

UAEIA  
United Arab Emirates Investment Authority

Annual Report 2019-2020

Book

## DEAR COLLEAGUE,

We believe it's our people that make Alhokair Fashion Retail – the most successful and largest Franchise of Fashion Retail in the world, and we truly believe that every employee contributes to our progress and profitability.

We would like you to enjoy working for our company and be proud of being part of Alhokair group;

As a progressive and modern company, we take our corporate responsibility to local communities seriously. We are oriented on company growth that is profitable and sustainable for the benefit of our employees, customers and community.

Our mission is to attract and retain highly skilled employees by providing a working environment that is characterized by Pride, Passion, Desire, Energy, Hard Work, Will to achieve and “Know How” – culminating in great team work.

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## 1. Welcome to Alhokair Fashion Retail

Fawaz A. Alhokair & Co (known as “Alhokair Fashion Retail”) is a global organization that mixes international expertise with local market knowledge. That is why the world’s most successful fashion brands choose Alhokair Fashion Retail as their partner in Saudi Arabia, Middle East, North Africa, Central Asia and Caucasus regions, the United states, Levant and Europe. Alhokair Fashion Retail began operating in 1990 with two menswear stores, and the company’s business objectives remain simple.

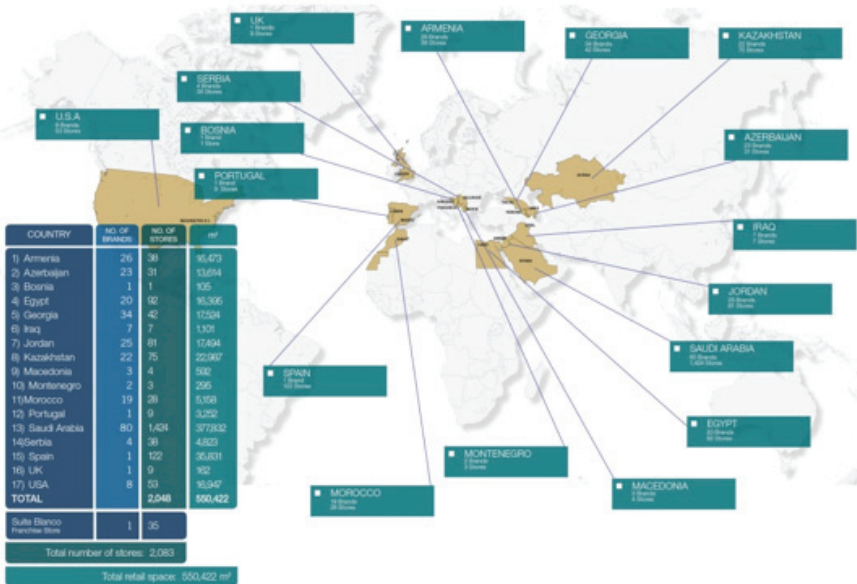
Alhokair Fashion Retail obtains franchises of international fashion brands which have a large consumer base, and sells a wide range of products in stylish retail outlets, located in prime locations throughout Saudi Arabia and its international territories across the world. Over the last 25 years, Alhokair Fashion Retail has built strong relationships with brands from across the globe, including partners such as:

- Inditex Group, which operates Zara, Massimo Dutti, Bershka, Pull & Bear, Oysho, Uterque and Zara Home
- Gap Inc, which operates Gap and Banana Republic
- Mango
- Arcadia Group, which operates Topshop/Topman, Wallis, Miss Selfridge
- Aldo Group, which operates Aldo Shoes, Aldo Accessories & Call it Spring
- Limited Brands, which operates La Senza
- The Children’s Place

- Marks & Spencer
- Tesco, which operates F&F
- Our own brands (Blanco, INC, FG4 and others)
- Others

## COUNTRIES OF OPERATION

**125** YEARS OF  
EXCELLENCE



Alhokair Fashion Retail operates over 2100 stores across 15 countries trading in Saudi Arabia, North Africa, Central Asia and Caucasus regions, Europe and the United States of America. We represent today over 80 international retail brands in more than 550,000m2 of retail space.

## 2. Handbook Overview

The Company has prepared this handbook to provide you with an overview of the Company's policies, benefits, and rules. It is intended to familiarize you with important information about the company, as well as provide guidelines for your employment experience with us in an effort to foster a safe, healthy and prosperous work environment. Please understand that this booklet only highlights company policies, practices, and benefits for your personal understanding and cannot, therefore, be construed as a legal document and is not intended to be an express or implied contract.

All of us must work hard together to make the company a viable and profitable organization. This is the only way we can provide a satisfactory working environment that promotes genuine concern and respect for others including all employees and our customers.

## 3. Company Philosophy

### 3.1 Open-Door Policy

In keeping with the company's philosophy of open communication, all employees have the right and are encouraged to speak freely with management about any job-related concerns.

We urge you to go directly to your line manager to discuss your job-related ideas, recommendations, concerns and any other

issues which are important to you. If, having talked with your line manager, you still feel the need for additional support/discussion, you are encouraged to speak with an HR representative.

The most important relationship you will develop at the Company will be between you and your line manager. However, should you need support from someone other than your line manager, the entire management team, including the company Vice President, is committed to resolving any outstanding issues you may have in a timely and appropriate manner.

### **3.2 Equal Employment Opportunity**

It is the policy of the Company to provide equal employment opportunity to all employees and applicants for employment and not to discriminate on any basis prohibited by law, including race, color, sex, age, religion, nationality, disability, marital status, or religious beliefs.

It is our intent and desire that equal employment opportunities will be provided in employment, recruitment, selection, compensation, benefits, promotion, demotion, layoff, termination and all other terms and conditions of employment.

Employees are directed to bring any violation of this policy to the immediate attention of their line manager or an HR representative. Any employee who violates this policy or knowingly retaliates against an employee reporting or complaining of a violation of this policy shall be subject to immediate disciplinary action, up to

and including discharge. Complaints brought under this policy will be promptly investigated and handled with due regard for the privacy and respect of all involved.

### **3.3 Harassment Policy**

The Company will not tolerate harassment or intimidation of our employees on any basis prohibited by law, including race, color, sex, age, religion, nationality, disability or marital status. It is the policy of the Company that any harassment, including acts that creates an unpleasant working environment or any other discriminatory acts directed against our employees, will result in discipline, up to and including discharge. The Company will also not tolerate any such harassment of our employees by our clients or vendors.

For purposes of this policy, sexual harassment is defined as any type of sexually-oriented conduct, whether intentional or not, that is unwelcome and has the purpose or effect of creating a work environment that is hostile, offensive or coercive.

Employees must bring any violation of this policy to the immediate attention of their line manager or the HR representative. The Company will thoroughly investigate all such claims with due regard for the privacy of the individuals involved. Any employee who knowingly retaliates against an employee who has reported workplace harassment or discrimination shall be subject to immediate disciplinary action, up to and including discharge.

## 4. Working and Compensation

### 4.1 Attendance and Reporting to Work

Each employee is important to the overall success of our company. When you are not here, someone else must do your job. Consequently, you are expected to report to work on time at the scheduled start of the workday. Reporting to work on time means that you are ready to start work, not just arriving at work, at your scheduled starting time.

The company depends on its employees to be at work at the times and locations scheduled.

In the case where an employee is not able to appear for work or potentially late to commence his/her duties due to any excusable reason (illness, the urgent necessity) he/she will be obliged to notify his/her direct line manager on the very morning or to notify before commencement of the shift about his/her absence. In such case the delay/absence will be deemed as excusable and no disciplinary measures will be followed;

Excessive absenteeism and/or lateness will lead to disciplinary action, up to and including termination. The determination of excessive absenteeism/lateness will be made at the discretion of the company in line with local legislation.

If you expect to be absent from your job for an approved reason you should notify your line manager of your upcoming absence as far in advance as possible. If your line manager is not available, you should contact an HR Representative prior to the start of your

scheduled workday. Failure to properly contact company representative will result in an unexcused absence for disciplinary purposes. Your attendance record is a part of your overall performance rating. Your attendance may be included during your review and may be considered for other disciplinary action up to and including termination.

Where possible, medical appointments should be scheduled around your assigned work hours; If you are unable to schedule an appointment before or after your shift, you are required to talk to your line manager to make special arrangements.

In case of unauthorized absence no payment will be made for absent time and may be followed with disciplinary action.

## **4.2 Workday Hours and Scheduling**

You will find that your total weekly hours of work are given in your contract of employment. Your work days and start/finish times may vary, depending on the requirements of your business unit/store. Your breaks will depend upon the trading patterns or operating requirements of your business unit/store and will adhere to the statutory minimum and Company requirements.

## **4.3 Recording Hours Worked**

The company has an attendance system registering employee's come in/ leave time. All employees are required to check in/out through attendance system on a daily basis. Payroll calculation is based on the electronic attendance system data.



## 4.4 Pay Period and Payday

Your monthly salary is indicated in your employment contract, salaries are paid on monthly basis, no later than 10th of every month via transfer to employee's bank account.

## 4.5 Overtime and Public holidays

Occasionally it may be necessary for an employee to work beyond his or her normal workday hours. Any Overtime pay is compensated only when work is scheduled, approved, and made known to you in advance by your line manager. Under no circumstances shall an employee work overtime without the prior approval of his or her line manager.

For any overtime worked, as well as for the work during Public holidays, employees are provided with additional rest time in proportion with the time worked.

To the extent possible, overtime will be distributed equally among all employees in the same classification and position, provided that the employees concerned are equally capable of performing the available work. Any employee asked to work overtime will be expected to rearrange his/her personal schedule to work the requested overtime.

## 4.6 Sick leave

An employee who is not able to arrive for work due to sickness must notify his/her direct line manager or HR Representative about the following:

- Type of illness/trauma;
- Expected period of absence from work;
- The type of work that should be necessarily fulfilled during his/her absence.

Sick-leave certificates must be issued and approved by a physician.

Compensation of sick leave will be accomplished in accordance to the local regulations.

## 4.7 Notice period

Employees are required to give a minimum of 2 weeks' notice.

If the company terminates your employment for any reason, the process will be implemented following local regulations within the deadlines dictated by labor legislation.

## 5. Maintaining Your Personnel Records

It is your responsibility to provide current information regarding your address, telephone number, change in dependents, marital status, etc. Please use the personnel record forms to notify us of any such changes.

## **6. Standards and Expectations within the Workplace**

### **6.1 Safety**

The company believes in maintaining a safe and healthy working environment for all our employees. However, to achieve our goal of providing a safe workplace, all our employees must be safety conscious. We have established the following policies and procedures that allow us to provide a safe and healthy working environment. We therefore expect each employee to follow these policies and procedures, to act safely, and to report unsafe conditions to his/her line manager in a timely manner.

### **6.2 Reporting Unsafe Conditions or Practices**

Employees are expected to be on the lookout for unsafe working conditions or practices. If you observe an unsafe condition, you should warn others if possible, and report that condition to your line manager immediately. If you have a question regarding the safety of your workplace and practices, ask your line manager for clarification.

If you observe a co-worker using an unsafe practice, you are expected to mention this to the co-worker and to your line manager. Likewise, if a co-worker brings to your attention an unsafe practice you may be using, please thank the co-worker and make any necessary adjustments to what you are doing. Safety at work is a team effort.

Employees are required to report any injury, accident, or safety hazard immediately to their line manager(s) and Loss and Prevention Manager. Employees must report any such case through company hotline number.

## **6.3 Maintaining a Safe Workplace**

We expect employees to establish and maintain a safe working environment. This includes but is not limited to the following applications:

- Maintaining proper protection systems.
- Maintaining walkways, handrails, and guardrails.
- When lifting and lowering heavy objects applying the correct techniques
- Ensuring any tools and equipment are checked for defects before use.
- Keeping walkways clear of debris.
- Construction and use of any climbing equipment
- Inspecting, cleaning, and properly storing tools and equipment after use.
- Following established safety rules.

## **6.4 Care of Equipment and Supplies**

All employees are expected to take care of equipment and supplies provided to them. You are responsible for maintaining this material in proper working condition and for promptly

reporting any unsafe or improper functioning of this material to your line manager.

Neglect, theft, and/or destruction of company materials are grounds for disciplinary action, up to and including termination.

## **6.5 Smoking at the Workplace**

The company policy is to provide a smoke-free environment for all our employees, customers, and the general public. Smoking of any kind is prohibited inside our office and stores/malls. Employees may smoke on scheduled breaks in places designated as smoking area.

## **6.6 Alcohol and drug free workplace**

The use, possession or distribution of controlled substances such as drugs or alcohol, or being under the influence of such controlled substances is strictly prohibited while on duty, on company premises, or whilst operating company equipment or vehicles. Violation of this policy will result in disciplinary action, up to and including termination.

## **6.7 Responding to Customer Inquiries and Problems**

In our company, customer satisfaction is the measure of our success. It is the responsibility of each employee, within reason, to interact with the customer to achieve this goal.

## 6.8 Appearance and Dress

All employees of the Company are obliged to adhere to Company standards and demonstrate a professional image at all times through their appearance and actions.

An employee who fails to maintain a professional appearance will be deemed as incapable of performing his/her duties to the required standards. Therefore the image of our employees must correspond with our business environment. All employees of the company must be well-groomed and professionally dressed.

For all office employees business-style dress is appropriate. For all store staff follow the company uniform policy.

All employees are required to wear name badges in the workplace.

All company visitors will be provided with a visitor name badge and are required to register in the visitors' log.

**Inappropriate attire for work includes** – jeans, tank tops, midriff tops, shirts with offensive: words, logos, pictures, or slogans; halter-tops, tops with bare shoulders, sweatshirts and T-shirts, hats, sport shoes, mules, sneakers, heel-strap sandals and others..

If an employee fails to meet the required dress code standards disciplinary actions will be followed.

## **7. Promotion policy**

We are committed to developing you into a skilled, customer focused, enthusiastic and motivated employee. Any opportunities for promotion are open to all and dependent on capability, skill and experience.

The remuneration of a promoted employee may be kept the same or may be increased as per the company salary structure.

## **8. Conflicts of Interest**

You should avoid external business, financial, or employment interests that conflict with the company's business interests or with your ability to perform your duties. This applies to your possible relationships with any other employer, customer, or supplier.

Employees are personally responsible to avoid improper use of company property and/or equipment that can result in questionable or illegal payments, gifts, or offers of anything of value.

It is prohibited for an employee to work under the immediate supervision or in the direct line of authority of someone with whom he/she is a family member, including a spouse, child, parent, aunt, uncle, niece, nephew, grandparent, grandchild, or the same relation by marriage or is having "dating relations". "Direct line of authority" includes an employee's immediate line manager. A line management relationship includes responsibility and accountability for assigning work, evaluating performance, hiring, disciplining, and training.

Violations of this rule may lead to disciplinary action, up to and including termination.

## 9. Code of Ethical Conduct

In order to avoid a conflict of interest, employees are expected to abide by the following code of ethical conduct.

Employees of the company should not solicit anything of value from any person or organization with which the company has a current or potential business relationship.

Employees of the company should not accept any item from any party in exchange for or in connection with a business transaction between the company and the other party.

If you are faced with and are unsure how to handle a situation that you believe has the potential to violate this code of ethical conduct, notify your line manager or HR Representative.

Violations of this code may lead to disciplinary action, up to and including termination.

## 10. Personal Calls, Visits, and Business

The company expects the full attention of its employees whilst they are working. Although employees may occasionally have to take care of personal matters during the workday, employees should try to conduct such personal business either before or after the workday or during breaks or meal periods. Regardless of when any personal call is made, it should be kept short.

Employees should also limit incoming personal calls, visits, or personal transactions. A pattern of excessive personal phone calls, personal visits, and/or private business dealings is not acceptable and may lead to disciplinary action.



## **11. Business Expenses**

Employees may occasionally incur expenses on behalf of the Company. The company will reimburse employees for typical business expenses, such as certain job-related supplies or materials. In order to be reimbursed for job-related supplies or materials, employees must deliver a receipt for the supplies or materials to Head Office within 7 days of the purchase and must have obtained approval prior to purchasing any goods.

## **12. Inspection of Personal and Company Property**

All employees who use company property and equipment and have access to company materials, information and office supplies are subject to inspection at any time; employees must remember that property supplied by the company remains the property of the company and therefore the company reserves the right to search any employee at any time.

## **13. Network and Electronic Resources Policy**

Network and Electronic Resources, such as computers, hardware, software, e-mail, landline and cellular telephones, fax machines and internet access, are tools that the Company provides its employees to assist them in their work. These Network and Electronic Resources and related access systems are proprietary Company property and subject to review or access by the Company at any time.

All employees who use the Company's Network and Electronic

Resources must follow the guidelines below:

1. Use Network and Electronic Resources for Company business purposes only.
2. E-Mail is not a substitute for face-to-face communication. If you have a conflict with someone or need to discuss an important issue, it should be handled in person or over the telephone if a meeting is not possible.
3. Do not install any software or program on any Company computer or other hardware without the express consent of your line manager and IT Department.
4. The company expressly prohibits the unauthorized use, installation, copying or distribution of copyrighted, trademarked or patented material.
5. Employees must not attempt to override or evade any program or measure installed by the Company to protect the security or limit the use of its Network and Electronic Resources.

The Company retains the right to review all communications conducted and data saved, reviewed or accessed via the Company's Network and Electronic Resources, including Company computers, e-mail and internet access. Inappropriate use of Network and Electronic Resources may result in disciplinary action, up to and including discharge. Employees should be careful to safeguard their passwords, log off their terminals when not in use and not permit others to access Company systems.

## **14. Confidential and Proprietary Information**

The Company considers its confidential and proprietary information to be one of its most valuable assets. As a result, employees must carefully protect and must not disclose to any third party all confidential and proprietary information belonging to the Company. Such protected information includes, but is not limited to, the following: computer software, product sources, customer lists, customer contact information, potential candidates, recruitment lists and information, personnel information, placement information, pricing, training programs, contracts, sales reports, financial and marketing data, systems, forms, methods, procedures and any other proprietary information, whether communicated orally, document form, computerized or other tangible form, concerning the Company's or its customers' operations and business.

Employees should ensure that any materials containing confidential or proprietary information are filed and/or locked up. During the workday, employees should not leave any sensitive information lying about or unguarded.

## **15. Personal Property**

You are responsible for the safe keeping of your personal property. Where appropriate, we will show you where to keep personal belongings as part of your induction.

We do not accept responsibility for loss, theft or damage to personal property.

Try to avoid bringing large amounts of money or valuables to work. If it is necessary, make sure they are locked away safely.

## **16. Staff search**

The company reserves the right to stop and search you including checking coats, pockets, bags, containers, parcels etc., and private or company vehicles parked on /or within the vicinity of the Company premises at any time, where there is reasonable suspicion that you are wrongfully dealing with company property.

At no time are you permitted to remove any company goods or property without an official company document.

The company also reserves the right to search you and your property at any time whilst on the company premises and random searches will take place on a spot check basis. The fact that a search is carried out in no way implies that the person being searched is suspected of any violation. Searches may be necessary to protect both your property and that of the company. To avoid all misunderstanding it is essential that you retain your receipts for all goods purchased.

## **17. Theft in the workplace**

The Company acknowledges that staff, on occasion, have to deal with customer theft situations and will take whatever steps necessary to ensure that staff safety is the primary concern. The health and safety of staff and other law-abiding customers takes consideration over all other factors. The Company actively discourages any form of behavior from staff that may compromise the safety of

themselves, other members of staff and / or the customer.

The Company operates a special security hotline to report any violation observed/experienced in the work place.

## **18. Rules of Conduct and Progressive Disciplinary Procedure**

There are reasonable rules of conduct which must be followed in any organization to help a group of people work together effectively. The company expects each employee to present himself/herself in a professional appearance and manner. If an employee is not considerate of others and does not observe reasonable work rules, disciplinary action will be taken.

Depending on the severity or frequency of the disciplinary problems, a verbal or written warning, disciplinary probation, or discharge may be necessary. It is within the company's sole discretion to select the appropriate disciplinary action to be taken.

The following examples are illustrated for demonstrative purposes and the list is certainly not exhaustive, it is there to highlight offences that may result in immediate disciplinary action, up to and including dismissal, for a single offense:

- Excessive absenteeism or lateness.
- Dishonesty, including falsification of Company-related documents, or misrepresentation of any fact.
- Fighting, disorderly conduct or any other behavior which is dangerous or disruptive.
- Possession of, consumption of, or being under the

influence of alcoholic beverages while on Company or customer premises or on Company business.

- Reporting for work with illegal drugs or unprescribed controlled substances in your body.
- Willful neglect of safety practices, rules, and policies.
- Commission of a crime, or other conduct which may damage the reputation of the Company.
- Use of profane language whilst on Company business.
- Stealing, misappropriating, or intentionally damaging property belonging to the Company or its customers or employees.
- Unauthorized use of the Company's name, logo, funds, equipment, vehicles, or property.
- Insubordination, including failure to comply with any work assignments or instructions given by any Company line manager with the authority to do so.
- Violation of the Company's Equal Employment Opportunity Policy or its Harassment Policy.
- Interference with the work performance of other employees.
- Failure to cooperate with an internal investigation, including, but not limited to, investigations of violations of these work rules.
- Failure to maintain the confidentiality of trade secrets

or other confidential information belonging to the Company or its customers.

- Failure to comply with the personnel policies and rules of the Company.
- Acceptance of any gifts or monies from any person or organization with which the company has a current or potential business relationship.
- Any manipulation with time attendance or break time

## 19. Re-Employment

Former employees who are rehired and return to work will be rehired only as new employees and must complete a new probation period. They will be considered new employees for any and all benefits. As a general rule, the company will not rehire former employees who:

- Resigned without giving appropriate notice
- Were dismissed
- Had a poor attendance record
- Violated work rules or safety rules

Any rehiring must go through HR and ultimate approval by the Vice President.

## 20. BENEFITS

### 20.1 Mobile phones

The company will supply employees with mobile telephones as needed. The company's mobile phones are to be used for the company business purposes only.

All private use should be accounted for and paid for by the employee.

### 20.2 Bonuses

Employees may be entitled to receive bonus according to company bonus policy depending on their job role.

## 21. Leaves

### 21.1 Annual Leave

Every employee will be authorized to take annual paid/non paid leave as per local regulations; duration of leave is given in your contract of employment;

The company reserves the right to cancel leave request as per business requirements.

Company employees annual leave period should match the company's financial year – which starts on the 1st April and ends on the 31st March the following year; Every Employee's leave



balance should be fully used (0 day left) by the 31st of March of each year.

No “carry over” of accrued leave is allowed for the following year, unless deemed justified by the company with the express permission of the Line Manager, which will be than signed off by HR Director only.

At the beginning of each financial year employees are obliged to present to their line manager their annual leave plan for the year.

An employee can be recalled from leave only if the employee consents and the outstanding leave days should be given in the same financial year.

If an employee fails to return to work immediately after his or her leave period expires, the employee will be considered to have voluntarily resigned his or her position with the company.

Each employee must complete a leave form 20 days prior to the actual leave date, only after the holiday form is approved employee should proceed with holiday bookings.

## **21.2 Maternity/paternity leave**

The employee may request leave for pregnancy, delivery and childcare – in compliance with the rules and conditions envisaged by local labor legislation.

## 21.3 Bereavement Leave

The company will provide up to three days of paid bereavement leave for an employee upon the death of an immediate family member. For purposes of this policy, “immediate family” is defined as the employee’s or the employee’s spouse’s parents, siblings, children, grandparents, grandchildren, the employee’s spouse, or any other relative who resides in the employee’s household.

Employees should direct all requests for Bereavement Leave to their line managers.

## 21.4 Military Leave

The company will grant employees called into military service an unpaid leave of absence and reemployment rights as provided by local regulation.

## 22. Business trip

Company employees might have to travel in connection with official duties abroad or within country.

Remuneration of a business trip for an employee abroad or in country will be made if the said business trip is connected with the business of the company and fully approved through the company portal.

The employee will apply for a business trip using the intranet portal, clearly stating the purpose, duration and – if necessary the schedule of delegation of his/her obligations.

Immediately upon returning the employee will submit to the accounting department the relevant documentation;

## **23. Outside employment**

The company discourages our employees from taking additional outside employment without prior agreement. Employees who wish to take on outside employment must first obtain permission from the company HR Department. Work requirements for the company, including overtime, must take precedence over any outside employment.

The company will not permit any employee to take an outside job in the same or related business, or which is in any way a competitor of the company.

If the company permits an employee to take outside employment, the employee must report to his or her line manager when the outside job has started. If, as a result of the other job, the employee is unable to work when requested by the company, including overtime, or is unable to maintain a high work performance level at the company, permission to work at the outside job may be altered, or the employee may be subject to dismissal.

## 24. Problem solution

We are committed to providing the best possible conditions for our employees, part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint suggestion and question receives a timely response from the management.

All employees are expected to treat each other with mutual respect, employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules and procedures of the company, they can express their concern through the problem resolution procedure. No employee will be penalized for voicing an opinion or complaint in a reasonable, business-like manner.

If a situation occurs, when employee believes that a condition of employment or a decision effecting his/her condition is unjust or inequitable, employees are encouraged to make use of following steps.

- Employee presents the problem to their immediate line manager after incident occurs. If line manager is unavailable or employee believes it would be inappropriate to contact this person employee may present problem to HR Representative
- Employee will then present the problem ensuring the company hierarchy is followed
- If all steps are then exhausted the company Vice President will review and consider the concern.

Employees have an opportunity to raise any ideas through the intranet portal, which is totally anonymous and confidential.

Not every problem can be resolved to everyone's total satisfaction, but only through open dialogue, understanding and discussing mutual problems can we develop mutual cooperation.

The Company decision is final and company rules and regulations prevail.

**If you have any comments or suggestions regarding the content of this employee handbook, please direct them to an HR Representative. This Handbook will not list every policy and procedure in place within our company, the Handbook is designed as a guiding principle.**

**We look forward to a long and rewarding cooperation.**

I hereby confirm, that I have received the Employee Handbook and agree to its terms and conditions

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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**For HR Department**

## **Regional Office:**

Address: Ketevan Tsamebuli Ave., 50/18; P.O. Box: 0144. Tbilisi.GE

Phone: **995 322204335**