HUMAN RESOURCES POLICIES AND PROCEDURES

Grand International Furniture Moving Co L.L.C. (GI Movers)

Including Recruitment through Indeed

Document Control

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Prepared by	Administration Manager (HR)
Reviewed by	Management Representative
Approved by	Director
Related documents	Internal Procedures and Process Flowcharts (GIM-IPM-01), Organization Chart
Applicable standards	ISO 9001:2015 (clauses 7.1.2, 7.2, 7.3), ISO 45001:2018 (clauses 7.2, 7.3, 5.4)

Prepared by (signature / date)	Reviewed by (signature / date)	Approved by (signature / date)

1. Purpose and Scope

This document sets out the human resources policies and procedures of GI Movers. It ensures that people are recruited fairly, are competent and safe at work, are treated lawfully and with respect, and understand their responsibilities for service quality and health and safety.

It applies to all employees, including operation staff, drivers, office staff and managers, in Abu Dhabi and Dubai, and to candidates applying for work with the company.

Legal and Standards Basis

- UAE Federal Decree-Law No. 33 of 2021 on the Regulation of Labour Relations and its executive regulations
- Ministry of Human Resources and Emiratisation (MOHRE) resolutions, including work permit, contract and Wages Protection System (WPS) requirements
- ISO 9001:2015 and ISO 45001:2018 requirements for resources, competence and awareness

Where the law or a MOHRE resolution changes, the law prevails over this document and the document will be updated.

2. Responsibilities

Role	HR responsibilities
Director	Approves manpower requisitions, offers, salaries, policies and disciplinary decisions above authority limits; ensures resources.
Administration Manager	Owns the HR policy and procedures; oversees HR / PRO; ensures legal compliance (contracts, permits, WPS, insurance).
HR / PRO	Runs recruitment and the Indeed account, prepares offers and contracts, handles visas, work permits, Emirates ID, medical, insurance, personnel files, leave records and training records.
Operation Manager and Department Heads	Identify manpower needs, take part in interviews and practical assessments, induct and supervise staff, evaluate performance.
Accounts Manager	Processes salaries through WPS, overtime, deductions and end-of-service settlements.
All employees	Follow company policies, safety rules and the code of conduct; keep their documents valid and informed; report problems.

3. Policy Statements

- Equal opportunity: recruitment, pay, training and promotion are based on skills, experience and performance. Job advertisements and interviews must not discriminate on grounds such as race, colour, gender, religion, nationality or disability, except where required by law or the nature of the job.
- No fees: candidates are never charged any recruitment fee, deposit or commission by the company or on its behalf. Recruitment agents, where used, must be licensed and must also not charge candidates.

- Legal employment: no one starts work without an approved offer, valid work permit and registered contract as required by MOHRE. Original passports and documents of employees are not withheld.
- Fair pay: wages are paid on time through the Wages Protection System. Deductions are made only as permitted by law.
- Safe work: employees receive induction, training and PPE for their tasks, and may stop work they believe is unsafe (see QP-08 in GIM-IPM-01).
- Respect and dignity: harassment, bullying, abuse and forced labour are not tolerated.
- Confidentiality: employee and candidate information is used only for HR purposes and kept secure.

4. Recruitment and Selection (Hiring through Indeed)

GI Movers uses its company employer account on Indeed as the main channel for hiring movers, packers, helpers, drivers, supervisors and office staff. Other channels (employee referrals, walk-ins and licensed agencies) may be used when needed, and follow the same selection steps.

4.1 Indeed Account Rules

- The Indeed account is registered with a company email address and is controlled by the Administration Manager. Only HR / PRO and named authorised users may post jobs or view candidates. Passwords are not shared and access is removed when a user leaves or changes role.
- Every posting must have an approved Manpower Requisition. The posting number is recorded on the requisition.
- Postings must state the job title, location, main duties, minimum requirements and the company name. They must not include discriminatory wording, promises of visas or guaranteed jobs, or any request for payment from candidates.
- Free postings are used by default. Sponsored (paid) postings and their daily budget need written approval from the Director. Spending is recorded.
- Posting status is managed by HR: Open while hiring, Paused when interviews are full or on hold, and Closed when the vacancy is filled or cancelled. Postings are not left open for filled positions.
- Candidates are managed in the Indeed dashboard (new, reviewed, interview, rejected, hired) and recorded in the Candidate Tracker (HR-F-03). Messages to candidates are sent through Indeed or the company email.
- Candidate data is used only for recruitment. Unsuccessful candidates' data is kept for up to 6 months and then deleted or archived from the account.

4.2 Recruitment Procedure

No.	Activity	Responsible	Record / Form
1	Identify need for a new or replacement position; complete Manpower Requisition with job title, number, reason, start date and budget.	Operation Manager / Department Head	Manpower Requisition (HR-F-01)
2	Review and approve or reject the requisition.	Administration Manager / Director	Signed requisition
3	Prepare or update the job description and minimum requirements (education, experience, licence, physical fitness, language).	HR / PRO	Job Description (HR-F-02)
4	Post the vacancy on Indeed under the company account; record the posting date, number and status.	HR / PRO	Candidate Tracker (HR-F-03)
5	Review applicants in the Indeed dashboard; screen CVs against the job requirements; shortlist.	HR / PRO	Candidate Tracker
6	Phone screening to confirm availability, experience, expected salary, legal status in the UAE, and willingness to work on site.	HR / PRO	Candidate Tracker

No.	Activity	Responsible	Record / Form
7	Interview and practical assessment (for example manual handling, packing or driving test; communication for office roles). Score against criteria.	HR / PRO and Operation Manager	Interview Evaluation (HR-F-04)
8	Select the best candidate; inform unsuccessful candidates politely through Indeed or email.	HR / PRO	Candidate Tracker
9	Verify identity, passport, visa status, qualifications, licences and references.	HR / PRO	Documents Checklist (HR-F-05)
10	Director approves the offer; issue the job offer and contract in line with MOHRE requirements; candidate accepts in writing.	Administration Manager / Director	Offer Letter / Contract (HR-F-06)
11	Complete work permit, Emirates ID, medical fitness and health insurance as required; register in WPS.	HR / PRO	Documents Checklist, permit copies
12	Conduct induction (company, quality, safety, PPE, code of conduct) before the employee starts site work.	HR / Operation Manager	Induction Record (GIM-F-21)
13	Close or pause the Indeed posting; open the personnel file.	HR / PRO	Candidate Tracker, Personnel File
14	Review performance before the end of probation and confirm, extend within the legal limit, or end employment.	Operation Manager / HR	Probation Review (HR-F-07)

Figure 5 – Recruitment Flowchart (Hiring through Indeed)

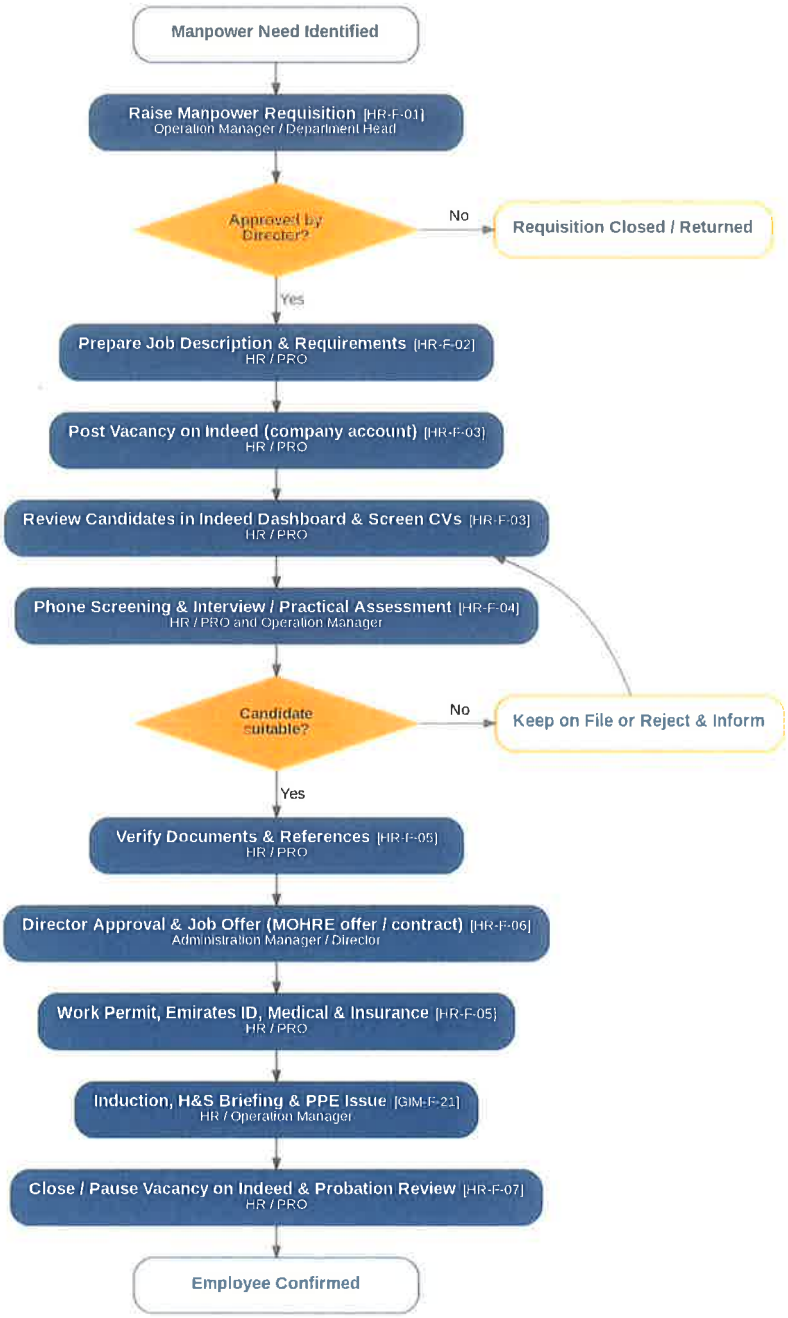


Figure 5 – Recruitment and selection process

5. Employment Contracts and Personnel Files

- Every employee has a written, fixed-term employment contract that is registered with MOHRE, stating job title, salary, duties, working hours, leave and notice period.
- Basic salary, allowances and any other benefits are shown separately in the contract. Gratuity is based on the basic salary.
- Health insurance is provided as required by the Emirate of employment.
- Each employee has a confidential personnel file containing: application, CV, copies of passport, visa, Emirates ID and licences, contract and offer, induction and training records, appraisals, warnings, leave records and medical fitness documents.
- Personnel files are kept by HR / PRO under lock or access control. Records of former employees are kept as required by law and the Records Retention Schedule (GIM-F-24).

6. Working Hours, Overtime and Rest

Topic	Policy
Normal hours	Up to 8 hours per day and 48 hours per week, with break periods as required by law.
Ramadan	Normal working hours are reduced by 2 hours per day during Ramadan.
Weekly rest	At least one paid rest day per week.
Overtime	Overtime is approved in advance by the Operation Manager, normally limited to 2 hours per day, and paid at the basic hourly rate plus at least 25% (higher rates apply for night work and rest days as per law). Overtime is recorded on timesheets.
Summer midday break	Outdoor work is stopped from 12:30 to 15:00 between 15 June and 15 September, as per the MOHRE midday break regulation. Shade and drinking water are provided.
Timekeeping	Attendance and overtime are recorded daily on the attendance record or timesheet and signed by the supervisor.

7. Wages and Payroll

- Salaries are paid monthly, on time, by bank transfer or approved payment method through the Wages Protection System (WPS).
- A payslip or salary statement is available to every employee each month.
- Deductions (for example advances or damages) are made only where permitted by law and with the required approvals and limits.
- Payroll inputs (attendance, overtime, leave, deductions) are prepared by HR / PRO, checked by the Accounts Manager and approved by the Director.

8. Leave Entitlements

Leave follows Federal Decree-Law No. 33 of 2021. Leave is applied for using the Leave Application (HR-F-08) and approved by the Operation Manager or Department Head and HR before it is taken, except for sick leave and emergencies.

Leave type	Entitlement
Annual leave	30 calendar days per year after one year of service; pro-rata (2 days per month) after 6 months' service. Timing is agreed with the company to protect operations.
Sick leave	Up to 90 days per year after probation: first 15 days full pay, next 30 days half pay, next 45 days unpaid. A medical certificate from a recognised authority is required and the employer must be informed within 3 days.
Maternity leave	60 days (45 days full pay and 15 days half pay).
Paternity leave	5 working days.
Bereavement leave	5 days for death of a spouse and 3 days for death of a close relative, as defined by law.
Study leave	Up to 10 working days per year after 2 years of service, for UAE-accredited study.
Public holidays	Paid, according to the official UAE calendar.

9. Probation

- Probation is a maximum of 6 months and is stated in the contract. It cannot be extended or repeated with the same employer.
- Performance, attendance, safety behaviour and attitude are reviewed before the end of probation using the Probation Review (HR-F-07).
- During probation the employer must give 14 days' written notice to terminate. An employee resigning to leave the UAE gives 14 days' notice; an employee moving to another UAE employer gives 30 days' written notice.

10. Training, Competence and Performance

- Induction is completed before site work starts (QP-10 in GIM-IPM-01). It covers company policies, quality, health and safety, PPE, customer care and the code of conduct.
- Job-specific training (manual handling, packing methods, furniture assembly, safe driving, customer service) is planned annually and recorded in the Training Plan (GIM-F-22).
- Operation staff are supervised by Team Leaders until assessed as competent. Competence is recorded in the training matrix.
- Performance is appraised at least once a year using the Performance Appraisal (HR-F-09). Results are used for training needs, promotion and recognition.

11. Code of Conduct and Discipline

11.1 Code of Conduct

- Treat customers, colleagues and the public with respect, honesty and courtesy.
- Take care of customer property and company vehicles and equipment.
- Wear company uniform and PPE and follow safety rules at all times.
- Do not work under the influence of alcohol or drugs, and do not take customer property or information.
- Do not accept gifts or payments from customers or suppliers for personal benefit.
- Report accidents, damage, near misses and complaints immediately.

11.2 Disciplinary Procedure

Disciplinary action is fair, consistent and follows the Labour Law. Employees are informed of the allegation and given the chance to respond before a decision. Depending on the seriousness of the case, action may include a verbal warning, written warning, final warning, or termination. Penalties are recorded on the Disciplinary Action Form (HR-F-10) and approved by the Administration Manager or Director. Serious misconduct as defined by law may lead to termination without notice.

12. Grievance Procedure

No.	Activity	Responsible	Record / Form
1	Employee raises a concern verbally or in writing with the Team Leader or Operation Manager.	Employee	Grievance Form (HR-F-11)
2	If unresolved or if the concern involves the supervisor, employee goes to HR / PRO or the Administration Manager.	HR / PRO	Grievance Form
3	Concern is recorded, investigated, and the employee is heard. Decision is given within 7 working days.	Administration Manager	Investigation notes
4	If still unresolved, the employee may refer it to the Director, or to MOHRE as allowed by law. No retaliation against anyone raising a concern in good faith.	Director	Grievance Form

13. Health, Safety and Welfare

- Health and safety is managed under QP-08 of GIM-IPM-01: hazard identification, PPE, toolbox talks and incident reporting.
- Employees must report injuries and near misses immediately. First aid is available at the office, warehouse and in vehicles as required.
- Where company accommodation is provided, it must meet MOHRE and municipality requirements for space, safety, hygiene and facilities.
- Employees are protected from harassment and unsafe work, and may raise concerns without fear of action against them.

14. Resignation, Termination and End of Service

Topic	Policy
Notice period	30 to 90 days after probation, as stated in the contract, for both the employee and the company. Payment in lieu of notice is possible by agreement or as allowed by law.
Termination by company	Only for reasons allowed by law, with written notice (or without notice for serious misconduct as defined by law). Employees on valid sick leave are not terminated.
End-of-service gratuity	Payable after at least one year of continuous service, based on basic salary: 21 days' basic salary per year for the first 5 years and 30 days per year after that, up to a maximum of two years' wages. Unpaid leave periods are excluded from service. Payment is made within 14 days of the end of employment.
Final settlement	Includes unpaid salary, accrued annual leave, gratuity and any other dues, less lawful deductions.
Clearance	Employee returns uniform, ID card, tools and company property; HR cancels permit and access; accounts settle advances.
Exit interview	Conducted by HR to record reasons for leaving; findings are reported to management review (QP-12).

15. Confidentiality and Data Protection

- Employee and candidate information is accessed only by authorised persons.
- Documents are kept in locked cabinets or access-controlled electronic folders with regular backup.
- Employees must not share customer information, addresses, inventory or access details with anyone outside the company.

16. HR Performance Indicators

Indicator	Target (proposed)	Owner
Time to fill approved vacancy	30 days or less	HR / PRO
New staff inducted before site work	100%	HR / PRO
Employees with valid permit, ID and insurance	100%	HR / PRO
Salaries paid on time through WPS	100%	Accounts Manager
Planned training completed	90% or higher	Administration Manager
Annual appraisals completed	100%	Operation Manager / HR
Grievances closed within 7 working days	90% or higher	Administration Manager

Targets are proposed and are to be confirmed by the Director at management review.

17. HR Forms Index

Form no.	Title
HR-F-01	Manpower Requisition
HR-F-02	Job Description
HR-F-03	Candidate Tracker (including Indeed posting record)
HR-F-04	Interview Evaluation
HR-F-05	Employee Documents Checklist
HR-F-06	Offer Letter / Employment Contract
HR-F-07	Probation Review
HR-F-08	Leave Application
HR-F-09	Performance Appraisal
HR-F-10	Disciplinary Action Form
HR-F-11	Grievance Form
GIM-F-21	Induction Record (see GIM-IPM-01)
GIM-F-22	Training Plan and Records (see GIM-IPM-01)

Form numbers are proposed. Existing company forms may be re-numbered into this list.

18. Review and Revision

This document is reviewed at least once a year, and whenever the law, company structure or processes change. Revisions are approved by the Director and recorded below.

Rev.	Date	Description	Approved by
00	15 October 2026	Initial issue	Director