GENERAL TRADING L.L.C

HOOK General Trading L.L.C
HR POLICY & EMPLOYEE HANDBOOK (TIER 1)

Dubai, United Arab Emirates
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LEGAL FRAMEWORK

All employment relationships are governed by:

UAE Federal Decree Law No. 33 of 2021
MOHRE regulations
Applicable UAE laws
Company policies do not override law, but complement it.

SCOPE & AUTHORITY

This policy applies to:

All employees (full-time / part-time)
All departments

HR Department is the governing authority.
Management decisions are final and binding.

EMPLOYMENT CONTRACTS

All employees must sign a written contract
Job role, salary, and benefits must be documented
Unauthorized side agreements are invalid

PROBATION PERIOD

Maximum: 6 months
Termination during probation allowed per UAE law
No gratuity during probation
5. WORKING HOURS
Monday to Saturday
9:00 AM – 5:00 PM
Sunday: Weekly Off
OVERTIME POLICY:

125% of hourly wage (normal overtime)

150% (night / public holidays)
Must be pre-approved

ATTENDANCE & PUNCTUALITY

Attendance is mandatory
Late arrivals are recorded
Repeated violations = disciplinary action
ABSENCE:
Unauthorized absence may lead to termination

LEAVE POLICY

Annual Leave:
30 calendar days after 1 year
Sick Leave:
As per UAE Labour Law
Emergency Leave:
Subject to management approval
Unpaid Leave:
Requires written approval

PAYROLL & FINANCIAL CONTROL

Salaries processed monthly via WPS
Deductions only as per UAE law
Payroll is confidential
PROHIBITED:
Salary manipulation
Unauthorized advances

MEDICAL INSURANCE

Provided to all employees
Coverage as per company policy
Misuse may result in disciplinary action

CODE OF CONDUCT

Employees must:

Act professionally

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Respect colleagues

Protect company reputation
ZERO TOLERANCE:
Harassment
Discrimination
Fraud
Violence

CONFLICT OF INTEREST

Employees must NOT:

Work for competitors
Run conflicting businesses
Use company resources for personal gain
Mandatory Disclosure:

Any conflict must be declared immediately.

CONFIDENTIALITY & DATA PROTECTION

Strictly prohibited:

Sharing company data
Client information leaks
Unauthorized system access
IT RULES:
Password protection mandatory
Email monitored
Company devices for work only
13. DISCIPLINARY MATRIX

Level	Action
1	Verbal Warning
2	Written Warning
3	Salary Deduction
4	Suspension
5	Termination

Immediate Termination Cases:
Theft
Fraud
Violence
Data breach

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GRIEVANCE PROCEDURE

Employees may:

Submit formal complaint to HR
Request investigation
Company Obligations:
Confidential handling
Fair investigation
Strict Rule:

No retaliation allowed.

HEALTH & SAFETY

Employees must:

Follow safety procedures
Report hazards immediately

Non-compliance = disciplinary action

RESIGNATION POLICY

Minimum 30 days notice
Written resignation required
Full handover mandatory
17. TERMINATION POLICY

Termination may occur:

By employer
By employee
Due to misconduct
Immediate dismissal allowed under UAE law for serious violations

END OF SERVICE BENEFITS

Calculated based on:

Basic salary
Length of service

As per UAE Labour Law

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COMPANY PROPERTY

Employees must return:

Laptop
Documents
Access cards

Before final settlement

DOCUMENT CONTROL

Policy Code: HR-001
Version: 1.0
Controlled by HR
Reviewed annually

EMPLOYEE ACKNOWLEDGMENT

I confirm that I have read, understood, and agree to comply with this policy.

Employee Name:
Signature:
Date: