writing upon receiving the written notification.

The purpose of the meeting is for the Line Manager to formally discuss with the Employee the short fall in performance, previously discussed at the informal stage, make clear the standards required in the Employee's role and set objectives on how this level of performance can be achieved.

The following areas will be discussed at the meeting:

- Any evidence collected during the informal discussions.
- Reiteration of the shortfall between the Employee's performance and the standard required by the company.
- Reasons for the employee's difficulty in meeting the required standard, i.e. personal issues, knowledge gap, etc.
- Agreement on what objectives need to be achieved and any reasonable development or support that will assist the employee in meeting required standards.
- Timescales set to achieve the objectives (normally between 4 weeks and 3 months, although this can be extended if necessary).

- Set review dates and agree on monitoring system during the review period (first review period should be 3 months with interim reviews taking place once per month).
- Confirmation of the next steps would be decided based on the first review, depending on the progress of the Employee and whether the Employee and has achieved the required standard have been achieved at the end of the review period.

Following the review period, if the Line Manager is confident that there is no longer a requirement to follow the poor performance policy and procedure, performance will be monitored as part of the usual day to day management and no further action will be taken. However, the Employee will be advised that should there be any lapse in the required performance in the next 12 months, there will be an automatic referral to stage 1 of the poor performance policy and procedure.

This review will take place with the Line Manager before a formal meeting is convened. If further action is to be taken the Line Manager will meet with the Employee to formally conclude the process. If however, the Line Manager believes that it is necessary to continue the policy and procedure, a second formal review will be scheduled.

- **Stage 2: Second Formal Meeting**

The Employee will be invited to attend the second formal meeting and given notice of the date of the meeting and the right to reorientation. The purpose of the meeting is for the Line Manager to review the progress that has been made against the objectives set from the first formal meeting and decide on any further action. The objectives of the meeting need to be confirmed in writing to the Employee. An Employee wishing to appeal a second review should notify the AM in writing, upon receiving the notification.

The following areas will be discussed at the meeting:

- The progress against objectives set.
- The reason for shortfalls if any.
- The need for any further support or training.
- Objectives for the next review period (if any).
- Timescales for the next formal review period and meeting (if any).

If the Employee has not achieved the required improvement in their performance, the Line Manager will identify the areas where there is a shortfall and will set objectives for a monitoring period, which should be for a maximum duration of 3 months.

In addition redeployment options may be discussed with the Employee and should the required standard not be achieved by the final review meeting, that a possible outcome may be dismissal.

The outcome, timescales, objectives and the right of appeal will be confirmed in writing to the Employee prior to the meeting being held. An Employee wishing to appeal against a





poor performance decision should notify the HRM or AM in writing upon receiving the letter.

If after the second review period the Line Manager is confident that there has been a satisfactory improvement in the performance, the formal policy and procedure will be discontinued and the Employee notified. However, the Employee will be advised should there be any lapse in the required standard in the next 12 months, there will be an automatic referral to stage 2 of the poor performance policy and procedure.

- **Stage 3: The Final Review meeting**

If there has been insufficient improvement in the performance of the employee following the second review period, a final review will be held. The purpose of the meeting will be to decide the appropriate action to be taken, given the history of the case. This meeting will involve a panel including the Line Manager, the Partners and HRM.

The Employee's Line Manager will provide the panel with all the information regarding the poor performance issue. The Employee will be sent all relevant documentation before the meeting. The panel will review all the history of the case, including and steps that have been taken to support the Employee throughout the policy and procedure.

The following will be discussed at the meeting:

- Summary of events leading up to the meeting.
- How long the poor performance has been an issue and what improvements (if any) have been made.
- Have reasonable actions been taken to support the employee, i.e. training or coaching?
- Has any medical advice been requested (if relevant)?
- Has redeployment been considered?
- Are there any reasonable adjustments that could be made that would resolve the issue?

- **Outcome**

If the Employee has made the improvement required and all other alternative routes of action have been exhausted then a decision may be taken to dismiss the employee (with notice) on the grounds of inability.

The outcome will be confirmed in writing after the final Review meeting. If the outcome is dismissal, a letter will contain the reasons for dismissal, the last day of employment and the right of appeal. If the outcome is a further review period, there will be an automatic referral to stage to stage 2 and the letter will set out the reasons for the further review, the timescales and the right of appeal.

- **Right of Appeal**





An Employee who wishes to appeal against a decision made at any stage of the poor performance policy and procedure should appeal in writing to the HRM outlining the grounds of the appeal, upon receiving their written notification.

The Partners of the company will hear the appeal within 10 working days of receiving the grounds for appeal. The Partners decision will be final. An Employee has the right to be accompanied during appeal. At the end of the hearing, the decision will be put in writing.

HRM will (where practical) support the Manager holding the formal meetings and the Partners during appeals.

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### 3.7. Training and Development

The purpose of the following section is to outline how training and development needs within the Company are recognized, documented and the means through which they are carried out.

- **Training Requirements**

**HSE:** At induction the Employee will be acquainted with the Company's HSE manual and the required initial training undertaken. On a regular basis (at least twice a year during the Employees performance review) the scope and requirement of HSE training will be reviewed and the necessary action taken. It is Company policy to ensure that all Employees follow first aid training on a yearly basis and IOSH working safely training at least once.

**Non-HSE:** An employee's job training requirements shall be expressed during the Performance Management process. Initiation of training requirements can either be from the Employee or from the Line Manager.

Training requirements applicable to the Company shall be classified in accordance with the following:

- Strategic training is linked to provide the employees with new competencies related to changes within the Company's organizational and strategic requirements.
- Task specific training is usually conducted in order to provide the Employees with skills needed to perform their tasks in a more efficient and effective manner.
- Individual training needs are linked to behavioral competencies and focus on providing an Employee with "soft skills".

Training needs within GUBD shall be linked to the following:

- The Company and department need.
- Employee responsibilities and medium-term development
- Employee qualifications
- An Employee's nature of activities
- An Employee's relevant experience

- **Training Budget**

Training budget shall be prepared by the AM on the basis of the Performance Management process and detailed discussions with Department Managers. It will be approved by the Partners. It is the responsibility of the AM ensuring that total training expenditure is in compliance with the training budget. The training budget shall cover the requirements of all departments within the Company.

- **Training Purpose**

All Employees shall be sent for training purposes only in instances where it is deemed suitable for Company's overall requirements and strategic needs.



- **Training Guidelines**

The following guidelines shall determine the types of training applicable to the Employees:

- **On-the-Job Training**: employees conduct their daily training by working closely with an employee or Line Managers who can teach the employee the new skills required.
- **Internal Training**: Internal programs are designed and conducted within the Company by an experienced employee in order to impart skills or knowledge to employees.
- **External Training**: External training is linked to sending employees to third party institutions within Oman or abroad to acquire skills and knowledge.
- **Job Enlargement**: Training by increasing responsibility and scope of a position.

- **Training Material**

It is GUBD's policy to maintain all material obtained by Employees during training courses, seminars or workshops. The Employee will put all received training material in the Company server.

The AM will retrieve the training suggestions from the various employee appraisal forms and career development plans, all training requirements need to be documented during the performance evaluation process. The AM and Line Manager will jointly screen the required training for their staff.

The HR manager and Admin Manager shall prepare a summary of all training requirements for all employees in the Company and forward the same to the Partners for review and approval.

Once the consolidated training requirement report is approved by the Partners, the AM will co-ordinate with other Departmental Managers on the timing and duration of courses, the selection of instructors (for in-house training programs) and the appropriate institutions for the employee attending external training courses.

- **Travel Abroad**

As per the clause 8 of this policy, Business Travel.

- **Training Report**

Any Employee, who has participated in any training course, should send a short report to the Partners and AM to give feedback about the course on the Training Feedback Form attached as **Annexure 6**.



#### 4. COMPENSATION AND BENEFITS

The purpose of this section is to establish the policy with regards to salary administration and related allowances and benefits applicable to employees.

It is the Company's aim to reward its employees in a fair manner consistent with best market practices.

The following shall apply to all employees.

##### 4.1. Payroll Administration

- **Responsibility**

It is the responsibility of the HRM to review, monitor and ensure compliance of the payroll administration policy of the Company.

- **Dates for Payment**

All efforts shall be made for Employee salaries to be made on the 30<sup>th</sup> of each month via bank transfer. In cases where the 30<sup>th</sup> falls on a weekend or public holiday, the salaries shall be payable on the date before the weekend or before public holiday begins.

- **Salary Factors**

Salaries are based on the following elements:

- Position and responsibilities as determined by the Hay Level under the annual Hay study
- Annual salary increments from the previous year as per Clause 5.3
- Performance
- Educational Qualifications (only to the extent that it enhances the performance)
- Relevant years of experience (only to the extent that it enhances the performance)

- **Salary Components**

Salaries payable to all Employees (whether Omani nationals or expatriates) shall include the following:

**Basic Salary:** Monthly compensation paid to the Employee based on the salary grading structure.

**Allowance:** Monthly compensation paid to the employee for costs related to housing, transport, etc.

- **Payroll Processing**

Once the attendance through the bio-metric machine and leave records from 21<sup>st</sup> day of the previous month to 20<sup>th</sup> day of the month are updated, the payroll is processed in the payroll system by the HRM.



#### 4.2. Benefits

- Medical Coverage and Insurance

- The Employee and his family (meaning his wife and up to 3 unmarried children up to the age of 18 years and resident in Oman) shall receive medical treatment in accordance with the terms specified within the medical policy approved by the Partners and the FM.

- Employees will be informed of the current policies and practices and updated of any changes and/or amendments.

- The Company shall keep the medical information of Employees confidential.

- At the time of annual renewal of medical policy, HRM shall arrange issuance of new medical cards by the insurance company and shall hand over the same to Employees

- Life Insurance

All Employees shall be part of a group life insurance cover including the workman's compensation scheme as per the Law. Insurance terms and conditions shall be in accordance with the insurance policy approved by the Partners.

- Annual Bonus

Annual bonus is not applicable at the moment with the company.

#### 4.3. Annual Salary Increments

Salary reviews will be conducted on Gross/Base Salary and is reviewed annually effective from 1<sup>st</sup> January. Salary increments shall take into account the following factors:

- The employee's performance rating on skills and professional qualities

- Current salary

- Market indexation (linked to the Oman Consumer Price Index)

- Available budget

- Annual Salary Increments

Annual salary increases will normally be effective on January 1<sup>st</sup> of each year and, where possible, will be implemented by that date. The annual salary increase, as approved by the Partners, is normally applied to individual salaries and to the adjustment in the salary of the Company's grading level.

Salary increments shall take into account the following factors:

- Current salary position compared to the reference level.

- Oman law

#### **4.4. Loans and Advances**

As a policy, the Company does not provide loans or advances to Employees. However, under exceptional circumstances and/or emergencies and at the discretion of the Partners, salary advances can be granted.

The advance requests must be sent to the HRM and duly approved by Partners.

The employee shall authorize GUBD to deduct from his salary or any allowance or other payments due, any sums due from the Employee to GUBD including any over payment, advance made to him/her. As per Labour Law, monthly repayment cannot be in excess of 15% of employee's base salary.

### **5. WORKING CONDITIONS**

- **Attendance**

- All Employees are required to record the attendance by punching into the bio-metric machine at the arrival and departure of the office. Late arrival and or early departure shall require authorization from Line Manager.
- For Employees whose work is not substantially office based, e.g. the PRO, they need to get prior approval from their Department Manager for time spent outside the office.
- The Admin Department shall
  - Review the consolidated attendance report and leave record from 21<sup>st</sup> day of the previous month to 20<sup>th</sup> day of the month, and prepare a memo to address all unusual events, such as unexplained absenteeism. The HR Department shall then forward the memo to all Department Managers by 22<sup>nd</sup> day of the month.
  - Then, send the consolidated attendance report and leave record to Partners for his/her review before the payroll processing as per Clause 5.1.5.
- HR Department updates the Employee's personal file and the payroll system for leave accrued or other changes based on the Partners decisions.

- **Ramadan Timing**

During the Holy Month of Ramadan, working hours for Muslim employees shall be reduced in accordance with the Law and subject to operational requirements.

#### **5.2. Overtime**

- **Entitlement Category**

Overtime within the Company shall not be applicable for Managers and for other staff it will be in line with the Law.



- **Authorization**

Authorization for Employees required to work beyond normal working hours will be given by the Department Managers and Partners Employees may not work overtime until the approval has been obtained.

### **5.3. Temporary and Part Time Contracts**

Persons employed by GUBD on temporary basis or on part time contracts should have their remuneration in line with the agreements formed between the concerned parties prior to employment. Benefits and allowances for part time Employees will be determined on a case to case basis.

### **5.4. The process to obtain family joining visa (Spouse and dependents):**

- Each Employee is responsible to contact the HRM to regularize his/her visa situation.
- Provide all documents required to obtain the visa
- Employee needs to provide the above documents not less than one month before he/she plans to bring the family.
- GUBD shall bear the cost for employee, spouse and kids (if applicable)
- Once visa is obtained, the HRM is responsible for timely renewal (for Employee and dependents) and all related cost such be borne by the Company.

### **5.5. The process to obtain relative visit visa under GUBD:**

- The relative including the closer family (brother, sister, aunt, uncle, mother-in-law and father-in-law). The Employee needs to send an official request to the HRM
- Provide all documents required to obtain the visa ( photos with blue background, passport copy which is valid and **not less than 6 months** and any other documents that maybe requested by the ROP).
- The costs for visa are to be borne by the Employee.
- The Company cannot guarantee that the ROP will issue the visa.

### **5.6. Employment of Women**

Without prejudice to the provisions set out in the Law, all provisions regulating the employment of workers shall be applicable to women workers without discrimination between them in the same work.

Women shall not be required to work between 9 pm and 6 am save in cases, works, and occasions specified by a decision by the Minister and shall not be required to perform works which are harmful to the health or hard works or such other work as may be specified by a decision of the Minister.

A female Employee shall have the right to a special 50-Day maternity leave covering the periods before and after delivery with full salary.

She shall be expected to resume work with revised working hours, after commencing works from maternity leave. The revised working hours for female Employees returning from maternity leave will be as follows: 7 hours (excluding 30 minutes – 1.5 hours noon break) starting between 8:00 am and 8:30am for a period of 6 months, starting at the date returning from maternity leave.

The Company shall not dismiss a woman worker for her absence due to illness confirmed by a medical certificate which is attributable to the pregnancy or delivery and that she cannot resume her work, provided that the total period of such absence shall not exceed 6 months.

DUPLICATE





## 6. EMPLOYEE LEAVE

The purpose of this section of the Manual is to outline Employee entitlements for leave in line with the Law. All Employees are encouraged to take the appropriate rest and personal time off to enjoy recreational pursuits.

The following applies to all Employees:

### 6.1. Annual leave

GUBD encourages its employees to take their leaves when they are due in order to enhance their work/life balance and to pursue adequate recreation.

- **Leave Entitlement**

Annual leave entitlement shall be minimum of Thirty (30) calendar days with full salary for all employees.

- **Leave Eligibility**

Employees are eligible for leave after at least 6 months continuous service. Any leave to be approved before 6 months has elapsed is subject to the discretion of the Partners. Subsequently, the Employee may take leave at any time subject to the number of days accumulated and subject to the Line Manager approval. No leave to be taken during the first 3 months' probation.

- **Leave Accumulation**

The Employee shall have the option of spreading the annual leave over separate periods within the calendar year. Exceptionally, subject to approval of Line Manager and Partners, the Employee may not carry over leave to the next year, but if not possible to take the leave within the year then they may carry no more than 7 days from total leave.

- **Leave Encashment**

Employees cannot redeem leave days for cash.

- **Home Ticket Entitlement**

Any expatriate Employee going on annual leave is entitled to the cheapest economy class return air ticket for himself/herself and limited for spouse and 3 children below 18 if they are under GUBD (if applicable as per his/her employment contract).

- **Leave Return Dates**

Employees returning from leave must arrange to return on the date specified in the approved leave application form. Failure to report to duty without acceptable cause shall be grounds for disciplinary action against the employee.

- **Leave Entitlements**

The HR Department will provide a list of annual leave entitlements of each employee to the Department Manager in January of every year.

- **Annual Leave Plan**

The Department Manager should initiate planning the annual leave of their staff by completing an Annual Leave Plan, in consultation with the concerned employees. The Annual Leave Plan is submitted with the HR Department for consolidation and effective monitoring.

- **Leave Coverage**

Department Manager must ensure the proposed leave will not disrupt the workflow and that adequate coverage of the Employee work responsibility will be maintained during the employees leave.

- **Leave Application**

An Employee planning to go on any type of leave that requires approval must submit their application forms via the HRMS system and communicate with his/her Line Manager the "Leave Requisition" form **Annexure 7**. That form will be returned to an Employee by the Department Manager after approval or rejection.

- **Leave Approval**

Following the approval of the Employee's Leave Requisition Form, an Employee will submit the original of the approved form to HR Department, which distributes the copy to the Finance Department for processing the leave salary.

**Leave procedure:**

1. The employee fills the form in section 1.
2. Send it via HRMS system.
3. HR will confirm with line manager and forward to management for approval.
4. Employee will sign
5. HR will print and sign
6. Send to the Line manager for approval ( fill section 3)
7. Then returned to HR for registering and filing

- **Handover Notes**

Employees going on leave must arrange to inform their Department Manager of any pending matters that may need resolution, as well as any contact numbers on which the Employee may be reached.



- **Leave Records**

The HR Department will, on HRMS and the basis of the communication from the Department Manager, update the Employee's Leave Record for the actual days of leave taken. Where the leave extension was not approved, the HR Department will record this as unauthorized leave in the leave record and make appropriate deductions from the monthly salary. Alternatively, action for termination of services may be initiated in line with GUBD policies.

## 6.2. Sick Leave

- **Entitlement**

Sick leave entitlement of GUBDis in line with the terms of the Law in Oman.

- **Salary Payments**

Salary payment for sick Employees who provide medical certificates from a medical authority acceptable to GUBD shall be the following:

- **First and second weeks:** full salary is payable
- **Third and fourth weeks:** three quarters of salary
- **Fifth and sixth weeks:** one half of salary
- **Seventh to tenth weeks:** one quarter of salary
- **Tenth week onwards:** no salary is payable

- **Certification**

All Employees must provide an appropriate medical certificate from a recognized medical authority. The certificate should cover the whole period of absence. Where an Employee is absent from work for three days or more, the certificate should be delivered to the HR department on the third day. Uncertified sick leave will be considered as unauthorized and subject to disciplinary action. There is no entitlement to salaries for unauthorized days of absence. In the Company's discretion, days of unauthorized leave may be deducted from the Employee's annual leave balance.

- **Exceptions**

Employees who are intoxicated by alcohol or use of illegal substances such as illegal drugs do not qualify for paid sick leave. The Employee may be subject to disciplinary action if he reports to work in an intoxicated state or becomes intoxicated during the work

- **Probation Employees**

Employees serving under probation shall be entitled to sick leave. However, GUBD will take into account absences when deciding whether to confirm an Employee's employment.

- **Procedure**

- Employees must immediately inform their Department Manager on availing sick leave (where outside the Sultanate, an SMS or E-mail should be sent to their Department Manager (with cc to the HRM & AM) advising of the sickness, the medical condition, and the period of incapacity).
- Employees must notify the line manager about any hospital appointments 48 hours prior to the appointment or as early as 24 hours. A hospital attendance certificate shall be submitted upon return to the office on the same day.
- The Admin & HR Department shall note the same in the attendance register and where appropriate inform PASI
- After rejoining the office, the Employee completes the sick leave application form and obtains the approval of the concerned Department Manager.
- The Employee submits the approved leave form along with necessary supporting documents to the HR Department for review and documentation.
- The HR Department shall update the Employee's leave entitlement and make the appropriate adjustment to the Employee's salary.
- The HR Department then reconciles the employee's leave entitlement with the company's attendance register on a monthly basis

### 6.3. *Compassionate/Other leave*

- **Entitlements**

Compassionate leave is granted to Employees upon the death of a relative in accordance with the following entitlement. A death certificate from the Wali of the region or from the hospital should be produced as early as possible (not later than one month) failing which the leave will be accounted as annual leave. Expatriate Employee availing this leave should produce the certificate from a hospital/local statutory office.

- 3 days of paid leave for the death of a father, mother, spouse, son, daughter, brother, sister, grandfather or grandmother.
- 2 days of paid leave for the death of an uncle and aunt.

- **Emergency Leave**

Emergency leave is limited to six (6) days of paid leave per annum.

The emergency leave shall only be approved by the Partners after the recommendation from the HRM.

- **Iddah Leave**

Female Muslim Employees who experience the death of a husband shall be entitled to "Iddah" leave. Iddah leave shall be payable for one hundred and thirty days.

- **Maternity Leave**

Maternity leave entitlement please refer to Clause 5.6. Employment of women.





- **Marriage Leave**

The Employees who are getting married shall be granted 3 days of paid leave. This shall only be provided once to each Employee during the tenure of his/her employment with the Company.

- **Hajj Pilgrimage Leave**

Muslim Employees within the Company who have served longer than a year's service shall be entitled to pilgrimage (Hajj) leave. Hajj leave entitlement shall be 15 calendar days. Hajj leave entitlement shall only be provided once during an Employee's service with the Company.

- **Examination Leave**

- Employees are eligible for 15 days paid leave in any one year to attend professional examinations, to be approved by Partners and as per the Law.

#### **6.4. Special Leave without Pay**

- Such leave shall be granted at the discretion of the Department Head and approved by the Partners, in exceptional circumstances, when all admissible annual leave has been exhausted or if the employee is not entitled to any of the above leave.
- During such leave the employee shall not be entitled to any pay or benefits but shall retain a right to return to his/her job.

All the above types of leave should be applied by using the Leave Requisition Form **Annexure 7**.

#### **6.5. Official Holidays**

The Employees will be entitled to be paid official holidays as announced for private sector employees in Oman as per authorities' announcements. Official holidays in Oman are based on the Islamic calendar. It is based on lunar observations, thus dates may vary by a few days.

No compensation of official holidays when an official holiday falls during a period of annual leave



## **6.6. Unauthorized Leave & Absence**

Absenteeism without acceptable approval shall form grounds for disciplinary action. HR & Admin department must document all such cases of absenteeism as leave without pay.

- **Non Return from Leave**

If an Employee does not resume work within seven days after his/her authorized leave, the HR & AM Department shall arrange to notify him/her of their unacceptable conduct in writing and set a deadline for reporting to work.

- **Remedial Action**

If the Employee still does not return to work, the HR& Admin Department will notify the concerned authorities and inform them of his/her passport number. This will be done within a week of the deadline given to the employee. The Employee shall forfeit any end of service entitlements or payments under such circumstances.

- **Termination**

Employees who abandon their job via unauthorized leave/absence are deemed to have resigned and will be terminated accordingly.

- **Consistent Absenteeism and Tardiness**

Employees who are consistently absent or showing tardiness without authorization shall be subject to disciplinary action and procedures in effect of the labour law.

## **7. BUSINESS TRAVEL**

Purpose of the policy:

1. To enable uniformity in business travel entitlements.
2. To ensure control over the authorized claims.





### **7.1. Authorization to travel:**

All travel requisitions **Annexure 9** must be approved in advance by the relevant Line Manager for domestic travel and by the Partners for overseas travel using the official Company "Travel Requisition Form" (hereafter referred to as a TRF).

Subsequent to approval of the TRF, travel arrangements, including reservation/airfare, rental car, lodging and planning of meetings can be co-ordinated through the Executive Secretary. In case of travel resulting for some training course, the TRF must also be accompanied with the approved "Training Request Form".

- **Expense Claim:**

Expense claims must be submitted by the concerned employees to Finance Department after obtaining approval/signature of their Line Manager. Employees need to use the Expense Claim Form for this purpose **Annexure 8**. These expense claims must be accompanied by original bills (where obtainable) and the original approved TRF **Annexure 9**. This expense claim applies to both domestic and international travel.

List of Expenses not allowed during Business travel:

- Alcoholic beverages
- Traffic citations, parking tickets, and other fines.
- Personal phone calls (for international travel, one personal phone call of reasonable duration - preferably on company mobile phone - per overnight is accepted)
- Late checkout fees.
- Extra baggage charge for personal items.
- Entertainment expenses - unless preapproved.
- Food in excess of daily allowance (refer to sections 8.3 and 8.4).
- Laundry (unless traveler is travelling for five or more continuous days).
- Travel expense or meals of other persons, such as spouse or children, traveling with the employee for personal reasons.
- Expenses already included in a package (e.g. lodging and meals included in a training package).

The above list applies to both domestic and international travel.



## 7.2. Travel within the Sultanate of Oman for GUBD HQ

- **Approval**

Travel undertaken by Employees within the Sultanate of Oman for business purposes must be approved by the concerned Line Manager and the Partners.

- **Out of Pocket Expenses**

Any reasonable expenditure incurred during business travel within the Sultanate of Oman shall be reimbursed at actuals, with the following limits:

- **Food:** Per meal per person - RO 10.
- **Transportation:** At, Actuals.
- **Other incidental expenses:** At actuals, and approved by the concerned Manager.

- **Own Car Usage:**

In case of Business Trips in which an Employee (excluding Employees driving from home to office/site office and back in their normal daily commute) uses his / her own car, then the Employee shall be entitled to the mileage reimbursement.

- **Accommodation**

Employees traveling within the Sultanate of Oman for business purposes shall be entitled to a maximum reimbursement of accommodation costs as per the company regulations.

- **Hotel Accommodation**

Executive Secretary should make the booking for standard room in approved hotels and refer to corporate rates. If no rooms are available in the approved hotels at the approved corporate rates, they can book in any other hotel offering rates equal to or lower than those in the approved Policy. If the room tariff is higher than the approved rates, the same should be approved by the Partners .



### **7.3. Travel outside the Sultanate of Oman for GUBD HQ**

- **Approval**

Any Business Travel undertaken by employees outside of the Sultanate of Oman must be approved by the Line Manager and the Partners. In the absence of the Partners, this will be approved by partners. The approval should be by TRF.

#### Foreign Currency Requirements

As far as possible, Employees who have been issued Corporate Credit Cards must use these to minimize the need to carry foreign currency.

In the event foreign currency is required to be carried by the employee, the amount required must be clearly mentioned on the TRF. Based on the approved TRF, Finance Department will arrange, within two bank working days, to issue the required amount of foreign currency to the employee.

- **Out of Pocket Expenses**

As per company's budget and destination

- **Accommodation**

As per company's budget and destination

- **Class of Travel for Flights**

Employees traveling outside the Sultanate of Oman shall be entitled Economy Class air ticket.

- **Booking of Flights procedures:**

- The employee concerned will provide their flight details (i.e. Requested travel time/date and itinerary.) to the Executive Secretary,
- The purchase of the tickets should be in line with Procurement Policy.
- Once the flight details have been agreed by the employee, the Executive Secretary will confirm the booking with the travel agent.

### **7.4. Visa Application**

- The concerned individual should fill the visa application form of the country to be visited, with help of Executive Secretary and PRO.
- If required by the embassy/consulate rules of that country, the concerned should go to the embassy/consulate for a face to face interview.
- The PRO collects all necessary documents needed for travel purposes and the visa fee from the Accountant.



- The PRO will deliver the application forms and the relevant documentation to the concerned embassy.
- The PRO will retain the receipt of the visa fee and collects the passport once the visa has been processed .
- The PRO delivers the visa stamped passport to the Executive Secretary.
- A copy of the visa stamped passport is forwarded to the Accountant for documentation.
- The concerned individual should collect his/her passport from the PRO.

GUBD





## 8. CONDUCT AND ETHICS

The Purpose of this section is to outline the norms of acceptable conduct by all employees of the Company. The code of personal conduct and ethical behavior in GUBD aims to promote an open and fair environment.

### 8.1. Code of Conduct

- **Communication**

The Codes of Conduct within GUBD shall be communicated to employees in accordance with the following:

- Department Managers shall counsel and discuss the Codes of Conduct with employees within their departments.

- **Discrimination Clause**

GUBD is committed to being a fair employer. Discrimination on ethnic, religious, racial or any other grounds shall not be accepted or tolerated.

- **Safety and Security**

Employees shall arrange to conduct themselves in a manner which promotes the safety and security of their colleagues at all times.

- **Harassment and Abuse**

Harassment and abuse on a verbal or physical level shall not be acceptable and shall form grounds for disciplinary action.

- **Performance of Duties**

Employees are required to perform their duties to the best of their abilities, in accordance with the Law, the Company's policies and in particular all the Related Policies Clause 1.6 and instructions from Managers. Employees may not engage in other business activities while engaged by the Company.

- **Confidential Information**

The Company's' proprietary information may not be shared with external parties. All employees must maintain the company's confidentiality under all circumstances during tenure and after permanent departure from the Company.

- **No Smoking Policy**

Due to health, safety and environmental considerations, Company's premises and work locations shall be considered non-smoking.



- **Alcohol Abuse**

Employees who report to duty under the influence of alcohol can cause safety, legal and moral violations which may harm others. Such behavior shall be subject to disciplinary action which may result in dismissal.

- **Property and Equipment**

Employees may not use Company's proprietary equipment and company property for personal usage.

- **Internet Usage**

Employees must not utilize the Company's internet for personal purposes.

- **Telephone Usage**

Employees must not use the Company's telephone line for personal purposes.

- **Destroying Company Property**

Employees must at all-time refrain from acts towards Company's property in a destructive, abusive, or in a manner which can be constituted as vandalism. Employees who do not adhere to this policy shall be subject to disciplinary action.

- **Conflicts of Interest**

Employees who find themselves in a position which can cause a conflict of interest must arrange to notify their immediate manager of the nature of the conflict and receive counseling on the manner in which to proceed. Examples of conflict of interest may be the following:

- Being in a position to employ a close relative.
- Disclosing information to any external parties

- **Dress Code**

All employees are required to come decently attired to work so as to give a good impression and project the right image of the Company

- **Personal Protective Clothing**

Employees working on project worksites must arrange to wear their personal protective clothing and equipment as required under the HSE rules of the site.





## **8.2. Communication Policy**

### **Logo**

The Company logo and name printed on letterheads or other means of communication may not be used except in official business activities.

### **Materials Presentation**

Employees representing the Company must arrange to have their Departmental Manager review any presented material or published articles.

## **8.3. Gifts & Entertainment**

The Company policy on gifts and hospitality (given and received) is contained in **Annexure 10**.

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## 9. END OF SERVICES

This section outlines the policies related to ending an employee's services. All employees who resign, retire or have their services ended shall be treated in a decent and fair manner. On the other hand employees must take care of the Company's property and behave in a good way.

### 9.1. Retirement

- **Retirement Age**

Retirement age shall be set at 60 (Sixty) years of age for men and 55 (Fifty Five) for women and in line with the Law.

- **Extension**

In situations where employees above the age of 60 wish to continue contributing their services to GUBD in a formal manner, employment may continue, provided if it is to Company's benefit and subject to the discretion of the Partners and obtaining of work visa.

### 9.2. Resignation

- **Resignation**

Employees who wish to resign must arrange to do so in a formal written manner. The resignation period shall be in line with the contractual agreement.

- **Period**

GUBD must decide within 30 calendar days from the date on which the resignation notice was received; otherwise the resignation shall be considered as approved.

- **Procedure**

- Employees may initiate an end of their service by submitting a written resignation to their immediate Department Manager at least 30 Days prior to the intended date of departure. A copy of the same shall be sent to the HRM.
- The HRM will check the employee's contract terms to ensure that the employee has served the minimum notice required.
- The HRM shall discuss the reason for resignation with the concerned Department Manager in order to address any grievance and persuade the concerned employee to stay with the Company. The HRM should keep the partners informed and may require the partners to talk to the concerned employee.
- On acceptance of the resignation by the Partners, the HRM will coordinate with the FM in order to initiate procedures for final settlement of end of service entitlement dues.





- Salary will not be paid for notice days not worked by an employee
- Exit interview will be conducted by the HRM before the last working day of the employee according to the template under **Annexure 11**.
- The HRM shall prepare recommendation/experience letter for the employee, if so requested by the employee. Such letter should be signed by the Partners.

### **9.3. Contractual Annulment**

- **Termination of Service**

GUBD or the Employee may arrange to end service as long as notice is given in line with the stipulations of the contractual agreement.

- **Notice Period in Probation**

During the Probation Period, either the Company or the Employee may annul a contractual agreement by providing 7 days of notice to the other party.

- **Contracts Annulment**

Termination of a contract of employment shall be in accordance with the terms of the contract of employment and provisions of the Law.

### **9.4. End of Service Benefits (ESB)**

- **Expatriates**

Expatriate employees will be entitled to receive ESB only on completion of one-year of service. ESB is calculated from the date of commencement of service till the last day on payroll and takes into account any part year of service proportionately. The final basic salary will be taken as the basis of payment for ESB.

ESB is equivalent to 15 days Basic Salary for each of the first-three years of service and one month's Basic Salary for each year of service thereafter.

- **Omanis**

Omani staffs are entitled to ESB in accordance to the regulations of the PASI's pension scheme.

- **Outstanding Leave**

Any outstanding leave due to the Employees shall be taken prior to the end of service. No encashment is provided for any non-utilized leave days. The Company may ask the employees to take all outstanding leave in case of resignation but subject to the handover requirement the Company needs to his/her successor.

- **Air passage for Expatriate Employees**

Expatriate Employees (and their dependents, if applicable) are entitled to a return ticket



economy class air passage in accordance with their contract.

- **Home Ticket encashment**

The Employee is entitled to encash 75% of the unspent ticket amount (proportionately) for that year.

This is not applies to employees leaving the Company due to resignation or contract termination. GUBD does not encash joining or exit tickets.

- **Procedure**

- The HR Department will inform the outstanding leaves and gratuities entitlement to the FM who will then complete the final settlement, and send a copy of the calculation to the HR Department for including in the personnel file.
- The end of service benefits will be computed in accordance with the employment contract and company's policies.
- The FM will prepare a payment voucher to be signed by the employee upon receipt. A copy of the same shall be maintained in the personnel file.
- The HR Department will remove the employee's data from the payroll at the effective date on which the service ends.
- The Payment Voucher will be distributed as follows:

Original	-	To Finance Department
Copy 1	-	HR Department- to be placed in the employee's file

#### **9.5. End of Service upon Death**

- **Government Regulations**

The Company shall undertake to fulfill all governmental requirements upon the death of an employee and to ensure that the deceased employee is repatriated to his country or location of domicile in the most expedient and efficient manner.

