

## Alpha Nero Company Handbook

Alpha Nero FZ LLC is a Dubai-based Retail furniture design and production company founded in March 2014. The company takes pride in an extensive manufacturing capability from design, production and up to installation of retail shop fixtures around the GCC countries and Europe.

With a solid background in shop-fitting and retail merchandising, we focus on a high-quality level of manufacturing shop furniture, shop in shop, and pop-up stores for prestigious brands. Our skills and expertise largely encompass joinery works, interior turnkey project, Metal, Glass & Acrylic works, Ceiling & Flooring, Retail Interiors, Hospitality Interiors, Residential Interiors, Commercial Interiors, Animation Podium works, Gondola, Display Counters, and Window Displays.

### *Philosophy*

Alpha Nero is the expert in bringing innovative and refreshing ideas to stand out in the market, thanks to its managing team partaking the diverse experience in hospitality management, luxury industry and branding strategy.

At Alpha Nero our quest for perfection, compliance with time limit and project management along with the experience in the GCC market make up our added value.

### *Work with Us*

The company believes and aims to establish an understanding of the inclusion, provision and definition of our policies and procedures. It is also to assess and improve the employees' employment experience and satisfaction with the company.

## GENERAL INFORMATION

### Recruitment Policy and Process

In today's knowledge-driven industries, people are perceived as the most valuable assets of an organization and the optimum utilization of the knowledge, attitude, skills and habits of an employee are directly instrumental to the growth of the organization. Therefore, Alpha Nero's recruitment policy aims to streamline its recruitment and selection process to the demands of the market and company's projects. It is also to ensure that Alpha Nero always hire the right people at the right job at the right time, and to thrive a strong employer branding to attract a culture of excellent manpower resource and talents in the market.

Our hiring steps may vary across roles, but we always aim for a recruitment and selection process that is fair, efficient and effective in hiring great people. The recruitment and selection adhere to the Equality and Diversity Policy of the company and likely go through these steps:

- For any manpower requirement, respective Department Manager informs the HR Assistant through the Recruitment Requisition Form (ALP-IMS-FO-13A).
- Requirements are to be approved by Managing Director.
- The Department Manager prepares a draft Job Descriptions (ALP-IMS-FO-13B) for the required designation.
- Sourcing of candidate is done through Internal reference / newspaper / recruitment agency.
- CVs are shortlisted based on the Competency Matrix (ALP-IMS-FO-13C) requirements.
- Interview is to be carried out by HR Assistant and Managing Director.
- Once the candidate is finalized, the HR Assistant issues offer letter along with the Job Description.

- The Offer Letter and the Job Descriptions are to be accepted by the employee along with the Joining Date.
- Once agreed, HR Assistant process for visa, medical, emirates ID and other required legal documentation.
- Organization Chart to be updated by the HR Assistant (Ref: ALP-IMS-FO-13E)
- Once the Visa is issued, the employee joins for work. Induction is to be provided by the HR Assistant and Department Manager. Record is to be maintained by the HR Assistant (Ref: Induction Record- ALP-IMS-FO-13D).
- The passport is submitted to HR Assistant (Ref: ALP-IMS-FO-13L).
- Business cards, seating arrangements and other required items / materials are provided by the Department Manager.
- Username and Password for login id are created and handed over to the employee (If required).
- At the end of the probationary period, the Department Manager and Managing Director carry out the evaluation.
- At end of year, performance evaluation is carried out by Managing Director along with HR Assistant, concerned Department Manager and it is recorded in form ALP-IMS-FO-13K- Employee Performance Review.
- Goal is set for the management staff and reviewed by the concerned Manager on a periodic basis (Ref: ALP-IMS-FO-13J)

### Equal opportunity employment

Alpha Nero is an equal opportunity employer. We don't tolerate discrimination against protected characteristics (gender, age, sexual orientation, race, nationality, ethnicity, religion, disability, or civil status.) We want all employees (including in the labour force, executives and HR) to treat others with respect and professionalism. In practice, this means that we:

- *Hire and promote people based on skills, experience or potential and try to reduce bias in every process (e.g. through structured interviews and selection process.)*
- *Make accommodations to help people with disabilities move about safely on our premises and use our products, services and equipment.*
- *Use inclusive, diversity-sensitive language in all official documents, signs and job ads.*
- *Conduct diversity and communication training.*

Apart from those actions, we commit to penalizing every discriminatory, offensive or inappropriate behavior. To do this properly, we ask you to report any discriminatory action against yourself or your colleagues to HR.

Throughout this process, we aim to keep candidates informed, communicate well with each other and give everyone an equal opportunity to work with us.

### ***Background checks and character Reference***

This process is sensitive and we must always abide by laws and ensure candidates understand our intentions. As a general rule, commission a background check for finalists only and ensure that we have the candidates' permission.

### Employment

The company adheres to the UAE Labour and employment laws. New employees have to undergo a probation period which reviews his KPI and performance metric, which cannot exceed six months but can be shorter depending on the company's discretion, during which some of the benefits like end-of-service pay and sick leave allowance are limited. If the employee's service is terminated during the probation period, the company

is not required to provide prior notice, as per Article 37 and Article 120 of the UAE Labour Law. The employee would also not be entitled to end-of-service benefits if the service is terminated during probation. However, if the employee continues his or her service, the probation period will be counted as part of the complete term of service.

Full-time employees work at least 48 hours per week or [240 hours] per month on average. A full-time employee is a confirmed employee who successfully passed the probation period as prescribed in his initial employment offer.

Generally, full-time employees will have unlimited duration contracts and are entitled to our company's full benefits package.

Moreover, employees must render between 30-90 days' notice depending on the cruciality of his role. Employment contracts can be terminated with or without notice in accordance with UAE Labour Law. This means that the employee or employee can either terminate the employment relationship at any time following an agreement or if any non-discriminatory reason(s) and/or grave misconduct.

### **Probation**

Probationary employee status is defined as a trial period for newly recruited workers. Probation periods commonly last for three months or six months at the discretion of the company. It is usually a fixed period of time at the beginning of the employment, during which the new employee is exempt from some full-time benefits. Any extension in the probation period that exceeds six months is unlawful. In addition to a newly joined employee, he is fully aware of his Job Descriptions, Key Performance Indicators and Key results Areas as baseline for his performance review at the end of this period.

- Maximum of six (6) months during which time eligibility for paid sick leave and annual leave will not apply
- Employer can terminate within immediate effect with no notice or end of service gratuity
- Probation deemed to be passed after expiry term

Should the employee successfully pass this period, he is now entitled for fulltime company benefits. In case the employee does not satisfactorily pass this stage, his services shall be terminated with immediate effect.

An employee is not allowed a paid sick leave or nay kinds of paid leave during probation period. If a situation arises that requires an employee to take some time off whilst on probation, it is at the decision of the company to approve but it will be unpaid.

*An employee can avail gratuity once their performance evaluation is completed*

According to the rules and regulations of the UAE Labour Law, an employee serving a probation period in the UAE is not entitled to any gratuity payments.

Note that, if the employee completed the probation period and continuing to work for the company for a year, employee is allowed to avail of full gratuity.

*As stated in Article 116 of UAE Labour Law, if the contract has been terminated on part of the employee, for reasons other than provided for under Article (121) hereof, the employee becomes liable for compensating the employer against losses incurred by him in consequence of contract termination, provided that the amount of compensation, may not exceed half a month's pay for a period of three months or for the remaining period of contract whichever is shorter, unless the terms of the contract provide*

otherwise. ARTICLE (117) 1. The employer and employee may terminate the employment contract with unlimited period, for a valid reason at any time after conclusion of the contract by written notice duly given to other party, thirty days at least prior to termination. 2. In respect of daily pay employee's period of notice shall be as follows: a. On week in the employee has worked for more than six months but less than one year. b. Two weeks if the employee has worked for at least one year. c. One month if the employee has worked for at least five years.

### **Legalization of employee**

Legalization process will only be started upon receipt of signed agreement from employee and all relevant supporting documentation

#### ***Inside country, In grace period or Visit visa***

If the employee is inside the country and in their grace period or on visit visa, the company shall proceed employment visa process and local amendment or status change without the need of the employee having to exit. The company must obtain necessary documents from the employee (e.g. Photo, passport or old Emirates ID, previous visa copy) to complete this step.

#### ***Outside country***

If the employee is outside the country at the time, the employment visa is printed, then a copy will be sent to allow the air ticket for the new employee to be booked. **The joining ticket will be borne by the new employee as there is no provision under the UAE Labour Law that the new joiner will have a claim for joining ticket.** In this case we requested a minimum of 48 hours noticed to ensure all necessary steps are completed such as "OK TO BOARD" and visa deposit at the relevant airport terminal if needed. In addition, copies of the itinerary have to be provided to the company to ensure accuracy and timely delivery.

Upon entry in the UAE, we require the original employment visa with entry stamped and original passport to be provided to our HR to complete the legalization process.

#### ***Document request***

NOC's and salary request certificates will be provided upon written request, including a brief explanation for the request.

Salary certificates will be issued once every 3 months per employee.

AN issue the letters to the request of the employee and do not take responsibility for any financial or other guarantee on behalf of the employee

#### ***Employee information***

It is important that employee provides the company with accurate and up to date information for all employees, including but not limited to: contact details/ emergency contact details/ bank account details/ passport details etc. If at any point there is a modification of vital information apart from the original information provided beforehand, the employee should notify the company of these changes.

#### ***Employee location***

The company requests to have knowledge of an employee's location whether inside or outside of UAE.

#### ***Induction Process***

The company welcomes new employee and prepare them for their new role, ensuring that they will be efficient and effective upon their appointment. Here the HR will provide the new joiner with an overview of the company's policies and procedures that are applicable to all employees.

Completion of necessary documents include:

1. Employee Information Sheet
2. Signed Job Description
3. Employee Asset Receipt Form
4. Nondisclosure and Confidentiality Agreement

## 5. Acknowledgement of Code of Conduct and Ethics

In addition, the new employee will be introduced to facilitate integration and ensure that he/she meet the relevant people that he/she will be working with. Moreover, the department orientation wherein the line manager will provide the essential information about the department, job requirements, KPIs, and work structure.

### ***Working Hours***

The employee's normal working hours shall be eight (8) hours per day up to six (6) days per week (excluding breaks). Employees however are expected to work such hours as may be reasonably required for the proper performance of their duties. Travel time is (excluding breaks) working time.

### ***Overtime***

An overtime is considered if the nature of the job demands working beyond normal working hours and it will entitle the employee for a pay equal to normal working hours' remuneration. For normal or regular days' overtime the calculation will be 1.25 percent and if Public holidays and/or Fridays it will be 1.50 percent pay.

### **Performance Review**

Our employee performance review policy describes how we coach, evaluate and reward employees. We base our performance management systems on constructive feedback and open communication between managers and team members.

This policy applies to all employees and will clarify our performance appraisal process and provide guidelines for managers on how to lead their teams and assess employee performance.

The company built the performance management practices to:

- Ensure you understand your job responsibilities, to have specific goals to meet
- Provide you with actionable and timely work feedback.
- Invest in development opportunities that help you grow professionally.
- Recognize and reward your work in financial or non-financial ways (e.g. awards.)

The performance appraisal is aligned to quantify performance, opportunities of improvement as well as set objectives for employees. It also enables employee to share their comments' review and thoughts about their employment in the company. Ratings and criteria can be restricted per employee/ profile, and results are based on actual performance against individual KPI and set goals. This is clearly defined with reference to the company's Performance and other relative forms. The set parameters also aims to measure efficiency in our policies, business process, rewards and recognition for top performers and reinforce program that will enhance those that needed more.

Our company has a general definition of what good performance looks like.

To achieve a good performance evaluation, you should:

- Meet your targets consistently.
- Complete your job duties as expected.
- Show a willingness to learn and develop.
- Follow our Code of Conduct and other company policies.
- Have a good attitude and collaborate well with your colleagues.
- Each employee may excel in one aspect and need improvement in another. But, to remain employed with our company, you should meet a minimum standard for all of these aspects and show a willingness to improve where appropriate.
- Periodical reviews

We conduct [annual/ bi-annual/ quarterly] performance reviews. During these reviews, your manager will fill out your performance evaluation report through our [performance review form] and arrange a meeting with you to discuss your review. Through these discussions, managers aim to:

- Recognize employees who are good at their jobs.
- Talk about career moves and employee motivations.
- Identify areas of improvement.

Periodical reviews apply to employees who have completed their onboarding period.

### **Rewarding Performance**

The outcome of performance review will have an impact on the Annual Bonus or Salary Increment. Bonuses and salary increment are not guaranteed and are subject to the discretion of the management, given the economic climate and financial performance of the company. However, we encourage managers to recommend rewards for their team members when they deserve them. There won't be any forced ranking or other comparison between employees, as our goal is to help all employees improve and develop their careers. More so the rewards and recognition are not solely monetary.

### **Training and Career Development**

Training and development opportunities are available for all employee year-long and you may refer to this to the annual Training Plan of HR. But, if managers identify a team member's training needs in a specific area, they

can discuss this with their team member during performance reviews. That way, they can set up an improvement plan.

On-the-job training, job shadowing and other training methods are also appropriate when managers intend to promote an employee in the near future. We encourage managers to discuss future career moves with their team members, so they can determine what type of training is appropriate.

Results from performance review and gap analysis is also a way to distinguish training needs for the employees.

### **Termination of Employment**

Termination of employment is an employee's departure from a job and the end of an employee's duration with an employer. Termination may be voluntary on the employee's part, or it may be involuntary at the hands of the employer, often in the form of dismissal or a layoff.

The company may terminate an Employee immediately without any notice as per Article 120 of UAE labor law.

#### ***Resignation or Voluntary Termination of Employment***

All resignations have to be communicated to company management in writing and signed by the employee. No copies or emails will be classified as official resignation. The employee may terminate an Employment contract by giving notice in writing to the company for a period not less than one month.

#### ***Exit Formalities***

The exit formalities conclude the employment is terminated. The company shall process cancellation of labour card, residency or employment visa upon the completion of necessary end of service and final settlement of the employee.

### Gratuity

UAE Labour Law states in ARTICLE (132) The employee who has completed one year or more in the continuous service, is entitled to the end of service remuneration at the end of his service. Days of absence from work without pay are not included in computing the period of service, and the remuneration is to be calculated as follows:

- Twenty-one day's pay for each year of the first five years of service
- Thirty days pay for each additional year
- Provided that the entire total remuneration shall not exceed two year's pay

In ARTICLE (133) The employee shall be entitled to end of service remuneration in respect of fractions of the year payable pro rata to the time actually worked provided that he has completed one year of continuous service.

While in ARTICLE (137) If an employee under a contract with unlimited period has left his work at his own option after a continuous service of not less than one year and not more than three years, he shall be entitled to one third of the end of service gratuity provided for in the previous Article.

If the period of his continued service is more than 3 years and less than 5 years, he becomes entitled to 2/3 of the said gratuity, but if his continued service exceeds 5 years, he becomes entitled to the entire gratuity.

### Repatriation

Repatriation expenses or a one-way flight to employee's country of origin will be borne by the company granting that the employee will not move to another employment or employer. If in case the employee is made

redundant but then takes another job, the responsibility for repatriation passes to the next employer, and so on. Additional guidelines are as follows:

- If employee resigns or is terminated for gross misconduct employer is not liable to repatriate to home country
- If employer terminates with notice then employer liable to repatriate to home country.
- No repatriation if employee taking up alternative role in the UAE obligation moves to new employer
- Obligation only to employee and not family

## COMPANY RULES, POLICIES AND REGULATIONS

### Attendance Policy

The purpose of this policy is to set forth Alpha Nero's policy and procedures for handling occurrences of employee absences and tardiness. It is also to promote the efficient operation through manhours performance of the company and minimize unscheduled absences. The punctual and regular attendance is an essential responsibility of each employee at Alpha Nero. Employees are expected to report to work as scheduled, on time and prepared to start working. Employees are required to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided.

This policy does not apply to absences reported due to medical emergencies, serious accidents, or leave as provided with a reasonable and valid cause. These exceptions are described in a separate policy.

As employees of the company, you are expected to be present during your scheduled working hours. If you face an emergency that prevents you from coming to work one day, contact your manager, team leader or supervisor as soon as possible. We will excuse unreported absences in cases



of serious accidents, and acute medical emergencies. But, whenever possible, we should know when you won't be coming in.

### ***Absences and Absenteeism***

An employee is deemed absent or absences is when employee is unavailable for work as assigned or scheduled and such time off was not scheduled or approved in advance as required by company's notification procedure.

Absenteeism on the other hand, refers to the habitual or practice of regularly staying away or not reporting from work without a valid reason.

Note that employees who take absences without prior approval from the management or from the immediate supervisors will have deductions against their salaries. Further, absences or leave taken without approval prior to holidays or rest days will have a deduction against the salaries.

### ***Tardiness, Early departures or Arriving late to Work***

Tardiness is considered when employee arrives to work past his/her scheduled start time or the failure to report for work on time at the assigned scheduled work time. It can also mean that the employee takes an extended meal or break periods without approval.

Early departure refers to the leaving of work ahead of time when assigned or scheduled to work without prior supervisory approval.

Employees are reminded that should they have any commitments outside of the office that require them to leave early or arrive in late, they need to secure the approval of their line manager prior to doing so. This process will involve sending an email to discuss the early leave or late arrival with the line manager and inform HR prior to their appointments. This aims to ensure that the employee provide a full handover of any urgent matters in lieu of their absence. Further to efficient operations that the department can all

work together to manage the demands and those in the daily operations. In these instances, supervisors or the managers may replace the employee for the full shift.

### ***Time Clocks and Failure to Clock in/out***

Employees are required to follow established guidelines for recording their actual hours worked. Failure to clock in/out will automatically be marked as absent. A missed clock in/out is a violation of this policy which includes:

- Failure to clock in/out at the beginning and/or end of their assigned shift;
- Failure to accurately and timely report time worked.
- Clocking in/out early (or late) of assigned shift without prior approval.

Missing clock in/out must obtain justification by immediate supervisors or project managers in order to confirm approval for payroll.

### ***Departmental Notification Procedure***

Employees are expected to follow departmental notification procedures if they will be late for work, will not be at work, or are requesting planned time away from work:

Employees must request 3 hours in advance to their supervisor/manager/HR and in accordance with company policy if they wish to arrive early or leave early from an assigned shift.

At the time of notification/call, the employee must notify their manager and HR when an absence is due to a documented/approved leave of absence (e.g. Sick Leave, Emergency Leave) in order to ensure appropriate tracking of leave utilization and absenteeism.

An employee who fails to call in and report to work as scheduled for seven consecutively scheduled work days will be viewed as having abandoned their position and employment will be terminated. The supervisor should consult with HR if this situation occurs.



Incidents of not following the departmental notification procedures, including No-Call/No-Show, will be addressed in accordance with the Progressive Discipline policy.

### ***Progressive Discipline Process***

Supervisors and managers should monitor and assess their employees' performance, behavior and attendance to address unsatisfactory attendance, performance or misconduct in a timely and consistent manner. If supervisors or managers notice a pattern of unscheduled usage of accrued time off, absences, misbehavior, or unsatisfactory performance they should discuss this concern with the employee with the knowledge of the HR.

When an employee has been previously given a warning letter under the company policy, the totality of the circumstances will be assessed when determining further action. For situations involving suspension or termination of employment, the supervisor should consult with HR prior to implementing disciplinary action.

Timely and regular attendance, good conduct and quality excellent performance are the expectations in all Alpha Nero employees. Consequently, those employees who have exhibited unsatisfactory attendance, poor performing or misconduct will result in disciplinary action (written or final) that could possibly lead up to termination or dismissal.

### ***Occurrences***

An occurrence is documented as an absence, tardy or missed time clock in/out, misconduct or poor per While an absence refers to a single failure to be at work, an occurrence may cover consecutive absent days when an employee is out for the same reason.

The following grid is designed to provide guidelines when addressing the total number of occurrences in a rolling 12-month period, provided that the reason for an occurrence is not protected under UAE law.

Occurrences		Disciplinary Action
Occurrence	2 Occurrences	Step 1: Verbal Warning
1 Absence	4 Occurrences	Step 2: Written Warning
2 Tardiness	6 Occurrences	Step 3: Final Written Warning
2 Missed clocks	8 Occurrences	Step 4: Termination
Total number of days absent	2 Days	
Consecutive Absences	3 Days	
Non-consecutive Absences	More than 7 Days	
Does not apply to Tardy	8 Days	
Single day of no call or no show	1 Occurrence	
	2 Occurrences	
	3 Occurrences	

### ***Dress Code Policy***

The company dress code policy outlines how as a company expect our employees to dress at work. Employees should note that their appearance matters when representing our company in front of clients, visitors or other parties. An employee's appearance can create a positive or negative impression that reflects on our company and culture. The company believes that it should suit its unique needs and the image it wishes to project. If, for instance, a company's employees come into contact with clients, they typically need to dress professionally and neatly to make a favorable impression. On the other hand, laborers in production work areas will need to wear protective clothing and safety gear. *Please refer to the Personal Protective Equipment Policy of the company in addition to this policy.*

These dress code rules always apply:

- All employees must be clean and well-groomed. Grooming styles dictated by religion and ethnicity aren't restricted.
- All clothes must be work-appropriate. Clothes that are typical in workouts and outdoor activities aren't allowed.
- All clothes must project professionalism. Clothes that are too revealing or inappropriate aren't allowed.

### **Disciplinary Actions**

Alpha Nero believes in progressive discipline as a method to provide notice to employees who are not meeting expected or communicated job performance standards, not behaving appropriately at work, or are not following policies and procedures. The intent of progressive discipline is to help employees correct their issue(s) and become successful and productive. Progressive discipline provides both managers/ supervisors and employees with a consistent and fair process for handling disciplinary issues and protects the legal rights of the employee and company. Managers/supervisors should contact and work with the HR when determining the level of discipline, if any, which may be required.

The guidelines that are provided in this document are intended to assist managers/supervisors in understanding the progressive discipline process and implementing it in accordance with applicable equal employment opportunity. Also included in these guidelines are useful definitions, examples of employee performance and/or behavior issues that may require implementing progressive discipline, descriptions of the steps typically used in the process, and recommended guidelines for managers/supervisors when implementing progressive discipline.

In the event of disciplinary meeting, all situations will be dealt with the management. Supervisors or team leader are required to provide with all evidence and details (action report) pertaining to the decision to undergo

the disciplinary. Once necessary details have been provided, HR will hold the meeting with the employee directly. All details of the meeting will be recorded and dealt with in accordance to the UAE Labour law. It is the Operation's manager discretion on whether or not attend the meeting.

### ***Disciplinary Sanctions***

- Penalties available under the law, written warning or Fine
- Suspension with reduced pay for a period not exceeding ten (10) days
- Forfeiture or deferment of periodic increment
- Forfeiture or deferment of promotion
- Dismissal from service with end of service gratuity
- Dismissal from service without end of service gratuity

### ***Disciplinary Process***

Invite employee to disciplinary meeting in writing indicating nature of the company's concern. At the meeting, state the employer's concerns. Allow the employee an opportunity to have their explanations. Consider ending the hearing and investigating any issue which the employee brings up, as necessary or alternatively having a short break to gather thoughts. Reach a decision on the disciplinary sanction. Inform the employee verbally and in writing of the decision.

### ***Examples of Issues That May Be Subject to Progressive Discipline***

The following is a non-comprehensive list of employee issues that may be subject to progressive discipline. Depending on the nature and severity of the issue(s), some of the following issues may subject an employee to immediate termination. Refer to the company's Termination of Employment Policy and the procedure on Involuntary Termination of Employment for information on termination from employment.

- Not meeting job requirements
- Inability to meet deadlines
- Poor quality of work
- Insufficient quantity of work

- Excessive absences
- Excessive tardiness
- Intentional abuse of company property
- Insubordination
- Stealing
- Arguing/fighting with co-workers
- Throwing objects
- Falling asleep on the job
- Harassment or violence
- Substance abuse

#### ***Unauthorized disclosure of confidential information and Data***

Managers/supervisors should use reasonable judgment to decide if an issue on this list or other issues that arise may require implementing progressive discipline. Managers/supervisors should contact the HR office for assistance in determining if an employee issue requires progressive discipline. *Refer to the IT Policy and Nondisclosure and Confidentiality Agreement of the company for more information of this policy.*

#### **Steps of Progressive Discipline**

The following sections provide information on each of the steps typically used in the progressive discipline process. The manager/supervisor should use reasonable judgment to decide what step or combination of steps, up to and including termination, should be used to address the issue(s). Contact and work with the campus HR office when determining the level of discipline, if any, which may be required.

##### ***Step 1: Verbal Counseling(s)***

A verbal counseling is generally the first step of progressive discipline. A verbal counseling is intended to be used by a manager/supervisor to notify an employee that an improvement is needed in the employee's work performance and/or behavior. This step is generally used for minor issues

(e.g., not calling the manager/supervisor as required if the employee is arriving late to work).

The manager/supervisor should meet privately with the employee to discuss the issue. The manager/supervisor should determine if the employee was aware of the issue and allow the employee to explain. As appropriate, the manager/supervisor should be prepared to guide the employee to use available external resources that may assist him/her in resolving the issue.

The manager/supervisor should maintain written documentation regarding the issue, date on which the issue occurred, and the corrective action requested. At the manager's/supervisor's discretion and depending on the nature of the issue, a second verbal counseling may be given prior to giving a written warning.

##### ***Step 2: Written Warning(s)***

A written warning is generally the second step of progressive discipline. A written warning provides notice to an employee regarding continued work performance issues and/or inappropriate workplace behavior that have not been resolved after giving the employee a verbal counseling (e.g., the manager/supervisor has given an employee a verbal counseling about not calling when he/she will be arriving late to work and the employee has not taken corrective action to resolve the issue).

The written warning should include information regarding the issue, date on which the issue occurred, and the desired performance and/or behavior expected from the employee. For assistance in developing a written warning, contact and work with the campus HR office.

The manager/supervisor should meet privately with the employee to discuss the issue and to provide the written warning to the employee. As appropriate, the manager/supervisor should be prepared to guide the employee to use available external resources that may assist him/her in resolving the issue.

Prior to the end of the meeting, the employee should be asked to sign the written warning indicating that he/she has read and understands the warning. If the employee refuses to sign the written warning, the manager/supervisor should note this on the written warning. The original written warning should be placed in the employee's Personnel File and a copy provided to the employee.

At the manager's/supervisor's discretion and depending on the nature of the issue, a second written warning may be given prior to implementing a Performance Improvement Plan.

### ***Step 3: Performance Improvement Plan (PIP)***

A Performance Improvement Plan (PIP) is generally the third step of progressive discipline. A PIP is a formal written plan used by the manager/supervisor as a final attempt to resolve a serious issue that has not been addressed by the employee after a verbal warning(s) and/or a written warning(s) have been given. The PIP is given for a specified time period, usually 30, 60 or 90 days. A manager/supervisor should use reasonable judgment to decide the length of a PIP or contact and work with the campus HR office for assistance.

A PIP should include key information about the issue, including a prior verbal counseling(s) or written warning(s), the work performance and/or behavior issue that must be addressed and corrected during the PIP period, and the dates on which the employee's work performance and/or behavior will be reviewed. For assistance in developing a PIP, managers/ supervisors must contact and work with the HR.

The manager/supervisor should meet privately with the employee to discuss the issue and to provide the PIP to the employee. Prior to the end of the meeting, the employee should be asked to sign the PIP indicating that he/she has read and understands it. If the employee refuses to sign the PIP, the manager/supervisor should note this on the PIP and should date the document. The original PIP should be placed in the employee's Personnel File and a copy provided to the employee.

The intent of a PIP, as it is in all other progressive discipline steps, is successful resolution of the issue. Even if the employee successfully meets the terms of a PIP, that employee can be subject to additional disciplinary action if the same or other performance and/behavior issues arise in the future. If a serious incident occurs while an employee is on a PIP, the employee may be subject to termination of employment.

### ***Step 4: Termination of Employment***

Termination of employment is generally the last step of progressive discipline after an employee has failed to meet the requirements of a PIP or a serious incident has occurred during the PIP period.

Termination of employment can also occur when an employee, who is not on a PIP, is involved in a serious offense that warrants immediate termination (for example, an employee is caught stealing in the workplace). Refer to the company's procedure on Involuntary Termination of Employment.

For assistance in developing a termination letter, contact and work with the HR. The manager/supervisor should meet with the employee to discuss the termination and provide the termination letter to the employee. The original termination letter should be given to the employee and a copy maintained in the employee's Personnel File.

Further, the disciplinary regulation lists conditions where disciplinary penalties are applied. For more information, please read the Standard Disciplinary Regulation as per UAE Labour Law.

### **Employee Grievance Policy**

Alpha Nero FZ LLC has a grievance procedure policy that entirely explains how employees can voice their complaints in a constructive way. Supervisors and senior management should know everything that annoys

employees or hinders their work, so they can resolve it as quickly as possible. Employees should be able to follow a fair grievance procedure to be heard and avoid conflicts.

The company encourages employees to communicate their grievances. That way the company had foster a culture of supportive and pleasant workplace for everyone.

This policy refers to everyone in the company regardless of position or status. We define grievance as any complaint, problem or concern of an employee regarding their workplace, job or coworker relationships.

Employees can file grievances for any of the following reasons:

- Workplace harassment
- Health and safety
- Supervisor behavior
- Adverse changes in employment conditions

This list is not exhaustive. However, employees should try to resolve less important issues informally before they resort to a formal grievance.

Employees who file grievances can:

- Reach out to their direct supervisor or HR department
- File a grievance form explaining the situation in detail
- Refuse to attend formal meetings on their own
- Appeal on any formal decision

Employees who face allegation have the right to:

- Receive a copy of the allegations against them
- Respond to the allegations
- Appeal on any formal decision

The company is obliged to:

- Have a formal grievance procedure in place
- Communicate the procedure
- Investigate all grievances promptly
- Treat all employees who file grievances equally
- Preserve confidentiality at any stage of the process
- Resolve all grievances when possible
- Respect its no-retaliation policy when employees file grievances with the company or external agencies (e.g. equal employment opportunity committee)

### ***Employee Grievance Procedures***

Employees are encouraged to talk to each other to resolve their problems. When this isn't possible, employees should know how to file a grievance:

- 1) Communicate informally with their direct supervisor. The supervisor will try to resolve the problem. When employees want to complain about their supervisor, they should first try to discuss the matter and resolve it between them. In that case, they're advised to request an informal meeting. Supervisors should try to resolve any grievance as quickly as possible. When they're unable to do so, they should refer to the HR department and cooperate with all other procedures.
- 2) If the grievance relates to a supervisor behavior that can bring disciplinary action (e.g. sexual harassment or violence), employees should refer directly to the HR department or the next level supervisor.
- 3) Accommodate the procedure as outlined: the HR (or any appropriate person in the absence of an HR) should follow the procedure below:
  - a) Ask employee to detail out a grievance in a form of writing

- b) Talk with the employee to ensure the matter is understood completely
- c) Provide the employee who faces allegations with a copy of the grievance
- d) Organize mediation procedures (e.g. arranging a formal meeting)
- e) Investigate the matter or ask the help of an investigator when needed
- f) Keep employees informed throughout the process
- g) Communicate the formal decision to all employees involved
- h) Take actions to ensure the formal decision is adhered to
- i) Deal with appeals by gathering more information and investigating further
- j) Keep accurate records

This procedure may vary according to the nature of a grievance. For example, if an employee is found guilty of racial discrimination, the company will begin disciplinary procedures

**Supplemental Policies and guidelines for reference:**

1. ALP-IMS-M-01-Accommodation Policy
2. ALP-IMS-M-02-No Child No Forced Labour Policy
3. ALP-IMS-M-03-Equality & Diversity Policy
4. ALP-IMS-M-04-Anti Bribery & Corruption
5. ALP-IMS-M-05-Environmental Policy
6. ALP-IMS-M-06-Health and Safety Policy
7. ALP-IMS-M-07-Supplier Code of Conduct
8. ALP-IMS-M-08-Procurement Policy
9. ALP-IMS-M-09-Water and Energy Policy
10. ALP-IMS-M-10-Waste Reduction Policy
11. Nondisclosure and Confidentiality Agreement

**COMPENSATION AND BENEFITS**

**Salary and Payroll**

This refers to the amount of money or remuneration (as stipulated in the employment contract) the company pays to its employee for the services rendered during a certain period of time, including the deductions that may apply. Salaries are paid at the **3rd day of next month**. If the day falls into Friday or holiday, the salary shall be received the next business day. The cutoff date of payroll processing will be the 26<sup>th</sup> of each month. You may refer to the HR for more details.

**Bank accounts**

- All employee without any previous bank details entitled to be enrolled to C3 system.
- Details required includes the bank name as per Passport, IBAN number and account number. If an employee does not have a bank account, they are required to open one as soon as possible in the event the employee does not open an account their salary will be paid through cash
- To Employees with Bank details are required to submit their account detail
- No salary will be paid into a 3rd party account.

**Medical Insurance**

Medical insurance is provided by the company to the employees covering their cost of medical and surgical expenses s established by the group medical insurance policy. All employees of the company are eligible to this insurance provision. The medical insurance category of the employee is determined based on their level and position's grade within the company.

**Air Ticket Allowance**

The Air ticket allowance is a benefit provided to the employees as part of their remuneration granting that the employee has rendered a full year of

continuous service from the date of joining. This provision is based on the employee's country of origin and flight destination. For instance, India, Pakistan, and Bangladesh shall have a 750 AED equivalent, while Philippines (*and others*) will be 1250 AED per year.

### **Accommodation**

The company provides accommodation to employees as part of their total remuneration. *Note that not all employees will have accommodation provision and this is stipulated in their respective Employment Contracts. For instance, it will be provided or equivalent to an accommodation allowance.* Utilities and maintenance of this accommodations are borne by the company. *Please refer to the Accommodation Policy for more details and inclusion.*

### **Leaves**

A notification in writing (as per leave form provided by HR) at least one month before annual leave and as soon as possible for emergency must obtain approval by the immediate supervisor, direct Manager and HR. Supporting documentation has to be supplied for filing records and tracking purposes, without exceptions.

### ***Annual and Emergency Leave***

The company follows January to December leave calculation, and will pro-rata leave according to employees start date when necessary.

- Employees under 6 months or probation are not allowed to take any leaves
- Employees who are more than 6 months but less than 1 year shall have 2 days per month of earned leaves
- Employees who are more than a year of employment accrues a leave of 2.5 days per month

*In the event that the employee does not take all leave within the annual period, no leaves shall be carried over. No leaves shall exceed more than 30 consecutive days in a year.*

The annual leave period is deemed to include such holidays as prescribed by law or as agreed to, and any other periods of sickness, occurred during this leave and is considered as part thereof.

Emergency leave are to be deducted from the employee's annual leave provision. When all leave provisions are utilized, then the emergency leave will be unpaid.

Every employee who does not report to duty immediately after expiry of his vacation, shall be deprived of his pay for the period of absence commencing from the day following to the date on which the leave has expired.

### ***Compassionate or Bereavement Leave***

The UAE Labour Law does not have any provisions which entitle the employee for a compassionate leave which is commonly given when an immediate family member (first-degree relative or second-degree relative) dies. In this clause, it means: parents, spouse or children. In such misfortunes, employees may request for leave to be deducted from their annual leave, or consider unpaid leave or any other arrangement, which the employer would agree to.

### ***Maternity Leave***

A working woman is entitled to a maternity leave of 45 day's including the time before and after delivery. If the woman has completed one year of continuous employment for the same employer, she is entitled to full pay during maternity leave; otherwise, she is entitled to half pay.

In addition, after delivery, the woman is entitled to two additional breaks each day, with each break not exceeding half an hour for nursing her child.



The woman is entitled to such breaks for 18 months following the date of delivery and is entitled to full pay.

#### ***Paternity Leave***

The company grants male employees a paid parental leave for five working days to look after their babies, effective from the baby's date of birth until he is 6 months old. A paternity leave request with documentation must be presented to obtain approval of this request.

#### ***Hajj and Umrah Leave***

Employees may be granted a special leave for the performance of Hajj under the provisions that the leave is given without pay, may not exceed 30 days and or is granted only once during the employment duration with the company.

The company does not have any provisions which entitle the employee for an Umrah leave. However, if the employee requests an Umrah leave, it is up to the discretion of the company the consent and deduct from the employee's annual leave or considered as unpaid leave.

#### **Sick Leave**

If the employee falls sick for reasons other than labour injury, he must report his illness within a period of two days at most and must take necessary measures having him medically checked up to ascertain illness. Any absence with no medical report provided within two days will be unpaid. Sick leave entitlement of not more than 90 days (consecutively or in aggregate) in each year of services. The Sick leave pays entitled is as follows:

- The first 15 calendar days on full pay
- The next 30 calendar days on half pay
- The remaining 45 calendar days without pay

The employee may be dismissed once the 90 calendar days entitlement is exhausted.

In addition to the Sick Leave provisions, in the event of global pandemic or outbreak of infectious diseases, employees who have come in close contact with a confirmed case but did not develop any symptoms must undergo a quarantine period (or as prescribed by Health Authorities) that starts from the onset of exposure and must inform HR or immediate Supervisor or Line Manager. The following guidelines are set forth:

#### ***For Admin Staff:***

- Quarantine days for close contact will be working remotely and shall be paid, or
- Positive case will be Sick Leave paid, Sick leave unpaid or Annual leave if days exceeded the balance available

#### ***For Production:***

- Quarantine days for close contact will be sick leave unpaid or annual paid whichever is available
- Positive case will be sick leave paid, sick leave unpaid or annual leave if days exceeded the available balance.

All employees who had undergone Quarantine and/or those who had been confirmed case must submit "Fit to Work" result upon Return to Work.

#### **Company Code of Ethics**

The Company Code of Ethics is to ensure business operations are guided with a just, effective and efficient culture. This will serve as guidance and manifest proper business conduct for all employees. The company expect all employees to observe the highest ethical standards and integrity in

dealing with internal and external clients. The following are basic code of ethical behaviors which every employee should adhere to:

- **Build Trust and Credibility** – The success of our business is dependent on the trust and confidence we earn from our employees, customers and stakeholders. We gain credibility by adhering to our commitments, displaying honesty and integrity and reaching company goals safely through honourable conduct.
- **Respect for the Individual** – We all deserve to work in an environment where we are treated with dignity and respect. Alpha Nero is committed to creating such an environment because it brings out the full potential in each of us, in turn, contributes directly to our business success. Alpha Nero is an equal employment / affirmative action employer and is committed to providing a workplace that is free of discrimination of all types from abusive, offensive, or harassing behaviour. Any employee who feels harassed or discriminated against should report the incident to his or her manager or to the Human Resources Department.
- **Create a Culture of Just, Open and Honest Communication** – At Alpha Nero, everyone must do what is right and should feel comfortable to speak his or her mind, particularly with respect to ethics concerns. Managers have a responsibility to create an open and supportive environment where employees feel comfortable raising such questions. We all benefit tremendously when employees exercise their power to prevent mistakes or wrongdoing by asking the right questions at the right times. The management will investigate all reported instances of questionable or unethical behaviour. In every instance where improper is found to have occurred, the company will take appropriate action.
- **Uphold the Law** – Our commitment to integrity begins with complying with laws, rules and regulations where we do business. Further, each of us must understand the company policies, laws, rules and regulations that apply to our specific roles. If we are unsure of whether a contemplated action is permitted by law or Company policy, we should seek the advice from the resource expert. We are responsible for preventing violations of law and for speaking up if we see possible violations.
- **Competition** – We are dedicated to ethical, fair and vigorous competition. We will present Alpha Nero services based on their merit, superior quality, functionality and competitive pricing. We will make independent pricing and marketing decisions and will not improperly co-ordinate our activities with our competitors.
- **Proprietary Information** – It is important that we respect the property rights of others. We will not acquire or seek to acquire improper means of a competitor's trade secrets or other proprietary or confidential information. We will not engage in unauthorized use, copying, distribution or alteration of software or other intellectual property.
- **Selective Disclosure** – We will not selectively disclose (whether in one-on-one or small discussions, meetings, presentations, proposals or otherwise) any material non-public information with respect to Alpha Nero, its business operation plans, financial condition, results of operations or any development plan. We should be particularly vigilant when making presentations or proposals to customers to ensure that our presentations do not contain material non-public information.

- **Avoid Conflicts of Interest** – We must avoid any relationship or activity that might impair, or even appear to impair, our ability to make objective and fair decisions when performing our jobs. We owe a duty to Alpha Nero to advance its legitimate interests when the opportunity to do so arises. We must never use company property or information for personal gain or personally take for ourselves any opportunity that is discovered through our position with Alpha Nero.
- **Accurate Public Disclosures** – We will make certain that all disclosures made in financial reports are full, fair, accurate, timely and understandable. This obligation applies to all employees, including all financial executives, with any responsibility for the preparation for such reports, including drafting, reviewing and signing or certifying the information contained therein. No business goal of any kind is ever an excuse for misrepresenting facts or falsifying records.
- **Corporate Recordkeeping** – We create, retain and dispose of our company records as part of our normal course of business in compliance with all Alpha Nero policies and guidelines, as well as all regulatory and legal requirements. All corporate records must be true, accurate and complete, and company data must be promptly and accurately entered in our books in accordance with Alpha Nero and other applicable accounting principles. We must not improperly influence, manipulate or mislead any auditor, nor interface with any auditor engaged to perform an independent audit of Company's books, records, processes or internal controls.

- **Accountability** – Each of us is responsible for knowing and adhering to the values and standards set forth in this Code and for raising questions if we are uncertain about company policy. If we are concerned whether the standards are being met or are aware of violations of the Code, we must contact the Human Resources department. We take seriously the standards set forth in the Code, and violations are cause for disciplinary action up to and including termination of employment.
- **Use of Company Resources** – Company resources, including time, material, equipment and information, are provided for company business use. Nonetheless, occasional personal use is permissible as long as it does not affect job performance or cause a disruption to the workplace. Employees and those who represent Alpha Nero are trusted to behave responsibly and use good judgment to conserve company resources. Managers are responsible for the resources assigned to their departments are empowered to resolve issues concerning their proper use.
- **Compliance** – Compliance with these principles is an essential element in our business success. Assurance of compliance is monitored and reported each year. Compliance with the code is subject to review by the management. Employees are expected to bring to management's attention any breach or suspected breach of these principles. Provision has been made for employees to be able to report in confidence.



### **Policy revision**

The company will always strive for just, fairness and equal opportunity and penalize offensive and illegal behaviors. But, as laws and our environment change, we may revise and modify some of our policies. We have established an annual management for any revision of our handbook to bring it up to date with legislation and employment trends. We also ask you to contact HR if you spot any inconsistencies or mistakes. As well as if you have any ideas about how to improve our workplace, we are happy to hear them.

### **Employee acknowledgement**

Please sign this form to acknowledge that you have read and understood the guidelines set forth in this handbook. Further, your signature affirms that you are committed to following the company's procedures, rules and policies.

Employee Name:

Designation:

Signature:

Department:

Date:

Should you need any clarifications, feel free to ask HR.

For and in behalf of **ALPHA NERO FZ LLC**

**Simon Albert Hacker**

General Manager