

Employee Handbook - HR Policies



A handwritten signature in blue ink, appearing to be 'Prathik', written over the document reference text.

The employment relationship and employee benefits are governed by the new UAE Labour Law for employees effective February 2, 2022.

The Federal Decree -Law Regarding the Regulation of Employment Relationship – Enclosed as an Annexure I

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Message from Axxon

Dear Employee;

We are excited to have you as part of the AXXON family. AXXON is committed to high quality work in all aspects of our business. As part of the team, we hope you will discover that the pursuit of excellence is a rewarding aspect of your career here.

This Handbook is designed to acquaint you with AXXON and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. It describes many of your responsibilities as an employee and outlines the programs developed by AXXON to support you in your job. One of our objectives is to provide a work environment that is conducive to both personal and professional growth. The contents of this Handbook are confidential and are not intended for distribution outside of our organization. This Handbook remains the property of AXXON and must be returned upon request.

This Handbook may be unilaterally amended by AXXON Corporate Office at any time, with or without notice. The HR Department can initiate such a revision or change if necessitated by a change in structure, need or responsibilities. Whenever there is a change in a policy, AXXON will update this Handbook as soon as possible.

AXXON HR Policies Manual has the complete version of all relevant Policies and that you can refer to the HR Department for more information, should I require it.

Feel free to discuss with us any questions you may have about this Handbook or about your employment at AXXON.

Sincerely,

Clarifications

All Employees should read through the Policy highlights and guidelines contained within and understand them. These policies will guide your career at AXXON and you should always comply with it during your employment at AXXON.

AXXON HR Policies Manual has the complete version of all relevant Policies and you can refer to the HR Department for more information, should you require it.

Version: 2.0

Date: February 3rd 2022

Prepared By: Name : Prathik Therambil

Designation: HR Manager

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WORKING AT AXXON

Organizational Code of Conduct

AXXON will comply with all applicable laws and regulations and expects all its employees to conduct business in accordance with relevant UAE laws and regulations and to refrain from any illegal, dishonest, or unethical conduct.

All AXXON employees have to abide by the rules, policies and procedures prescribed in the HR Policies Manual as well as all relevant Code of Conduct guidelines. Employees who do not abide by the rules, policies and procedures shall be held responsible and may be subject to Disciplinary Action (refer to Disciplinary Action policy).

AXXON will endeavour to provide a safe and healthy work environment that is free of hazards and offer support, wherever possible, for employee development and growth.

External Business Activities

Full time employees are not allowed to render any services as an employee to any person or company, in any capacity, during their service at AXXON, with or without pay. Exception to this rule can be made only with approval from Executive Director of AXXON.

5. Should any unauthorised activities be discovered, AXXON HR Department in conjunction with the Section Manager and Executive Director of the facility if necessary, are authorized to deal with such violations, and should decide on the appropriate Disciplinary Action.

Use of AXXON Name

All employees shall refrain from using AXXON and/or any Facility's name and/or logo or any representation of it in any communication or activities that are not related to their role at AXXON.

Employee Relations

AXXON employees should support equal, ethical and respectful treatment of all employees and other individuals associated with the organization. Specifically, all AXXON employees are required to:

- Demonstrate a personal commitment to maintain honest, fair and consistent management practices and to treat everyone with respect and dignity.

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- Support AXXON employee development programs and strive to create a workplace environment that is free of all forms of harassment or favouritism (refer to Equality and Anti-Harassment policy).
 - Strive through words and actions to create a high standard of professional atmosphere in the organization.
 - Observe professional standards and good judgment.
 - Voice their concerns that may pose a risk to the reputation of AXXON and employees well-being. These should be reported to the Line Manager and Executive Director.

Communication

Employees should promptly inform their Line Managers of any problems or difficulties they face in performing their daily duties and functions.

10. Should there be any difference in opinions, on any matter between the employee and his Line Manager which they are unable to solve between them, the employee may put the concern in writing, and bring it to the attention of HR Department (refer to Grievance policy).

Equality and Anti-Harassment

Harassment and discrimination includes, but not limited to, any unwanted, unreasonable and offensive behaviour that makes people feels uncomfortable, humiliated, and frightened or threatened. For example, harassment could be:

- Making racist, ethnically biased, religious, cultural or political unacceptable comments
- Offensive jokes, remarks or notes, or any matter that could be deemed pornography
- Offensive emails, pictures or gestures
- Unwelcome physical contact or sexual overtures
- Isolating others or not cooperating with employees
- Spreading negative rumours purposely about employee(s) or the organization
- Misuse of power or bullying on employees

If any AXXON employee witnesses any incident of harassment or discrimination, they are required to inform their Line Manager and/or the HR Department immediately.

An employee who feels mistreated can avail the options available in the Grievance policy.

Violation of these guidelines will result in Disciplinary Action (refer to the Disciplinary Action and Grievance policies).

Conflict of Interest and Gifts Acceptance

Gifts Acceptance

Any AXXON employee who is given gifts, vouchers, service offers, or promised any payment/commission by patients, suppliers, vendors and others, must not accept any such gift, no matter what the monetary value, as it creates the impression of compromised decision-making.

Gifts given to individuals must be declined politely, explaining the reason for doing so.

The only exceptions to declining gifts can be:

- Gift baskets of edible items or flowers sent to a group of individuals or a Department as appreciation for their level of service and care
- Promotional merchandise or samples that bears the donor company's logo, and has no resale value, and which cannot be seen as influencing a deal or decision
- Gifts exchanged internally by AXXON colleagues with one another at special occasions that cannot be seen as creating a culture of favoritism or bias

If an employee is unsure about how to handle a situation regarding a gift, they should refer to their Line Manager and/or HR Department for guidance.

Should an employee accept a gift they must declare that they are doing so on behalf of AXXON and they should communicate the same to their Line Manager and/or HR Department.

The Employee is strictly forbidden to request any gift or financial aid for himself or others from the patients and visitor of AXXON and its Facilities.

Deliberate violation of this policy forms grounds for Disciplinary Action up to and including termination.

Conflict of Interest

All AXXON employees are required to respect the Organizational Code of Conduct and to maintain the highest level of integrity and professionalism in their business dealings and interactions.

A conflict of interest could arise in many situations. For example, it can come from knowing someone personally, having access to additional information unintended for you, and serving in more than one capacity, and being personally involved in something.

All employees are asked to guard against situations where there may be the appearance of a potential conflict of interest and their judgments could be compromised, or even questioned.

If an employee anticipates a situation could pose a potential conflict of interest, the employee is required to identify that situation, declare the potential conflict, and remove himself from any associated decision-making. Failure to do so could form grounds for Disciplinary Action up to and including termination.

Dress Code and Personal Appearance

All employees should come to work dressed in line with this policy and their role requirements. All employees must also follow any additional dress codes that are provided by their Departments.

Employees must be well groomed and present an appearance that inspires trust in their commitment to hygiene and quality care, and as such they must commit to the following:

- Not to wear tight or revealing clothing, denim/jeans or clothing that has offensive text/images.
- Not to have unkempt/long hair or wear make-up (for men).
- All women dresses should be without slits
- Not to use excessive perfume or be smelling of smoke or sweat.
- Not to display the obvious absence or presence of undergarments.
- Not to Display body art including tattoos, piercing (except ears and nose for women), or wear excessive accessories. Where earrings/nose ring are worn, they should be plain studs
- Not to compromise personal hygiene at any time.

All employees should comply with any dress code set by AXXON for male and female as this may change at any time.

Loss of ID badge will incur replacement charges of AED 100. Employees are required to return these badges at time of Separation from AXXON.

If an employee has been provided with a uniform and/or protective clothing, they are required to use it and requested to ensure it is clean and undamaged while in use. Also, they will be required to return these items upon separation from AXXON.

Disciplinary actions will apply if the employee violates dress code policy.

All expatriate employees are asked to be respectful of the religion and culture of UAE and to dress keeping in mind those sensitivities.

Time and Attendance

1. All employees must adhere to their committed schedules and to come to work on time as scheduled. If the employee commences to work prior the official working time; the employee still will have to stay until the end of the official working time unless working in flexible time duty.
2. The Line Manager should ensure the working hours are being adhered to and should inform the HR department regarding violations immediately. However, the HR department should conduct monthly random check across departments to ensure compliance with Time & Attendance Policy.
3. Every employee should ensure that he/she regularly and punctually log into Time Attendance system daily before starting work and at the end of their day.
4. If the employee is late for 1 to 15 minutes more than 3 times in a month, after flexible hour or after fixed working time (in case the employee is not working in flexible time arrangement), the employee will be liable for Disciplinary Action as per the guidelines of that policy. The employee should also compensate the lateness in these three incidents at the end of working day or during the same month to complete the assigned duty hours.
5. If the employee is late more than 15 minutes in any working day, the employee will be liable for Disciplinary Action as per the guidelines of that policy; unless the employee informed

the Line Manager in advance about his need to be late for an urgent issue or personal need. In such case the Line Manager should notify the HR Department approving the lateness and will be considered as personal permission to be deducted from the personal permission allowed per month.

6. The employee should ensure completion of all assigned working hours on a monthly basis. If the employee works less than the total assigned hours required per month, this will lead to Disciplinary Action as per the guidelines of the policy.
7. The Line Manager should ensure effective handover between shift employees at the time of shift changes.
8. For repeated instances of absence without authorized leave or with no explanation for such absence from duty, or missing from assigned station without explanation, refer to Disciplinary Action policy and Absconded Employee policy.
9. Should an employee need to attend to a personal matter during AXXON working hours, he can request this from line manager, provided their Line Manager approves this request beforehand. The employee may, subject on Line Manager's approval, be permitted to attend to his personal matter for a maximum of 10 hours a month, to be taken at once or split it over the month. If the employee request more than 5 hours personal permission off in a day, it should be considered as annual leave day.

Flexible Time

1. Employees who are working in flexible time arrangement must ensure the following:
 - The total number of hours worked are in line with the Working Hours policy
 - The total number of hours worked are not less than 9 hours a day which is 45 hours per week.
1. The Line Manager should also discuss and agree on performance objectives with the New Hires who are confirmed as AXXON employees at the end of their Probationary period, using the appropriate form, as per the Performance Management policy.

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2. AXXON reserves the right to extend a Probationary Period in order to better assess the employee for a maximum total Probationary Period of nine months. Extension of a Probationary Period can only be done with Line Manager and Department Manager's approval and the employee must be notified of the decision by HR in writing. Should a Probationary Period be extended to another 3 months, the Line Manager and HR Manager must get the employee to sign off on this decision at least two weeks prior to the end of the original Probationary Period.

Use of AXXON Equipment, Technology, Vehicles and Property

1. All AXXON employees are given varying levels of access to and/or responsibility for equipment to perform their duties. Equipment may include computers, access cards, telecommunications devices, mobile phones, scanners, printers, recorders and access to the internet, amongst others.
2. Some AXXON employees may also be given access to/responsibility for AXXON property or vehicles as it related to their duties.
3. All employees are required to use AXXON equipment, vehicles, property and technology for work related matters only, and in a manner that is in line with the prescribed method of use.
4. Loss or damage to any AXXON equipments would invite compensation from the employee, if unless proved the loss or damage is due to external reasons.

Employee Rewards and Recognition

1. Employees can be recognized for a number of reasons: performance excellence, participating in project committees, length of service and quality initiatives, etc...
2. The reward can monetary and non-monetary.

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2. Monetary reward for excellent performance can be granted to employees who are constantly exceeding expectations or worked in special project as assigned by Line Manager, or Executive Director.

Medical Care

AXXON shall provide expatriate employees and their eligible dependents with health care insurance (Curative & Preventive) as per Health insurance regulations. Health Insurance for employee and dependents will be cancelled upon visa cancellation (departure from UAE or transfer of visa).

LEARNING AND PERFORMANCE

Performance Management

Goal Setting

1. The Line Manager should set and explain what SMART objectives to the employee. The Line Manager and the employee together are responsible for confirming and agreeing upon SMART (Specific, Measurable, Achievable, Relevant and Time-Bound) objectives wherever applicable.
2. The Appraisal period runs from January 1st to December 31st. All new joiners who start before October 1st and completed their probation period before 31 of December should be appraised in the same performance cycle. In case of extension of their Probationary Period, they will be appraised in the following year. Employees starting on or after October 1st will form part of the next performance cycle, when their probation is complete.
3. The date of the Annual Review must fall between December 1st and December 31st. The Mid-Year Review, which is meant to monitor progress towards annual objectives, must fall between June 1st to June 30th of the same review year. Objectives achievement and performance reviews should form part of regular meetings between managers and individuals and adjustments made to the performance review documents as and when changes are identified.
4. The following 5 points rating scale are to be used to appraise all employees:
 - 1= “Not Met Expectations”
 - 2= “Partially Met Expectations”
 - 3= “Met Expectations”
 - 4= “Exceeded Some Expectations”
 - 5= “Exceeds Expectations”
5. The Line Manager shall support the poor performers by creating a performance improvement plan to be followed over a defined time period. A rating of “1” in two consecutive annual

review cycles for Administration employees or in any one year for Medical and clinical employees will result in immediate termination (Refer to Disciplinary Action Policy).

Career Development and Succession Planning

Career Development

1. Career Development goals can reflect an aspiration to move vertically or horizontally in the organization.
2. The personal Career Development process is an integral part of employee development and should be supported by the Line Manager in consultation with the HR Department. Career Development Plans should have an outlook of one to four years.
3. Each employee who has met their performance objectives and has worked to fulfil the gaps identified in the past performance cycle is encouraged to make his career aspirations known to the Line Manager and then to the HR Department by documenting their training needs and developmental aspirations on their Development Plan template.

Training and Education

1. The training needs of employees should be based on the following criteria:
 - Requirements of their present job
 - Career Development
 - Succession Planning
 - Skills gaps that may have been identified through the Performance Management process or during the course of work by the Line Manager.
2. Individual Development Plans should be based on training needs analysis, conducted through talent management, performance review/appraisals, career development, and succession planning activities as per the performance management policy. In addition, exit interviews, staff surveys, updated job evaluation, job description, individual ambitions, changing business needs and meeting external stakeholders requirements contribute in establishing Individual Development Plans.

PRIVACY

Confidential Employee Data

All Employee/ Personnel data is considered confidential and will be treated as such at AXXON. Personnel data include, but are not limited to, all data submitted at the time of joining AXXON, such as Name, Nationality, date of birth, marital status, details about dependents, educational qualification(s) and work experience, previous employers and photograph(s). It also includes all records of employment, such as salary information and initial job offer, performance appraisals, increment notifications, disciplinary action notices or warnings, leave tracker, training log and results of any assessments. Employee names and information in the system should be exactly as per official passport/documents submitted by the employee (Nick names in the system are not allowed). If the employee birthdate (month & day) is not available in any official document; the employee must declare that in writing and the HR department shall consider the birthdate as 31 December of the birth year. The HR Department is responsible for ensuring the safe and secure storage of all employee data and limiting access to that information to authorized personnel only. These personnel are relevant members of the HR Department.

HEALTH, SAFETY AND ENVIRONMENT

Public Health and Safety

1. All employees must comply with Quality Health Safety and Environment guidelines.
2. Employees must maintain professional dress and hygiene standards that are in line with the Dress Code and Personal Appearance policy.

Smoking and Substance Use

1. AXXON property and grounds are smoke-free zones.
2. The HR Department will ensure candidates for employment are aware of this policy before they are brought on board and will facilitate necessary cessation support should a current employee request assistance in quitting smoking.
3. Violation of this policy by AXXON employees could be grounds for Disciplinary Action, refer to that policy for details.
4. AXXON will provide necessary signage to ensure awareness of this policy which is in effect every hour of every day.
5. Use of any other form of intoxicant, drug or liquor by AXXON employees while on AXXON premises (even if not on duty) is also prohibited and will lead to Disciplinary Action, both by law and by means of this policy.
6. Being under the influence of any alcohol or illegal drugs while on duty will lead to Disciplinary Action. HR Department can require that the employee to go for an immediate blood test to confirm this suspected influence as needed.
7. If an employee is unsure about how to handle a situation regarding use or misuse of tobacco products/illicit substances/alcohol, he must refer to their Line Manager and/or HR Department.

GRADING STRUCTURE AND PAY SCALE ADMINISTRATION

Version: 2.0

Date: February 3rd 2022

Prepared By: Name : Prathik Therambil

Designation: HR Manager

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Grading Structure

1. There are four Grading Structures at AXXON (included in detail as the Appendix at the end of this HR

Promotions and Salary Increases

1. Promotions can be either vertical or horizontal movements in the organization, and they should lead to increased responsibility and a corresponding increase in Compensation for the promoted employee.
2. AXXON is committed to growing internally available talent and employees are encouraged to express an interest in being considered as internal candidates should there be an opening that they are suited for. The employee may have to apply in writing for an internal vacancy when a notification is issued.
3. Approval of Promotions and/or changes to Compensation will be as per HR Policies.
4. Compensatory time off is not applicable for training, courses, seminars, or conferences that fall during normal working days, public holidays or weekends, in which employees will not be compensated for and will not be granted days in lieu or overtime (same rule applies for shift employee who attend courses during his off days).

Salary Advance Pay and Deductions

1. Salary advance pay can be granted to employees on approval from Section Manager and Executive Director. Employee should have completed one year of service to be eligible for it.
2. New hires can avail a salary advance pay, upon the approval of HR Department, during their probation period. The amount of the salary advance should not exceed 50 % of the employee's

total salary and not to exceed AED 10,000; repayment will be on a maximum of three instalments.

DISCIPLINARY ACTION

DISCIPLINARY ACTION

1. Any employee who violates any of AXXON's policies and/or applicable UAE/Abu Dhabi laws is liable to face appropriate Disciplinary Action.
2. No action shall be taken against an employee unless the issue has been studied thoroughly and documented by HR the Department.
3. The guidance and advices from the line manager to an employee is not considered a disciplinary action or a verbal warning.
4. Employee should be informed in writing of any Disciplinary Action taken against him, including the reasons for such action. Employee receipt signature is required on the Disciplinary Action letter before the HR Department can insert in the employee file. If employee refuses to sign the receipt, HR department can still file the disciplinary action noting that employee has refused to sign the disciplinary action receipt letter. Any Disciplinary Action or court order should be recorded in the employee's file.
5. Disciplinary Actions may consist of:
 - Verbal Warning (Should be documented in the employee's file)
 - First Written Warning
 - Second Written Warning
 - Salary Deduction: All salary deductions stated in this policy and in the disciplinary table indicate deduction from basic salary only.
 - Suspension with or without pay for a period not exceeding 2 months (without pay indicates Gross Salary).
 - Final Warning
 - Termination of Service

6. If the employee has committed a violation but the violation is discovered or the complaint is received by AXXON at any time after the incident; then, AXXON may apply the disciplinary action as per the tables in this policy after discovering the incident. An exception to this are time & attendance violations in which the disciplinary action shall be taken within 3 months period otherwise the violation will be forfeited (however, violations of not submitting all types of leaves requests can still lead to disciplinary action at any time discovered). Another exception is dress code violations in which the disciplinary action shall be taken in the same day otherwise the violation will be forfeited.

7. No disciplinary action can be made against an employee before giving the employee the chance of a fair hearing and to listen to his statement and defence (if the employee refuses/ does not show up to attend for hearing and defence, HR can proceed with the investigation even if the employee refuse/does not show up to attend the investigation committee after notifying him twice) except for Time & Attendance violations, failing to complete the yearly performance appraisal by the manager or employee before the deadline, and dress code violations in which HR Manager can apply direct actions without the need to sit with the employee or go through Permanent Investigation Committee (for dress codes violations, the HR department should ensure that the dress of the employee is a violation and the disciplinary action should be taken and communicated to the employee in the same working day). However, an investigation committee should be formed for any violation other than time & attendance, and dress code violations. Also, the HR Manager may form Perform investigation committee if needed to handle issues related to failure of completing mid-year and end of year performance appraisal apart from the regular permanent investigation committee. Moreover, the HR Manager may form Time & Attendance committee to take actions regarding Time & Attendance violations; but, the lawyer/legal advisor and an HR member should always be members in such committee. Violations of not submitting all types of leaves requests will need to be investigated by the “Permanent Investigation Committee” even it falls under Time & Attendance violations.

8. The HR Department is responsible for maintaining the confidentiality of all proceedings, witness statements, and records; however, there may be circumstances in which disclosure is needed for

certain information, or there is need to transfer information to authorities, but only with the prior authorisation of Executive Director.

9. In case the employee commits any violation that is not mentioned in the disciplinary table attached to this policy, the violation will be submitted to the Executive Director to decide on proper action after consulting HR Manager.

10. Any employee held in custody by court order shall be suspended during his detention without deducting his Salary and benefits entitlements. However, if such period exceeds 6 months, AXXON may stop salary and benefits entitlements or terminate the employee after the approval of Executive Director.

GRIEVANCE AND COMPLAINTS

GRIEVANCE

1. Grievance is defined as a concern, complaint or dispute caused by an employee concerning an incident, judgment, situation or problem between employees or between the employee and the Organization.
2. Grievance is a problem that does not seem able to be resolved between the employees involved.
3. AXXON employees may raise grievances regarding any aspect of their employment including the application of terms and conditions of employment, working arrangements, their working environment, working relationships or with regards to any Disciplinary Action taken against them. Employees may also raise grievances with regards to their annual performance appraisal in case of any major disagreement with their line manager on the final evaluation rating.
4. Employee shall follow the steps below:
 - A. First submit written grievance to their Line Manager.
 - B. Line Manager should take the necessary action with regards to the complaint or the grievance within 5 working days of receiving the grievance by written reply.
 - C. The employee shall have the right to file such complaint or grievance to the department manager in case that the line manager fails to settle complaint or grievance within 5 working days or the employee has a good reason for not accepting the decision of his line manager or the complaint or grievance itself is made against this line manager.
 - D. The department manager should find a solution to such complaint or grievance within 5 working days from receiving the employee's letter by replying in writing to the above-mentioned letter.
 - E. The employee shall have the right to file such complaint or grievance to human resources department in case that the department manager fails to settle complaint or grievance within 5 working days or the employee has a good reason for not accepting the decision of department manager or the complaint or grievance itself is made against department manager.
 - F. The Human Resources Manager has to take a decision to settle such complaint or grievance within the maximum period of 10 working days in coordination with the legal counsel.

5. Complains or grievances must be carefully investigated before they are forwarded, as AXXON Company does'nt tolerate false grievances once they are investigated because they are baseless. In this case, the employee shall be transferred to the investigation committee that shall decide the proper penalty against the employee.

6. All grievances shall be treated with top confidentiality, which must not be discussed with any third party other than the persons involved in making or handling the grievance.

ANNEXURE I