

Staffs Regulation

Directory Contents

Chapter One:	Definitions, general provisions, and the organizational structure of the company	3
Chapter Two:	Appointment	8
Chapter Three:	Duties and Responsibilities of Employees	12
Chapter Four:	Official working hours and overtime compensation	48
Chapter Five:	Performance appraisal and promotions	50
Chapter Six:	Salaries and Annual Increases	54
Chapter Seven:	Leaves and their entitlements	57
Chapter Eight:	Advantages and Allowances	61
Chapter Nine:	End of service and its entitlements	62
Chapter Ten:	Delegating with official missions and training courses	66
Chapter Eleven:	Penalties and Procedures for Their Application	70

Chapter One: Definitions and General Provisions:

Article (1): The terms and expressions used in this regulation mean the following:

Company:

Global Integrated Trading and Contracting Company - Technology Department-

The company's board of directors consists of:

(The chairman of the board of directors owns the largest proportion of the capital, partners, CEO, and branch managers).

Chairman of Board of Directors:

He is the general manager

Executive Director:

“Member” is an employee appointed by a decision of the Board of Directors and carries the burden of implementing the decisions issued by the Board of Directors.

Branch Managers:

“Members” are employees appointed by a decision of the Board of Directors and carry out the duties of managing the branches they are appointed in.

Production manager:

He is an employee appointed by a decision of the Board of Directors and carries out the duties of the administration assigned to it, which is the Production department, and its headquarters are located in the head office.

Technical Support Manager:

He is an employee appointed by a decision of the Board of Directors, and he carries out the duties of the administration assigned to it, and his headquarters are in the head office.

Financial Director (Accountant):

He is an employee appointed by a decision of the board of directors, and he carries out the burden of financial management by managing the financial needs of the decisions issued.

Employee:

Every employee or employee, male or female, who works in the service of the company and under its supervision and management in return for a wage, regardless of the nature of his work or title.

Work contract:

The work contract was concluded between the company and the employee. The work contract may be fixed-term or unlimited-term.

Organizational Structure:

For every company, an organizational structure is necessary, which is a system of networks of tasks or functions that organize the relationships and communications that link the work of individuals and groups together and coordinate in order to accomplish tasks effectively to achieve the goals of the organization in a better way.

1. Board of directors
2. General Manager
3. Financial management
4. Financial manager
5. head of accounts
6. The accountant
7. Cost accountant
8. Audit management
9. Branch manager
10. Production management
11. Marketing Department
12. Sales department
13. Purchasing Department
14. Customer Service Department
15. Warehouse management
16. Secretarial and collection management
17. Department of Personnel Affairs and Public Relations

Article (2): The provisions of this regulation shall apply to all employees and workers of the company who occupy permanent jobs with a fixed-term or unlimited-term contract in return for a specific wage.

Article (3): The following categories are excluded from the application of the provisions of this regulation:

- A- Employees and workers who are employed in occasional temporary work that does not last more than six months.
- B- Employees and workers who do not work regularly in the service of the company.
- C- Consultants and experts who contract with them for a specific business of the company, and the terms and provisions of special contracts concluded with each of them apply to the aforementioned categories.

Article (4): The decisions and instructions issued by the Board of Directors to organize the work of the company or to implement the provisions of the regulations are considered an integral part of this regulation and complementary to its provisions, provided that they are circulated and reviewed periodically to include the amendments or decisions that have been issued.

Article (5): The provisions of these regulations and subsequent decisions and instructions are considered an integral part of the work contract concluded between the company and the employee.

Article (6): The interpretation related to the application of the provisions of this regulation shall be made by a decision of the Board of Directors.

Article (7): It is not permissible to make any amendment to the provisions of these regulations without a decision from the Board of Directors.

Article (8): It is permissible, by virtue of a written authorization, to delegate to a member of the board of directors all or some of the powers and authorities stipulated in the regulations and subsequent decisions.

Article (9): The Board of Directors or its representative shall take measures to implement this regulation and issue decisions and instructions related to it, and the financial management, and all departments and sections, each within its jurisdiction, shall implement the provisions of this regulation and all subsequent decisions and instructions.

Article (10): Everything that is not stipulated in this regulation is subject to the provisions of the Labor Law and its amendments and decisions implementing it and all laws issued in each country in which there are offices of the company.

Chapter two: Appointment:

Article (11): The company adopts an organizational structure according to the work needs, and the jobs in the company are classified on the payroll for each of its branches. The job descriptions are also defined, and the duties and responsibilities of each job are defined. The description may be modified from time to time according to the need of each branch.

Appointment procedures:

Article (12): The company's policy in appointment is based on filling job vacancies with the best-qualified competencies available to it by mixing standards of education, experience, skill, and other requirements it deems appropriate and commensurate with its interest. to the Board of Directors for approval.

Article (13): The vacant jobs in the company are announced from the list of jobs available to it, and priority is given to local, then Arab, and then foreign workers, and job offers are made to people who meet the specifications and needs of the company's business units.

Article (14): Applicants to fill the advertised jobs must submit their written applications within the period specified in the job advertisement.

Article (15): Those who are appointed to the company must:

- He must be of good conduct and behavior and has never been convicted of a criminal offense or a crime against honor and honesty.
- He should not have been dismissed from his previous job on a disciplinary basis for reasons prejudicial to honor and honesty.
- He must not be less than eighteen years old.
- To be healthy and not infected with any infectious diseases.
- To meet the requirements of the job to be filled.
- To pass the personal and technical tests necessary for the job.

- To submit the documents and documents requested by the administration if they are authenticated by the competent authorities.
- The appointing authority may set other conditions additional to the aforementioned conditions and it may also be exempt from some conditions according to the working interest.

Article (16): Candidates for positions in the company must fill out the relevant application and submit the documents required- :

- A copy of your passport or citizenship.
- A copy of ID or Iqama.
- Copies of academic qualifications.
- Certificate of previous experience and training courses.
- Photograph.

Article (17): The employees of the company are appointed according to work contracts concluded with them, and the term of the contract is set at least one year, renewable for a period (or similar periods) unless one of the parties notifies the other party of his desire to terminate the contract in writing for a period of at least one month before the end of the contract Which should include the following- :

- Job title.
- Date of hiring.
- basic salary.
- Job benefits (if any)
- Trial period.
- The duration of the contract and its possibility of renewal.
- The warning period to be considered at the end of the contract.
- Any other terms or statements.

Employment contracts are signed in accordance with the provisions of this guide by those authorized to do so. All contracts are written in Arabic, and an English translation may be added, with the adoption of the Arabic text in the event of any dispute.

Article (18): Without prejudice to Article (17), the work contract may be for an unlimited period, for the interests of the work.

Article (19): The company has the right at any time and during the validity of the work contract to terminate the contract without notice or service reward if it finds after the appointment that the employee has provided incorrect data or certificates or concealed any data that is not in his interest with the company's right to refer to the employee for compensation.

Article (20): The appointed employee is subject to a trial period that does not exceed three months from the date of starting work. During this period, the company has the right to dispense with his services without the announcement of the payment of his dues in accordance with the provisions of these regulations, and the probationary period must be stipulated in the work contract.

Article (21): A report on the employee who successfully completed the probationary period shall be submitted to the higher management, at least ten days before the expiry of the probationary period.

Article (22): It is permissible to install a new employee whose efficiency has been proven at work and on the recommendation of his direct supervisor, concerned, at any time during the probationary period.

Article (23): The employee signs an acknowledgment approved by his direct supervisor to start work, indicating the date, day, and hour.

Article (24): Each employee shall prepare a special file in which all the justifications for the appointment, data, and information related to his work, wage data, the amendments that occur to him from the start of his appointment, the promotions he gets, the annual or sick leave or any other leaves, his acknowledgment of his social status, etc. It is affected by the change and data of those who are affiliated with him on his sponsorship or from members of his family who are inside his country. The contents of this file are considered confidential papers that may not be viewed or taken without special permission from the director of the department.

Job table:

Chairman of the board
General manager
Chief executive officer
Region manager
Branch manager
Technical manager
Business Development manager
Technical support manager
Sales manager
Sales consultant
Technical support consultant
Implementation and training consultant
Developer – programmer
Purchasing res.
Tester
Designer
Executive secretary
Accountant
Office boy

Chapter three: Duties and Responsibilities of Employees:

Article (25): Employees must abide by the official working hours and not be absent from work or leave during it except with the permission of the direct manager and taking into account the administrative decisions issued in this regard.

Article (26): The employees must carry out the work in the manner required of them and implement the instructions of their direct superiors or their representatives.

Article (27): Employees must maintain their appearance and reputation inside and outside the company, and their relations with their colleagues should be based on respect and cooperation.

Article (28): Without prejudice to the company's right to compensation, employees must maintain the company's secrets and are prohibited from leaking, photocopying, or copying any information and data from the company's records and documents, as well as making statements through newspapers or other means of publication without written permission to do so.

Article (29): The employees must maintain the interests, money, and property of the company and keep the books, records, and documents inside the places designated for them even after the end of the official working hours.

Article (30): Without prejudice to the company's right to claim compensation, employees must not disclose information and data that they are exposed to by virtue of their jobs, which may lead to harm to the company's reputation or property, and this obligation remains in place even after leaving work.

Article (31): The employee who is entrusted with the work of another employee must be responsible for performing it honestly and faithfully, and he will be fully responsible for this work before his superiors.

Article (32): Employees must observe the provisions of applicable laws, regulations, and decisions, and abide by public order and morals during work.

Article (33): Employees may not accept gifts from others because of the work they perform in the name of the company.

Article (34): Employees may not exploit the positions and powers granted to them to achieve private interests in a way that prejudices the interest of the work, and this is considered an abuse of authority.

Article (35): Employees are prohibited from combining work for the company with any other work, whether paid or unpaid, without prior permission from the company.

Article (36): Every employee who violates the duties stipulated in the foregoing or deviates from the requirement of duty in the performance of his job shall be subject to the list of penalties in force in the company by the branch manager, and the executive director shall be notified of the measures taken to take the appropriate measures.

Job description for the jobs of the integrated company:

1- Chairman of the Board of Directors:

- He works alone and within the powers conferred upon him and chairs the board of directors and adopts the necessary plans to achieve the objectives of the company or body he is in charge of, follows up on their implementation, manages subordinates, and develops their skills.

- Approving the agenda of the Board of Directors, inviting it, chairing the meetings of the Authority's Board of Directors, following up on the implementation of its policy, representing the company before the official authorities, and signing contracts on its behalf.
- Adopting the necessary plans to achieve the objectives set for the company he heads, following up on their implementation, and issuing the decisions, instructions, and regulations necessary to organize the work in the company.
- Forming the various committees and adopting their recommendations and decisions.
- Follow up on the preparation of the estimated budget and the final account of the company, discuss the financial position, reports the periodic activity of the company, and monitor and review the workflow of all departments and branches of the company.
- Technical and administrative supervision of subordinates, evaluating their performance and achievements and proposing programs to raise the level of their skills and develop their capabilities.

Source: Unified Occupational Classification Guide prepared by the Arab Labor Organization.

2- General Manager:

- **Objective and purpose of the job** to perform all the tasks and responsibilities entrusted to the general manager, and to participate effectively in setting and formulating goals, as well as planning and organizing the workflow in the facility to ensure the achievement of the specified goals.
- **Direct Chairman:** The Chairman of the Board of Directors.
- **Roles and responsibilities:**
 1. Participate in setting the main objectives of the company and participate in their formulation.
 2. Dividing the main objectives into sub-goals for each department, in cooperation with the CEO, in a way that achieves the achievement of the company's main objectives.
 3. Participate in the development of plans and provide advice to the CEO and department managers.
 4. Approving the executive plans and programs after reviewing and verifying them, as well as the initial approval of the implementation budgets.

5. Attending Board of Directors meetings, formulating and legalizing the recommendations and decisions issued, and setting appropriate plans.
6. Presiding and managing the company's periodic meetings and issuing appropriate decisions based on the facts presented.
7. Participate in the formulation and preparation of senior management procedures with the management representative for the quality system and the director of planning and quality assurance.
8. Adopting and reviewing the quality policy and submitting it to the representative of the Board of Directors (the Managing Director) for final approval.
9. Adopting and reviewing the quality manual and submitting it to the representative of the Board of Directors (the Managing Director) for final approval.
10. Initial approval of the organizational structure to be presented to the representative of the Board of Directors (Managing Member) for final approval.
11. Initial approval of promotions, job placement, and salaries at the end of each year to be presented to the representative of the Board of Directors.
12. Final approval of the annual budget before presenting it to the representative of the Board of Directors (the Managing Director).
13. Initial approval of the executive contracts after their review by the CEO, whether they are for the benefit of the company or as an obligation on the company to present them to the representative of the Board of Directors (the Managing Director) for final approval.
14. Representing the company in front of others, as well as in events, parties, and official interviews, with the authorization of the representative of the Board of Directors.
15. Submit monthly, semi-annual, and annual reports to the Chairman of the Board of Directors and discuss these reports in Board meetings.

Scope of responsibility and supervision: The general manager is fully responsible for the general performance of the company, as well as responsible for all the decisions he signs and for the integrity of any document he approves, and he must issue loading orders and work orders, and he is responsible and supervisor for each of:

- 1- The Executive Director (the principal responsible for the Director-General)

- 2- The legal advisor (as an advisory body to clarify the legal dimensions of any problem or decision and as responsible for the integrity of the legal system in the company and the responsibility directly).
- 3- Sales Manager (direct responsibility).
- 4- Managing Director (direct responsibility).
- 5- Financial manager (direct responsibility).
- 6- Technical support manager (direct responsibility).
- 7- Technical Director (direct responsibility).
- 8- Executive secretariat (direct responsibility).

• **Powers and Authorities:**

1. The General manager has the full right and absolute authority to hold accountable and review the work, impose administrative penalties, and issue an order for the payment of bonuses and incentives (after approval by the representative of the Board of Directors) to each of the above mentioned within the scope of responsibility and supervision.
2. The general manager has the full right to issue recommendations for imposing penalties, dismissal, referral to the investigation, and disbursement of rewards and incentives to all employees and officials of the company, and the direct official should take the recommendation of the general manager seriously and with interest, provided that the final decision is for the representative of the board of directors (the managing director)
3. The general manager has the absolute right to ask all employees and officials about work conditions and problems facing them at any time.
4. The Director-General has the absolute right to enter all areas prohibited for non-workers to enter, accompanied by the person responsible for the area, and he has the full right to inquire, question, and investigate.
5. The general manager has the absolute right to issue all decisions that lead to improving performance and improving business results, after studying the organizational and legal dimensions of these decisions (and after approval and approval of the representative of the Board of Directors), and he is responsible for them as full responsibility.

• **Educational Qualifications:** The General Manager must hold any of the following qualifications:

- 1- Bachelor of Commerce - Department of Business Administration (Arabic.(

- 2- Bachelor of Commerce - Department of Business Administration (English)
- 3- Bachelor of Foreign Trade - Department of Business Administration - Bachelor of Management Information Systems
- **It is preferable for the general manager to hold any of the following qualifications:**
 1. MBA in Decision Making
 2. Postgraduate studies in strategic planning (MBA of Strategic Planning)
 3. Postgraduate Studies in Human Resources Management (MBA in Human Resources Management)
 4. Postgraduate Studies in Total Quality Systems (MBA of TQM)
 5. MBA in commercial Firms Management
- **Experience:** The general manager would prefer to have any of the following previous experiences:
 1. At least 15 years of administrative work experience, of which at least three are in a similar position (external experience).
 2. Three years' experience as an Executive Director (in-company experience)
 3. Five years' experience as a management representative for a quality system (in-company experience)
 4. Five years' experience as an administrative manager (experience within the company)
- **Languages:**
 1. Arabic language: fluent in speaking and writing
 2. English: Very good, at least speaking and writing is preferred
- **Skills:** The general manager must be proficient in the following skills:
 1. Formulating and setting goals
 2. Effective Planning
 3. Make decisions based on facts
 4. Good dealing with computer programs is preferred
 5. Dealing with office equipment
 6. High leadership and management skills
 7. Managing administrative meetings and conducting official interviews
 8. Communication skills and communication with others and the delivery of technical information to non-specialists
 9. Coordination skills and burden distribution
 10. Forecasting skills and strength of observation
 11. Negotiation skills in the fields of work

- **Personal characteristics:** The general manager must have the following characteristics:
 1. Punctuality.
 2. Focus and logical thinking.
 3. Very high IQ.
 4. Calm and non-impulsive.
 5. Preferably not be sick with diabetes, pressure, heart or irritable bowel.
 6. Tact in speaking and with a cheerful face.
 7. Good listening, understanding, and realizing situations with awareness and concentration.
 8. Good-looking and elegant.
 9. The ability to face critical situations wisely.
 10. Taking responsibility and facing the consequences of decisions steadily.
 11. Strength of character, composure, and firmness.
 12. It is preferable that the age upon appointment to the post of the general manager should not be less than 40 years and not more than 50 years.

3-Executive Director:

- Objective and purpose of the job: Participation in the formulation of goals and development of plans, responsibility for preparing executive programs for the approved plans, and activating and implementing the decisions of the General Manager on the ground
- **President:**
 - o Chairman of the Board of Directors (Indirect Chairman)
 - o General Manager (direct manager)
- **Roles and responsibilities:**
 1. Deputizes for the general manager in case he is not present due to travel conditions, sickness, vacations, or vacancy of the position.
 2. Participate in setting the main objectives of the company and participate in their formulation.
 3. Responsible for dividing the main objectives into sub-goals for each department in cooperation with the General Manager in a way that achieves the achievement of the company's main objectives.

4. Participation in developing plans and providing advice and advice to the general manager, the board of directors and department managers.
5. Review and verify implementation plan and programs, as well as implementation budgets, before being approved by the Director General.
6. Attending the meetings of the Board of Directors and cooperating with the Director General in formulating and codifying the recommendations and decisions issued and setting appropriate plans.
7. Attending periodic meetings, formulating, and legalizing recommendations and decisions issued, and setting appropriate executive programs and sub-plans.
8. Review and audit all procedures, records, forms, and instructions for the quality system after review by the management representative for the quality system.
9. Review and audit the quality policy before submitting it to the general manager.
10. Review and audit the quality manual before presenting it to the general manager.
11. Review and audit the organizational structure before submitting it to the Director General.
12. Participate in the formulation and preparation of the procedures of the senior management with its representatives and quality assurance.
13. Final review of promotions, job placement and salaries at the end of each year before presenting to the General Manager.
14. Final review of the annual budget before submitting it to the Director General.
15. Representing the company in front of others, as well as in events, parties and official interviews, with the authorization of the representative of the Board of Directors.
16. Take all the necessary decisions that enable the Executive Director to implement the mandates and plans he is charged with.
17. Submit bi-monthly, monthly, semi-annual, and annual reports to the Director General and discuss these reports in periodic meetings.

Scope of responsibility and supervision: The CEO is fully responsible for the overall performance of the company in conjunction with the General Manager, as well as responsible for all decisions he signs and is

responsible for the integrity of any document that he approves or reviews, and he must issue orders entrusted with this:

- 1- Executive secretarial personnel.
- 2- Sales manager.
- 3- Legal Counsel.
- 4- Technical Support Manager.
- 5- Financial manager.
- 6- Technical Director.

• **Powers and Authorities:**

1. The Executive Director has the full right and absolute authority to hold accountable and review the work, impose administrative penalties, and issue an order for the disbursement of bonuses and incentives (after the approval of the representative of the Board of Directors) for each of the above within the scope of direct responsibility.
2. The CEO has the full right to issue recommendations for imposing penalties, dismissal, referral to the investigation, and disbursement of rewards and incentives to all employees and officials of the company, and the direct official must take the recommendation of the general manager seriously and with interest, provided that the final decision is for the representative of the Board of Directors.
3. The CEO has the absolute right to ask all employees and officials about work conditions and problems facing them at any time.
4. The Executive Director has the absolute right to enter all the areas where entry is prohibited for non-workers, accompanied by the person responsible for the area, and he has the full right to inquire, question, and investigate.
5. The CEO has the absolute right to issue all decisions that lead to improving performance and improving business results, after studying the organizational and legal dimensions of these decisions (and after the approval of the representative of the Board of Directors), and he is responsible for them as full responsibility.

• **Educational Qualifications:** The Executive Director preferably holds any of the following qualifications:

- 1- Bachelor of Commerce - Department of Business Administration (Arabic)
- 2- Bachelor of Commerce - Department of Business Administration (English).
- 3- Bachelor of Foreign Trade - Department of Business Administration.

- 4- Bachelor of Management Information Systems.
- **Training courses:** The CEO of the General Manager must have passed the following training courses:
 1. Concepts of quality systems.
 2. Internal audit.
 - **Experience:** The CEO is preferred to have any of the following previous experiences:
 - 1- At least 10 years of administrative work experience, of which at least three are in a similar position (external experience).
 - 2- Three years' experience as a management representative for the quality system (experience within the company).
 - 3- Five years' experience as an administrative manager (experience within the company).
 - **Languages:**
 1. Arabic language: fluent in spoken and written.
 2. English: Very good, at least speaking and writing is preferred.
 - **Skills:** The CEO must be proficient in the following skills:
 1. Formulating and setting goals.
 2. Effective planning.
 3. Preparing the executive programs of the approved plans.
 4. Making decisions based on facts.
 5. Good dealing with computer programs is preferred.
 6. Dealing with office equipment.
 7. High leadership and management skills.
 8. Extensive knowledge of the company's field of work.
 9. Managing administrative meetings and conducting official interviews.
 10. Communication skills and communication with others and the delivery of technical information to non-specialists.
 11. Coordination skills and burden distribution.
 12. Prediction skills and the power of observation.
 13. Negotiation skills in the fields of work.
 - **Personal Traits:** The CEO must have the following characteristics:
 - a. Punctuality.
 - b. Focus and logical thinking.
 - c. Very high IQ.
 - d. Calm and non-impulsive.
 - e. Preferably not be sick with diabetes, pressure, heart, or irritable bowel.
 - f. Tact in speaking and with a cheerful face.
 - g. Good listening, understanding, and realizing situations with awareness and concentration.

- h. Good looking and elegant.
- i. The ability to face critical situations wisely.
- j. Take responsibility and face the consequences of decisions steadily.
- k. Strength of character, composure, and firmness.
- l. It is preferable that the age when appointed to the position of Executive Director should not be less than 30 years.

4- **Regional Director:**

- **Direct manager:** the general manager.
- **Direct subordinates:** Branch managers.
- **Responsibilities and Tasks:**
 1. The Regional Director usually has overall and direct responsibility for obtaining revenue and achieving regional objectives.
 2. Participates in the development of financial budgets and is responsible for regional profit and loss.
 3. The Regional Director oversees and is responsible for conducting interviews, hiring, training employees, planning, assigning, directing work, appraising performance, rewarding, and disciplining employees, and providing leadership on a daily basis to employees within their areas.
 4. The regional manager also oversees the development of new business typically and develops strategies to achieve profit goals in his area.
 5. He is also required to provide strategic and operational inputs to regional planning processes, and to present the findings of the report to senior management.
 - **Education, Skills, and Experience Required:**
 - 1- Regional operations managers are usually required to have a bachelor's degree and at least eight years of experience in their field.
 - 2- These managers are required to be familiar with the concepts, practices, and procedures of the organization with which they work.
 - 3- They must have a demonstrable ability to lead and direct employees.
 - **Educational Qualifications:** The Regional Director preferably holds any of the following qualifications:
 1. Bachelor of Commerce - Department of Business Administration (Arabic.)
 2. Bachelor of Commerce - Department of Business Administration (English.)
 3. Bachelor of Foreign Trade - Department of Business Administration.
 4. Bachelor of Management Information Systems.

- **Skills:** The regional manager must be proficient in the following skills:
 - 1- Formulating and setting goals.
 - 2- Effective planning.
 - 3- Preparing the executive programs of the approved plans.
 - 4- Making decisions based on facts.
 - 5- Good dealing with computer programs is preferred.
 - 6- Dealing with office equipment.
 - 7- High leadership and management skills.
 - 8- Extensive knowledge of the company's field of work.
 - 9- Managing administrative meetings and conducting official interviews.
 - 10- Communication skills and communication with others and the delivery of technical information to non-specialists.
 - 11- Coordination skills and burden distribution.
 - 12- Prediction skills and the power of observation.
 - 13- Negotiation skills in the fields of work.
- **Personal characteristics:** The regional manager must have the following characteristics:
 1. Punctuality.
 2. Focus and logical thinking.
 3. Very high IQ.
 4. Calm and non-impulsive.
 5. Preferably not be sick with diabetes, pressure, heart, or irritable bowel.
 6. Tact in speaking and with a cheerful face.
 7. Good listening, understanding, and realizing situations with awareness and concentration.
 8. Good-looking and elegant.
 9. The ability to face critical situations wisely.
 10. Take responsibility and face the consequences of decisions steadily.
 11. Strength of character, composure, and firmness.
 12. It is preferable that the age when appointed to the position of Executive Director should not be less than 30 years.
- **Other requirements:**

Regional Managers are required to travel a lot for the offices or branches of the company they run, and the area covered by their powers, this can include frequent overnight travel and flying.

5- **Branch Manager:**

- **Direct superiors:**
 - **Executive Director.**
 - **Regional Director.**
- **Direct subordinates:**
 - Sales manager.
 - Technical Support Manager.
- **Summary of the branch manager's work:**

The primary responsible for managing and discharging the affairs of the branch in all technical and executive fields, safety, occupational health, quality, financial, administrative, and legal, and implementing the company's general policy and plans established by the Executive Council.

● **Duties and Responsibilities:**

1. The branch manager or whoever assumes his competencies is responsible for ensuring the implementation of this guide and the decisions complementing it.
2. The branch manager is responsible for deciding on the consequences of accidents that result from the negligence of one of the employees, if this negligence results in responsibility on the authority he heads, provided that this is approved by the higher authority.
3. The branch manager prepares the planning budget estimates.
4. He approves the branch's cash budget or its amendments before it is approved by a member of the board of directors or submitted to the higher management.
5. In cases where the withdrawal limit is increased on a specific expense item without the availability of deposits and proceeds from clients, a memorandum is submitted to the senior management with the reasons and justifications for the Chairman of the Board of Directors regarding the situation and work to increase the granted facility.
6. Approves the request to publish advertisements for vacant jobs.
7. He puts in place a system that guarantees the preparation and submission of his debts at the beginning of each month and follow-up on the implementation of that.
8. He approves a statement of the amounts withheld by the client, as well as the value of the fines (delay fines, etc.) signed by clients and their reasons, and this statement is submitted after approval to the Executive Director.

9. He approves the monthly and quarterly financial positions on the specified dates before submitting them to the Board of Directors in accordance with the instructions issued in this regard.
10. Approves the statement of financial position and final accounts at the end of the fiscal year in accordance with the unified accounting system and the instructions issued in this regard.
11. Responsible for insurance coverage on branch employees or on branch business.
12. Branch managers apply the articles of the administrative regulations as well as the internal control systems, and the executive director is informed of that.
13. Approves purchase orders and sends them to the financial department to take the necessary measures to implement the purchase process.
14. Approves the forgery requests for the equipment to be forged.
15. From a legal point of view, the director of the branch/department is considered a representative of the business owner, as he has all the powers and authorities for this. Accordingly, he is legally responsible, in solidarity with the directors of the departments, for following up on all laws and ministerial decisions related to occupational safety and health, civil defense and fire, and the requirements contained in the laws of licenses and authorities in the country. He is responsible for assigning and following-up specialists in the various work sectors under his supervision to implement all occupational safety and health requirements determined by the company's Occupational Safety and Health Department, the branch's occupational safety and health specialist, and the occupational safety and health technician in the process.
16. Applying the regulations to employees in case they violate the company's administrative regulations.

- **General Terms:**

1. An appropriate administrative and specialized qualification.
2. Passing the training programs offered by the company in the field of management.
3. Proficiency in at least a foreign language is preferred.
4. Great ability to take decisions and follow up their implementation.
5. An ability to lead a large workgroup, direct them, motivate them, and coordinate work among them.
6. An ability to develop and follow up on plans and programs.
7. An ability to negotiate, communicate and manage successful meetings.

6- Production manager or technical director:

In software development, the Technical Director is typically responsible for successfully creating and bringing a company's products to market by managing technical risks, making key software design and decisions for program implementation with development teams, scheduling tasks including tracking dependencies, managing modification requests, and educating his or her team on Technical best practices.

- **Duties and Responsibilities:**

1. Defines the technology strategy with the development team of each project: the setup phase, the tools, and the key development actions.
2. Evaluates technical risks and mitigation plan.
3. It establishes the standards and procedures that follow and measure the progress of the project.
4. Evaluates the development team, identify strengths and problem areas, and develops plans to improve performance.
5. Evaluates the interview of candidates for technical positions.
6. Discover and evaluate new technology, tools and opportunities for innovation and development excellence.
7. Pre-production Technical supervises the design of the validation and timeliness documentation process.
8. Follow up on the software entries to maintain the practical application of the initial design objectives and the impact on the project schedule in general.
9. Evaluates program implementation on design and mission accuracy.
10. It helps to identify areas of high risk for the project manager.
11. Identify vulnerable software systems that need code improvement and schedule corrective actions, when possible.
12. Establish an automated testing process for system features, where possible.
13. Get ideas throughout post-production including during finalization.

- **Education and Training:** The Technical Director needs:

1. Associate degree A bachelor's degree or professional training in a technical field. This computer includes,
2. Further training such as a master's degree improves job prospects as a technical director.
3. Having training in management or administration is an advantage. He has the experience, especially in a relevant management position, which is also a plus for this position.

- **Desirable skills:**

1. A technical manager has great initiative, and strong communication skills as this is his greatest asset, especially when dealing with employees.
2. The technical director has great skills. She also has a good understanding of complex database systems.
3. The technical manager has good facilitation skills to coordinate the technical team.
4. He has good presentation skills and leadership skills.
5. She also has good customer management skills

7- Business Development Manager:

- Direct manager: the general manager.
- Responsible for: The company's employees and its branches in general.
- Job objective:
 1. Coordinating and developing the company's investment business, proposing available investment opportunities, setting future plans for expansion, and supervising the franchise management.
 2. Detailed tasks and duties:
 3. Supervising intellectual property and ensuring the implementation of all its systems, such as:
 4. Ensure that the company abides by its contract.
 5. Executing the agreed-upon branch opening plan.
 6. Creating training manuals and references for the branches.
 7. Develop a work plan for the opening, work, and cost of construction and operation needs for each branch of the company, including capital costs, materials, labor, and general expenses, and prepare adequate data related to them with all required financial analyzes.
 8. Preparing the branches' revenue budget based on the given forecasts.
 9. Supervising the development and evaluation of the financial performance of each branch of the company in cooperation with the branch manager and calculating the financial ratios of profitability and the conclusions reached based on the available data for that.
 10. Suggest external means and methods, including suggesting the use of expert houses specialized in research to carry out and supervise some studies.
 11. Searching for new opportunities for business development and investments.

12. Supervising the development of the company's internal policies and ensuring their implementation.
 13. Supervising the development of the training plan for employees and ensuring its implementation.
 14. Supervising the employment of the company's branches.
 15. Participation in the processes of organizing agreements or contracts for new investments.
 16. Develop systematic methods for developing research tools and resources for investment and calculating the company's needs.
 17. Supervising the implementation of plans and programs for investment and working to use the company's resources in a way that ensures the achievement of its objectives.
 18. Participate in the meetings that take place regarding any disputes between the company and the investor, a client, or the company's employees.
 19. Supervising the effective keeping of the company's records, correspondences, and documents and referring to them when needed.
 20. Supervising the company's publications and ensuring that they follow the company's rules and conditions.
 21. Supervising the company's boards and ensuring that they follow the company's regulations and conditions.
 22. Supervising the preparation of all official documents (commercial registry - civil defense - municipality - ... etc.). for branches of the company.
- **Functional relations:** direct contact with the general manager and with all branches of the company.
 - Specifications of the incumbent:
 - 1- Study and Training: A university degree (Bachelor/Master) in the field of business administration, or any other appropriate specialization, provided that experience and training in it cover what is not covered by university studies.
 - 2- Experience: Not less than eight years in the fields of business administration and development, provided that he has spent at least four years in a supervisory position in a similar company or a major company.
 - Skills and Languages:
 1. The ability to research, analyze and plan.
 2. To have superior administrative and leadership qualities.
 3. Fluency in Arabic and English.
 4. Computer skills.

8- Technical Support Manager:

• Roles and responsibilities:

1. Follow up on the work of computers and their accessories, install software within the company, follow up on the needs of them that may arise during the work cycle, and maintain them well.
2. Follow up on providing technical support to computer users within the company.
3. Follow up on providing technical support to users of the company's programs inside and outside the company.
4. Executing maintenance requests for old clients, preparing the necessary reports on what has been implemented, and keeping these documents signed by the client within the client's file with the company.
5. Follow up on installation and training procedures for new clients and reveal the client's needs in terms of devices, servers, network, and everything related to work needs.
6. Accurately describe the problems encountered by the management and submit a report on the recurring problems to the Development Department to take into account in the new releases every period of time pre-determined by the company.
7. Preparing emergency plans and supervising them in the event of their occurrence.
8. Managing subordinates and developing their skills.

• Academic qualifications: The Technical Support Manager for Senior Management must hold any of the following qualifications- :

- 1- Bachelor of Commerce - Department of Business Administration (Arabic).
- 2- Bachelor of Commerce - Department of Business Administration (English).
- 3- Bachelor of Foreign Trade - Department of Business Administration.
- 4- Bachelor of Management Information Systems - Engineering Information Systems Department.

• Training courses:

1. Concepts of quality systems.

• Required Experience: Three years' experience in the same position and in the same job.

• Personal characteristics: The technical support manager must have the following characteristics:

1. Punctuality.
2. Focus and logical thinking.
3. High IQ.
4. Calm and non-impulsive.
5. He should not have diabetes, stress, heart, or irritable bowel syndrome.
6. Tact in speaking and with a cheerful face.
7. Good listening, understanding, and realizing situations with awareness and concentration.
8. Good-looking and elegant.
9. The ability to face critical situations wisely.
10. At the time of appointment to the position of Technical Support Manager, the age shall not be less than 30 years.

9- **Sales manager:**

The role of the sales manager is as follows- :

- 1- Planning.
- 2- Organizing the sales force.
- 3- Selecting and appointing salesmen.
- 4- Salesmen training.
- 5- Directing and motivating the sales force.
- 6- Monitoring and evaluating the performance of the seller.

Planning: It must be known before planning the various points as follows :

1. Knowing the capabilities, skills, strengths, and weaknesses of salesmen.
2. The material resources available to him in the company.
3. Various selling expenses (such as advertising in newspapers and magazines, exhibitions, commissions of promoters and external representatives, and other expenses that may arise).

At this stage, the following must be done:

- 1- Determine sales products to benefit from covering the largest number of customers.
- 2- Determine the strength of each selling product.
- 3- Setting sales targets for products and distributing them to delegates.
- 4- Estimated sales budget (monthly / quarterly / annually).(

- 5- Determine the strength of the competition's Weaknesses/Strengths/Opportunities/Threats.
- 6- Preparing and coordinating everything related to advertising, media and promotional materials and explanations, and everything related to product definition, increasing knowledge and awareness of the field, techniques, and features of products and services, and activating

Levels of communication and communication between all internal and external parties that influence and are affected by marketing and sales activity.

- **Organizing:** This is done in the following order- :
 1. The number of existing customers in each sold product.
 2. The number of daily sales visits to the sales team.
 3. The average duration of the sales visit.
 4. Time that will be lost on the way between customers.
 5. The number of sales working days.
 6. Reporting system and communication between the company and the market.
- **Selecting and appointing salesmen:**
 - 1- The sales manager chooses the salesmen he needs, and they are selected according to prior criteria according to the business need for that.

Salesmen training- :

1. It should specify what training is required for salesmen on the company's products/competitors/reports.
 2. Will the training be in the field or in charge?
 3. Who will train them/experts?
- **Directing motivating the sales force:** It includes laying the foundations for the sales team as follows- :
 - 1- Sales team salaries.
 - 2- Sales team commission.
 - 3- Promotion system.
 - 4- Communication systems between the sales team, the company, and customers.
 - **Monitoring and evaluating the seller's performance:** Establishing an integrated system to control the sales process through the following- :
 1. An integrated system for daily, monthly, quarterly, and annual reports.

2. The daily performance report system that compares what is planned and what is actual (at the level of the delegate, the branch, and the company.)
3. Treatment of any shortcomings firsthand in daily or weekly visits.
4. Emphasizing that the delegate's visit to the market is effective and has a sales and collection goal, solving his problems and opening new markets.
5. A comprehensive evaluation system that is done on a quarterly basis for the sales team and is carried out by them to avoid and amend the shortcomings of the sales team.

10- Sales Consultant

Management: Marketing and Sales

Direct Manager Job Title: Sales Manager

Summary of tasks: It is the constant communication with customers, the promotion of the company's products to customers in its sales area, and the constant search for new customers.

Job duties:

1. Promote the company's products to existing customers and attract new customers.
2. Knowing all the information related to the products and providing a full explanation about them to the customers.
3. Obtaining purchase orders (sales orders or baptisms) from customers.
4. Ensuring that customers are satisfied with the products and services provided.
5. Constant communication with the customer, good dealing, and product presentation in the best way.
6. Cover all customers throughout the geographical area in which the delegate works.
7. Collection of the company's dues and follow-up of debts with customers without delay.
8. Provide regular reports on competition in the market in terms of prices, offers, new products, and advertising, or some customers stop dealing with the company's products.
9. Other tasks assigned to him by his administration or executive management related to his field of work.

Job Requirements: -

Qualifications- :

Bachelor's degree in Commerce, Accounting, or Business Administration

Practical experiences- :

At least 3 years of experience in sales

Professional Abilities and skills- :

- 1- Good knowledge of modern sales methods.
- 2- High capabilities in communicating with customers.
- 3- High skills in preparing sales reports.
- 4- The ability to solve problems.

Personal Abilities and skills- :

- Tact in conversation.
- The ability to persuade.
- High negotiation skills.
- Good looking

11- Technical support consultant

Qualifications and experience

Bachelor's degree in Computer Engineering, Information Technology

Duties and Responsibilities

- Follow up the work of computers and their accessories and the installation of software.
- Diagnose computer hardware and software malfunctions and perform maintenance for them.
- Developing and updating computer hardware and software.
- Maintenance of computer accessories (printers, scanners, etc).
- Executing maintenance requests and preparing the necessary reports.
- Performing preventive and periodic maintenance operations.
- Providing technical support to computer users.
- Preparing operating plans in line with work requirements.

- Determining future and current systems and equipment needed for work.
- Installing and running the company's operating systems and software.
- Maintenance of operating systems and company software.
- Documenting the operating systems and company software and the modifications that occur to them.
- Preparing the necessary study to measure the effectiveness of the devices and how to improve their performance.
- Adjusting the operating plan to suit the work requirements.
- Providing technical advisory service in the Technical Support Department.
- Dealing with malfunctions on the company's operating systems and software with the relevant authorities to fix them.

12- Equipment and training consultant

Job description: - Database provider: - Implementer

Responsibilities and tasks

Responsible for functional consulting (finance, human resources, and payroll) and ERP implementation support. Will be responsible for gap analysis, requirements gathering, customization needs analysis, SRS training etc. Core client teams on ERP functions will be part of the consultant's responsibility with the technical support team for implementation services

skills

Candidates must have minimum 3 years' experience in implementing ERP and advisory services, especially in the areas of finance, accounting, human resources, and payroll functions. Should have good communication to display analytical abilities and skills. Familiarity with basic knowledge of SQL databases will be a strong addition to the job experience

Job Requirements:

1. Academic qualifications- :

Maximum Qualification: Bachelor of Commerce, Accounting Division

Practical experiences- :

- At least 3 years' experience in the processing of corporate databases.

Professional skills- :

- 1- High ability to communicate with customers.
- 2- High skills in preparing reports for the documentary course.
- 3- Ability to solve problems.

Personal skills- :

1. Tact in conversation.
2. The ability to persuade.
3. High negotiation skills.
4. Good appearance.

13- Developer - Programmer

Qualifications and experience

First university degree in information technology

Duties and Responsibilities

- Preparing and writing system programs, reports, viewing, updating, and extracting.
- Documentation of program workflow maps.
- Maintaining operating systems programs when problems arise.
- Documenting the steps for solving software problems.
- Preparing experimental data for testing programs.
- Checking programs to ensure the correctness of data storage and the work of updating programs and reports issued by the system and viewing programs.
- Implementation of the means of control, especially on inputs and outputs, and work to improve them.
- Keep a copy of the programs that are being modified before making the modification.
- Make programs that help check system data and programs.
- Training colleagues and the technical support department on the use of system programs.
- Apply the standards used in writing programs and work procedures.

- Preparing technical work reports and submitting them to the Technical Director.

14- Purchasing Officer

Purchases Representative

Dependency: Account Management

Aim and purpose of the job:

Executing purchase orders for any work requirements to manage the company with the required specifications, on time and at the best prices, and implementing all special instructions from his direct manager.

Direct Manager: Finance Manager

Roles and responsibilities:

- Implementation of the executive plans and programs of the procurement department
- Executing the purchase orders received by him within the limits of his work
- Suggesting improvement, curative and preventive measures that would improve the performance of the work in its management
- Executing all tasks required by his direct manager within the work limits of his department
- Submit a weekly report to the financial manager to show what has been accomplished and what has been postponed, with a statement of the reason
- All the above must be done in accordance with the official procedure approved by the Finance Department

Scope of responsibility and supervision:

- The responsibility of the procurement representative is limited to the implementation of purchase orders, as well as to the implementation and performance of the tasks assigned to him within the limits of his work
- Powers and Powers:

The powers and authorities granted to the purchasing representative are limited to how he performs his duties correctly and on time.

Qualifications:

- A procurement representative preferably holds any of the following qualifications:
- Bachelor of Commerce - Accounting Department (Arabic) - Bachelor of Commerce - Accounting Department (English)
- Bachelor of Commerce - Department of Business Administration (Arabic) - Bachelor of Commerce - Department of Business Administration (English)
- Bachelor of Laws

Experiences:

Fresh graduate without one year of experience

Languages:

-Arabic

Fluently speaking and writing

-English

Preferably good, at least speaking and writing

Skills:

The purchasing representative must be proficient in the following skills:

- 1- Save and recall documents and documents
- 2- Dealing with printing devices, photocopying, faxes, paper mincers, and packaging machines to a very good degree
- 3- Effective communication skills and information delivery to specialists and non-specialists
- 4- The ability to accomplish and perform more than one job at one time without confusion
- 5- Negotiation skills and dealing with suppliers professionally

Character traits:

The purchasing representative should have the following characteristics:

1. Punctuality
2. Focus and logical thinking
3. A normal IQ
4. Calm and non-emotional

5. It is preferable not to be sick with diabetes, pressure, heart or irritable bowel syndrome
6. Tact in speaking and with a screen of the face
7. Good listening, understanding, and perceiving situations with awareness and concentration
8. Good looking
9. The ability to face critical situations wisely
10. Honesty and extreme honesty
11. It is preferable that the age when appointed to the position of a procurement representative should not be less than 21 years and not more than 30 years

15- Software Lab

The department affiliated with it: - Technical Department

His direct manager: - Technical Director

Job Descriptions: -

- Windows App Test
- Develop realistic time plans for testing the entire program
- Develop and implement test cases
- Report errors with special forms for that, and then until they are resolved and then tested again

Skills and Experience Required- :

- Interact with problems, tools for solving them, and ways to discover them.
- Interact with testing tools and extract and record problems.
 - 1-2 years' experience in software testing
 - Graduates of the Institute of Information Technology
 - Mobile wallpaper app is preferred

Quality assurance program is welcome

16- Graphic Designer

Job Description

The designer has experience in designing logos and brands.

He is capable of color coordination, and he is also fluent in using design programs such as Photoshop, Illustrator, InDesign, and Flash. He is fluent in the use of the Mac operating system and has the ability to output printing works such as brochures, flyers, internal and external panels

Required skills

Proficiency in the use of design programs such as Photoshop and InDesign, and preference is given to those with high design skills through specialized programs.

To have a talent for innovation and a spirit of creativity.

- Has the ability to distinguish colors and strength of vision.
- Attention to fine details
- Strength of artistic sense and strength of observation.
- A fertile imagination.
- Ability to prepare outstanding designs.

17- Executive Secretary

Dependency: Senior management

Aim and purpose of the job:

Executing plans and instructions, organizing, and managing the affairs of the senior management office, assisting the general manager, the executive director, and the branch manager in routine work, and ensuring the application of the system approved in the senior management office.

Direct boss:

- Board of Directors
- General Director
- Executive Director
- Branch Manager

Roles and responsibilities:

- Preparing the monthly schedule of appointments and work for the general manager, the executive director, and the branch manager
- Preparing the weekly business plan for the general manager, executive director, and branch manager
- Maintaining the general appearance of the office of senior management in terms of cleanliness and arrangement
- Receiving and welcoming senior management visitors
- Coordinating the schedule of interviews for the General Manager, Executive Director, and Branch Manager
- Editing and printing of letters and correspondences for senior management
- Keeping and maintaining all files of the senior management office in a manner that ensures their safety and speed of recall
- Receiving and forwarding the incoming mail and fax in the name of the senior management and presenting it to the specialist and indexing these documents
- Receiving, directing, and sending e-mail messages to senior management and indexing these messages
- Registering mail and faxes issued by the senior management office and indexing outgoing faxes
- Writing the minutes of all meetings and sessions in which the general manager, the executive director or the branch manager is a party
- Preparing for meetings of senior management or periodic meetings and coordinating and preparing all documents and documents related to the subject of the meeting
- Assisting senior management in all work not included in this description at a personal request
- Receiving and making phone calls to the senior management office and indexing phone numbers and addresses
- Organizing and indexing the internal reports received from other departments and sections and presenting them to the general manager, executive director, or branch manager, following up on the decision of the general manager, executive director, or branch manager regarding them, and recording them in their own records
- Ensure that all office and electrical equipment is in a working condition continuously, request maintenance officials from inside and outside the company, and follow up on maintenance work for all office equipment in the office of senior management

- Ensure the availability of all stationery and writing tools for senior management and work personnel in the office of senior management
- Sending invitations to participants in the meetings called for by the general manager, executive director, or branch manager, and recording that on special forms.
- Reservation of travel tickets, hotels, exhibition tickets for senior management, and organization of business trips
- Teaching and guiding the secretarial assistants and raising their job level to qualify them to take responsibility after being promoted and submitting their performance evaluation reports
- Writing a weekly report to show what has been accomplished and what has been postponed, with a statement of the reason, and submit it to his direct manager
- All of the above must be done in accordance with the official procedure approved by the Executive Secretariat
- The Executive Secretary is responsible for keeping all records of quality models for the executive secretariat's conduct, and all his work is subject to internal review

Scope of responsibility and supervision:

The executive secretary of the senior management must issue loading orders and work orders, and he is responsible and supervising each of the:

- 1- The janitor
- 2- Buffet worker
- 3- Private driver
- 4- Direct assistants to the executive secretary

Powers and Powers:

- The Executive Secretary of the higher management has absolute authority to issue work orders to persons under his supervisory scope in the interest of the work and has the right to request the imposition of administrative penalties on them, as well as the right to recommend rewards and incentives for distinguished work members in the office of the general manager, after the approval of his direct manager
- -Issuing purchase orders for office equipment, stationery, and office supplies for senior management
- -The Executive Secretary does not at all represent the General Manager or the CEO, and he has no authority to take administrative decisions towards other departments and sections, and he is not

entitled to issue work orders to anyone other than those under his supervision.

Qualifications:

The Executive Secretary for Senior Management must hold any of the following qualifications:

- Bachelor of Commerce - Department of Business Administration (Arabic) - Bachelor of Commerce - Department of Business Administration (English)
- Bachelor of Foreign Trade - Department of Business Administration - Bachelor of Management Information Systems

Experiences:

The executive secretary of the senior management is preferred to have any of the following previous experiences:

- At least 5 years of secretarial work experience, including at least one year in a similar position (external experience)
- Three years' experience as an assistant secretary (experience within the company)

Languages:

-Arabic

Fluently speaking and writing, with good expressive writing skills

-English

Very good, at least speaking and writing, with good expressive writing ability.

Skills:

The executive secretary of the senior management must be proficient in the following skills:

1. Saving and recalling documents and documents (Filing Skills)
2. Organizing meetings, preparing the agenda, and writing minutes (Organizing & Preparing for Business Meeting)
3. Dealing with desktop and laptop computers professionally
4. Dealing with the program (MS Word) professionally and with a writing speed of not less than 40 words/minute
5. Dealing with Outlook Express professionally

6. Dealing with the (PowerPoint) program and preparing slides and presentations (Presentations)
7. Dealing with Internet browsers professionally
8. Dealing with printing devices, photocopying, faxes, paper mincers and packaging machines to a very good degree
9. Medium management skills to manage those under his supervision and distribute work to them
10. Effective communication skills and information delivery to specialists and non-specialists
11. The ability to accomplish and perform more than one job at one time without confusion
12. Preparing appropriate expressive formulations for correspondence in Arabic and English

Character traits:

The executive secretary of the senior management should have the following characteristics:

- 1- Punctuality
- 2- Focus and logical thinking
- 3- High IQ
- 4- Calm and non-emotional
- 5- He should not be sick with diabetes, pressure, heart or irritable bowel
- 6- Tact in speaking and with a screen of the face
- 7- Good listening, understanding and perceiving situations with awareness and concentration
- 8- Good-looking and elegant
- 9- The ability to face critical situations wisely
- 10- The age when appointed to the position of Executive Secretary for the Office of the Director-General is not less than 25 years and not more than 30 years

18- Accountant

Job title: accountant

Dependency: financial management

Aim and purpose of the job:

Accounts Responsible

Direct manager: Chief Financial Officer

Roles and responsibilities:

1. Capture, save, manipulate, modify, and issue files
2. Writing a daily report to show what has been accomplished and what has been postponed, with an explanation of the reason
3. All the above must be done in accordance with the approved official procedure of the financial department
4. The financial accountant is responsible for keeping all records of quality models for the human resources procedure, and all his work is subject to internal audit
5. Follow up on debts and issue monthly account statements for the sales department to follow up on collection

Scope of responsibility and supervision:

The accountant's responsibility is limited to the implementation and performance of the tasks assigned to him

Powers and Powers:

The powers and authorities granted to the accountant are limited to how to perform his duties correctly and on time

Qualifications:

An accountant must hold any of the following qualifications:

- Bachelor of Commerce - Accounting Department (Arabic) - Bachelor of Commerce - Accounting Department (English)

Experiences:

The accountant must have any of the following previous experiences:

- At least 5 years of experience in accounting work, of which at least two years are in a similar position (external experience)
- Three years' experience as a financial accountant (experience within the company)

Languages:

-Arabic

Fluently speaking and writing

-English

Preferably good, at least speaking and writing

Skills:

The accountant must have mastered the following skills:

- 1- Save and recall documents and documents
- 2- Good dealing with computer programs, especially accounting programs
- 3- Dealing with printing devices, photocopying documents, faxes, and paper mincers to a very good degree
- 4- Effective communication skills
- 5- The ability to accomplish and perform more than one job at one time without confusion
- 6- Comprehensive knowledge of the accounting systems used in institutions
- 7- Communication and interpersonal skills

Character traits:

The cost accountant should have the following characteristics:

1. Punctuality
2. Focus and logical thinking
3. High IQ
4. Calm and non-emotional
5. It is preferable not to be sick with diabetes, pressure, heart or irritable bowel syndrome
6. Tact in speaking and with a screen of the face
7. Good listening, understanding, and perceiving situations with awareness and concentration
8. Good-looking and elegant
9. The ability to face critical situations wisely
10. It is preferable that the age when appointed to a cost accountant job should not be less than 24 years and not more than 35 years

Duration of work on the job:

The duration of work in the cost accountant position shall not be less than three years and not more than five years

19- Office worker

Dependency: senior management

Aim and purpose of the job:

Carrying out the work of preparing the provision of drinks and meals for the work personnel within the senior management office, as well as the guests and visitors of the senior management and the cleanliness of the office and its contents

Direct manager: Executive Secretary

Roles and responsibilities:

- Maintaining, maintaining, and cleaning the buffet and all tools, materials and equipment inside the buffet
- Clean the office and its contents, including offices, devices, equipment, and bathrooms, and clean them well
- Executing all tasks assigned to him by the members of the senior management office that pertain to his work
- Preparing hot and cold drinks and presenting them to the employees of the senior management office or to the guests and visitors
- Preparing and serving meals for senior management personnel and their guests
- All the above must be done in accordance with the special instructions approved for buffet work

Scope of responsibility and supervision:

The buffet worker is responsible for the work entrusted to him only and is responsible for maintaining the tools and materials in his possession

Powers and Powers:

- The authorities and powers of the buffet worker are limited to how he performs his work only, taking into account the health conditions

Qualifications:

Buffet operator preferably holds any of the following qualifications:

General Prep Certificate - Intermediate Diploma

Hotel secondary diploma

Experiences:

No previous experience required

Languages:

-Arabic

Fluently speaking and writing

Skills:

Buffet worker must be proficient in the following skills:

- 1- Serve hot and cold drinks
- 2- Preparing natural juices using a blender or juicer
- 3- Preparing and serving Turkish coffee, tea, Nescafe, cappuccino, espresso and other hot drinks.
- 4- Dealing with the necessary equipment and tools for the buffet

Character traits:

The buffet worker should have the following characteristics:

1. Punctuality
2. Focus and logical thinking
3. A normal IQ
4. Calm and non-emotional
5. It is preferable not to be sick with diabetes, pressure, heart or irritable bowel syndrome (upon appointment).
6. He should not have any skin diseases or infectious diseases
7. Tact in speaking and with a screen of the face
8. Good listening, understanding and perceiving situations with awareness and concentration
9. Good looking
- 10.The ability to face critical situations wisely
- 11.To be strong in structure
- 12.Honesty and trust
- 13.The age when appointed to the position of a buffet worker is not less than 20 years and not more than 30 years

Duration of work on the job:

Even leaving work or violating health and physical conditions

Chapter Four: Official working hours and overtime compensation:

Article (37): The company sets working days and hours in accordance with work requirements, provided that they do not exceed forty-eight hours per week.

Article (38): It is permissible to organize work according to different work schedules for some employees according to the nature of their work, based on the recommendation of the branch officials affiliated with it and with the approval of the Executive Director or whomever he authorizes to do so.

Article 39: The company's employees must abide by the timetables for attendance and departure during official working hours. The responsibility for monitoring the working hours lies with the employee's immediate superior, and he has the right to request the branch manager to take penal measures against those who repeatedly violate them at all times in accordance with the sanctions list approved in the company. And inform the Executive Director and the General Manager. with that.

Article (40): The company has the right, according to what the work interest requires, to assign some employees in writing to work overtime outside official working hours and during holidays and official holidays, provided that the assignment is at the request of the direct official and with the approval of the responsible manager.

Article (41): The company pays the employees' wages in exchange for the additional work they are assigned to, and the additional wages due to the employee are calculated in accordance with the provisions of the labor law in force in each country.

Article 42: The weekly holiday for the company is Friday. The company also suspends its business on holidays and official holidays (which are determined by the country in which the company's office is located) or other days decided by the company's management for any reason. The

higher management represented by the general manager, or the executive director issues an administrative circular before the date specified for the official holidays in sufficient time to determine the start and end of the holiday and the date specified for returning to work.

Chapter Five: Performance appraisal and promotions:

First: performance appraisal

Article (43): The company adopts a performance evaluation policy for all its employees once a year and before approving the company's financial position

Article (44): The employee performance appraisal process aims to give the employee a clear picture of the management's view of him and give him the opportunity to identify his strengths and weaknesses through which he can develop his abilities to improve his general performance in the coming years. Decisions for promotions and annual increases are taken by the management.

Article (45): Branch managers distribute the approved evaluation forms to all company employees at the beginning of the evaluation period of each year to the concerned departments. Each employee who has worked for six months or more is subject to evaluation and is not entitled to an increase except for those who have spent a whole year at work or who unusual acts from the point of view of his direct manager

Article (46): Every employee in the company is subject to a performance evaluation process which is carried out by the employee's immediate supervisor in consultation with the branch manager and the executive manager or general manager.

Article (47): The direct superiors and those who carried out the evaluation process must meet with their employees to review the work they accomplished and their performance during the previous period, the difficulties and problems they faced, and discuss the steps to be followed to improve performance in the coming stages.

Article (48): The immediate superiors must return the evaluation forms after filling them out to the branch manager and the executive director for approval. Then they are sent to the general manager for keeping in the employee's personal file. The director of the department must ensure that the completed evaluation form is returned within a period not exceeding thirty days.

Article (50): Annual performance reports are approved by the general manager and become effective immediately after their approval

Article (51): It is permissible to dismiss from service every employee who obtains a poor grade for two consecutive years, and the Chairman of the Board of Directors, upon the recommendation of the Director of the Department, has the right to give him a maximum period of one year to improve his performance.

Article (52): The performance appraisal grades for employees are categorized as follows: -

Appreciation	Employee performance
excellent	Executing business and goals with perfection and excellence that exceeds the specific work strategy
Very good	Performing tasks and goals well and some excellently
Good	Satisfactory performance of work and goals in general and sometimes unevenly
Poor	Doing tasks and goals less than what is satisfactory. The level of performance is below what is required

Second: promotions

Article (53): The board of directors has the power to promote all job grades in the company and change the organizational structure of the company.

Article (54): An employee may not be promoted from the current position to a higher position unless he fulfills the following conditions

- A- He must have obtained an excellent rating for his performance for the last year, or very good for the last two years
- B- There is a vacant job approved in the budget and organizational structure that matches the employee's qualifications and skills.
- C- To be recommended by his direct manager and branch manager, with the approval of the CEO.
- D- That no disciplinary action has been taken against him during the year in which he is nominated for promotion.

Article (55): Promotion takes place on the basis of efficiency, and in the event that more than one candidate with the same qualifications is available, the oldest of them will be selected for the job.

Article (56): The promotion salary shall be due from the date stipulated in the decision issued in it, and its implementation shall be carried out by the branch manager.

Article (57): If the salary that the employee receives in his current job is less than the first salary payroll of the position to which he will be promoted, the first salary assessment of the post he is promoted to shall be granted as of the date stipulated in the promotion decision.

Article (58): If the salary that the employee receives in his current job is equal to or more than the first peg of the salary of the post he is promoted to, he shall be granted one of the bonuses of the post he is promoted to.

Article (59): It is not permissible to consider the promotion of an employee who has been subject to a warning penalty except after the lapse of six months from the date of the penalty. An employee who has been subject to the penalty of salary deduction or suspension from work

may not be promoted except after the expiration of a period of one year from the date of the penalty and the Chairman of the Board of Directors has the power to make an exception in such cases.

Section Six: Salaries and annual increases:

First: salaries

Article (60): The salary is due from the date of commencing the work, and it is paid at the end of each month according to the Gregorian calendar, and the days of the month are determined by thirty days

Article (61): The company adopts an organizational structure and a salary schedule that takes into account the flexibility required to face future changes

Article (62): The salary schedule for the company's employees consists of a description of all the company's currently approved jobs or newly created in the future, and they have a linked beginning to the salary and a linked end to each job

Table of salaries linked to the company "value in Saudi riyals"

The level	Junior (less than 4 years of experience)		Expert (more than 4 years of experience or depending on the position)	
Function	Connected start	Connected end	Connected start	Connected end
Chairman of the board			٢٥٠٠٠	غير مربوط
General manager			٢٥٠٠٠	غير مربوط
Chief executive officer			١٥٠٠٠	٢٠٠٠٠
Region manager			١٥٠٠٠	٢٠٠٠٠
Branch manager	٨٠٠٠	١٠٠٠٠	١٠٠٠٠	١٥٠٠٠
Technical manager	٦٠٠٠	٨٠٠٠	٨٠٠٠	١٠٠٠٠
Business Development manager	٦٠٠٠	٨٠٠٠	٨٠٠٠	١٠٠٠٠
Technical support manager	٦٠٠٠	٨٠٠٠	٨٠٠٠	١٠٠٠٠
Sales manager	٦٠٠٠	٨٠٠٠	٨٠٠٠	١٠٠٠٠
Seles consultant	٢٠٠٠	٤٠٠٠	٤٠٠٠	٦٠٠٠
Technical support consultant	٢٠٠٠	٤٠٠٠	٤٠٠٠	٦٠٠٠
Implementation and training consultant	١٥٠٠	٣٠٠٠	٣٠٠٠	٥٠٠٠
Developer – programmer	٢٥٠٠	٥٠٠٠	٥٠٠٠	٨٠٠٠
Purchasing res.	٢٠٠٠	٣٠٠٠	٣٠٠٠	٤٠٠٠
Tester	٢٠٠٠	٤٠٠٠	٤٠٠٠	٦٠٠٠
Designer	٢٠٠٠	٤٠٠٠	٤٠٠٠	٦٠٠٠
Executive secretary	١٥٠٠	٢٥٠٠	٢٥٠٠	٤٠٠٠
Accountant	١٥٠٠	٢٥٠٠	٢٥٠٠	٥٠٠٠

Office boy	١٠٠٠	١٥٠٠	١٥٠٠	٢٥٠٠
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Second: annual increases

Article (63): The company grants annual increases to employees based on the annual performance evaluation, provided that the employee has completed a period of at least one year from the date of his appointment.

Article (64): The Board of Directors, upon the recommendation of the Chairman of the Board of Directors, determines the amount of the annual increase before the end of the year

Article (65): The board of directors sets the foundations and rules for determining the percentages of annual increases for performance appraisal every year for approval, taking into account when determining the percentages of increases.

The following annual:

- The employee's current salary in relation to the beginning and end of the job peg.
- Similar salaries in the same department or other branches.
- The high cost of living and the prevailing inflation rates.
- The percentage of achieving the target sales employee
- Efficiency ratio of the employee if he is a technical support official or a training and equipment official

Article (66): The annual increases resulting from the performance evaluation become effective from the beginning of the first month of the following year, taking into account the items calculated on the percentage of the basic salary, such as housing allowance, after being approved by the Board of Directors.

Article (67): The responsibility for implementing the decisions of the annual bonuses resulting from the performance evaluation depends on the financial administration, which takes the necessary measures for the increases prescribed for each employee according to his performance evaluation.

Article (68): An employee who has received a poor grade in the evaluation is not entitled to any annual increases and a written warning is given to him about this result.

Article (69): An employee who has obtained a good grade in the evaluation is not entitled to any annual increases, and he may be transferred to another job if he receives a good grade repeatedly in the coming years.

Article (70): It is permissible, in special cases, upon the recommendation of the direct manager and the approval of the branch manager and the executive director, to grant special bonuses or exceptional bonuses to employees who perform excellent work. The financial and administrative director must be informed in this regard by the executive director upon approval immediately.

Article (71): It is not permissible to exceed the end of the basic job salary due to any annual increase given to the employee.

Chapter Seven: Leaves and their entitlements:

First: the holidays

(a) Annual Leaves:

Article (72): Each of the company's branches prepares a schedule of annual vacations for all its employees at the beginning of each year, and the vacation date may be postponed if work conditions so require. These requests are sent to the financial department for the necessary work and the general manager for information.

Article (73): The employee is granted an annual leave with full pay after a full year of service, and it may be approved to grant the employee part of his annual leave after the lapse of six months from the date of starting work for special circumstances.

Article (74): All employees are granted an annual leave of 30 days after the lapse of one year from the date of commencement of work

Article (75): The employee must enjoy his annual leave when it is due and without that conflicting with the interest of the work. The employee may split the leave, postpone it, or carry over part of it to the next year, provided that the number of days carried forward does not exceed half of the annual leave balance.

Article (76): It is not permissible to carry over the employee's leave balance for a full year to the following year, and the employee's leave balance must not exceed the equivalent of a year and a half balance. If the annual leave balance exceeds that, the difference is due in the form of cash.

Article (77): The employee must submit a request for annual leave on the form prepared for this purpose and have it finally approved by the department to which he is affiliated, at least two weeks prior to his taking it, and he must fill out the decision to return when he begins work.

Article (78): The company, by a decision of the CEO based on the request of the branch manager, has the right to recall the employee from his vacation and compensate the rest of the vacation days in cash or add them to his balance according to his request. The Financial Department shall be informed of this procedure as soon as it occurs to take the necessary action.

Article (79): It is permissible to extend the leave within 10 days if the employee has a balance that allows this extension after the approval of the direct manager and the branch manager. From the Chairman of the Board of Directors

Article (80): The official leave days that fall within the annual leave are not counted among them, as are the approved sick leave days in accordance with the provisions of the regulations.

(B) Sick Leaves:

Article (81): The worker whose illness is proven has the right to sick leaves stipulated in the labor law of each country in which there is an office for the company. He may be granted another fifteen days without pay with the approval of the Chairman of the Board of Directors. His services are not considered terminated by the company, with his right to the rewards he is entitled to. The balance of sick leaves may not be accumulated or renewed, and it is not included in the calculation of the end-of-service gratuity. The employee's services may not be terminated during his sick leave.

Article (82): The employee must notify his direct supervisor or his representative of his illness within twenty-four hours from the time of his

absence from work and present the medically approved reports upon his return.

Article (83): If the duration of the sick leave exceeds fifteen continuous days, any allowances that he may benefit from shall be deducted from the employee's salary.

Article (84): Weekly rest days and official holidays shall be counted as part of the sickness if are paid the percentage of the prescribed wages for the employee.

Article (85): The employee is entitled to an occasional leave with full pay in the event of the death of a close family member or for any other compelling reasons, provided that it does not exceed three continuous days starting from the day of death. The degree of kinship is determined, including (father, mother, son, uncle, wife, and brother.)

(C) Hajj leave:

Article (86): A Muslim employee who has never performed Hajj and who has spent two years in the company's service is entitled to a 15-day Hajj leave inclusive of holidays and official holidays. If it is proven that the employee did not perform the Hajj after approval and payment of its wages, the company has the right to dismiss him without warning and reward with the right to recover what was paid to him without right and compensation.

(D) Marriage Leave:

Article (87): The employee is entitled to a marriage leave with full pay for a period of two weeks, for one time throughout the period of his service in the company, and this leave is deducted from the balance of his annual leaves.

(I) Leave without pay

Article (88): The employee is entitled to be granted leave without pay if there is an acceptable excuse and the approval of the branch manager and the executive director, provided that he has exhausted the balance of his annual leave and that its period does not exceed fifteen days. The financial department shall be notified immediately after the start of the holiday.

(T) emergency leave

Article (89): The financial department shall be notified of the emergency leaves approved by the concerned manager in order to deduct them from the employee's annual leave balance.

Second: Leave entitlements

Article (90): The annual leave for employees is calculated on the basis of the calendar year.

Article (91): The fraction of the day is rotated when determining the annual leave days due to the employee during the year adjusting the differences from the annual leave balance at the end of the year according to the labor law each country has a branch of the company.

Article (92): The annual leave entitlements are calculated as mentioned in the employee's work contract

Chapter Eight: Advantages and Allowances:

Advantages

Article (93): It adopts a system of incentives that the branch managers and the executive director present to the chairman of the board of directors in order to motivate employees to work sincerity, improve performance, innovate, develop products and increase profitability.

Article (94): The company covers all its employees and their families with a group health insurance system. This system includes coverage of cases of physicians' visits according to the insurance clauses approved by the terms of the Health Insurance Authority for each country that has a branch of the company.

Article (95): The employee who uses his private car to perform his work on a regular basis during the official working hours of the company shall be granted a monthly transportation allowance determined by a decision of the Board of Directors.

Loan system:

Article (96): Employees may be granted loans in necessary cases in accordance with the terms of the financial regulation that was issued

There is a decision by the Board of Directors or the Chairman of the Board of Directors, and no more than 25% of the wage may be deducted

The worker is in fulfillment of debts or loans owed to the employer, and the employer does not receive any payment for them

Interest, and it is not permissible to block the payable wage or to waive any part of it, except within the limit of 25%

Chapter Nine: End of service and its entitlements:

Article (97): The employee's service ends for one of the following reasons:

- Expiry of the contract and no desire for renewal by both parties.
- Dismissal from the job due to incompetence.
- Resignation by the employee.
- Unhealthy fitness
- Judgment of a crime involving moral turpitude or dishonesty, or imprisonment for any reason for a period exceeding six months.
- Absence from work for more than seven consecutive days without an acceptable excuse.
- Death.
- Cancellation of the position due to the re-structuring of the company.

Article (98): The employee shall retire upon reaching the legal age for each country in which he works, and the Board of Directors may extend the service for the employee if work conditions so require.

Article (99): The company has the right to terminate the employee's contract, whether the contract is of a fixed-term or indefinite period, after being warned in writing, one month prior to the termination of the contract, provided that he pays him the salary of the warning period, and the company has the right, if necessary, work interest Exempting the employee from work during the warning period.

Article (100): The employee has the right to resign from his job, taking into account the period of warning specified for that in accordance with the labor law within each country where a branch of the company is located.

Article (101): It is not permissible to dismiss for medical unfitness before the balance of sick leaves and annual leaves runs out, unless the employee requests to leave the service before exhausting his leave, and

the report of medical unfitness is made by a decision from a specialized medical authority at the request of the company or employee.

Article (102): In the event of resignation, the employee's service shall not end without a decision from the Chairman of the Board of Directors to accept the resignation. The resignation must be decided upon within two weeks from the date of its submission, otherwise, it shall be considered accepted.

Article (103): The employee's resignation is not accepted if he is the subject of a criminal or administrative investigation unless the investigation ends with his innocence or his convicting him without the penalty of separation.

Article (104): The employee's service ends immediately and without notice or end-of-service gratuity in the following cases.

- Making a mistake that results in a huge loss for the company.
- If he assaulted any of his colleagues or superiors during work
- If he is convicted of a crime that violates morals, honesty, or honor.
- If it is proven that it was set as a result of incorrect data.
- If it is proven that he has disclosed secrets related to work.
- If he repeatedly violates the instructions of his superiors at work.

Article (105): The employee's service may not be terminated while he is on sick leave, Hajj leaves, or marriage leave.

Article (106): If the employee submits his resignation during his annual leave, the leave is not considered part of the warning period.

Article (107): An employee who does not adhere to the notice period when submitting his resignation may be obliged to pay a notice allowance equal to his wages for the period specified for it, and this can be deducted from his final dues.

Article (108): The employee is given a cash consideration for the balance of his remaining annual leaves in the event of the termination of his services.

Article (109): The employee is granted upon the end of his services and after receiving his rights and handing over whatever covenant or covenant he may have end of service certificates including the job he was performing, the length of his service, and the last salary earned he shall not mention anything regarding the reasons for the termination of service except upon his request in writing.

Article (110): The employee's service ends upon his death, and his heirs are paid the full salary of the month in which he died in addition to the amount of the end-of-service stipend and any other financial entitlements with an additional discretionary stipend determined by the Board of Directors, provided that it does not exceed one month's salary.

Article (111): At the end of his service in the company, the employee shall be entitled to the end of service gratuity as required by labor law in the private sector of each country with respect to the citizens of each country and others.

Article (112): The end-of-service gratuity is calculated on the basis of the last total salary that the employee receives at the end of his service, periods of suspension from work or interruption without work shall not be counted as part of the service period arranged with a discount on it from debts or loans.

Article (113): The company is obligated to pay its share prescribed by the Social Security Law on behalf of its national employees according to the social insurance law in each country in which it is located, according

to the labor laws in the country each country has a branch of the company.

Article (114): Applicable to employees working outside the State of Saudi Arabia are the applicable laws relating to the end reward service in the country in which they are located.

Chapter Ten: Delegating with official missions and training courses:

First: Official missions

Article (115): Employees on official missions are entitled to a travel allowance that includes accommodation expenses transportation and personal expenses. Allowances and tickets are granted as follows:

Job title	Travel allowance value	Travel Tickets
Board members and general manager	400 SAR	tourism
Branch and department managers	300 SAR	tourism
The rest of the jobs	200 SAR	tourism

Article (117): The employee is entitled to travel on an official mission travel allowance for every working day outside his place of work, and this period is determined by the line manager

Article (118): The company shall bear the official hospitality expenses related to the work, as well as the expenses of emergency medical treatment

Article (119): When the employee travels with an official invitation from another party, the travel and accommodation expenses will be borne by them with full coverage, only 50% of the travel allowance approved in Article (115) of this will be paid to him regulations If the inviting party provides only travel tickets, the employee is given daily allowances the usual is complete.

Article (120): Delegating an official mission must not exceed 7 days, and in case of more than that, it shall be treated as a transaction training

course. The company ensures its employees for the duration of the mission against the dangers of travel road and work injuries

Article (121): An employee delegated to attend a seminar or training program is entitled to a travel allowance in accordance with Article (115) of this list.

Article (124): The employee, while abroad, is committed to good behavior and appearance and to choosing the appropriate place of residence and highlighting the company in the appropriate manner through good behavior that is consistent with good manners and behavior.

Second, the training courses

Article (123): The company prepares training programs in a way that adds value to developing the career path of employees it is the responsibility of each unit head to monitor and develop the employees who work in his unit.

Article (125): If the official mission days are interspersed with an official holiday in the country to which he belongs, the employee shall be compensated with annual leave days equal to the official holidays.

Article (126): If the expenses of the training course that is available to the employee exceed what the board of directors has determined for this course or its equivalent, the employee delegated for training shall sign a pledge to work for the company for the period it specifies, provided that it is not less than one year after the end of the course. He shall abide by it, as it does not exceed three years, and the aforementioned pledge includes the employee's commitment to refund all amounts that represent the costs of the course in case of breach of his obligations. Cash allowances and other benefits shall be included in these costs.

The financial in-kind that he enjoyed during the session while acknowledging the right of the company to deduct it from any he is owed by the company.

Article (127): The company seeks to obtain reports on the performance of employees dispatched for training from the delegated authorities the employee must also submit a report after the end of the training indicating the extent to which he has benefited from the training, and this report is presented to the direct manager, then added to the service file, and in case of non-existence regular attendance at session times and performing the work required to benefit from them, the company is entitled to claim the full course fees.

Article (128): If the duration of the courses or training program exceeds thirty days, the employee shall be entitled to his monthly salary equivalent to his salary only for the other days.

Final Provisions

This guide contains work policies and procedures related to all levels of employees in the company. Employees in the company are subject to the provisions contained in this regulation and the decisions that result from it. It also refers to the provisions of the labor law in each country where the company branch is located in what is not provided for in this regulation or decisions. the other.

Amendments may be made to the provisions of these regulations in the light of developments or changes that are approved by the Board of Directors, provided that the rights acquired by the employee under these regulations are not affected.

Article (129): The company, through these policies and work procedures, aims to attract and encourage employees to work effectively.

Article (130): In the event of any conflict between work policies and procedures and the contract of any employee, it shall be weighting the terms stipulated in the currency contract.

Article (131): In order to control its work, the Financial Department shall:

- Numbering employee files and keeping them in a secure and confidential manner.
- It is not allowed to deal with these files except by authorized persons in the administration.
- The files of the employees whose services have ended with the company are kept for at least 5 years.
- All files are reviewed at least once a year.

Article (132): All correspondence, bulletins, contracts, regulations, and circulars are written in the Arabic language, and they may be added its translated into English.

Article (133): The company has the right to amend, add or cancel the articles of this guide as it deems consistent with the working interest.

Article (134): Everything that is not mentioned in this guide is subject to the labor law of the country in which it is located company office.

Article (135): This guide is considered the private property of the Global Integrated Trading and Contracting Company and is for use only by those authorized to use it.

Section Eleven: Penalties and their Application Procedures:

The company prepares a list of penalties for violations committed by employees, taking into account the following:

- The regulation shall specify a statement of the violations committed by the employees and the penalties prescribed for such violations.
- To include an ascending list of penalties according to the gravity of the violation.
- Not to impose more than one penalty for one violation.
- The employee shall not be penalized for an act he committed outside the workplace unless it is related to the work.
- The deduction from the salary shall not exceed the wage of (5) days per month.
- The suspension shall not exceed (10) days per month.
- That the employee is not punished for a violation he committed, and fifteen days have passed since the date of its confirmation, or the date of payment of wages usually, and the violation is considered proven against the employee after the completion of the investigation with him in the violation for which he is subject to the penalty.

Article (136): Anyone who violates the duties stipulated in this regulation or deviates from the requirements of his job duties or an act that violates honor or trust, or harms the reputation of the company, shall be punished disciplinary in accordance with the provisions of the approved sanctions list and the provisions contained in this guide.

Article (138): The employee is exempted from punishment if it is proven that he committed the violation based on instructions from his superior and faithful in this case, the responsibility rests with the person who issued the instructions.

Amendments to the regulation:

It is the responsibility of the company's managers and administrative affairs collectively to ensure that this guide contains a comprehensive organization of everything related to the company's employees in order to achieve maximum effectiveness from the reality of the current work environment, and since any change in the environment may affect one or several items in this regulation and from that- :

Amendments to the labor law in each country where the company's branch is located through what the company's management deems, improve the performance of work. Amendments in the company's organizational structure by adding or canceling business units that require defining or eliminating responsibilities.

Accordingly, any proposals to amend this regulation must be sent to the CEO of the company, who will present it to the Chairman of the Board of Directors for opinion and approval, and to present it to the Board of Directors, and to the financial management and inform the employees of the provisions of the regulation and any amendments thereto within a period not exceeding one month.

Article (139) "Official Holidays"

Official holidays are calculated with full pay, and the administration in each branch issues a periodic circular before the date specified for the official holidays with a sufficient time in which it determines the start and end of the holiday and the specified date for returning to work after deliberating the matter with the CEO of the company

Procedures for implementing disciplinary sanctions

The regulation stipulates that the penalty shall not be imposed on any employee except after hearing his statements and investigating his defense in writing, with the exception of minor violations for which he is permitted by warning, in which it may be investigated orally, provided that a memorandum of the investigation result is issued. When he was called or could not be notified because his address was unknown.

The regulation states that if an employee is accused of committing an act that constitutes a grave breach of his job duties, the competent authority may suspend him from work in precaution for the interest of the investigation taking place inside the company or with the knowledge of the competent authorities. The salary payment shall be suspended during the suspension period. If the employee's innocence is proven or the investigation with him is preserved, the matter shall be submitted to the company's management to consider disbursing compensation to the employee for the suspension period, equivalent to the salaries normally paid or part of it. If a decision is issued

By imposing the penalty of dismissal, the employee is deprived of the salary for the period of the suspension, but if the employee is punished with one of the other penalties stipulated in the penalties list, the company's management may consider disbursing the appropriate compensation for the suspension period.

The regulation stipulates that the penalties set forth in the penalties list are considered the maximum penalties that can be imposed, and lighter penalties may be imposed.

The regulation states that the disciplinary penalties imposed on the employee shall be erased by the expiry of the following periods without any other disciplinary penalty being imposed on him- :

1. Three months in the event of an oral warning.
2. Six months in the event of a written warning.
3. One year in case of deduction from the salary for a period not exceeding five days.
4. One year in the event of suspension from work for a period not exceeding ten days.

Table of violations and penalties

(1) Violations related to working hours:

s	Type of Violation	The penalty (The deducted percentage is a percentage of the daily wage)			
		First time	Second Time	third time	fourth time
1	Being late for work up to 15 minutes without permission or an acceptable excuse, if this does not result in the disruption of other workers	written warning	5 %	10 %	20 %
2	Being late for work up to 15 minutes without permission or an acceptable excuse if this results in the disruption of other workers	written warning	15 %	25 %	50 %
3	Being late for work appointments for more than 15 minutes up to 30 minutes without permission or future excuse if this does not result in the disruption of other workers	10 %	15 %	25 %	50 %
4	Being late for work appointments for more than 15 minutes up to 30 minutes without permission or an acceptable excuse if this results in the disruption of other workers	25 %	50 %	75 %	day
5	Being late for work appointments for more than 30 minutes up to 60 minutes without permission or an acceptable excuse, if this does not result in the disruption of other workers	25 %	50 %	75 %	day
6	Being late for work appointments for more than 30 minutes up to 60 minutes without permission or an acceptable excuse if this results in the disruption of other workers	30%	50 %	day	Two day
7	Being late for work for more than an hour without permission or an acceptable excuse, whether or not this resulted in the disruption of other workers	written warning	day	Two day	Three day
		In addition to deduction of late hour wages			

Continued: Violations related to working hours:

the penalty the deducted percentage is a percentage of the daily wages				Type of Violation	s
Four time	Three time	Two time	First time		
day	25 %	10 %	written warning	Leaving work or leaving before the time without permission or an acceptable excuse, not exceeding 15 minutes	8
In addition to deducting the wages for the period of leaving work					
day	50 %	25 %	10 %	Leaving work or leaving before the time without permission or an acceptable excuse for more than 15 minutes	9
In addition to deducting the wages for the period of leaving work					
day	25 %	10 %	written warning	Remaining in the workplace or returning to it after the end of working hours without justification	10
Four days	Three days	Two days	day	Absence without written permission or an acceptable excuse from one to three days	11
In addition to deducting the wages for the period of absence					
Dismissed with bonus	four days	Three days	Two days	Absence without written permission or an acceptable excuse from four to six days	12
In addition to deducting the wages for the period of absence					
Dismissed with bonus	five days		four days	Absence without written permission or an acceptable excuse from seven to ten days	13
In addition to deducting the wages for the period of absence					
Dismissal without remuneration or compensation, provided that it is preceded by a written warning after an absence for a period of five days within the scope of the provision of Article (80) of the Labor Law				Absence from work without a legitimate reason for a period of more than ten consecutive days	14

Dismissal without remuneration or compensation, provided that it is preceded by a written warning after an absence for a period of ten days within the scope of the provision of Article (80) of the Labor Law	Intermittent absence without a legitimate reason for periods exceeding in total twenty days in one year	15
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(2) Violations related to the organization of work:

the penalty The deducted percentage is a percentage) (of the daily wage				Type of Violation	s
Four time	Three time	Two time	First time		
day	50 %	25 %	10 %	Unjustified presence outside the workplace during working hours	16
25 %	15 %	10 %	written warning	Receiving visitors who are not employees of the facility or the facility's customers or suppliers in the workplace without permission from the management	17
Three days	Two days	day	50%	Sleeping during work and in situations that require continuous vigilance	18
day	50 %	25 %	10%	Loitering or having workers misplaced during working hours	19
Two days	day	50%	25 %	Manipulation of proof of attendance and departure	20
Tw days	day	50%	25%	Failure to obey normal orders of work or failure to carry out work instructions that are visible in a visible place	21
Dismissed with bonus	Five days	Three days	Two days	Incitement to violate written orders and instructions for work	22
Dismissed with bonus	Five days	Three days	Two days	Smoking in the workplace and advertised to maintain the safety of workers and the facility	23
Dismissed with bonus	Five days	Three days	Two days	Negligence or negligence in work that may result in damage to the health or safety of workers or to materials, tools and devices	24
50%	25%	10 %	written warning	Using the facility's machinery, equipment and tools for private purposes without permission	25
Three days	Two days	day	50%	Unlawful interference by the worker in any work not within his competence or not entrusted to him	26
25 %	15 %	10%	written warning	Exiting or entering from other than the designated place	27
Three days	Two days	day	50 %	Negligence in cleaning and maintaining machines, not taking care of them, or not reporting any defects in them	28

day	50 %	25 %	written warning	Not placing repair and maintenance tools and other supplies in their designated places after work is completed	29
Dismissed with bonus	Five days	Three days	Two days	Shredding or destroying facility management announcements or notifications	30

(3) Violations related to the behavior of the worker:

the penalty The deducted percentage is a percentage) (of the daily wage				Type of Violation	s
Fourth time	Third time	Second time	First time		
Five days	Three days	Two days	day	Fighting with colleagues or causing trouble in the workplace	31
Five days	Three days	Two days	day	Falsehood or falsely claiming by the worker that he was injured during or because of work	32
Five days	Two days	day	50 %	Violation of health instructions in the workplace	33
50 %	25 %	10 %	written warning	Writing a phrase on the walls or pasting ads	34
Dismissed with bonus	Five days	Three days	Two days	Failure to deliver the collected money to the facility's account on the specified dates without an acceptable justification	35
Five days	Two days	day	written warning	Refrain from wearing the clothes and equipment prescribed for work	36

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إعداد
محمد الفقي