

GOLDEN RELIEF RESOURCES LIMITED & GROUP OF COMPANIES

EMPLOYEE HANDBOOK

ISSUED TO _____ **DATE** _____

(This Handbook is the property of GRRGL and shall be returned upon request. The holder shall report loss of this Handbook to the Manager, Human Resources immediately. This Handbook will be secured at all times when not in use)

Table of Contents

IMPORTANT NOTICE	6
Introductory Letter from Rajesh Dewani - Director of Golden Relief Resources Limited & Group of Companies	7
Purpose and Use Of Your Employee Handbook	8
I COMPANY VALUES, MISSION AND VISION:	9
Values	9
Mission	10
Vision	11
Goals	11
II GENERAL COMPETENCY FRAMEWORK	11
Communication	11
Customer Focus	12
Drive for Results	13
Flexibility and Adaptability	13
Health & Safety (HSE) Awareness	14
Innovation	15
Planning and Organizing	15
Problem Solving	16
Self-Development	16
Team Spirit	17
III EMPLOYMENT POLICY	17

<i>Point of Origin</i>	17
<i>Residence Visas for Expatriates</i>	17
<i>Date of Birth</i>	18
<i>Personal Files</i>	18
<i>Direct Hire</i>	18
<i>Developees</i>	18
<i>Employment Contracts</i>	18
<i>Date of Employment</i>	18
<i>Probationary Period</i>	19
<i>Special Contract</i>	19
<i>Contracted</i>	19
<i>Relatives</i>	19
IV SALARY AND BENEFITS	20
<i>Salary Composition</i>	20
<i>Salary Advance for New Employees</i>	20
<i>Medical Insurance</i>	20
V WORK SCHEDULES	20
<i>Normal Work Schedule</i>	20
<i>Official Holidays</i>	20
VI LEAVES	21
<i>Annual Leave</i>	21
<i>Sick Leave</i>	21
<i>Leave of Absence without Pay</i>	21
VII BUSINESS TRAVEL	22

<i>Travel Allowance</i>	22
<i>Transportation within the country of employment</i>	22
<i>Transportation outside the country of employment</i>	22
VIII APPRAISALS	23
<i>Job Descriptions</i>	23
<i>Performance Management System</i>	23
<i>Performance Appraisal</i>	23
<i>Performance & Reward</i>	23
<i>Non-Monetary Performance Recognition Rewards</i>	24
<i>Special Cash Bonuses</i>	24
IX STANDARDS OF CONDUCT	24
<i>Conflicts of Interest</i>	24
<i>Prohibited Conduct</i>	24
<i>Off-Duty Conduct</i>	27
<i>Drug and Alcohol Abuse</i>	27
<i>Personal Standards</i>	28
<i>Email Content</i>	28
<i>Internet Usage</i>	29
<i>Confidentiality</i>	29
<i>Gifts and Gratitude's</i>	30
<i>GRRGL Assets</i>	30
<i>Security</i>	31
<i>Smoking Policies</i>	31
<i>Housekeeping</i>	31

	<i>Unlawful Harassment</i>	31
X	EMPLOYEE RELATIONS	32
	<i>Employee's Inquiries and Complaints</i>	32
	<i>Disciplinary Decision Procedures</i>	32
XI	TERMINATION OF SERVICES	33
	<i>Notice Period</i>	33
	<i>Resignation</i>	33
	<i>Termination of Service Due to Professional Incompetence</i>	34
	<i>Exit Interviews</i>	34
	<i>End of Service Gratuity</i>	34
	<i>Termination Benefits</i>	34
	<i>Service Certificate</i>	34
	<i>Termination Transportation</i>	35
	<i>Additional Death Ex-gratia</i>	35
	<i>Individual Duties</i>	35
	EMPLOYEES STATEMENT OF UNDERSTANDING	36

IMPORTANT NOTICE

THE RIGHT TO CHANGE POLICY

GRRGL reserves the sole right to interpret, add, delete, or modify all provisions contained in this handbook. Revisions and updated information concerning changes in policy will be available online through the GRRGL Portal.

Employees should refer any questions to their immediate or departmental supervisors and/or an authorized member of Human Resources for any assistance with the interpretation of such policies. Copies of the Employee Handbook are available online.

[Introductory Letter from Kavita Dewani - Director of Golden Relief Resources Limited & Group of Companies](#)

It is a pleasure to welcome you as a member of Golden Relief Resources Ltd. (GRRGL). You are now an integral part of a progressive organization.

Since 2001, GRRGL has dedicated exclusively to the area of reconstruction and supply of items to NGO's, UN agencies and various other Government aided agencies. GRRGL's prime objective is to provide construction, relief operations and supplies in the areas of re-habilitation and re-development of damaged infrastructure around the globe. We take pride in our strong workforce of over 500 employees from diverse cultures and backgrounds creating a pool of skills to understand our client's requirements and match it with our deliverables.

Our continued growth and success depends on taking ownership of each endeavor, and the process by which we achieve our common goals. GRRGL's most valued asset is its drive to deliver the highest level of performance to our customers which translates into gaining trust from them. Treating everyone with dignity and respect and maintaining our integrity and commitment at all times are the values we stand by.

To preserve and protect the trust we have established over the years and serve our customers with an undeterred commitment to quality through continued integrity, we take great care in hiring the best talent available and trust our employees to continue the legacy of building long lasting and meaningful relations with our customers.

Continued growth comes from the contributions of each employee's knowledge, experience, ability and energy to the work assigned. We believe your efforts will help maintain and improve the Company's reputation for excellent performance.

Sincerely,

Kavita Dewani

Director

Purpose and Use Of Your Employee Handbook

This Employee Handbook sets forth the terms and conditions of employment of all employees and supervisors.

This Handbook contains the policies and practices in effect at the time of publication. All previously issued handbooks and any inconsistent policy or benefit statements or memoranda are superseded. This Handbook is designed to familiarize you with our major policies. Your supervisor or manager will be happy to answer any questions you may have.

The Company reserves the rights to revise, modify, delete or add to any and all policies, procedures, work rules or benefits stated in this handbook or in any other document. However, any such changes must be in writing and must be signed by the Director of the Company. Any such written changes to this handbook will be distributed to all employees so that employees will be aware of the new policies or procedures. No oral statement, or representations can in any way change or alter the provisions of this handbook.

This handbook provides a framework of operations and yours rights and responsibilities as an employee of GRRGL. However, nothing in this employee handbook, or any other personnel document, including benefit plan descriptions, creates or is intended to create a promise or representation of continued employment for any employee.

I COMPANY VALUES, MISSION AND VISION:

Values

In order to know the Company, you should know the Values by which it lives:

i – Innovation

C – Commitment

A – Adaptability

R – Respect

E – Ethics

Innovation – We believe that continuous improvement and questioning the ‘taken for granted’ ways of doing things is the only way to serve our customers effectively and stay ahead. We will constantly pursue newer and better processes, services and management practices to enhance our customer’s experience.

Commitment – We believe commitment and living up to these commitments is a key to instill trust and confidence in our customers and other stakeholders. Commitment is a fundamental cornerstone underpinning our everyday activities – we recognize the value of commitment to our customers, our partners and our employees.

Adaptability - We believe that a flexible, positive and open mind is crucial in facing new challenges. We will be adaptable to changes and willing to learn & re-learn.

Respect - We are result oriented, setting high performance standards for ourselves as individuals and teams. We respect individuality and take pride in the significant contributions that come from the diversity of individuals and ideas. We strive to create a culture built on trust, respect and dignity for all.

Ethics – Building success on high ethical standards is the sign of real success. We are committed to demonstrate the same in all our activities, decisions, actions and behaviors.

[In clearly defining the values which are core to GRRGL, guidance is given to employees on how to conduct themselves while making decisions for GRRGL. It defines how employees should treat each other, their customers and suppliers at all times.]

Mission

“Milserve International upholds uncompromising commitment to prompt delivery of services combined with quality performance and innovative techniques with a readiness to work in challenged and complex environment for the benefit of our customers, stakeholders and employees”

Mission statement clearly defines:

What are our unique strengths – *‘uncompromising commitment’ to deliver prompt services*

What is our competitive advantage – *Quality oriented and innovative techniques*

Where do we deliver our products and services – *challenging and complex markets]*

Vision

“Milserve International has a vision of creating a well-developed institution built on steady, focused and structured growth aligned with robust systems and processes to deliver unmatched performance. An institution and a brand which each stakeholder can be proud of.”

[**The vision** specifies where GRRGL wants to be in 5 years’ time and the approach to reach there. There is a clear focus on steady growth in business which will be planned and based on a strong platform of systems and processes which will help GRRGL to deliver efficiently to its customers. This approach will help GRRGL in delivering consistently superior performance and create a brand which will enhance the position of each of its stakeholders such as customers, employees and suppliers.]

Goals

Goals are specific priorities set for achieving the vision of GRRGL. All efforts undertaken by each employee will be directed towards the achievement of these goals. These goals converted into smaller ‘objectives’ becomes a basis of the performance measurement system discussed later in the document.

II GENERAL COMPETENCY FRAMEWORK

All employees at GRRGL should be aware of the expected competencies and effectively demonstrate them in performing their work duties.

Communication

To demonstrate clear and effective two-way communication with a wide range of people and in all situations, in order to explain, persuade, convince and influence others.

Behavioral examples that bring success:

- Plans key messages before communicating or writing.
- Speaks and writes clearly and concisely.
- Uses questions and clarifying techniques summarizing and paraphrasing to confirm understanding.
- Adapts style to suit audience.
- Listens carefully to understand the message and other's views.
- Uses persuasive arguments to influence others.
- Acknowledges views of others.
- Maintains composure and professional communication style, even when under pressure.
- Uses examples to clarify points for others.
- Acknowledges written correspondence.
- Remains constructive when receiving feedback.

Customer Focus

To identify the needs of both internal and external customers; to meet their expectations in a high quality and efficient way.

Behavioral examples that bring success:

- Is friendly, patient and polite; uses positive language.
- Proactively takes account of personal and cultural differences.
- Listens carefully to customer requirements, demonstrates commitment to the resolution of their requests.
- Is responsive and informative towards customers.

- Takes personal responsibility to ensure that customer needs are delivered in a timely way.
- Meets high standards of customer service.
- Is receptive to feedback to minimize/eliminate errors and produce high quality service and product.
- Behaves ethically when interacting with customers.

Drive for Results

To set targets, identify priorities and obtain resources. To focus on results, demonstrate energy, commitment and drive.

Behavioral examples that bring success:

- Plans and prioritizes for the achievement of daily tasks and monitors progress made.
- Identifies and works to priorities.
- Uses a systematic, structured approach to getting work done on time and to required standards.
- Handles dissatisfaction constructively.
- Persists in achieving a task, despite resistance and setbacks, displays resilience.
- Achieves established expectations.
- Highlights issues that may impact on delivery of timely and high quality results.
- Understands GRRGL'S vision and values and ensures that day to day activities and tasks contribute to achievement of these.
- Thinks beyond own role when driving for results, towards the broader performance of the Department/Organization.
- Reviews shortfalls and recommends corrective action.

Flexibility and Adaptability

To be flexible and adjust rapidly to new situations.

Behavioral examples that bring success:

- Adapts to new situations and work requirements positively and flexibly.
- Embraces the pace of change.
- Is focused during times of change or when a lack of clarity exists.
- Shows willingness to learn new methods, procedures, and technology to support change in the section/department.
- Reviews processes and output of own job, looks for opportunities to make improvements.
- Encourages others in the team to accept and implement new ideas and approaches.

Health & Safety (HSE) Awareness

To adhere to the GRRGL HSE rules to prevent or correct unsafe acts and conditions in the workplace and implements HSEMS.

Behavioral examples that bring success:

- Carefully follows procedures, standards and other specifications to prevent or correct unsafe conditions in the workplace.
- Avoids risks and is cautious.
- Pays close attention to safety issues and to details at all times.
- Understands the hazards and risks associated with relevant processes, machinery and equipment.
- Never compromises the safety of self and colleagues.
- Demonstrates an awareness of safety considerations inside and outside working hours.

- Proactively addresses safety issues and hazards.
- Is not complacent with regard to HSE.
- Attends relevant HSE training and drills.
- Reports unsafe acts and unsafe conditions.

Innovation

To generate, identify and implement creative and innovative ideas to drive business objectives and differentiate GRRGL.

Behavioral examples that bring success:

- Approaches challenges and problems with a fresh perspective.
- Contributes actively to idea generating techniques such as brainstorming etc.
- Demonstrates a willingness to experiment with new ideas and approaches, under supervision.
- Evaluates established methods, procedures and systems, looks for inefficiencies.
- Embraces innovative and creative ideas, despite reluctance and resistance from others.
- With support, implements innovative ideas, monitors results to ensure that outcomes are achieved.

Planning and Organizing

To establish a systematic course of action for self or others to ensure accomplishment of objectives. To set priorities, goals and manages time to achieve maximum productivity and outcomes.

Behavioral examples that bring success:

- Manages time and adopts a methodical approach.

- Sets appropriate priorities to ensure deadlines, key performance indicators and targets are met.
- Effectively manages own time including good punctuality and attendance.
- Completes relevant documentation in line with company processes.
- Ensures a professional presentation of the immediate work area at all times.
- Ability to effectively manage multiple customer requirements.
- Completes work within schedules.
- Ensures that a number of sequential actions take place in the correct and most effective order.
- Knows the status of own work and updates concerned personnels when deadlines are at risk.

Problem Solving

To determine the facts, evaluate information, generate alternatives and propose an appropriate course of action.

Behavioral examples that bring success:

- Explores issues to fully understand them before taking action.
- Generates a range of alternative solutions before final selection.
- Makes clear proposals, although seeks assurance from concerned co-workers when uncertain.
- Makes recommendations based on facts rather than assumptions.
- Learns from mistakes and does not repeat them.
- Within scope of own role, proactively trouble shoots to reduce the impact of potential problems.
- Solves problems and addresses issues in an ethical way.

Self-Development

To acquire new knowledge, skills and competencies necessary to perform effectively at work and enables and encourages others to do the same.

Behavioral examples that bring success:

- Takes personal responsibility for own personal and professional development.
- Keeps up to date with the latest knowledge of technology, products and procedures.
- Has a realistic understanding of own strengths and limitations and aims for improvement.
- Works to develop skills and knowledge gaps, relevant to the role.
- Takes advantage of learning opportunities.
- Shares knowledge with colleagues to help them become more effective.
- Adheres to proposed development plans.

Team Spirit

To deal effectively with people and build relationships to facilitate beneficial outcomes.

Behavioral examples that bring success:

- Shows respect for individual and cultural differences.
- Establishes and maintains constructive working relationships with others.
- Willing to compromise to enable progress to be made.
- Responds promptly and consistently to colleague and customer requests.
- Participates fully in team activities.
- Supports agreed decisions.
- Is ethical in interaction with others.
- Maintains team cohesion.

Point of Origin

Each employee shall have his/her point of origin established in the Employment Contract. This is to be designated by agreement of the Company and the employee at the time of recruitment. The point of origin will normally be the city or town in the country of citizenship based on the employee's passport. Once established, the employee's point of origin will not be changed except with the approval of the MD, HR (Head) normally when the employee's citizenship or location is changed.

Residence Visas for Expatriates

Company will arrange and bear the cost of residence visas of expatriate employees

Date of Birth

The age given by an employee as evidenced by a birth certificate or any other official document shall be recorded in the Company records.

Personal Files

The Employee Relations Section (ER) maintains personnel files of each employee. Such file will be the official reference and will include all documents related to the individual's employment with the Company.

Employees or their Line Managers can request to review their personnel files in presence of a member from the ER Section.

Direct Hire

These are the employees who are directly hired with an open ended contract and sponsored by the Company. The conditions of their employment are governed by the Company's policies and procedures.

Developees

Fresh (non- experienced) graduates directly hired with an open ended contract, and follow career development plans for an average period of 2 years. Upon successful completion of the program; they are transferred to targeted established position on the organization structure.

Employment Contracts

The duration of the standard open-ended Employment contract will be for an unlimited period, starting from the effective date of employment. However, Special contracts can be tailored for certain positions, with special conditions, as determined and concurred by the management. The duration of a special contract will depend on management discretion.

Date of Employment

Effective date of employment for all personnel shall be the date on which they commence duty. For employees recruited abroad, the effective date of employment shall be the date of their arrival in Dubai to commence duty.

Probationary Period

Every new direct hire employee shall be subject to a maximum probationary period of six months, commencing with the effective date of employment. During such period, the employee's services may be terminated without notice period or indemnity in accordance with the Federal Labor Law and Company Regulations in force.

Special Contract

These employees are hired on a special contract directly with GRRGL for a specific period of time to meet some operational requirement. The conditions of their employment are governed by the terms and conditions of the contract.

Contracted

They are usually contracted through manpower agencies to meet specific Company operational requirements. Their conditions of employment are not governed by Company human resources policies and procedures; however, their employment is ruled by the agreement between GRRGL and the concerned manpower agencies.

Relatives

GRRGL must not employ relatives (up to the second degree of family relationship) in the same site or direct supervisory line relationship unless special permission is taken from Management. Also, employees must not be involved in decisions on employment, transfer or promotion related to any of these relatives.

IV SALARY AND BENEFITS

Salary Composition

The current scale is composed of Basic Salary and Supplemental Allowance.

Salary Advance for New Employees

Newly engaged employees in UAE can request up to 50% of the monthly salary. This amount is deductible, in full, from the first due salary.

Medical Insurance

Employees are provided with Medical Insurance as per the Law of the country.

V WORK SCHEDULES

Normal Work Schedule

- The basic work schedule in all locations is 6 days a week. Timings are as per specific location.
- All employees shall abide by the above working hours. All employees will be subjected to a proper Biometric Attendance / Manual whenever entering or exiting the office.

Employees' attendance will continuously be monitored, to ensure compliance with agreed work schedules.

Official Holidays

GRRGL recognizes certain public holidays and grants such holidays with full pay to eligible employees in accordance with the applicable laws in the United Arab Emirates. In a calendar year, the number of such holidays is normally 15.

Holidays at other locations will be in accordance to the laws of the country.

VI LEAVES

Annual Leave

- Employees are entitled to fully paid 30 days of annual leave per twelve months for UAE. All others will be governed as per the employment contract.
- Employees are advised to submit their leave application 60 days prior to the scheduled leave.
- Employees should submit handing over note to the person taking charge of his / her responsibilities, Head of Department and / or Site Manager.
- Annual leave cannot be taken before the successful completion of the probationary period.
- Public holidays during annual leave: If public holidays fall within annual leave, it will be considered as part of the leave. No extension is granted on account of Public Holidays.
- Annual leave salaries for employees on all sites shall be paid only upon their return from annual leaves. At no point of time will they be paid annual leave salary prior to their taking the annual leave and being on site.

Sick Leave

- Employees are entitled to 15 days paid sick leave which includes 3 festival leaves.

- In the event employees remain absent on 2 consecutive days, the employee shall provide a medical certificate for the same.

Leave of Absence without Pay

- Leave of absence without pay may be granted for personal circumstances or other compelling reasons acceptable to the Company.
- It is Company's intent not to grant leave of absence without pay in excess of one month. However, at management discretion in exceptional situations, such leave may be extended for a further period, provided that it does not exceed two months in any calendar year.

MANDATORY UPDATION OF PERSONAL INFORMATION AS PER COMPANY REQUIREMENT BEFORE GOING ON LEAVE

VII BUSINESS TRAVEL

The Administration Services in the Head Office provide the following services:

- Issuance of air tickets for employees travelling on overseas business or training missions.
- Local Hotel reservation, at competitive rates, both for business or training missions

Travel Allowance

The Company pays a daily allowance to GRRGL employees who are authorized to travel on Company business or training, both within the country of employment and abroad, to cover expenses incurred during such trips. Official related business expenses incurred

during business travel of employees will be paid by way of an allowance which will be fixed prior to departure.

If hotel accommodation is necessary, the Company will bear the expense.

Transportation within the country of employment

For duty trips within the country, the employee may opt to use his/her own means of transport or have the Company arranged transportation. In the event that the employee uses his own vehicle then he will be adequately compensated.

Transportation outside the country of employment

Employees who are required to travel on duty outside the country are entitled to air transportation.

VIII APPRAISALS

Job Descriptions

Employees are advised to obtain a copy of the job description in order to get acquainted with the job duties and responsibilities and to ensure the efficient performance.

Performance Management System

The performance management system is based on corporate, division and individual Key Performance Indicators (KPI). The direct manager is responsible for establishing the mutually agreed performance goals as well as measuring its progress as per the Performance Management System procedures.

Performance Appraisal

Employee's performance is monitored through the Annual Performance Appraisal which forms part of the Performance Management System. It takes into account the performance of the employee for the whole year and rates the employee on objectives set at the beginning of the year and performance according to set competency profiles.

Results of the performance appraisal will, in most cases form the basis for decisions related to Rewards, Incentives, Promotion, Salary Adjustment, Career Development, Succession Planning & Talent Management.

Performance & Reward

GRRGL shall apply a special system for performance management based on the performance of employees and their organizational units, with a view to promoting individual achievements and teamwork spirit.

This system specifically aims to:

- align individual targets with Department targets
- drive ‘continuous improvement’ in individual staff performance by regularly evaluating their contribution and development against targets.
- provide a basis for rewarding results achievement.
- stimulate continuous learning to develop human resources.

Non-Monetary Performance Recognition Rewards

Departments may apply a number of non-monetary recognition rewards such as: awarding Certificates for Outstanding Performance, issuing a Letter of Appreciation to the employee, recognizing good performers as Employee of the Quarter / Year.

Special Cash Bonuses

The organization may award the Employee a special cash bonus at any time of the Year due to outstanding achievements or in recognition of creativity, innovation, outstanding recommendation or any other remarkable achievement. The amount and number of such bonuses granted to the Employee within one (1) year shall be determined by GRRGL’s Performance Management System.

Conflicts of Interest

Situations of actual potential conflict of interest are to be avoided by all employees. Personal, financial or romantic involvement with a competitor, supplier or subordinate employee of the company, which impairs an employee's ability to exercise good judgment on behalf of the company, creates an actual or potential conflict of interest. Supervisor-subordinate romantic or personal relationships also can lead to supervisory problems, possible claims of sexual harassment and morale problems. These types of relationships are therefore prohibited and violations of this policy will subject an employee to disciplinary action, up to and including termination

Prohibited Conduct

The following conduct is prohibited and will not be tolerated by the Company. This list of prohibited conduct is illustrative only; other types of conduct injurious to security, personal safety, employee welfare and the Company's operations also are prohibited.

- Falsification of employment records, employment information or other Company records.
- Recording the work time of another employee or allowing any other employee to record your work time, or allowing falsification of any time card, either on your own or another employee.
- Not maintaining a professional decorum while dealing with colleagues, subordinates or superiors.
- Not maintaining professional distance with subordinates or superiors in talks or behaviors.

- Theft, deliberate or careless damage of any Company property or the property of any employee or customer.
- Deliberate destruction of any Company property or the property of any employee or customer.
- Removing or borrowing Company property without prior authorization.
- Unauthorized use of Company equipment, time, materials, or facilities.
- Eating main meals at places other than pantry/mess.
- Provoking a fight or fighting during working hours or on Company property.
- Participating in horseplay or practical jokes on Company time or on Company premises.
- Carrying firearms or any other dangerous weapons on Company premises at any time.
- Engaging in criminal conduct whether or not related to job performance.
- Causing, creating or participating in a disruption of any kind during working hours on Company property.
- Insubordination, including but not limited to failure or refusal to obey the orders or instructions of a supervisor or member of management, or the use of abusive or threatening language toward a supervisor or member of management.
- Using profane or abusive language at any time on Company premises.
- Failure to notify a supervisor when unable to report to work.
- Unreported absence of any scheduled workday.
- Failure to obtain permission to leave work for any reason during normal working hours.
- Failure to observe working schedules, including rest and lunch periods.

- Failure to provide a physician's certificate when requested or required to do so.
- Sleeping or malingering on the job.
- Making or accepting personal telephone calls of more than three minutes in duration during working hours, except in cases of emergency or extreme circumstances.
- Working overtime without authorization or refusing to work assigned overtime.
- Wearing extremely unprofessional or inappropriate styles of dress or hair while working.
- Violation of any safety, health, security or Company policies, rules or procedures.
- Committing a fraudulent act or a breach of trust under any circumstances.
- Unlawful harassment or discrimination.
- Working in a multi-cultural environment and politically sensitive areas, any behavior or words or playful singing etc. suggesting prejudice for a particular nationality or culture.
- Similarly any derogatory remark or indication of an offence to any religion, nation or culture

Off-Duty Conduct

While the Company does not seek to interfere with the off-duty and personal conduct of its employees, certain types of off -duty conduct may interfere with the Company's legitimate business interests. For this reason, employees should be aware of the following policies:

- While employed by the Company, employees are expected to devote their energies to their jobs with the Company. For this reason, second jobs are strongly discouraged. The following types of outside employment are strictly prohibited:
- Employment that conflicts with an employees work schedule, duties and responsibilities;

- Employment that creates a conflict of interest or is incompatible with the employee's employment with the employer;
- Employment that impairs or has a detrimental effect on the employees work performance with the employer;
- Employment that directly or indirectly competes with the business or the interests of the employer.

Drug and Alcohol Abuse

The Company is concerned about the use of alcohol, illegal drugs or controlled substances as it affects the workplace. Use of these substances whether on or off the job can adversely affect an employee's worth, performance, efficiency, safety and health and therefore seriously impair the employees value to the Company. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other employees and exposes the Company to the risks of property loss or damage or injury to other persons or litigation against the company or loss of reputation.

The following rules and standards of conduct apply to all employees either on Company property or during the work day (including meals and rest periods). The following are strictly prohibited by the Company:

- Possession or use alcohol, or being under the influence of alcohol while on the job.
- Driving a Company vehicle while under the influence of alcohol whether or not during normal duty hours.
- Distribution, sale or purchase of an illegal or controlled substance while on the job.
- Possession or use of an illegal, or controlled substance or being under the influence of an illegal or controlled substance while on the job.

Violation of the above rules and standards of conduct will not be tolerated. The Company also may bring the matter to the attention of appropriate law enforcement authorities.

In order to enforce this policy, the Company reserves the right to conduct searches of Company property or employees and/or their personal property and to implement other measures necessary to deter and detect abuse of this policy.

Personal Standards

Employees are expected to wear clothing and maintain their appearance and personal hygiene as appropriate for the nature of our business and the type of work performed. Clothing should be neat, clean and tasteful.

Avoid clothing that can create a safety hazard. Department managers may issue more specific guidelines.

Email Content

- Appropriate greeting
- The person responsible for initiating any action needs to be addressed in the 'To' line and the ones to be just informed needs to be in the 'cc' line
- Make sure the content of your email is clear, understandable and appropriate
- Any external email must be properly worded, punctuated with correct grammar and formally signed off with the company signature (refer to IT Manager). ONLY company email id to be used for any official external emails.

Internet Usage

- Ensure usage of bandwidth sparingly
- Avoid fruitless or recreational browsing, which interferes with other users engaged in official work related tasks.
- Unless absolutely necessary, avoid downloading and/or storing large files.

- Transmission of any material which is obscene, pornographic, offensive or damaging which can cause distress or taken as sexual, racial or other harassment or discrimination is absolutely prohibited.
- Transmission of any material which may infringe the copyright laws is strictly prohibited.

Confidentiality

Each employee is responsible for safeguarding confidential information obtained in connection with his or her employment. In the course of your work you may have access to confidential information regarding the company, its suppliers, its customers or perhaps even fellow employees. It is your responsibility to in no way reveal or divulge any such information unless it is necessary for you to do so in the performance of your duties. Access to confidential information should be on a "need-to-know" basis only when authorized by your supervisor. Any breach of this policy will not be tolerated and legal action may be taken by the Company.

Gifts and Gratitude's

Employees are prohibited from soliciting or accepting gifts from a vendor or contractor. Gifts valued in excess of \$25 or of an undetermined value should be returned immediately. Gifts of promotional items without significant value that are routinely distributed by vendors to clients are acceptable. Ordinary business courtesies, such as payment for a modest lunch or dinner, are also acceptable. Gratuities or gifts of money, whatever the amount, cannot be accepted at any time, and should be returned immediately.

GRRGL employees are prohibited from soliciting or accepting cash gifts or gratuities of any amount from any person or entity doing (or proposing to do) business with GRRGL. Furthermore, unless specifically excepted by this policy, GRRGL employees are also prohibited from accepting non-cash gifts of any type, including materials, services, travel, and attendance at a charitable or similar event as a guest and entertainment at no cost or at unreasonably discounted prices from persons or entities doing (or proposing to do) business with GRRGL.

All unpermitted gifts must be immediately declined, returned or discarded. Employees must report to their supervisors and the Head - Human Resources at the end of each month regarding all gifts received during the month (including those permitted by this policy). Any proposed exceptions from this policy must be approved in advance, by the Managing Director. If you have any question concerning this policy, consult with the Head – Human Resources.

GRRGL Assets

Since most GRRGL employees are frequently away from home, GRRGL recognizes and acknowledges that limited reasonable use of GRRGL assets is necessary to function in this environment. However mindful / deliberate abuses of GRRGL’s assets are not acceptable. Mass mailing, frequenting sites such as facebook or other social sites during working hours, side businesses while in employment, idling of vehicles are not acceptable. Neither abuse of GRRGL assets nor spending time during business hours on non-business activities is permitted.

All GRRGL assets to be returned to the Site Manager / Head – Human Resources. At no point of time are employees allowed to take assets of the company while going on leave or in case of discontinuing services. It is mandatory to return the assets and badges etc which are GRRGL property.

Security

The security of facilities as well as the welfare of our employees requires that every individual be constantly aware of potential security risks. You should immediately notify your supervisor when unknown persons are acting in a suspicious manner, in or around the facilities, or when keys, security passes or identification badges are lost or misplaced.

Smoking Policies

Smoking is not allowed in GRRGL facilities and on any of the project sites of GRRGL. There are no exceptions to this rule.

Housekeeping

All employees are expected to keep their work areas clean and organized. Common areas such as lunch rooms, locker rooms and restrooms should be kept clean by those using them. Please clean up after meals. Dispose of trash properly.

Unlawful Harassment

Company policy prohibits sexual harassment and harassment because of race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status, age or any other basis protected by state or local law or ordinance or regulation. All such harassment is unlawful.

For reporting cases of harassment,

- An employee should notify their supervisor immediately.
- Reported incidents will be handled in a timely manner with respect to the rights and confidentiality of those involved.
- It is recommended that employees who are subjected to discriminatory practice or harassment file a written complaint that documents all facts,
- Supervisors will refer all harassment complaints to the Head Human Resources or the Managing Director of the Company.
- The Company will immediately undertake effective, thorough and objective investigation of the harassment allegations.
- Action will be taken against the guilty.

Employee's Inquiries and Complaints

When a problem of performance or conduct occurs, the supervisor concerned should initiate an open discussion with the employee, giving the employee a clear explanation of the problem and a fair chance to respond. The supervisor and the employee should make every effort to determine the cause of the problem and how best to correct it. The employee is expected to make necessary changes in behavior within a reasonable time span. This responsible dialogue should resolve most problems between supervisors and employees. For more serious problems or infractions that cannot be resolved, a more formal procedure is necessary which is described in more details in the HR policy manual.

Disciplinary Decision Procedures

1. The direct supervisor shall investigate any suspected/reported misconduct by any employee under his / her organizational unit. In case of a violation, it must be reported to the HRD.

2. The HRD shall review the case according to the following:
 - If it deems that the violation requires a disciplinary measure as per these guidelines or if circumstances indicate that the employee committed the violation, the HRD shall be notifying the employee formally of that.
 - If it is deemed that the violation requires a drawing of attention, the head of the concerned section shall communicate a letter of notice (written) to the employee and discuss with him/her the reasons leading to this misconduct and ways for improving the conduct.
 - If it is deemed that the misconduct requires a warning, the relevant organizational unit head shall issue the warning.

ANY OCCURRENCE OF IRREGULARITIES TO BE BROUGHT TO THE IMMEDIATE NOTICE OF THE MANAGEMENT ON EMAIL ID: alert@grrgl.com.

XI TERMINATION OF SERVICES

Notice Period

It is the Company's policy neither to end the services nor to accept the resignation of any employee except after careful consideration of all the circumstances of the case to ensure full compliance with the provisions of employment agreements and the UAE Labor Law.

However, in case of dismissal of an employee due to fraudulent or any other illegal activity, the company has the discretion to end the service of an employee with immediate effect and not adhere to the notice periods.

Resignation

- The employee may resign from his/her job at any time. The resignation shall be submitted in writing provided that it notifies the Department of the determined notice period.
- Any Employee who holds Senior position in the company shall serve a minimum notice period of 3 months.
- Any Employee other than in Senior position shall serve a minimum period of 1 month or as mutually agreed.
- The employee service shall only end upon the issuance of resignation approval decision.
- Departments shall decide on the resignation and inform the employee within two weeks from the submission date; otherwise it shall be treated as being approved. The employee shall stay on job until the end of notice period

Termination of Service Due to Professional Incompetence

- If an expatriate Employee obtains a 'Below Expectations' rating at his performance appraisal the Management shall terminate his service subject to serving a notice on him in accordance with the notice period stipulated by the employment contract.

- Without prejudice to any other benefits to which the Employee is entitled, the department may, in lieu of the notice period, pay the Employee Total Salary for a term equivalent to such notice period.

Exit Interviews

The HRD shall conduct an exit personal interview with any employee who has resigned or opted for non-renewal of contract with the Department. The purpose of this interview is to gather data on any possible weaknesses in the applied work systems and try to utilize these data for future improvements in policies, practices, systems or processes.

End of Service Gratuity

- Employees who are entitled to an end of service gratuity in accordance with the UAE Labor Law.
- Employees outside UAE will be settled as per the Law of the Base / Country.

Termination Benefits

Employees who have completed one year of continuous service shall be eligible for the Company's End of Service Benefits as per UAE Labor Law for those employed in UAE.

Service Certificate

Company will provide the employee with service certificate indicating dates of employment, end of service, job title, final basic salary and allowances, if any.

Termination Transportation

Upon end of service, expatriate employees who are under Company sponsorship will be provided with air transportation to the point of origin, in accordance with the Company policy in this respect.

Additional Death Ex-gratia

In the event of an employee's death, two months basic salary plus supplemental allowance will be paid to the dependents of a deceased employee (e.g. widow or next kin) as appropriate.

Individual Duties

GRRGL Managers and Supervisors should ensure that all employees under their supervision have read this document. They should ensure that employees under their supervision operate in accordance with the principals enlisted herein above.

All Managers and Supervisors need to ensure that induction training is provided to new employees. Training is critical component of any program. Training is not limited to the job responsibilities but beyond. Ethics training is also to be provided to new hires.

.....

EMPLOYEES STATEMENT OF UNDERSTANDING

I hereby certify that I have read the GRRGL Code of Business Ethics and Conduct. I hereby agree to abide by the terms set forth herein. I understand that my failure to abide by the standards in the Code of Business Ethics and Conduct will result in disciplinary action against me including possible termination.

.....
Signature

.....
Name and Designation

.....
Date

