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1.0 INTRODUCTION

This manual is a summary of the policies, procedures and practices related to human resource management at Jacob Proficiency.

The Managing Director is accountable for leading an effective staff team and is thereby accountable for the development and implementation of the policies outlined in this manual. Managers are responsible for human resource management within their own staff teams and should reference this manual to ensure organizational consistency in the application of these practices.

The HR Manager / Officer is responsible for the maintaining the procedures and systems which support human resource management for the organization and is available to answer any questions or provide clarification on any content of this manual.

The Jacob Proficiency benefits package, including the insurance and health plan, is coordinated through DAMAN.

2.0 STATEMENT OF PHILOSOPHY

Jacob Proficiency Testing Provider Services Sole Proprietorship LLC wishes to maintain a work environment that fosters personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person. Because of their role, managers and supervisors have the additional responsibility to lead in a manner which fosters an environment of respect for each person.

It is the responsibility of all staff to:

- Foster cooperation and communication among each other
- Treat each other in a fair manner, with dignity and respect
- Promote harmony and teamwork in all relationships
- Strive for mutual understanding of standards for performance expectations, and communicate routinely to reinforce that understanding
- Encourage and consider opinions of other employees or members, and invite their participation in decisions that affect their work and their careers
- Encourage growth and development of employees by helping them achieve their personal goals at the [organization] and beyond
- Seek to avoid workplace conflict, and if it occurs, respond fairly and quickly to provide the means to resolve it

- Administer all policies equitably and fairly, recognizing that jobs are different but each is important; that individual performance should be recognized and measured against predetermined standards; and that each employee has the right to fair treatment
- Recognize that employees in their personal lives may experience crisis and show compassion and understanding

3.0 WHO WE ARE

Jacob Proficiency is a reputed proficiency testing laboratory for different types of Construction Material Testing, Geotechnical Soil Investigation Services, Acoustic Testing, Environmental Testing etc. Jacob Proficiency Certified and accredited according to ISO 9001: 2014 in the field of the following licensed activities:

- Quality and Standardizations Certificates Issuing Services
- Proficiency Testing Provider Services (PTP)

4.0 SCOPE

- Quality and Standardizations Certificates Issuing Services
- Proficiency Testing Provider Services (PTP)

5.0 EMPLOYMENT

5.01 Employment Equity

Jacob Proficiency is an equal opportunity employer and employs personnel without regard to race, ancestry, place of origin, colour, ethnic origin, language, citizenship, creed, religion, gender, sexual orientation, age, marital status, physical and/or mental handicap or financial ability. While remaining alert and sensitive to the issue of fair and equitable treatment for all, **Jacob Proficiency** has a special concern with the participation and advancement of members of four designated groups that have traditionally been disadvantaged in employment: women, visible minorities, aboriginal peoples and persons with disabilities.

Jacob Proficiency is committed to consider equally of employees and no discrimination maintain between male and female employees.

Jacob Proficiency is not forcing any worker to keep all the important documents with the company however if voluntary the employee wants to keep documents with company for safety etc, **Jacob Proficiency** L is keeping all the documents for employees well.

5.02 Recruitment and Selection

All employment opportunities at **Jacob Proficiency** are posted for a minimum 15 working day period by HR Officer. They are posted on the websites of affiliated organizations. Occasionally, they are posted on employment websites or with an employment agency. Applications are encouraged from current employees but will be screened in the same manner as applications received from outside applicants. The criteria for technical & operational positions jobs are as below:

Job Details	Qualification
Management Level	Graduate / Diploma with Minimum 10 Years of Experience
Officer Level	Graduate / Diploma with Minimum 3 Years of Experience
Senior / Technicians	➢ Graduate with Minimum 1Year Experience in the relevant Field ➢ Diploma with Minimum 2 Years' Experience in the relevant Field ➢ Higher Secondary with Minimum 5 Years' Experience in the relevant Field
Asst. Technicians	Matriculate / 2 Years' Experience

HR officer will invite all the applicants to submit their application, along with a current resume, demonstrating that they meet the minimum criteria for the position being sought. At the closing date all applications will be screened by department manager, the candidates selected for interview will be contacted by HR Officer.

Department Manager will conduct the interview, if the interview is positive & successful, the references will be contacted, depending on the feedback provided by the references, the department manager will give his recommendation for a position.

All the details of the applicant along with the recommendation of the department manager will be submit to the Director of **Jacob Proficiency** for his review & final approval.

Upon the final approval of the Director the HR officer will prepare an offer letter for the position offered to the applicant, along with the employment details, after receiving the

acceptance of the offer letter, the HR department will proceed for the residency of the applicant.

The passport will be retaining with the workers however the company can keep the passport of the worker voluntary upon the request of worker.

Note: It's not mandatory for any female candidate to provide pregnancy tests.

5.03 Nepotism

No candidate shall be hired for a position where they may report to manager or supervise a member of their immediate family.
Immediate family is defined as: parents, step parents, foster parents, siblings, grandparents, step children or ward of the staff member, father-in-law or mother-in-law. Personal relationships with other employees or members of the **Jacob Proficiency** Board of Directors or Committees of the **Jacob Proficiency** should be disclosed prior to accepting any offer from the employer.

5.04 Orientation

All new employees to **Jacob Proficiency** shall receive an orientation session which will encompass an overview of general policies, procedures and operations. This will also provide employees, new to either a position, an opportunity to learn the performance expectations management has with regard to the position in question. They will be given a copy of this Employee Handbook and will be expected to learn its contents. They will also make aware of policies such as, Code of Ethics, and asked to sign off on their adherence to same.

5.05 Employee Classifications

Each position at **Jacob Proficiency** shall be classified as either Administrative or Management in nature, as determined by the Managing Director. This decision will be based on the duties assigned and qualifications required for each position. It should be noted that Management & Supervision positions are not covered by the Hours of Work and Overtime.

5.06 Employee Duties

Attached to an Offer of Employment, is a description of the job and the associated responsibilities, along with any additional tasks possibly required. This document will be

used to evaluate performance both during the probation period and after. If an employee is unsure of its contents, they should not hesitate to ask for clarification.

From time to time, it may be necessary to amend an employee's job description. These amendments will be discussed with the employee in advance however; the final decision on implementation will be made by management.

5.07 Personnel File

Jacob Proficiency does collect personal information for inclusion in personnel files. This information is available to the employee with the HR department. This information is kept in a secure location, and is not shared with members of our or with out siders. Information which is contained in an employee's personnel file includes the following: resume, letter of offer, performance reviews, amendments to job descriptions, disciplinary notices, copies of enrolment forms for benefits and approved leave requests, warning letters, appreciation letters etc.

5.08 Probation

The first six (6) months of employment are probationary. During this time both parties may assess suitability for employment with the Employer. This also provides management an opportunity to assess skill levels and address areas of potential concern. During the first ninety (90) days of the probationary period, employment may be terminated by either party for any reason whatsoever, with or without cause, and without notice or payment in lieu of notice, except as may be minimally prescribed by the *Employment Standards, as* may be amended from time to time. Upon satisfaction of the requirements under the UAE Labour Law, as amended, the Employer shall have satisfied any and all obligations to the employee, whether under the UAE Labour law. At the completion of the probation period, the employee and employer shall meet and review progress to date. At this time one of three things will occur:

i. Probation will end
ii. Probation may be extended
iii. Employment will end

5.09 Annual Salary

All the calculation will be made as per UAE Labour Law.

5.10 Performance Appraisals

The performance review document will be a living document for each employee. Each employee will be responsible for following their respective work plan. This plan will be given to the employee by Management which can be amended as necessary. At the time of the performance appraisal, the employer and employee will review the objectives and the results achieved. Throughout the year, the employee and employer may refer to this document to track progress made toward objectives, highlight areas of concern and indicate challenges identified along the way.

Performance reviews, for all employees it will occur at the end of one year and annually thereafter. This meeting is to review successes and challenges from the preceding year, and to establish the objectives for the coming year. This would also be the opportunity for either party to identify and recommend professional development opportunities which may assist the employee in their day to day work or to grow within the organization. Once complete, both parties shall sign off on the final document and it shall be added to the employee's personnel file.

5.11 Professionalism

Employees should choose to dress in a manner which presents a professional image to the public and is respectful of others. Excessive use of profanity is neither professional nor respectful to co-workers and will not be tolerated.

5.12 Discipline

Discipline at **Jacob Proficiency** shall be progressive, depending on the nature of the problem. Its purpose is to identify unsatisfactory performance and / or unacceptable behaviour. The stages may be:

i. Warning No. 1 – Paper Warning
ii. Warning No. 2 – Deduction (0 – 5) Days
iii. Warning No. 3 – Termination / Dismissal

Some circumstances may be serious enough that all three steps are not used. Some examples of these types of situations are theft, assault or wilful neglect of duty. In all cases, documentation should be included in the employee's personnel file.

5.13 Hours of Work

The regular working hours for **Jacob Proficiency** is forty-eight (48) hours per week (Eight hours per day). Employees will not work more than five successive hours without

breaks, amounting in aggregate to not less than one hour. **Jacob Proficiency** concerted that any work more than minimum hours is voluntary services from employees' side this is paid as per the UAE Labour Law. Due to work load or if the company faced with an emergency, company may request upon employees whom shall work beyond his fixed working hours or to work on holidays as in deemed if overtime required. The employee will be authorized from management for the specific hours which will be mentioned in the overtime approval form, in order to work continuity and to avoid any direct or indirect interruption.

5.14 Statutory Holidays

In General, the following public holidays are paid as per **Jacob Proficiency** law.
They are:
New Year
National Day
New Islamic Year
Eid Al Fitar
Eid Al Adha
Israa Al Maraj
Eid Milad El Nabawe
The Quality Manager reserves the right to close the office between new days to enable employees to spend time with their families. This will be reviewed annually and will depend on operational requirements. These non-statutory days will have no impact on employee vacation or lieu time.

5.15 Overtime

All overtime will be calculating and paid as per UAE Labour Law however if the employee wants he can take off days as per the calculated over time hours.

5.16 Pregnancy Leave

A female worker shall be entitled to maternity leave with full pay for a period of forty five days, including both pre and post natal periods,

The female worker nursing her child shall, in addition to any prescribed rest period, be entitled to two additional breaks each day for this purpose, neither of which shall exceed half an hour. These two additional breaks shall be considered as part of the working hours and shall not entail any reduction of wage. All overtime will be calculating and paid as per UAE Labour Law.

5.17 Resolution of Labour Disputes

As per the policy of **Jacob Proficiency** any dispute will be solved within management level to avoid any legal practices between employee and employer.

5.18 Leave without informing Office

According to **Jacob Proficiency** HR Manual for any kind of leave such as sick, urgent work, emergency etc, the employee must will inform the office & management for their necessary actions & arrangements however if any employee is absent from the work without informing the office & Management the stages may be:

i. First Time – Paper Warning
ii. Second Time – Deduction (0 – 5) Days
iii. Third Time – Termination / Dismissal

the above procedure will be followed during normal working days, however due to delay in rejoining the work & office from Annual Leave / Emergency Leave) the management have the right take any action such as suspension, termination etc, depend upon the situation.

If any employee need extension in annual leave or emergency leave etc, they must have to inform the management with the evidence & upon the approval of extension in leave the employee can stay away from the office & work for the approved period of time.

6.0 DEPARTURE

6.01 Termination for Cause

An Employment Contract may be terminated by the Employer at any time for cause, without notice or payment in lieu of notice or severance pay whatsoever, except payment of outstanding wages, overtime and vacation pay to the date of termination. Cause includes, but is not limited to, any act of dishonesty, conflict of interest, breach of confidentiality, harassment, insubordination, or careless, negligent or documented poor work performance.

6.02 Termination without Cause

An Employment Contract may be terminated by the Employer at any time and for any reason on a without cause basis, upon the provision of notice or payment of notice instead, and severance pay if applicable, as is minimally required by the UAE Labour Law, as amended from time to time. In addition to notice, and pursuant to the UAE Labour Law, the employee shall be entitled to an additional one (1) month notice or payment in lieu of notice for every year of completed service (severance pay) notice inclusive of the notice requirements under the **Jacob Proficiency** The notice as described in this paragraph is inclusive of all statutory and common law entitlements to notice or

payment in lieu of notice. Upon satisfaction of the requirements under this paragraph, the Employer shall have satisfied any and all obligations to the employee, whether under the UAE Labour Law. The notice requirement contained in this clause constitutes a material inducement to the Employer to enter this agreement.

6.03 Resignation

After completion of the first ninety (90) days of the probationary period, employees must give the Employer thirty (30) days notice of resignation. The Employer will pay all the dues as per UAE Labour Law.

6.04 Employment Bans

Jacob Proficiency strictly follows UAE Labour law and will not impose or request employment bans on employees seeking to change jobs.

6.05 Employer Property

Upon termination of employment for any reason, all items of any kind created or used pursuant to the employee's service or furnished by the Employer including but not limited to computers, reports, files, diskettes, manuals, literature, confidential information, or other materials shall remain and be considered the exclusive property of the Employer at all times, and shall be surrendered to the Executive Director, in good condition, promptly and without being requested to do so.

7.0 ANNUAL LEAVE

7.01 Vacation Time and Vacation Pay

Vacation will accumulate on the basis of maximum of thirty (30) days per calendar year, the employee must submit a request for it to his department manager before one month of starting date, upon the recommendation of the department manager the request will be submitted to the Quality Manager for review & approval.

After approval from the Quality Manager the HR will release the passport of the employee (if kept with the company) & the accounts will arrange for the dues of the employee.

all the dues will be paid on the basis of UAE Labour Law.

7.02 Sick Leave

Sick leave can be used for personal illness, personal medical appointments, and visits to specialists, the employee must have to submit leave application or inform his department manager & provide the valid evidence (e.g. medical certificate etc).

All the leaves will be granted as per UAE Labour Law.

7.03 Emergency Leave

The employee must submit a request for emergency leave to his department manager, upon the recommendation of the department manager the request will be submitted to the Quality Manager for review & approval.

After approval from the Quality Manager the HR will release the passport of the employee (if kept with the company) & the accounts will arrange for the dues of the employee.

7.04 Hajji and Omra Leave

The employee must submit a request for **Hajji and Omra Leave** before one month of starting date to his department manager, upon the recommendation of the department manager the request will be submitted to the Quality Manager for his review & approval.

After approval from the Quality Manager the HR will release the passport of the employee (if kept with the company) & the accounts will arrange for the dues of the employee.

7.05 Compassionate Leave

Jacob Proficiency will grant up to three (3) working days per event on the occasion of a death in the staff member's immediate family. Immediate family is defined as: parent(s), step parent(s), foster parent(s), sibling(s), grandparent(s), and spouse (including common law a/o same sex partner), step child (ren) or ward of the staff member, father-in-law or mother-in-law (including parent of same sex partner).

Additional compassionate leave may be granted at the discretion of the Executive Director for reasons not covered elsewhere in this manual. These requests should be discussed in person with the followed by a written submission.

8.0 BENEFITS

8.01 Medical Insurance

Jacob Proficiency offers its employees group benefits provided by Daman Insurance. These benefits by the employer, with the exception of Long Term Disability benefits. After joining & issuance of labour Card employees are enrolled in the plan and may select Single or Family coverage as required.

8.02 Employment Benefits

At the end of the contract or at the end of the services, **Jacob Proficiency** will provide all the benefits to the employee as per UAE labour law.

9.0 PROFESSIONAL DEVELOPMENT

At the discretion of the Managing Director, employees may be able to attend conferences, courses, seminars and meetings, identified through annual work plans and performance reviews, which may be beneficial to the employee's professional development. If these opportunities are directly related to the employee's position, or are suggested by the MD then **Jacob Proficiency** will cover the cost of registration, course materials and some travel expenses.

If **Jacob Proficiency** has agreed to pay for a course the fees will be paid on evidence of successful completion. If **Jacob Proficiency** sponsors a course (or courses) and the employee departs **Jacob Proficiency** within a year of completion, the course fees will become repayable in full.

10.0 CONFIDENTIAL INFORMATION AND INTELLECTUAL PROPERTY

10.01 Confidential Information

From time to time, employees of **Jacob Proficiency** may come into contact with confidential information, including but not limited to information about the organization members, suppliers, finances and business plans. Employees are required to keep any such matters that may be disclosed to them or learned by them confidential.

Furthermore, any such confidential information, obtained through employment with **Jacob Proficiency** must not be used by an employee for personal gain or to further an outside enterprise.

10.02 Intellectual Property

Any intellectual property, such as trademarks, copyright, and any work created by an employee in the course of employment at **Jacob Proficiency** shall be the property of **Jacob Proficiency** and the employee is deemed to have waived all rights in favour of **Jacob Proficiency**. Work, for the purpose of this policy refers to written, creative or media work. All source material used in presentation or written documents must be acknowledged.

10.03 IT Information Storage and Security

Any storage devices (CD's, USB's, and Floppy Discs) used by employees at **Jacob Proficiency**, located at **Jacob Proficiency** address, acknowledge that these devices and their contents are the property of **Jacob Proficiency**. Furthermore, it should be understood by employees, that company equipment should be used for company business only during normal working hours or as permission superior.

11.0 HEALTH AND SAFETY

Jacob Proficiency along with its employees, must take reasonable precautions to ensure that the workplace is safe. The organization complies with all requirements for creating a healthy and safe workplace in accordance with the Occupational Health and Safety Act.

Employees who have health and safety concerns or identify potential hazards should contact the concern incharge.

Alcohol consumption or illegal drug use is not permitted during work hours on the premises.

11.01 Scents

Jacob Proficiency is aware that some persons may have allergies or sensitivities to perfumes, lotions, colognes and / or chemical smells. As a result, we discourage the overuse of these products.

11.02 Pets

The offices of **Jacob Proficiency** are a place of business, and as such, pets are not welcome during normal working hours. Staff and visitors with seeing-eye dogs are the exception.

11.03 Renovations

In case of renovations in the workspace or offices, as odours from building materials and noise levels for tools can cause discomfort to employees, all types of renovations will be scheduled to have a minimum impact on employees. This may include renovating during non work hours (evenings & weekends) and ensuring direct ventilation to control fumes.

11.04 HARRASSMENT

Jacob Proficiency wants to provide a harassment-free environment for its employees and volunteers. Mutual respect, along with cooperation and understanding, must be the basis of interaction between members and staff. **Jacob Proficiency** will neither tolerate nor condone behaviour that is likely to undermine the dignity or self-esteem of an individual, or create an intimidating, hostile or offensive environment.

There are several forms of harassment but all can be defined as any unwelcome action by any person, whether verbal or physical, on a single or repeated basis, which humiliates insults or degrades. “Unwelcome”, for the purposes of this policy, refers to any action

which the harasser knows or ought to reasonably know is not desired by the victim of the harassment.
Specifically, racial harassment is defined as any unwelcome comments, racist statements, slurs, jokes, graffiti, literature or pictures and posters which may intentionally or unintentionally offend another person.

Sexual harassment is any unwanted attention of a sexual nature such as remarks about appearance or personal life, offensive written or visual actions like graffiti or degrading pictures, physical contact of any kind, or sexual demands.

12.0 WORKPLACE VIOLENCE

Workplace violence can be defined as a threat or an act of aggression resulting in physical or psychological damage, pain or injury to a worker, which arises during the course of work. Further to the definition of violence, is the definition of abuse. Abuse can be verbal, psychological or sexual in nature. Verbal abuse is the use of unwelcome, embarrassing, offensive, threatening or degrading comments. Psychological abuse is an act which provokes fear or diminishes a person's dignity or self-esteem. Finally, sexual abuse is any unwelcome verbal or physical advance or sexually explicit statement.

Jacob Proficiency has a zero tolerance limit with regards to harassment and violence. Employees or volunteers engaging in either harassing or violent activities will be subject to discipline, which may include termination of employment, removal from Boards or committees and possibly criminal charges.

13.0 DISPUTE RESOLUTION

Regrettably, conflict can occur in any working environment. In an effort to resolve conflict in an expedient, yet fair manner, **Jacob Proficiency** recommends the following process for conflict or dispute resolution.

- Speak to the person you are having the dispute with. Many times disputes arise due to misunderstandings and miscommunications.
- If speaking to the individual does not work, speak to the Quality Manager. The concern will arrange a meeting between those involved in the dispute, to determine a resolution.
- If the concern unable to resolve a workplace dispute, the parties may be referred to mediation by law & police. The resolution of the mediator is binding on both parties of the dispute.

14.0 - Amendments Records

Amendment Sheet

Clause No..	Issue No	Revision No.	Revision Date	Nature of Revision