



EMPLOYEE HANDBOOK: GUIDELINES, POLICIES & PROCEDURES

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Employee Handbook Acknowledgement Form

The Employee Handbook describes important information about the company I belong to as a subsidiary of the group named The Corporate Group (TCG), and I understand that I should consult my immediate line manager regarding any questions not answered in the handbook or HR Department.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur on frequent basis. All such changes will be communicated through official notices published by HR Department from time to time, and I understand that the revised information may supersede, modify, or eliminate existing policies. Group Managing Director is in-charge of the final approval behind first draft of policy(s) and all revisions of these policies highlighted in this handbook in order to be enforced by HR Department across all subsidiaries.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Employee Full Name

Acknowledgment Date (DD.MM.YYYY)

Employee Signature





Message from GMD

For those who have joined us: welcome on board!

For those who are already working with us, we would like to recognize your active contribution and rich efforts being offered to our organization!



Would you like to invest yourself professionally with a customer-oriented approach? Would you like to be in an environment where you could develop your skills to a next level? Is the "work value" concept meaningful to you? Do you like to work in an environment that contributes towards building your career? Then please join our team:

- Simple and direct relations you will always experience
- Customer service excellence
- Dynamic with teamwork spirit
- Opting for knowledge sharing

Each employee in our company is considered a valuable asset being a man or woman, local national or expat. At TCG & subsidiaries, we hire from different qualification with little to rich experience. We expose these ambitious people to various challenges across businesses we do with our clients. The end results are talented employees who are willing to take further challengers.

For this reason, they become strategic partners in our company by having right people with right skills to meet and support the group's vision and strong development of the subsidiaries.

We hope you enjoy working with us and are looking forward to working with you.

Ayman Al Awadhi
Group Managing Director

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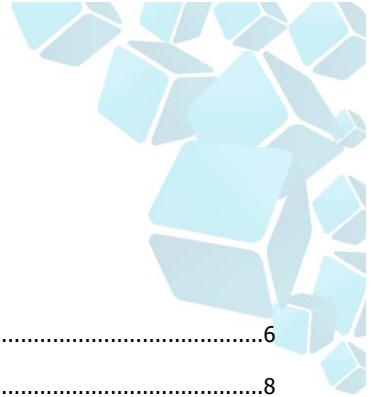


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About The Company

Corporate Business Services (CBS) was established as a founding entity based on three fundamental objectives and they are: to deliver exceptional customer service experience, to bring best of our local know-how to our customers and to stand unique among other players within the business community. Since its establishment date in 2007, CBS has been offering business setup and company formation solutions to both foreign corporates and investors of all sizes across all sectors and industries.

During last quarter of 2015, CBS has gone through corporate restructuring whereby, a group of company was formed named The Corporate Group (TCG) acting as the holding entity of 3 built-for purpose subsidiaries:

Corporate Business Services (CBS)

CBS is focused delivering core services of company formation solutions, business consultancy and advisory, PRO services and range of support services for operational entities of CBS clients. CBS is the founding entity since 2007.

Corporate Business Hub (CBH)

CBH, on the other hand, is focused towards delivering serviced offices and incubation centers for startups and other programs along with facility leasing to all client types being represented by the Group or third parties. CBH currently owns 2 branches; the main branch being located at 48 –Burj Gate and the branch being located at Al Nasr Plaza (Office). More branches are planned to be established locally within the region.

Corporate Business Enterprises (CBE)

CBE is specialized in delivering solutions related to local partner and local service agency that is compliant to UAE commercial law 1984 & its amendments with regard to incorporating entities in mainland cities of UAE. Furthermore, CBE engages in establishing Joint ventures and equity taking in startup companies.

The group's subsidiaries offer clients experience of one-stop-shop approach that enables clients to focus on their core business operations from day one of their incorporation in the U.A.E. Furthermore, throughout our consultancy services

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and offerings we ensure and support our clients to follow incorporation paths that lead to sustainable growth of their entities in the UAE and the region.

Committed and passionate from founders of the organization and its hard-working employees have led CBS to be rewarded and recognized by various business communities. CBS has been ranked as 29th in Dubai SME 100 for year 2015, a ranking initiative by Dubai SME to rank 100 top-performing SME companies in the UAE. Moreover, CBS was awarded for Superbrands of the year 2015, The Bizz Award 2015 and being strategic business partner of Dubai FDI.

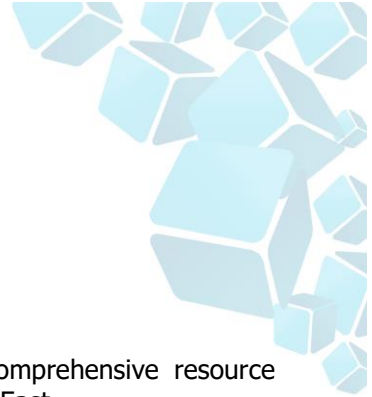
The operating entity of the group is often characterized with a 3-tier organization structure of functional type. Tier one being Executive Management, tier two being Mid-level Management and tier three being operations. The organization is characterized to be of functional structure due to functional teams working towards specialized set of tasks to lead for operational efficiencies that result to standardizing services being provided to end clients.

The groups' subsidiaries run their business model based on best known practices on policies and procedures being used in service-based industries to ensure high level quality of service being delivered to its clients. Hence, adopting international quality standards such as ISO is an everyday practice within the organization.

Someone should expect that as TCG engages into other businesses and ventures, new subsidiaries shall be incorporated and be added under the group.

The reader of this handbook should understand that all HR policies, procedures and activities are published and enforced through HR Department of CBS being centralized serving its needs of group's subsidiaries. Hence, HR Department is employee's single point of contact.

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Vision, Mission, Values & Quality Policy

Our Vision:

To be regarded as the most trusted, ethical and comprehensive resource provider for companies being established in the Middle East.

Our Mission:

Supporting our clients impeccably with in-house professionals, innovative-technology and through our network of valued partners in all sectors.

Dedicated to excellence so that our clients and stakeholders grow and prosper sustainable businesses.

Providing unrivalled superior added-value services efficiently

Our Values:

Our business rests on the pillars of corporate governance, fairness, integrity, responsibility and accountability, disclosure and transparency.

We understand the magnitude of the business changes underway, the impact of new technologies and the globalization of the economy and pledge to meet these challenges with innovative, durable long-term solutions.

Our Quality policy:

The Corporate Group (TCG) is committed to providing its customers and partners with professional services that fully comply with company standards and world-class excellence.

TCG is committed to:

- Understanding the needs and requirements of customers and fulfilling them with the best approach and service.
- Establishing long-term partnerships with customers through feedback and relationship management, encouraging customer retention and sales growth.

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- Providing effective and prompt service to achieve total customer satisfaction at all times.
- Continuously upgrading our technology, service quality, communication facilities and the skill sets to meet customer requirements efficiently.
- Endeavour to achieve operational excellence by abiding by statutory and legal regulations while conducting our activities.
- Ensure employees have the competence and resources to discharge their individual responsibilities and encourage a positive quality culture, upgrading their professional skills to keep pace with business needs.
- Regularly review the suitability and effectiveness of our quality management system, including this policy, and undertake appropriate improvements as necessary.

This policy shall be communicated to all employees, customers and stakeholders and be made available publicly.

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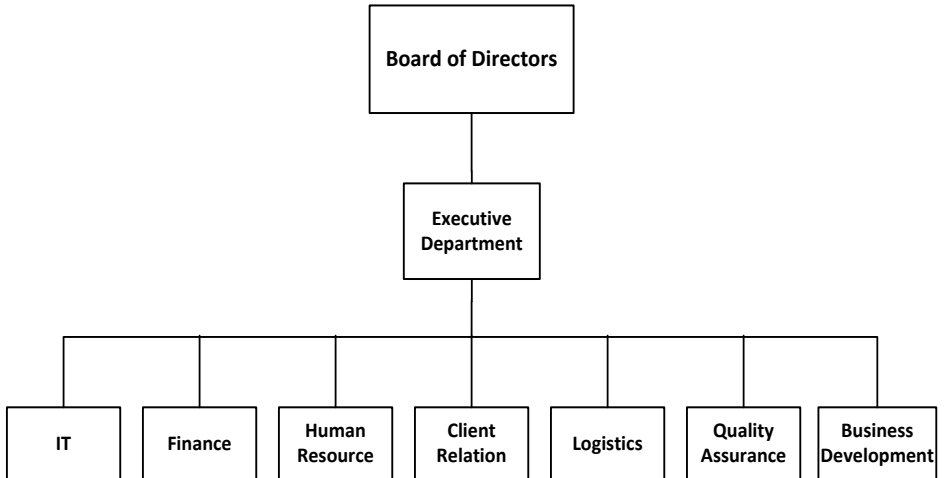


TCG Organization Chart



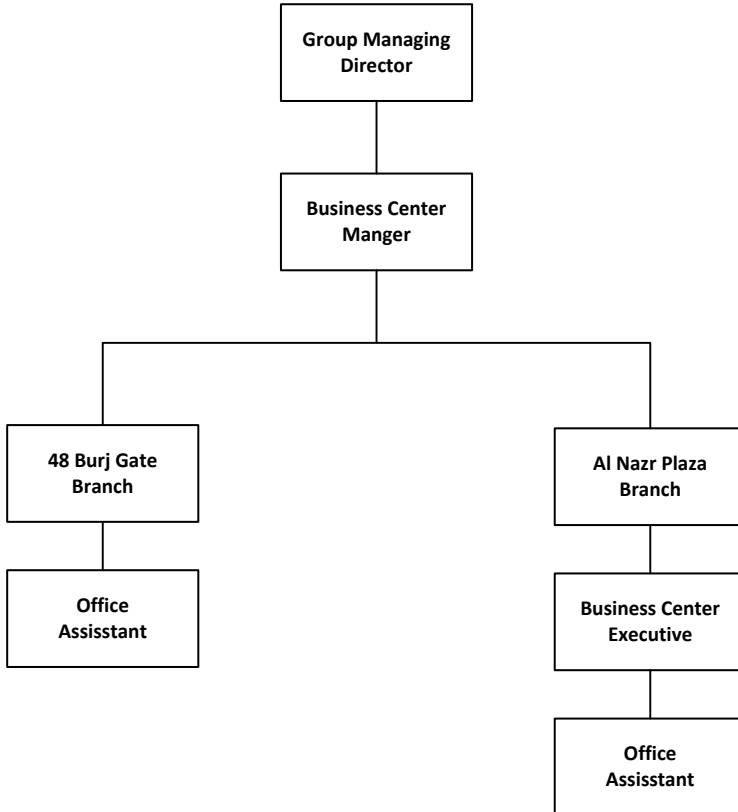


CBS Organization Chart





CBH Organization Chart





Non-Disclosure Agreement

Objective: To protect sensitive information of the organization, and define what is public versus private information.

During initial days of a recently joined employee in the company, the employee will be immediately engaged in organizations' activities and details until end of employment his/her period. Throughout this period, the employee will witness many information that is related to the organization in terms of clients and partners details along with organization data, intellectual properties and technologies being used during its business operations.

For such matter, Non-Disclosure Agreement is signed (NDA) upon employee enrolment in the organization to protect interests of the organization during and after departure of the employee from concerned operating entity.

A dedicated agreement draft will be circulated at specific stage during onboarding process of the employee.

For further details and clarifications with regards of above subject, please discuss with HR Department.

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Upon Joining the Company

Objective: To offer guidelines on what to go through during first days in the company.

The company is committed to put a newly hired employee into proper position to achieve productivity and peace of mind for the employee from start date of employee engagement. Thus, a newly hired employee will encounter below stages as follows:

- **Pre-employment visa issuance.** Upon accepting and signing off on job offer letter by the employee, HR Department will request for required set of documents (passport, photos, education degrees, CV...etc.) in order to process them for employment visa only when applicable. Furthermore, the employee has to sign on non-disclosure agreement (NDA) to be submitted to HR Department. Besides, HR Department to give job orientation for the newly hired employees by introducing him/her to all employees and teams of the subsidiary and explaining to him/her responsibility of each employee and team and how they interact with each other. This also includes a tour on facilities for both: the office space that belongs to the subsidiary and the overall building.
- **Post-employment visa issuance.** At this stage, the employee will go through on job training program and will adopt each responsibility being assigned to him/her according to list of responsibilities being listed in his/her job offer letter. This includes knowledge transfer sessions, attending different meeting types and reading materials related to the subsidiary. Depending on nature of engagement, this stage could last up to 6-months of probation period and upon success of the tenure the employee will hold his/her position firmly by receiving confirmation letter from HR department. The employee is strongly encouraged to discuss with HR Department for any issue might arise for him/her throughout this stage to avoid dealing with larger problems that are difficult to handle.

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Once MOL entry permit is issued, the employee will go through the configuration process of designated desktop/laptop, email, access card... etc.

For further details and clarifications with regards of above subject, please discuss with HR Department.

Internal Newsletter

Objective: To create a comprehensive communication platform whereby all employees of all subsidiaries' included appointed representatives & global offices to be connected on what is happening in the group & subsidiaries.

The internal Newsletter brand named "Get Connected" is the only official communication platform to send out news and notifications on recent happenings & additions to the group and subsidiaries. These notifications touch various subjects related to the subsidiaries, employees, clients & business partners of the group.

Get Connected is published twice in a month; once during the 1st week of the month and the 2nd one during third week of the month. Moreover, the content for internal newsletter is actually gathered based on collaboration effort of all employees being encouraged to participate towards content delivery related to their domain area through an application form titled "Articles Template for Get Connected Newsletter".

For further details and clarifications with regards of above subject, please discuss with HR Department.

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Telecommunications Policy

Objective: To offer guidelines for telecommunication services and support on who/how to use and privacy policy.

Telecommunication services and support provided by the company through telephone service provider(s): Etisalat & DU. This policy includes Polycom IP Phone system and mobile phones:

- Polycom IP phone system provides dedicated extension numbers that are assigned either for telephone or fax purpose. Each employee has a direct extension number assigned to him/her (when applicable). By default, all employees' extension numbers are having international dialing disabled. However, for those who are having the feature enabled is being monitored by Director of operations (DOO). Long calls related to personal calls are not permitted under use of direct extensions. Instead, personal mobile number is meant to be used for these purposes.
- Depending on salary package and job nature, the company provides mobile phones for employees on company account. These mobile phones & related allowances are maintained and paid by the company. The monthly bill of these mobiles is being monitored on regular bases to ensure control mechanism on expenses being generated from these mobiles. Any charges beyond the designated telecom service packages, the excess will be identified and settled by the employee whoever uses such service. In case of employee's resignation or termination, the mobile and SIM card must be returned in good condition to HR Department, being the property of the company. Failure to do so shall result into deduction from employee end of service benefits.
- IT Department is in-charge of documenting all technical data and configuration for both IP phone system and mobile devices along with SIM cards.

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For further details and clarifications with regards of above subject, please discuss with IT (on technical use of these services) or HR Department (for applicability of these services).

Video Surveillance Policy

Objective: To offer guideline on company policy and usage for Video surveillance system being used in the premises of group & subsidiaries' located at different physical locations.

The main purpose of using surveillance system is to detect fraudulent activities, negligence and theft incidence performed by employees of the subsidiary which results into financial loss or liability to the company. Instead, it is used as an investigational tool to confirm and prove with evidence against an incident.

Someone should know that video surveillance is not used solely to monitor employees act during their working hours as form of remote resource management. Supervisors/Line managers are not encouraged and allowed to use the system as a tool for resource management.

Surveillance system is controlled through an admin device (DVR) and has admin panel to configure smart devices (ex: iPhone, smart phones etc.) for live streaming of recorded data. Only IT personnel Group Managing Director shall have access to the system.

In case you have witnessed a wrong practice of accessing the surveillance system or you have observed misuse of the system kindly report the incident occurrence to the Group Managing Director.

For further details and clarifications with regards of above subject, please discuss with HR Department.

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Health and Safety Policy

Objective: To enable all work activities to be carried out safely, and with all possible measures taken to remove or at least reduce risks to the health, safety and welfare of employees, clients, contractors, authorised visitors, and anyone else who may be affected by our operations.

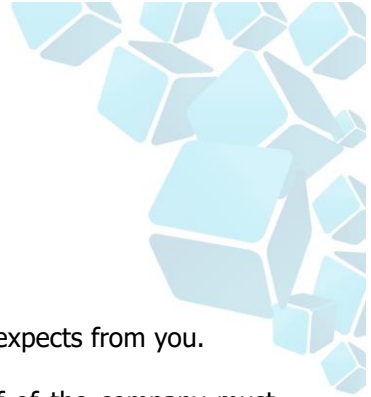
Management is responsible to ensure that our back office and business center facilities are in safe environment and meet the required safety systems put in place and approved by Civil Defense. All employees are provided with the information and regular training internally through Quality Assurance Department or externally through third parties (when applicable) that are necessary to ensure everyone is safe from injury and risk to health.

Employees have obligations to:

- Comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to fitout and equipment
- Comply with any direction given by the management for health and safety
- Not misuse or interfere with anything provided for health and safety
- Report all accidents and incidents in the work place immediately to QA department, no matter how small they are.
- Report all known or observed hazards to their line managers through official channels available over CRM (employee suggestion form)

For further details and clarifications with regards of above subject, please discuss with Quality Assurance Department.

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Code of Conduct

Objective: To offer guidelines on what the company expects from you.

All decisions and actions an employee takes on behalf of the company must adhere to the highest standards of honesty, integrity and comply with all applicable local laws. Any activity must be in line with the company's interest and code of conduct, both within and outside the company, must reflect the high standards of the company.

In case if you find your interests may conflict with those of the company, please seek the advice of your line manager or the HR Department.

Outside Employment

- You are not allowed to work elsewhere while employed with the company. It is expected that while employed with the company, the employee will give his/her best efforts to the company at all times. If you are enrolled to education programs such as universities and institutes, then you have to disclose complete details related to your education program to HR Department. Furthermore, in case you are a shareholder in an existing entity or to be a shareholder in a future incorporation of a company, you still need to disclose such information or obtain required approval for such engagement.

Dealing with Company's Clients

- You are not allowed at any case to approach clients of the company you are working for (the term "client" includes companies, their owners and employees) for any kind of personal support being financial (example: requesting personal loan) or non-financial (example: distributing personal CV for job opportunities for self or family members). This is applicable for all subsidiaries of the group.
- All prospect opportunities that these clients might bring to the company you are working for shall remain property of the company (intellectual property) and you will not have the right to use them for your personal benefit unless HR Department grants you such permission.

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- You are not allowed to approach any client of the company for job opportunities and if a client offered job opportunity to you, please inform HR Department immediately for taking an appropriate action.

Corporate Gift Policy

TCG & subsidiaries are committed to an ethical environment for all employees. Giving or receiving certain gifts can be part of normal business relationships and this policy provides rules to guide your decisions related to gifts.

To register a gift, an employee is requested to disclose receiving gift details through a form titled "Gifts & Benefits Disclosure Form" which needs to be submitted to HR department for further processing. HR department shall be maintaining a register titled "Register of Gifts & Benefits".

Dress Code

- You are expected to present a neat and well-groomed appearance in keeping with the group & subsidiaries' image. This is especially so for those interacting with clients on regular basis. For example, no sportswear, shorts and flip flops are allowed. Furthermore, no trendy jeans allowed especially those with opening wholes or "below-hip" jeans.
- The only layer of employees who are restricted to wear company's uniform is the logistics team and office assistant's team. The company to provide this category of employees sets of shirt and trousers on annual bases or when required.
- You are expected not to show any sign of your religion on your body or attire including but not limited to symbols or items created by cosmetics, tattoos and piercing.
- For male employees, the following are considered acceptable as work attire (must demonstrate corporate look):
 - Formal suit
 - Jacket
 - Formal shirt

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- Trousers with tie
 - UAE national dress with Ghatra
- For female employees, the following are considered acceptable as work attire (must demonstrate corporate look):
 - Formal suit
 - Formal tops with trousers/skirts
 - Considerable use of jewellery and related accessories
 - Abaya with/without head cover (sheila)
- To exhibit celebrations on particular events, HR Department shall enforce all employee to wear and put on certain clothing item or accessories.

For further details and clarifications with regards of above subject, please discuss with HR Department.

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Employee Loan

Objective: To offer, as a privilege & as part of employee welfare, loans to employees at preferential terms.

The company provides staff loan at special terms (no cost) as a privilege of working for the company subject to approval process. However, the company would like to emphasize that employees must live within their income and keep their personal expenses at minimum. An employee may not lend money, which was obtained by the company, to any other employee of the company or any other person outside the company being relative or friend or stranger.

Rules & Conditions

- A new loan may be taken only if results of below combinations are met:
 - after the first loan has been fully repaid or,
 - subject to available balance from staff loan account (defined by HR Department) or,
 - Employee is allowed to apply for a new loan request after 6 months from last completed loan installment.
- The Company will have full right to recover any outstanding amount at the time of employee's resignation or termination,
- An employee who hasn't taken employee loan before to have a priority than an employee who has already obtained loan on previous year(s),
- Minimum service with the company to be 12-calendar months,
- Maximum loan amount granted is twice of current gross salary amount and subject to available balance from staff loan account,
- Maximum period to pay back the loan is 12-calendar months.

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Employees should complete an online application over CRM titled "Employee loan Request" and should be submitted to HR Department for approval and processing:

- Employee should pay against the loan installment to Finance Department 2nd day of each calendar month
- If an employee deferred loan installment for more than two-calendar months consecutively, he/she will not be entitled for new loan for another 1-calendar year

For further details and clarifications with regards of above subject, please discuss with HR Department.

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Employee Salary & Salary Advance Policy

Objective: To provide transparent information with regards of employee salary release mechanism and the company's facility to its employees for short-term borrowing.

Starting from January 2011, UAE Ministry of Labor has enforced all employers to pay employees through Wage Protection System (WPS). The WPS enables electronic payment release through employer bank account to personal bank account of the employee.

Employee Salary:

- Employee salaries are released not later than 28th of a calendar month (some delay may occur in case of public holidays falling around 28th of a calendar month),
- An employee is responsible to track the released salary into his/her bank account and in case of inconsistencies, then he/she should approach HR Department for clarification purposes.

Salary Advance Policy:

- Salary advance is equivalent to short-term borrowing which is paid back to the company on 2nd day of following calendar month,
- Salary advance value should not exceed more than 50% of employee current gross salary,
- Salary advance requests by employee shall not exceed 4 times in given calendar year,
- In case of payback delay, an employee will not be granted for next salary advance for period of 1-calendar year,
- To request for salary advance, an employee should complete an online application over CRM title "Advance Salary Request" and should be submitted to HR Department for approval and processing.

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For further details and clarifications with regards of above subject, please discuss with HR Department.

Grievance & Disciplinary Issues

Objective: To provide a guideline to enable you to raise any legitimate complaints.

In the normal course of working, there may be times when you feel you want to complain or grieve about some issue(s). If this is the case, the first step is to approach your line manager, where the issue must be discussed and sorted out via any mean of communication to the mutual satisfaction of both parties.

However, if for the few cases where it is difficult to resolve the issue through discussion and only after allowing some time to be resolved at this layer, the complaint will be escalated to next line manager (next layer) according to organization hierarchy of the company. This escalation model is totally allowed for you as an available and legitimate approach even if you end up reaching to the Group Managing Director of the company.

Always ensure to carry enough pool of evidence to back up your case in front of your line manager(s) and avoid story telling approach or else your line manager(s) have the full right to dismiss your grievance.

You as an employee are not allowed to discuss your issues or grieve to other managers who are not related directly to your team or department. Your line manager shall decide if it is preferred discussing such issue directly with HR Department.

For further details and clarifications with regards of above subject, please discuss with HR Department.

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Anti-Harassment Policy

Objective: To maintain an environment that encourages and fosters appropriate conduct among all persons and respect for individual values.

Harassment is a form of discrimination and offensive verbal, physical, or visual behavior and actions directed toward an individual, based upon the individual's gender, color, race, culture, religion, national origin, age, disability, pregnancy, sexual orientation, gender identity and expression, covered veteran status or protected genetic information and political affiliation. Any comments or conduct that fails to respect the dignity and feeling of the individual are unacceptable at the company.

The following actions shall be taken in case of harassment or discrimination incident:

- HR Department will conduct a proper investigation how to resolve an issue of harassment/discrimination
- All reported incidents will be investigated with an effort to keep the source of the report confidential except where the company finds disclosure necessary for resolution
- An Employee must report incidents of harassment immediately to their line manager or to HR Manager in case the employee feels comfortable to report at HR level
- Any employee who, in good faith, reports a possible violation of this policy will be protected

Where inappropriate conduct has occurred, specific disciplinary actions, up to and including termination where appropriate, will be implemented.

For further details and clarifications with regards of above subject, please discuss with HR Department.

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Dealing with Company's Assets

Objective: To provide a baseline on how to deal with company's asset that is given to an employee in order to conduct his/her job and protects it.

Depending on job nature and allowances being provided for an employee, there are occasions where the company makes available certain company assets to an employee such as mobile device, laptop, vehicle...etc. When these assets are being provided (either during the joining date or during the continuation of tenure), the employee should apply considerable amount of care and protection for these assets. Upon employee exit of the company, these assets shall be returned to HR Department in good condition assuming they are still being used by the employee.

If any employee loses such asset or have it damaged, he/she must inform HR Department immediately in order an appropriate action to be taken. The company shall hold the employee fully responsible for unreported or lost/damaged assets including having the employee to pay cost of the asset. The company has the right to enforce any punitive action against such lost/damage of assets even if it was done based on good intention.

The use of these assets shall be solely for work related to the employee and if these assets are exposed to any form of fines (example: traffic related tickets of vehicles) due to misuse or reckless behavior by the employee who is using these assets, then he/she will be responsible to pay against these penalties. Further punitive actions shall be taken against the employee if such behavior is repeated or causes danger to the company asset itself (example: being confiscated by authorities).

For further details and clarifications with regards of above subject, please discuss with HR Department.

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Printing Policy

Objective: to create framework of printing, scanning and copying services for employees of the company that eventually leads to cost reduction and energy saving.

To promote environment-friendly printing practices and reduce paper use and wastage, the following is considered for employees to comply with:

- All desktops and laptops are configured for black and white default printing,
- Colour printing copies are appropriate only to the documents for external purpose, official managerial reporting or service agreements/contracts or even government forms,
- All printers are configured for double-sided (duplex) black & white for printing documents for internal use as default practice,
- All printers are programmed at an optimal power saving function to reduce energy,
- All printers are connected to the company's network, and not directly connected to an individual's laptop or desktop,
- Any document with an 'error' status in a printing queue, or any document which has been in a printing queue for more than 3 hours, will be deleted from the printing queue by IT Department,

For further details and clarifications with regards of above subject, please discuss with IT Department and HR Department.

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Internet Acceptable Use Policy

Objective: To outline guidelines regarding use of the internet within the work environment of the company

The company has provided access to the internet for authorized users as employees of the company to support their day-to-day activities. No use of the internet should conflict with the primary purpose of the company, its ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed. Serious repercussions, including termination, may result if the guidelines are not followed.

The company may perform surveillance activities and monitor usage of the internet by employees, including reviewing a list of sites accessed by an individual. No individual should have any expectation of privacy in terms of his or her usage of the internet. In addition, the company may restrict access to certain sites that they are deem not necessary for business purposes.

The company's connection to the internet may not be used for any of the following activities:

- The internet must not be used to access, create, transmit, print or download material that is derogatory, defamatory, obscene, offensive, or anything that may be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, disability, medical condition, marital status, or religious or political beliefs
- The Internet must not be used to access, send, receive or solicit sexually-oriented messages or images
- Without prior approval of the IT Department, software should not be downloaded from the Internet as it is considered against company's policies for downloading software and programs over the internet

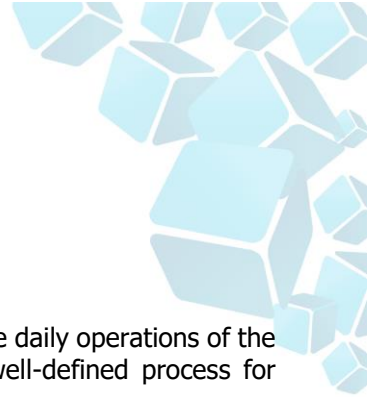
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- Employees should safeguard against using the internet to transmit personal comments or statements through e-mail or to post information to news groups that may be mistaken as the position of the Company
- Employees should guard against the disclosure of confidential information through the use of internet e-mail or news groups

For further details and clarifications with regards of above subject, please discuss with IT Department and HR Department.

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IT Incident Management Policy

Objective: To ensure that any incident that affects the daily operations of the company are managed through an established and well-defined process for handling the incident in shortest time possible.

IT Incident Management is the process that defines an unplanned interruption to an IT service or reduction in the quality of an IT service. Failure of any software/hardware that has not yet affected any service is also considered an incident. The goal of Incident Management is to restore the IT service to its normal operation within agreed service level targets and to manage unplanned events.

In case of any incident occurs that is related to IT being minor or major and having status of normal or urgency, an employee should log details through online system of CRM in order for IT Department to work and resolve (currently under development – until further notice, use form template titled “IT INCIDENT HANDLING & REPORTING FORM” being available in storage center). At end of the process, the employee will receive notification on the incident being closed with success or failure.

An employee should follow below practices for effective incident management handling:

- Conduct required troubleshooting as much as possible before logging details over CRM to avoid time wastage for IT Department to spend on minor issues that can be rectified through simply troubleshooting mechanism by end users
- An employee should have remote connectivity function enabled for enabling IT Department to do troubleshooting remotely for deploying swift action and resolution
- An employee is encouraged to develop basic IT skills to be able to manage day to day operations without being solely dependable on IT

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Department which will reflects positively on performance of himself/herself

For further details and clarifications with regards of above subject, please discuss with IT Department and HR Department.



Clean Desk Policy

Objective: To outline guidelines regarding how employees should leave their working space when they leave the office

A clean desk policy is a corporate directive that promotes sets of practices to achieve cleanliness of the company, protection of confidentiality and private data related to the Company and its clients and improve productivity within the employees themselves.

You will have your line manager supervising over this practice to ensure teammates are working towards achieving such goal of clean desk policy and taking proper action against non-compliant to the policy including low scoring during performance appraisal of employees.

The company is expecting each employee to adhere to the following practices related to clean desk policy:

- **When you are at your desk.** Only keep those items on your desk which you need for the day. After you started and planned your day we recommend you as an example to only have the inbox and outbox as well as the documents related to today's to-do list on your table. All other items can remain in your cabinet. By doing this, you will only focus on processing documents that is related to the given day instead of dealing with unnecessarily documents might be related for other days
- **When you temporarily leave your desk.** You will regularly leave your desk to attend meetings, or to take breaks. In this case you should make a quick check if there is sensible information on your desk and put it away and lock it. However, you DO NOT need to put everything into your container and lock it. For security reasons, lock out your desktop PC or laptop when leaving your desk to avoid somebody else to access your computer. NEVER share passwords with your colleagues. NEVER leave your PC unattended!

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- **When you leave your desk.** When you leave your desk by end of working day, don't leave important/confidential documents on it. The inbox and outbox as well as all other documents must be in your locked container or drawer so that unauthorized people cannot access it. You can give a second key to your line manager, so that the container is accessible in case of urgent need during your absence

In order to deploy clean desk policy on daily bases, you need to think of keeping limited number of items on your desk as permanent items and whatever extra need to be either stored away or archived. Some of objects are allowed to be kept on a working desk overnight are:

- Phone
- PC/Laptop
- Inbox & outbox basket or tray
- Stationary items
- Calendar
- Notepad

For further details and clarifications with regards of above subject, please discuss with HR Department.



Performance Appraisals

Objective: To outline guidelines regarding how the company evaluates performance of employees and what to expect.

Eligibility goes to employees who have completed 3 calendar months from the date of Joining for their Appraisal.

The company tries to adopt best practices to monitor and enrich performance of an individual within the company. If the evaluation demonstrates outstanding figures, the company has put into place set of regulations to award these outstanding performances being exhibited by these employees. HR Department shall conduct rewarding mechanism at its own discretion. Appraisal criteria were set and defined by the company to enable score recording for all employees.

For your good understanding, these 10 criteria are:

1. **Work Skills.** How well an employee does his/her job accordance to assigned job description and knowledge of the job.
2. **Team Player.** Employee performs his/her work through collaboration and teaming up towards a common goal in respectful, supportive and professional manner.
3. **Dependability.** How employee is capable to be depended on her/him in order to accomplished daily tasks.
4. **Attendance.** Attendance as per company policy with regards of official working hours and use of dedicated devices for tracking attendance records.
5. **Knowledge Sharing.** An activity through which knowledge (information, skills, or expertise) is exchanged among employees.

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6. **Communication Skills.** Refers to all internal employee communication within a company that leads to overall performance enhancement and productivity
7. **Creativity.** An employee being ready to embark and adopt any new skill, tool, technique that found to be helpful for the company. This includes recording your suggestion in CRM system.
8. **Customer Satisfaction.** How products and services being delivered by you have met or surpassed your internal or external customer expectation.
9. **Compliance.** Compliance to and applying internal procedures and practices introduced and instructed by company.
10. **Accountability.** The obligation of an individual to account for its activities, accept responsibility for them, and to disclose the results in a transparent manner.

The evaluation process is conducted 2 times throughout the year: one at mid-year and another at end year. First, an employee should complete appraisal form by scoring for himself/herself and then send it across to his/her line manager. Second, his/her line manager to schedule an interview with the employee to score and record details on dedicated form for non-managerial positions. Finally, the form shall go to HR Manager for final scoring either editing the scores done by line manager or taking it as is.

For managerial positions, Group Managing Director shall conduct interviews through designated form for scoring purposes. The final scoring set for a given employee might include use of external supporting documents, tools or even seek for company's Executive Management opinion.

Someone should note that by end of appraisal process and scoring, it must not mean and assume that it should result to employee being promoted immediately or being granted for salary increment as this practice is used as a justification tool for the Executive Management to highlight recommendations

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being offered by HR Department to promote a particular employee within the company, if and only required.

Employee who is scoring below 60% shall not be entitled for annual bonus.

For further details and clarifications with regards of above subject, please discuss with HR Department.

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Employee of the Quarter Award

Objective: To outline guidelines regarding nominating employee of the quarter

Employee of the Quarter Award is the recognition of an individual by the company (single award is applied across the group) for their outstanding contribution as an employee. Hence, appraisal criteria were set and defined by the company to enable score recording for all employees. For your good understanding, the award is focused on combination of the following criteria:

- **Production.** Employee is capable to intake projects or ad-hoc tasks other than what he is assigned as routine task and has finished within acceptable timeframe.
- **Mistake free.** An error or fault which is resulted by an employee due to carelessness, improper judgment, misunderstanding and deficient knowledge specially when error is made on a process which has been done successfully many times in the past through the same employee
- **Attendance.** Attendance as per Company policy with regards of official working hours and use of dedicated devices for tracking attendance records

The evaluation process is conducted 4-calender quarters throughout the year. Each line manager or department manager shall nominee an employee name who could score highest as per above scoring criteria. Once nomination process is completed, HR Department shall announce the winner of the award followed with an official handover of a certificate & gift. Details of the winner will be published in the "Get Connected" newsletter.

Note that the award program is undergoing major enhancement and once full program is ready for execution, all employees will be notified accordingly.

For further details and clarifications with regards of above subject, please discuss with HR Department.

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Meeting Terms of Reference

Objective: To outline guidelines regarding official meetings and committees being conducted within the group & subsidiaries.

Terms of reference describes the purpose and structure of a meeting or committee within the company in which group of people agreed to work together to accomplish a shared goal.

Throughout the operation of a given organization, there are predefined numbers of meetings & committees that are conducted on regular bases and are logged through form titled "Minutes of Meeting" (MOM). Below is a list of official meetings to be aware of. There are other meetings that are considered non official and does not need to be documented and tracked (Ex: Internal daily or quick meetings).

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COMMITTEE NO. 1	
Concerned Entity	Corporate Business Services
Committee Name	Job Order Status Weekly Meeting (JOSM)
Frequency of Meeting	Weekly
Duration	1 hour
Membership	All employees from Client Relations Department
Objectives	<ul style="list-style-type: none"> To review progress of all job orders being pending along with other status To discuss overall status of all clients in terms of operational issues To raise flag against status of unresolved internal & external issues associated to the job orders & clients.
Agenda	<ul style="list-style-type: none"> Discussing/resolving client issues, internal issues, Discussing new suggestions for development
Authority (decide, approve & recommend)	Client Relations Manager
Coordinator	Team Leader
Inputs	<ul style="list-style-type: none"> Operational Issues/needs related job orders Employees Suggestions/Complaints related to Job order Customer Suggestions/Complaints
Outputs	Signed minutes of meeting by all team members
Delivery Guidelines	Minutes should be distributed within 3 working days. Informing staff/employees on changes if any.



COMMITTEE NO. 2	
Concerned Entity	Corporate Business Services
Committee Name	Business Development Weekly Meeting (BDM)
Frequency of Meeting	Weekly
Duration	2 hours
Membership	Business Development Manager, Group Managing Director, Account Managers, Marketing Executives, Business Centre Manager
Objectives	<ul style="list-style-type: none"> To discuss all activities related to marketing of group and subsidiaries To discuss event management activities and related subjects
Agenda	<ul style="list-style-type: none"> To discuss corporate CSR activities Awards and Events Communication on the corporate news & Get connected
Authority (decide, approve & recommend)	Business Development Manager
Coordinator	Marketing Executive
Inputs	<ul style="list-style-type: none"> Action status of previous MOM CSR calendar Event Calendar Awards calendar
Outputs	Signed minutes of meeting by all team members
Delivery Guidelines	Minutes should be distributed within 3 working days. Informing staff/employees on changes if any.



COMMITTEE NO. 3	
Concerned Entity	Corporate Business Services
Committee Name	Sales Weekly Status Meeting (SWM)
Frequency of Meeting	Weekly
Duration	2 hours
Membership	Business Development Manager, Group Managing Director, Account Managers, Business Centre Manager
Objectives	To discuss all activities related to sales of group and subsidiaries
Agenda	<ul style="list-style-type: none"> To discuss leads status and progress To review revenue performance To discuss business partners status & progress
Authority (decide, approve & recommend)	Group Managing Director
Coordinator	Business Centre Manager
Inputs	<ul style="list-style-type: none"> Review of the previous MOM Reviewing sales & marketing leads from dashboard Review & update the sales revenue report
Outputs	Signed minutes of meeting by all team members
Delivery Guidelines	Minutes should be distributed within 3 working days. Informing staff/employees on changes if any.



COMMITTEE NO. 4	
Concerned Entity	Corporate Business Services
Committee Name	Front Desk Meeting (FDM)
Frequency of Meeting	Once a month
Duration	1 hour
Membership	Logistic & Front Desk Team Leader
Objectives	Discuss the operational issue in related to logistic Review of performance of logistic member
Agenda	To expedite internal task in an orderly manner
Authority (decide, approve & recommend)	Front Desk Team Leader & DOO
Coordinator	Front Desk Team Leader
Inputs	<ul style="list-style-type: none"> • Enquiries • Ideas
Outputs	Finish the task faster & easier
Delivery Guidelines	Minutes should be distributed within 3 working days. Informing staff/employees on changes if any.



COMMITTEE NO. 5	
Concerned Entity	Corporate Business Services
Committee Name	Finance Weekly Meeting (FINM)
Frequency of Meeting	weekly
Duration	2 hours
Membership	<ul style="list-style-type: none"> • Director of Operations, • Team leader Finance, • Accounts Officer
Objectives	To discuss all activities related to accounts, finance operations & audit activities of the company and other subsidiaries.
Agenda	<ul style="list-style-type: none"> • Presenting financial related reports, • Discussions on issues and areas of improvement within finance operation and developing best practices • Reviewing all tasks being assigned along with progress status
Authority (decide, approve & recommend)	Director of Operations
Coordinator	Team Leader Finance
Inputs	Depending upon the requirement from Management. <ul style="list-style-type: none"> • SOA • Audit review reports • Receivable report • Monthly Profit performance report
Outputs	<ul style="list-style-type: none"> • Finance Status Weekly Report • Signed minutes of meeting by all team members
Delivery Guidelines	Minutes should be distributed within 3 working days. Informing staff/employees on changes if any.



COMMITTEE NO. 6	
Concerned Entity	Corporate Business Services
Committee Name	Client Relations & Financial Status Biweekly Meeting (CRFM)
Frequency of Meeting	Biweekly
Duration	2 hours
Membership	<ul style="list-style-type: none"> • Client Relations Manager • Director of Operations • Group Managing Director
Objectives	To discuss overall status of all clients in terms of operational issues and financial outstanding and flag them to resolve
Agenda	<ul style="list-style-type: none"> • Discussion on clients with attention & issues need to be resolved • Discussion on business development activities with existing clients • Define area of improvement & suggestions for service delivery & client relations enhancement
Authority (decide, approve & recommend)	Group Managing Director
Coordinator	Client Relations Manager
Inputs	Client Relations & Financial Status Bi Weekly Report
Outputs	<ul style="list-style-type: none"> • Client Relations & Financial Status Bi Weekly Report • Signed minutes of meeting by all team members
Delivery Guidelines	Minutes should be distributed within 3 working days. Informing staff/employees on changes if any.



COMMITTEE NO. 7	
Concerned Entity	Corporate Business Services
Committee Name	IT Weekly Meeting (ITM)
Frequency of Meeting	Weekly
Duration	1.5 hours
Membership	<ul style="list-style-type: none"> • Director of Operations • Senior System Administrator • System Administrator
Objectives	To discuss all activities related to IT across all subsidiaries
Agenda	<ul style="list-style-type: none"> • Presenting IT related reports, • Discussions on issues and areas of improvement (hardware & software) and developing best practices • Reviewing all tasks being assigned along with progress status
Authority (decide, approve & recommend)	Director Of Operations
Coordinator	Senior System Administrator
Inputs	<ul style="list-style-type: none"> • CRM cases, • IT incidents
Outputs	<ul style="list-style-type: none"> • IT Weekly status Report • Signed minutes of meeting by all team members
Delivery Guidelines	Minutes should be distributed within 3 working days. Informing staff/employees on changes if any.



COMMITTEE NO. 8	
Concerned Entity	TCG & SUBSIDIARIES
Committee Name	HR Strategic Meeting (HRSM)
Frequency of Meeting	Monthly
Duration	2 Hours
Membership	<ul style="list-style-type: none"> • HR specialist • DOO • GMD
Objectives	To address strategic subject matters related to HR & operations of the department
Agenda	Fixed Agenda: <ul style="list-style-type: none"> • Resource Planning (current & Future) • Succession Planning • New comer and upcoming Exiting employees Variable Agenda
Authority (decide, approve & recommend)	Director Of Operations
Coordinator	HR specialist
Inputs	<ul style="list-style-type: none"> • Review of the previous MOM • Supporting materials related variable agenda
Outputs	Signed minutes of meeting by all team members
Delivery Guidelines	Minutes should be distributed within 3 working days. Informing staff/employees on changes if any.



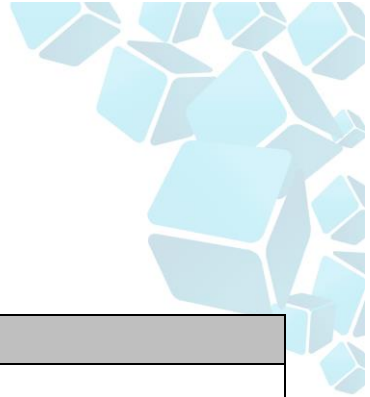
COMMITTEE NO. 9	
Concerned Entity	Corporate Business Services
Committee Name	Quality Assurance Meeting (QAM)
Frequency of Meeting	Weekly
Duration	2 hours
Membership	Quality Assurance Officer (QA) Group Managing Director (GMD)
Objectives	<ul style="list-style-type: none"> Review of documents created related to various departments and apply required enhancements Review of To-do tasks report highlighting status of all development activities under QA scope.
Agenda	Fixed Agenda: <ul style="list-style-type: none"> Review of QA Weekly Task Status Report Variable Agenda
Authority (decide, approve & recommend)	Group Managing Director
Coordinator	Quality Assurance Officer
Inputs	<ul style="list-style-type: none"> QA Weekly Task Status Report Review of the previous MOM Documents/templates of various Departments
Outputs	<ul style="list-style-type: none"> Signed minutes of meeting by all team members Approved templates by GMD waiting to go live
Delivery Guidelines	Minutes should be distributed within 3 working days. Informing staff/employees on changes if any.



COMMITTEE NO. 10	
Concerned Entity	Corporate Business Hub
Committee Name	CBH Status Meeting (CBHSM)
Frequency of Meeting	Weekly
Duration	2 hours
Membership	<ul style="list-style-type: none"> • Business Center Manager • Group Managing Director
Objectives	To discuss status of business center & operations
Agenda	Fixed Agenda: <ul style="list-style-type: none"> • CBH office leasing report • CBH Floor layout • CBH time attendance report • CBH meeting room utilization report • CBH general needs report Variable agenda
Authority (decide, approve & recommend)	Group Managing Director
Coordinator	Business Center Manager
Inputs	<ul style="list-style-type: none"> • Office Leasing Status Report • Business center floor Map • Review of the previous MOM • Attendance Report • Meeting Room Utilization Report
Outputs	Signed minutes of meeting by all team members
Delivery Guidelines	Minutes should be distributed within 3 working days. Informing staff/employees on changes if any.



COMMITTEE NO. 11	
Concerned Entity	TCG & Subsidiaries
Committee Name	Executive Management Weekly Meeting (EXCOM)
Frequency of Meeting	Weekly
Duration	2 hours
Membership	<ul style="list-style-type: none"> • Director of Operations, • Executive Chairman, • Group Managing Director • Executive Management Coordinator
Objectives	To discuss company strategies and progress of milestones to be achieved throughout the year covering different domain areas.
Agenda	<ul style="list-style-type: none"> • To define and track needs of the organization covering all aspects of sales, operations, human resources...etc. • To introduce potential projects & new plans need to be assigned and executed. • Review of previous MOM
Authority (decide, approve & recommend)	Group Managing Director
Coordinator	Executive Management Coordinator
Inputs	<ul style="list-style-type: none"> • Action status of previous MOM • Supporting materials related to the meeting agenda.
Outputs	Signed minutes of meeting by meeting all team members
Delivery Guidelines	Minutes should be distributed within 3 working days. Informing staff/employees on changes if any.



COMMITTEE NO. 12	
Concerned Entity	TCG And Subsidiaries
Committee Name	Risk Committee
Frequency of Meeting	Quarterly (January, April, July, October)
Duration	2 hours
Membership	<ul style="list-style-type: none"> Director of Operations Nominated representative from each department/subsidiary
Objectives	<ul style="list-style-type: none"> Establish and maintain risk management framework of the group and subsidiaries and effectiveness of risk management within group Act as support to the board of directors in its consideration of the business activities of the subsidiaries that expose the business risk and look after their approval being granted by the board Set risk appetite and related tolerance through risk scoring exercise
Agenda	Review of the Risk register Update the register according to new changes
Authority (decide, approve & recommend)	Group Managing Director
Coordinator	Quality Assurance Officer
Inputs	<ul style="list-style-type: none"> Risk register Action status of previous MOM
Outputs	<ul style="list-style-type: none"> Risk register Signed minutes of meeting by meeting all team members
Delivery Guidelines	Minutes should be distributed within 3 working days. Informing staff/employees on changes if any.



COMMITTEE NO. 13	
Concerned Entity	TCG & SUBSIDIARIES
Committee Name	Pricing Committee
Frequency of Meeting	Bi Yearly
Duration	3 hours
Membership	<ul style="list-style-type: none"> • Business Development Manager • Director Of Operations • Quality Assurance Officer • Business Centre Manager • Team Leader – Finance • Client Relations Manager
Objectives	<ul style="list-style-type: none"> • To review list of services of each subsidiaries • Review current fees for the services • Review current payment terms and conditions for the services • Benchmark the services and fees with competitors in market when and if needed • Develop new price strategies and schemes
Agenda	<ul style="list-style-type: none"> • Review on list of services (existing & new) • Market conditions and competitors rates
Authority (decide, approve & recommend)	Group Managing Director
Coordinator	Business Center Manager
Inputs	<ul style="list-style-type: none"> • List of current services • Feedback materials from customers • Feedback materials from employees • Market analysis and findings • Achieved revenue from the services for the past one year • Action status of previous MOM
Outputs	<ul style="list-style-type: none"> • New revised fees and list of services • Create a forecasting revenue for following year • Signed minutes of meeting by meeting all team members
Delivery Guidelines	Minutes should be distributed within 3 working days. Informing staff/employees on changes if any.



COMMITTEE NO. 14	
Concerned Entity	TCG & Subsidiaries
Committee Name	Board of Directors Meeting
Frequency of Meeting	Quarterly
Duration	2 hours
Membership	<ul style="list-style-type: none"> • Group Chairman • Group Managing Director • Group shareholders • Group Company Secretary
Objectives	To discuss performance of the business along with its subsidiaries, financial reporting and business portfolio adjustments
Agenda	<ul style="list-style-type: none"> • To discuss organization's performance, issues and growth • To review quarterly/annually financial audit report • To discuss new JV's need to be approved • To review client status (existing & new)
Authority (decide, approve & recommend)	Group Directors (Chairman & GMD) supported by votes from Group shareholders
Coordinator	Group Company Secretary
Inputs	<ul style="list-style-type: none"> • Action status of previous MOM • Current Minutes of meeting • Client status report • Audit report
Outputs	<ul style="list-style-type: none"> • Client status report • Audit report • Signed minutes of meeting by meeting all team members
Delivery Guidelines	Minutes should be distributed within 3 working days. Informing staff/employees on changes if any.

For further details and clarifications with regards of above subject, please discuss with HR Department.



Employee Annual Bonus:

Objective: To outline guidelines regarding bonus entitlements and the procedure for receiving annual bonus.

Annual bonus will be calculated based on company profit and employee performance during that given year subject to company's sole discretion whether to release or not.

You could be entitled as follows:

- Employee must have completed a minimum service period of 6-calendar months. If an employee worked more than 6-calendar months but less than 1-calendar year, then he/she will be paid on pro-rata basis.
- Bonus will be paid based on latest basic salary value.
- Depending on audited annual company profit, bonus will be calculated as 1 or 1.5 or 2 or 2.5 or 3 times (the max) of latest basic salary value.
- Bonus shall be paid to all employees not later than end of first quarter of the following year. This is to ensure audit of the previous year is completed along with board of directors meeting approval on disclosed profit value of the company and total bonus value release to all employees.
- An employees who has maintained +60% as appraisal scoring shall be entitled for annual bonus
- An employee who is entitled for commission (example: Business development Account Manager) & profit sharing (for executive management & only when entertained by GMD) as per job offer details listed in his/her offer letter is not entitled for annual bonus
- Employee who resigns or becomes terminated is not entitled for annual bonus.

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Leaves & Public Holidays

Objective: To outline guidelines regarding leave entitlements and the procedure for taking leave compliant to UAE Labor law (1980).

Annual Leave

Annual leave will be calculated on a calendar day basis. You are entitled to fully paid annual leave as follows:

- A minimum of 12-calendar months must be completed
- For a completed 12-calendar months working period, an employee is entitled for 30-calendar days as leave.
- Employees are not allowed to take more than 30 days in single given leave request and for managers it's limited to 20 calendar days.
- The employee is advised as a standard practice to consume his/her annual leave in single batch that has a minimum of 20 calendar days and maximum of 30 calendar days during a given year (we refer to this as "primary leave"). Optionally, the employee can split his/her total annual balance & avail a minimum of 7 calendar days and a maximum of 10 calendar days during a given year (we refer to this as "secondary leave") subject to availability of annual leave balance and approval of line manager. In summary, an employee could use his/her annual leave either through primary leave concept or a combination of primary & secondary leave concept.
- The employee should understand not to carry forward more than 15 calendar days to the following year as an annual leave balance. Any exceptions to this must seek approval from line manager and HR Department.
- HR policy does not permit employees to convert their annual leave balance to cash.

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- If an employee who applies for an annual leave beyond his current annual leave balance, then he/she should seek an approval as exception from the line manager & HR Department.
- If sickness and public holidays occurred during the period of annual leave, it will be treated as part of the annual leave. No compensation will be given for such days. There will be no exceptions to this rule.
- Employees are urged to book in advance for their annual leave through annual leave calendar to secure their desired annual leave schedule being primary or secondary annual leave for that given year.
- Prior to submission of leave application form through online system of CRM, an employee should get his/her planned leave approved by line manager and the same to be approved by HR Department.
- Upon returning from leave, an employee must report to HR Department about his/her return date and resuming work. This can be done via email.

Sick Leave

You can request for sick leave as per the prevailing UAE labor law. You are entitled for sick leave as follows:

- A maximum of 15-calendar days per calendar year and a maximum of 5-calendar days having it consumed at once.
- An employee is not entitled to any paid sick leave during probation period.
- An employee can avail 2-calendar day per calendar year of sick leave at a time without providing a medical certificate. Any sick leave in excess of that must be supported by medical certificate.
- An employee must fill out "EMPLOYEE LEAVE REQUEST" over CRM and check for "SICK LEAVE".

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- Generally speaking, a valid claim for sick leave should have medical report attached to it as a proof and this can be done over CRM.
- If an employee does not attend to work and does not inform HR department via any mean of communication and ON TIME and failed to bring medical report in case of sickness, the company shall record additional day as unpaid leave for employee as form of penalty. Short-notice notifications for non-sickness cases is also recorded as unpaid leave

Emergency Leave

You are entitled for emergency leave as follows:

- Emergency leave is only granted in cases of serious illness or accidents to immediate family members (example: parents, sons, daughters, sisters, brothers...etc.)
- Emergency leave is considered as paid leave.
- A maximum of 5-calendar days per calendar year.
- An emergency leave is availed due to unpredictable event (cannot be forecasted).
- An employee must fill out "EMPLOYEE LEAVE REQUEST" via CRM and check for "EMERGENCY".

Haj Leave

You are entitled to Haj leave as follows:

- Only applicable to Muslims: male and female.
- An employee must have completed a minimum of 3-calendar years in service.
- Paid leave for 10-calendar days once in an employee's career with the company.

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- An employee must fill out "EMPLOYEE LEAVE REQUEST" via CRM and check for "HAJ".

Maternity Leave

Maternity leave entitlement will be as per the UAE labor law. You are entitled to maternity leave as follows:

- Only applicable to females.
- A female employee is entitled to 45-calendar (As per Labor Law) days maternity leave with full pay and such period of 45 days include the pre - and postnatal periods, only if that the continuous service period is of one year at least. The maternity leave shall be granted with half a wage should the worker doesn't complete the above-mentioned period.
- Maternity leave cannot be combined with annual leave.

Education Leave

As part of Corporate Social Responsibility (CSR), the company shall support employees to continue their education by implementing granting them education leave.

The Education leave can be applied by employees of the company who are studying or want to enroll in university or training institute. You are entitled to education leave as follows:

- Each employee is granted for up to 12 calendar days as paid leave.
- The person who is applying for this leave type must submit an official letter from the university/school/training institute he wishes to enroll to in order to be eligible for such leave and approved by HR Department.

Public Holidays

An employee is entitled for a paid leave for following public holidays:

- New Year's day 1 day
- Eid Al Fitr 2 days

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- Arafat & Eid Al Adha 3 days
- UAE National Day 1 day
- Prophet Mohammed's Birthday 1 day
- Hijri New Year's day 1 day
- Commemoration Day 1 day

HR department sends announcements for upcoming public holidays from time to time through "Get connected" newsletter.

For further details and clarifications with regards of above subject, please discuss with HR Department.

Leave Salary & Ticket Allowances

Objective: To outline guidelines regarding ticket and leave salary disbursement.

Leave Salary. Employees leave salaries are released automatically along with monthly payroll salary, regardless employees leave request being primary or secondary leave. Annual leave salary is calculated on values of basic salary plus accommodation as stated in UAE labor contract.

Ticket Allowance. An Employee shall receive ticket allowance every time he/she completes 1-calendar year and it will be credited to employee's bank account automatically by start of every year. The ticket price is calculated as an average value across major airline carriers flying to the capital cities of employees' home countries for a given calendar year.

For further details and clarifications with regards of above subject, please discuss with HR Department.



Use of CRM System

Objective: To outline guidelines regarding software used as a main tool used within the company to register status of services and track them along with registration of all client details and behaviors.

Since January 2014, The Company has deployed and gone live with a top leading Client Relations Management (CRM) system called Salesforce to register its clients' details along with inquiry registration (job order) and tracking these inquiries until completion of service delivery to end client. Each department in the company has its agreed workflow and processes being approved by department heads and Executive Management in order for activities to follow through CRM manual format.

As the company operates and expand and in case of new customizations that could be internally handled, the department head to qualify such need for changes and then insert it in Change Request Form in order for Group Managing Director to approve and IT Department to implement.

All employees of the company is highly advised to continuously fine tune the system and eliminate any bug that could arise throughout the company's operations in order to be able to utilize the CRM system to its best capabilities and serve the ongoing needs of the organization.

During Q3/2016, the company has kicked-off CRM phase2 project which is about extending the CRM system to external users by having clients & partners of the group connected to the system through Salesforce Partner Portal. This is a major upgrade and addition towards adding value to our clientele.

The company shall constantly invest from time to time into any other piece of technology being hardware or software in which employees of the company are requested to be engaged in such process and to be used officially within the organization as part of daily activities related to each person. The company is considered technology driven with statistics and data to help the company and line managers through decision making process. So, please consider the

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support you are receiving through this technology for being more productive and efficient.

For further details and clarifications with regards of above subject, please discuss with HR Department.

Working Days & Hours

Objective: To outline guidelines regarding working days and hours and related hours policies

Employees are expected to work as per operation regulations set by the company. There is an access control being setup to act as both access control and time attendance machine to log all entries of check-in and check-out of employees. These logs are being maintained and monitored by HR Department on regular bases.

Sundays - Thursdays

8:00am to 4:30pm

Includes 30-min lunch break

Saturdays

9:00pm to 2pm (only last Saturday of the month)

Designated for internal training and development activities

Fridays – Saturdays

Off day (except Saturday end of each month considered as working day)

General note: you may be requested to work more than above mention time but it should not exceed more than 48 hours per week as per UAE Labor law.

You will be entitled for overtime if you work more than 48 hours per week (managers are not entitled for overtime).

For further details and clarifications with regards of above subject, please discuss with HR Department.

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Upon Exiting the Company

Objective: To offer guidelines on what to go through during last days of employment at the company

Employment service is ended by each of the following cases (or accordance under the UAE Labor Law "Article 120")

- Unless not renewed, the expiry of fixed-term contact
- Resignation by employee himself/herself
- Poor scoring by the employee against appraisal criteria & score set by the company
- Illness for more than 60-calendar days consecutively
- Acute misconduct by the employee within the working environment of the company

During employment service termination stage, the following steps are executed at different stages and they are:

- When applicable, employee or employer to inform one another about employment service termination through notice letter as per terms stated in MOL Labor contract,
- When applicable, HR Department to acknowledge and respond back to employee about such request being placed by employee,
- HR Department to process 2 sets of activities at the right time before employee's final day at the company. These activities are: "Employee Exit Check List", "Company asset list handover to employee" and "Employee Exit Interview Form" (when applicable),

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- At the right time, employment visa to be terminated officially and enabling employee to be ready for exiting the company upon successful handover of signed documents (completion of all formalities as listed in previous points),
- During final days of the employee in the company, all benefits and salary to be settled and paid off along with having employee to sign on "Employee No Claim Letter",
- In case of employee requesting for termination of the contract, he/she will bear one-way air ticket cost at his/her own expense.

For further details and clarifications with regards of above subject, please discuss with HR Department.