

HR MANUAL

Geo Chem
Middle East

The statements & policies set forth in this Manual are for information purposes only & should not be construed as the basis of a contract between an Employee and this Company. While every effort is made to provide accurate and current information, Geo Chem Middle East reserves the right to change, without notice to individual employees, any provision in this manual. Every effort will be made to keep employees advised of any such changes.



Welcome Note from our Executive Director

On behalf of everyone in the company we would like to extend a warm welcome to you.

In order to ensure a smooth transition into the company we have prepared this manual to give you a brief overview of the company structure and outline our basic human resources and administrative policies. For existing employees it provides ready access to our general terms and conditions.

If you have any questions about Geo Chem Middle East, our policies or your terms of employment, please do not hesitate to speak with your immediate Supervisor/Manager or the Human Resources Division.

Once again, welcome on board!

Pradeep Gopal
Executive Director
Geo Chem Middle East



Introduction

The purpose of this manual is to provide information about your employment, your employer and the policies & procedures and rules upon which Geo Chem operates. For the most part it will provide general information on topics of concern to most employees – pay & benefits, attendance and leave usage, conduct and responsibilities and Human Resources practices. In most cases it will also provide a reference as to where to look for more detail on a subject that is of particular interest or concern to you.

The handbook is broken down into 4 sections:

Section A Company Overview & Agreements

Section B HR Policies

Section C Written Communication

Section D Verbal Communication

Please note that policies & guidelines can change from time to time and you should receive final confirmation from the Human Resources Division before acting upon these guidelines.



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Section A- Company Overview

1. Vision & Mission Statement

Vision Statement

Striving to ensure a consistently high level of service to all of our clients by providing comprehensive service, reliability, consistency, commitment to quality, accessibility, accountability, service & market awareness.

Mission Statement

Geo Chem prides itself in its ability to understand individual client requirements & aim to customize our services to meet & exceed our client expectations. Our highly experienced team of personnel together with cutting edge technology & equipments enable us to provide reliable & accurate results to our clients across the globe.

We aim to maintain our reputation through continual improvement of systems & commitment to staff development.



2. Distribution List

A copy of the manual is being sent out to the following:

- Executive Director
- General Manager
- Sales & Marketing Manager
- Branch Manager – Fujairah
- Finance Manager
- Operations Manger – Dubai
- Operations Manager - Fujairah
- Lab Manager – Dubai
- Lab Manager - Fujairah

3. Divisions

We have over 175+ employees working throughout the following divisions-

- 3.1 Finance & Administration
- 3.2 Operations
- 3.3 Sales & Marketing
- 3.4 Laboratory
- 3.5 IT

4. Confidentiality

- 4.1 Confidential & privileged information obtained in the course of your training & employment must not be disclosed to persons outside the company or colleagues within. Nor should any information be used to ones gains or benefits of others.
- 4.2 All staff agrees to keep confidential and not to use for any other purpose other than those indicated in their offer letters (or other supporting documentation) any knowledge, data, information obtained in connection with the performance of their duties.
- 4.3 All staff also agrees to ensure that no breach of confidentiality occurs & that information is not released to the newspapers or other media without the express permission of Geo Chem Middle East.
- 4.4 Any and all paper work including documentation, contact details, reports or lists generated during your tenure with Geo Chem Middle East will remain the property of Geo Chem Middle at all times.
- 4.5 Paperwork and documents should be kept at the office and details should not be discussed with any person unless they are employed by Geo Chem Middle East & directly involved in the project.
- 4.6 Information received from other establishments must be respected & not divulged to other members within the company or outside the company without their express permission.
- 4.7 Any information provided on a confidential basis should be treated as such, until it becomes public knowledge or is publicly announced.
- 4.8 All payroll information & employee records are locked and secured and accessible only to restricted number of people.



5. Conflict of Interest

You shall not engage in any other business, trade or occupation directly or indirectly with or without compensation during or after work hours, during your term of employment, without prior written approval from the Executive Director.

6. Public Announcements

Employees are not permitted to make public announcements or statements to the press or any media on behalf of the company or the directors under any circumstances.

7. Other Terms & Conditions

7.1 You hereby agree to abide by the instructions of the Company through its competent authority & to devote full time & efforts exclusively for the company.

7.2 At all times, you shall act in the best interest of the Company & you shall not engage in any activity or dealings related to the company in which you have a conflict of interest.

7.3 You shall adhere to & abide by all Company policies at all times.

1. Dress Code

Office Staff: Indian/Western Formals is the acceptable dress code. All staff members should be presentable during their work hours.

Lab Staff: Chemist: Indian/Western Formals with Lab coat & shoes during their shift time.

Helper: Coverall to be worn during their shift time.

Driver: Indian/Western Formals is the acceptable dress code.

Surveyor: Surveyors on duty should be wearing the safety attire that comprises of:

- Coverall
- Helmet
- Safety shoes
- Goggles

The duty time starts from the time you depart from your residence (& not from the time you reach the terminal/port) till the time you are reach your residence.

2. Leave Policy

2.1 Annual Leave Entitlement

- A. All staff members (except Surveyors) are entitled to 30 calendar days annual leave every year.
- B. Surveyors are entitled to 45 days (split) leave, 20/25 in 5 months of service.
- C. For new employees annual leave is availed on completion of 11 months of service & there should be a minimum of 6 months time period between leaves availed.
- D. Annual leave may be taken within the first 11 months on a pro rata basis, subject to management approval.

2.2 Sick Leave Entitlement

- A. Sick leave is unpaid during the probationary period.
- B. After completion of probationary period employees can take up to 90 days sick leave (continuous or otherwise). This is broken down into 15 days with full pay, the next 30 days with half pay & any subsequent periods are without pay.

2.3 Maternity Leave Entitlement

- A. Female staffs that have been in continuous employment for more than one year are entitled to 45 paid days maternity leave as per the UAE Labour Law. This will include the period preceding & the period following her confinement.
- B. A leave application form should be completed & signed off by her Supervisor & then forwarded to the HR Division, allowing adequate time for the selection & training of replacement.

2.4 Other Leave Entitlements

- A. Application for compassionate leave will be considered, but these are not automatically approved. Each application will be considered on a case-by-case basis.
- B. Compassionate leave will be considered for demise of immediate family members only- spouse, mother, father, kids, & siblings. Compassionate leave up to 7 days will be considered.
- C. Unpaid leave requests will be considered under extenuating circumstances only, & on a case-by-case basis.
- D. Note that days of absence from work without pay will not be included in calculating the period of service for gratuity purposes (in accordance with the Labour Law).

2.5 Leave Ticket Entitlements

- A. Employees on Geo Chem Employment visa are entitled to this benefit on completion of 11 months of service.
- B. Employees on husband/father sponsorship are entitled to this benefit only on completion on 3 years of service.
- C. Economical Air Tickets will be booked by the company on behalf of the employee. Choice of operator rests solely with the company, however if the employee is willing to pay the difference in rate for their preferences, ticket is issued accordingly.
- D. For penalty resulting any date change (for air ticket) requests send in by the employee will be borne by the employee; unless any such change is as per the company requirement.
- E. No Booking of Flight Tickets for family members except for Managers. The same will be done for staff only under exceptional circumstances upon approval from Management.
- F. If any employee wants to book the ticket on their own with their family, they will be reimbursed the fare applicable on their leave application date. Also the Employee should submit the ticket copy as a proof of his/her travel.

2.6 Leave Salary Calculations

- Employees who have completed 11 months of service are entitled to 30 calendar days annual leave.
- Surveyors who have completed 5 months of service are entitled to 20/25 days leave.

2.7 Leave Salary Payment

- Leave salary will be paid to employees who have submitted their leave form at least 45 days prior to leave commencement.
- Leave salary will be paid excluding the rent allowance & food allowance.

- Leave salary will be transferred to bank.
- No Ticket Encashment will be provided when you are encashing your Annual Leave Salary

2.8 Annual Leave- Application & Approval

Leave Application should be completed & signed off by your immediate supervisor & then forwarded to the Human Resources Division. Leave application forms must be submitted & approved in advance of the intended days. Time frame for submission & approval are follows:

- Two weeks of leave (or more) – leave form should be submitted & approved 60 days (or at least 45 days) in advance of your intended leave days.
- Between 3 days & 2 weeks of leave- form should be submitted & approved 10 days in advance of your intended leave days.
- Any changes to requested & approved leave days must be made in writing.
- Annual leave request will be respected as far possible; however, Geo Chem serves the right to amend leave dates, defer leave or operate a leave roster.
- Keys, documents, passwords, files etc must be handed over to the individual covering your role prior to your departure.
- If your original passport is held, it is your responsibility to collect it prior to leave travel. You will need to submit your Labour Card.
- Staff must provide the company with leave contact details in the event that an emergency arises & you need to be contacted.

3. Smoking & Swearing

Geo Chem Offices are NON-SMOKING offices. Designated smoking area located outside the office building. Please use the smoking bins provided for disposal of associated rubbish.

Refrain from using any language that may cause offence to clients or your work colleagues.

4. Private Sector Holidays

New Year	1 day
Islamic New Year	1 day
Easter	1 day
Onam	1 day
Eid Al Fitr	2 days
Eid Al Adha	3 days
Birthday of the Prophet	1 day
Diwali	1 day
Prophet Mohammed's ascent to heaven	1 day
National Day	1 day
Christmas	1 day

Prior to these holidays, the dates are confirmed by official announcements in the news papers. Further confirmation will then be made Geo Chem – Human Resources Division, by email to all staff members.

5. Hours of work

- Hours spent by an employee in travelling to & from the office shall not be included in his/her hours of work.
- Normal working hours are 07:30am to 04:00pm; inclusive of half an hour lunch break; which is split as 10 min for breakfast & 15 min for lunch break.

- Working hours during the Holy month of Ramadan will be advised via email by the Human Resources.
- Weekly offs can be Thursday or Saturday depending on the requirement of the respective divisions.
- For Chemists the shift timings will be: First Shift 07:30am – 04:00pm, Second Shift 04:00pm - 11:00pm & Night Shift 11:00pm to 07:30am.
- For Surveyors there are no specified timings owing to the nature of the work undertaken.

6. No Objection Letter & Salary Certificate

- NOC & Salary Certificate for employees on Techno Park visa is issued by Techno Park & as such involves a cost of 100/- & 50/- respectively.
- Allow 2-3 working days for the said letter. You will be notified once the letter is ready.
- Staff must complete their probationary period & must have completed their visa stamping formalities in order to request for such letters.
- For employees on Abu Dhabi/Dubai/Fujairah visa such letter is issued by the company.

7. Letter of Appointment

On completion of the interview & selection you will receive a Letter of Appointment. This document outlines the primary conditions of your employment & the agreed salary arrangements.

This Letter of Appointment needs to be signed off & dated and one original returned to the Human Resources Division.

8. Joining Documentation

Prior to or up on joining, you will be asked to provide photocopies of your passport, driver's license, passport size photograph (with white background) & certificate copies. These

documents are required to open your personnel file, relevant departments & commence the processing of your employment visa or labour card.

If you have already commenced work with Geo Chem & have not received a request for these documents please contact the Human Resources Division directly.

9. Payment of salary

- Salaries are paid on a monthly basis. All employees are paid on the last day of the month.
- Salary will be transferred directly to staff members' personal accounts with Abu Dhabi Commercial Bank, Standard Chartered Bank & Noor Islamic Bank.
- For those new to the company or with pending visa or labour card processing, salary will be paid in cash.
- Note- if you make a personal loan to a colleague, the company is not responsible for helping you recoup this money if repayment is delayed.
- The company does not grant loans to employees, the same has to be obtained from the Bank.
- If you are proceeding on leave during the month, your salary will be prepared at the usual time & transferred through to your account at the end of the month and not anytime earlier as this interferes with accounting process and documentation. However leave salary will be paid in advance of your intended days of travel, provided the duly filled in leave form is submitted to the HR Division within the stipulated time.

10. Disciplinary Process

Where performance or behavior has fallen below the required standards the following steps will be taken:

Step 1: Written Warning Notice

A maximum of 2 written warning notices will be given. A copy will be handed to the individual concerned and a copy placed on their personnel file. This notice will detail the specific problems, the expected changes and a time frame for these changes. Your immediate Supervisor will also counsel you.

Step 3: Final Written Warning Notice

One copy will be handed to the individual concerned and one copy will be placed on their personnel file. Any further incidents will result in termination of the employment contract. Your division manager and the Human Resources Manager will also counsel you, providing a clear outline of expected changes and a timeframe for those changes.

Step 4: Dismissal

If you are dismissed this will be conveyed to you personally by your Division Manager and the Human Resources Division with written confirmation in the form of a Dismissal Notification Letter.

Certain actions on the part of the employee can result in instant dismissal without notice or settlement of final benefits. These include reporting for work drunk/intoxicated, stealing public or company property and releasing confidential company information to unauthorized individuals.

A worker may be temporarily suspended from work if he/she is accused of committing a deliberate offence involving assault on person or property or crimes relating to honor and honest or the offence of unlawful strike.

The period of suspension shall run from the date on which the incident is reported to the competent authorities and until the latter have given a decision on the case. The worker shall not be entitled to his/her remuneration in respect of the period of suspension.



11. Probationary Period

The probationary period extends for 3 months from date of joining. During your probationary period your work performance will be monitored.

Leave (of any kind) taken during the probationary period is unpaid.

During probationary period the agreement can be terminated by either party by giving two weeks notice in writing.

12. Internal transfer

Geo Chem will be issuing Internal Transfer Memos from time to time & employees who wished to avail should revert to the contact details indicated within the stipulated time period.

Employees can request for an Internal Transfer, provided he/she provides a valid reason for the request & such opportunity exists.

13. Appraisals

All Geo Chem Staff are appraised on an yearly basis by their respective managers in conjunction with the HR Division.

14. Resignation & Termination

Notice Period

- Either party may terminate the agreement & provide the notice period as specified in your appointment letter.
- Geo Chem may terminate the agreement without notice if you commit a breach of any terms in your agreement.

Procedure

- All resignations & terminations must be made in writing
- In the case of resignations, you will receive a confirmation of receipt of your resignation letter from the HR Division.

Handover

- The employee is responsible for the full hand over of the current post held at Geo Chem.
- The employee is required to return to the company all records, files, keys documents, lists, reports & any other items which are the property of Geo Chem, within the timeframe stipulated by the company.

Final Payments

- Final payments are subject to performing a complete handover within the specified notice period.
- You will need to liaise with the HR Division for final payment & cancellation of Labor Card & Employment Visa.
- A final payment statement will be prepared itemizing salary, leave salary & gratuity benefits payable, if any, as well as any outstanding amounts due to you or the company.
- Your last month salary will be held back & released with your final settlement.
- Final payments will be held until cancellation and/or transfer of visa and /or labor card documentation has been completed.
- Your final payment will be paid off in cash

Repatriation Tickets

- If you are on Employment Visa with Geo Chem, on contract termination Geo Chem will provide repatriation ticket to your home country.

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- Economical air ticket (one way) will be issued on a carrier & date determined by the company.
- If you wish to choose the carrier or upgrade the class of travel; the additional cost needs to be borne by the employee.

End of Service & Gratuity Payments

- On leaving the company, & with a minimum of 12 months continuous service, you will be entitled to receive end of service benefits (ESOB) in accordance with the UAE Labor Law.
- ESOB are calculated on your basic salary. Allowances do not form the basis of ESOB calculations.
- Entitlements are calculated taking into consideration length of continuous service, basic salary & whether you have resigned or have been terminated.
- Final payments will be made only when visa and labor card transfer or cancellation documents has been processed and completed. Payment is by way of cash.

Processing your Visa & Labor Card

- The company PRO will prepare all of the necessary documents & advise you on copies & signatures that are required for visa & labor card processing. Your visa requirements should be discussed with the HR Division prior to you starting with Geo Chem.
- It is the employee's responsibility to follow up with the HR on the status of his/her visa.
- The visa process may take some time, however we will endeavor to process as quickly as possible and we ask that if you have any queries to contact the HR Division directly.
- Geo Chem will only pay for all normal costs associated with the employment visa/labor card paper work process. Any fines, penalty charges, over stay payments and the like will be recouped from the employee. If you are required to depart and re-enter the country in order to change to Geo Chem sponsorship, individual employees are responsible for this cost.
- Your continued employment with Geo Chem is subject to the satisfactory application and processing of immigration and/or paper work. If, for whatever reason Geo Chem is not

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able to process your paper work, then your employment with Geo Chem will cease. In this case, all the expenses incurred till date will be charged (100%) to the employee.

- Although the company will monitor the renewal dates for visas and/or labor cards it is the individual staff member's responsibility to ensure documentation is valid.
- The cost of authenticating, attesting and or verifying documents such as educational certificates, professional qualifications & passport size photographs will be borne by the employee.
- If sponsored by Geo Chem your visa, labor card & contract are valid for a period of three years.
- If the employee wishes to resign before completion of one year, the expenses incurred by Geo Chem for the visa & labor card will be borne completely by the employee and deducted from his/her final settlement.
- If employee is terminated while on probation period, all visa expenses to date will be split equally between Geo Chem & the employee.
- If the employee is terminated while the visa is being processed, all visa costs incurred thereafter will be borne completely by the employee.
- If an employment visa is rejected at any stage during the visa process by the UAE Government, all expenses borne so far by the company will be charged to employee, unless otherwise agreed.

Passports & Labor Cards

- It is company policy for those sponsored by Geo Chem to hold the passport in safe custody at the Dubai Techno Park Office. Kindly ensure that you possess a copy of the passport on completion of the visa processing.
- It is responsibility of the employee to ensure the validity of their passport. All passports must be valid for at least 12 months at the time of commencement of the visa process.
- The cost of issuing new passports or extending their validity will be borne by the employee.

Health or Medical Cards

Each employee is personally responsible for ensuring his/her own medical coverage remains valid- whether this in the form of Government Health Card or private Health Insurance.

Blood Tests

Geo Chem will pay for the blood test that is required for visa & labor office paper work.

Section C - Written Communication

General

- All official correspondence should be sent out on company stationery.
- Be consistent with the English you use- UK English or US English.
- Do not use paper that has confidential information as recycled paper (on the reverse side). If you no longer require the papers either shred them or store them in appropriate place.
- Use of images such as clipart is not permitted on client correspondences.

1.1 Fonts

- All correspondences must be prepared in a standard font.
- All letters should be left & right justified in their alignment, open punctuation in address & salutations, use correct grammar, spelling & punctuation and should be close with your correct signature block.

1.2 Capital Letters

- Do not write text in BLOCK CAPS
- Only use capital letters for proper nouns such as Geo Chem
- You can 'bold' text to emphasis or highlight as specific word/section.

1.3 Abbreviations



- Use only standard accepted abbreviations.

1.4 Telephone Numbers

Telephone numbers must be written to include international code as follows:

Tel: (+971) 4 8867400

Fax: (+971) 4 8867401

Mobile: (+971) 50 123 4567

2. Title & Signature Blocks

- Correct signature blocks must be used in all outgoing emails.

Signature Blocks

Signature blocks should be as indicated below:

First Name Last Name Designation Geo Chem Middle East P O Box: 5778, Dubai, UAE Tel: +971 area code tel no Fax: +971 area code fax no

For & on behalf of Mr/Ms ----- First Name Last Name Geo Chem Middle East P O Box: 5778, Dubai, UAE Tel: +971 area code tel no Fax: +971 area code fax no
--

3. company Vehicle

- Company vehicle should be driven, at all times by the Geo Chem Employee.
- Log book are issued for each vehicle. Employees (drivers) are required to log the start time & end time of each trip.
- Fines if any are charged to the respective employee.

4. Computers

4.1 Passwords

You will be provided with passwords to access your PC, should you experience any problem contact the Admin Asst.

4.2 Auto Reply

- When you are on leave, remember to turn ON your auto out of office reply. Contact the Admin Asst for questions & concerns on this matter.
- The contact of the auto reply should include a return date & who to contact for any queries while you are on leave, along with their contact details.

Example:

Thank you for your email. I'm out of the office from date (dd/mm/yy) to (dd/mm/yy) & unable to respond at this time.

I will review your message following my return on date (dd/mm/yy). If you need immediate assistance, contact [Name, Tel No & Email Id].

Thank you for your understanding.

Best Regards,

Name

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4.3 Downloading

You are not allowed to download or install any programs onto your office PC.

4.4 Email

When you are at your desk at Geo Chem Office, you can send/receive emails using MS Outlook.

4.5 Internet, Chat & Email

- Accessing personal email or chat sites are not permitted during official working hours.
- Illegal, pornographic, banned or violent images, emails, websites etc should not be downloaded or forwarded by staff of Geo Chem.
- If you receive emails such as this it is expected that you delete them from your files. You should not forward them to others, either inside or outside of Geo Chem.
- Staff found infringing this guideline will face serious disciplinary action.
- Note - the company has the ability to monitor & track the use of email & internet by staff and will do so as necessary.

Section D- Verbal Communication

You should refrain from using bad language & expletives in front of your colleagues or clients.

1. Telephone Technique

- While in the office kindly keep the ring volume low.

2. Incoming Calls

- All incoming calls should be answered with a good morning/good afternoon.
- Speak slowly & clearly.

3. Outgoing Calls

- Provide your name & advise that you are calling from Geo Chem.
- Minimize outgoing calls to mobile phones.
- Personal phone calls should be kept to a minimum during work hours.

4. Messages

- Take down callers name & contact number.
- Ensure messages are passed on promptly to the correct individual.

5. Switchboard

- You must advise the receptionist when you depart the office to ensure your calls are correctly handled.
- If your mobile will be out of coverage area or switched off you must advise reception. Likewise if you are unable to take calls at your desk you must advise reception.
- The reception staff does not screen calls and it is expected that you take all calls sent through to your desk.