



Policies and Procedures

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Giant Oil Tools Free Zone Company Overview

Mission

To foster a winning culture capitalizing on our wealth of experience, skills and motivation to deliver premium solutions to our business partners and extend top class services to our clients in every domain while preserving the environment and having zero compromise on safety standards at all aspects of our business.

Vision

To be a leading company in the Oil and Gas Companies in Egypt and MENA Region, adding a significant value to the business through building a professional, ethical and healthy working environment based on creativity, trust and prosperity

Core Values

- **Integrity:** We foster a culture of transparency in all our business aspects. We will be fully honest when dealing with our vendors, principals and clients to create an ethical and trustworthy working environment.
- **Creativity:** We always deliver creative solutions to our partners; conventional ways of doing business is not on our agenda; we use innovative rational to overcome any business challenges we meet.
- **Efficiency:** We will operate in harmony within our subdivisions towards our target group; we will always remain responsive and reliable when we deal with our clients and principals to keep our high standards of credibility and efficiency as a robust business partner. Objectives and the primary consideration is our price.

- **Intensity:** We take every business opportunity seriously and we tackle all business domains intensely to ensure that our group emerges as a successful and leading organization in all of its subdivisions operations.
- **Respectfulness:** We respect the traditions and cultures of countries we operate in and we share our social responsibility as a group. We will always preserve environmental resources and seek for renewable energy solutions as and when appropriate.



Policies and Procedures

Policies and Procedures at Giant Oil Tools Free Zone are frameworks that help with guiding and shaping our behavior within the workplace. It doesn't contain every situation you may think of but is meant to be sufficient for your own sound judgment, good sense and differentiating between what's right and wrong. For example, prevent any behavior that is unethical or illegal which could lead you to unacceptable attitude, even if it is not specifically stated in the Policies. You should use the Policies as a reference whenever you have a question or wonder about certain issues or what is relevant to the organization. If you ever have any questions regarding the code or how to solve a specific problem, you should contact your Manager and HR.

Your Responsibilities as an Employee

- Understand and comply with Giant's Policies and Procedures.
- Follow rules and regulations.
- Ask for guidance whenever you have questions.



- Usually report any suspected violations to your supervisor or one of the Policies and Procedures and compliance resources.
- Take responsibility for your own actions and be in charge with your behavior.

Your Responsibilities as a Supervisor

- Ensure that your employees understand and comply with GOT's Policies and Procedures.
- Ensure that your employees comply with all applicable rules and regulations.
- Emphasize the importance of the Policies and Procedures and reinforce GOT's commitment to conducting business legally and ethically.
- Encourage open communication with employees and provide guidance and feedback in response to their questions and concerns.
- Understand when to escalate issues, report violations, and get assistance from available resources.
- Ensure that GOT's zero-tolerance position on retaliation against good-intention reporters is strictly enforced.

Types of Policies:

Attendance Policy

Late Arrival Policy

Leave Policy

Internet Usage Policy

Mobile Phones Usage Policy

Promotion Policy

Probation and Confirmation Policy

Recruitment Policy

Resignation Policy

Reward and Recognition Policy

Whistle Blower Policy

Performance Appraisal Policy

Job Rotation Policy

Job Description Policy

Attendance Policy

Effective working in our organization depends upon punctuality, sincerity and regular working of the employees and to a certain extent on employee attendance. In order to ensure regular working it is necessary to lay down rules and regulations which are followed within the organization to maintain regularity. Each employee in GOT is valued and is unique members who are encouraged to give their best productivity by being regular and punctual so they are expected to follow our employee attendance policy and procedure regularly.

Absence of work for an employee can be authorized or unauthorized. Authorized absence is an absence from our company's point of view is expected to be for a genuine reason for example, Illness etc. while unauthorized absence may be defined as absence which are non-reasonable and non-acceptable for example, Non- medical appointments and day off for birthday celebrations which are defined under GOT attendance policy and procedure.

In order to ensure employees' attendance aligns with our organization time, attendance policy, regular review and evaluation of data is being done. The main aim of having an attendance policy is to provide supportive and inclusive working environment which encourage all employees to manage their health and wellbeing. GOT attendance policy gives a way to have regular updating of time off and total number of hours worked. It must be known to the manager and the HR when employee is working and how much an employee is working. Managing an attendance procedure is important not only from our data collection point of view but it helps our organization to know what trends to follow to give time off to employees and to know the need of employees etc.

Work attendance policy also points out on the productivity per employee. What's the time in and time out from work for an employee and how does an employee work within those hours which give clarity on per employee productivity. The grey areas are also highlighted when we study attendance and time data. For instance, we get to know which employee

has reached saturation and is completely exhausted and need a break. Similarly, we know which employee is least productive. We get to know about the concept of presenters also through Employee attendance data. Presenters are a theory in which employee report to work distracted and unable to carry out the duty rightly.

As per our attendance policy, employees are supposed to be present for work. Punctuality is important for normal and smooth functioning of the organization. Arriving late, excess absenteeism disrupts normal working of organization; this all has been explained in policy below. The real time attendance gives clarity on other details as well. For details please refer below mentioned sample attendance policy.

Late Arrival Policy

Being punctual and disciplined are the key attributes of an efficient employee. The success of our company is based on these two factors.

It has become very important for GOT to take some necessary actions. It has been decided by the management of the company that if an employee comes late for more than 15 minutes, he will be considered a latecomer.

GOT's management always accepts a genuine reason for coming late but will never allow any employee to take it for granted.

Leave Policy

Employees are the most valuable asset of our organization. Lack of proper leave management can lead to unauthorized absence of employees from duty, lower productivity, fall in productivity hours, missing of important targets and so on. For instance, if an employee is on leave with no prior information his/her work suffers as nobody is prepared for the unexpected absence. But on similar terms if an employee applies for leave in advance in such case the stakeholder is aware of it and the entire team can manage the work in employee absence so that there is no loss of productivity.

Leave Policy which is implemented in our company provides a common understanding between our employee and our management that how leave can be taken while in service.

Some advantages of having a Leave Policy in GOT are:

- The leave policy satisfies the legal obligation and safety.
- It helps in better relationship between each employer and his employee.
- It provides for more flexible working hours.
- It ensures to avoid any kind of ambiguity how particular situation should be handled.

Internet Usage Policy

Our Internet Usage Policy is a boon for our organisation. It keeps our organisation productive and efficient. This policy acts as a reference point in case an employee violates the policy. One of the most important thing is that this policy should be communicated to all employees.

The major reasons for having an internet usage policy within our companies are given below:

1. Productivity: It improves the productivity of our employees as no time is wasted surfing internet for personal uses. Employees also cannot use social networking sites other websites as their use is restricted by the rules and regulations of policy. Proper implementation of Internet access procedures and rules prevent employees from getting distracted with websites, blogs etc.

2. Safety: These Regulations provides safety to confidential information which can otherwise be transmitted by internet. The internet usage policy makes the guidelines very clear regarding usage of confidential information. The safety of company's system can be

damaged while transmitting information as the system become prone to virus attack etc. This policy act against such transmission of information thus protects our company.

3. Resources: There sources while using the internet for personal usage reduce the bandwidth which can affect be used in some productive work.



Mobile Phone Usage Policy

At our company, company owned mobile phones are given to employee to carry their job. It is in fact given to employee whose job demands to be contactable or require mobile application to perform their role. The mobile phone policy at work is meant for the allotment of mobile phones to our employees for business. It includes procurement and operations of our organisation mobile phones. The Company mobile phone policy also offers guidelines for the use of company owned mobile phones in working hours.

The basic purpose of having a mobile phone policy in our organisation is to define guidelines for the use of mobile phone within the company. As the cell phone is an essential commodity and can prove out to be the great asset for carrying out business. However, its excessive use can distract employee and staff. Therefore, it is important to consider the acceptable and not acceptable use of mobile phone in GOT.

As the work environment and work are undertaken differs from employee to employee, therefore policy will apply differently to individual members. GOT expects its employees to adopt a common sense approach in this regard.

Following our mobile device policy, during office hours, a mobile phone can be used only for business purposes. It shouldn't be used for any personal reasons.

Promotion Policy

The process of promotion is important to our organization as without it there will be stagnation in the growth and development of employees. If the employee is made to work in the same role, at the same position for years, there will be monotony in his job which is neither healthy for him/her nor for the environment he or she is working in.

Promotions and change of role helps the employees move forward in their career, gives them more challenges, enhances their learning curve, keeps them engaged with the job.

Promotions are a great idea for our organization because we value our employees and this policy is important as it:

- Creates positivity in the overall environment, employees moving up the ladder raises their self-esteem, confidence and morale.
- New perspective to a position by someone who already understands the business.
- Quick filling of the vacancy through internal resource.
- Developing a competitive space among colleagues and fellow members.
- Encouraging growth & advancement of employees within the system.
- To ensure unbiased, fair & transparent movement of employees.
- To fill in the vacancies utilizing talent from inside the organization.
- To introduce formal guidelines for planning succession of critical positions.

Probation and Confirmation Policy

The probation and confirmation policy provides a pathway for the review of our employees performance during their probation period and conditions that one should follow for the confirmation.

The probationary process in GOT is underpinned by effectiveness, equity, and accountability. It is essential that the reporting managers should provide timely feedback to the newly hired employees on their performance. It is the natural justice principle which suggests that managers are responsible for providing support, helping new employees to resolve the work-related queries and making arrangements for appropriate training and development activities.



Recruitment Policy

The basic objective of having a good Recruitment and Selection Policy is to make sure that right candidate is hired following the right process for hiring and selection. There must be sync between the hired candidate and our organizational values, philosophy and goals. The purpose of our recruitment policy is to ensure that rightly skilled and qualified candidate are attracted and hired as it is mandatory for the success of our organisation. GOT Recruitment Policy is based on fundamental principles which are:

1. Clarity on the type of recruitment procedure to be chosen as per our recruitment policy.
2. To have resumes of good applicants in pipeline that help in ambition recruitment.
3. Vacant positions must be filled in timely with best utilization of available resource.
4. All information must be provided in a concise and clear manner.
5. To ensure to choose the best candidate.
6. Recruiters must be well advised to take correct recruitment decisions.
7. Promotion of positive image of employer.



Resignation policy

The purposes of this policy is to ensure that all requirements are met, all relevant documents completed and entitlements paid.

Employees of Giant Oil Tools are required to comply with certain requirements when resigning their employment. These requirements are established through legislation, and through company policies and procedures. Giant Oil Tools will develop an environment that encourages retention of employees and seeks to minimize employee turnover.

In all cases of resignation, Giant Oil Tools will ensure that all entitlements are met and employees are treated fairly and equitably during the process.

An employee intending to resign from our company is required to give notice in advance.



Reward and Recognition Policy

reward and recognition policy is designed to encourage our employees whose performance is outstanding either individually or through teams that contribute to the overall objective of our organization and also to lay down guidelines regarding” how to reward employees”.

The objective of reward and recognition policy is to promote motivation in the workplace and to build up culture that is conducive for achieving organizational objective and to make employees feel valued and appreciated for their good work done. It is meant

- To promote reward and recognition of the employees
- To appreciate and recognize value added contribution of the employees.
- To acknowledge individual and team contribution.
- Timely appreciation to foster work quality.
- To award staff appreciation for the good work done



Whistle Blower Policy

If an employee observes that there is the violation of the code of conduct, he /she must immediately inform their manager. Every employee who has any doubt that any illegal activity is happening or can happen should inform his manager or HR.

- a. To give employees, investors, contractors, vendors, and other stakeholders a platform whereon they can raise their concern against any wrongdoing done by the company.
- b. To protect employees against retaliation due to whistle blowing policy
- c. Our company is committed for doing business in ethical ways and therefore an employee should raise their concern if they come across any behavior, activity which is suspected to be unethical and dangerous for the company.
- d. The whistleblowing policy is a crucial policy which gives stakeholders the liberty to raise concern against any suspected illegal activity.
- e. The employees of our company can report any concern by an authorized channel operated under the audit committee

The purpose of our performance appraisal policy is to make our employees aware of the company's performance appraisal system, framework and participation process.

The aim of the performance review policy is:

- To ensure that performance of every employee is assessed as per the set norms of our company.
- To make sure that performance grading is carried out in a fair manner and performance review is undertaken regularly.
- To create trust among the employees regarding company's performance appraisal system.

The performance appraisal system of our company is developed based on the long-term goal. The objective of performance appraisal policy is to:

- Make our employees aware of the future prospect in our company.
- Create a supportive environment in our company to discuss the career aspirations and developmental



Job Rotation Policy

The role of our job rotation policy is to convey the employees about the job rotation technique used by our organization, rules and regulation associated to the job rotation and frequency of job rotation. The job rotation policies help to reduce the demoralization of employees. It plays an important role to make our organizational outcomes more efficient and improve the productivity of our employees. The innovative thinking and inventiveness also gets boost due to effective implementation of employee job rotation policy.

The purpose of our job rotation policy is to create a talent pool for our organization by cross-training the employees. The job rotation policy also serves different purposes as listed below-

- To create a career path for employees in our organization by rotating their work profile from dead end job
- To provide the employee opportunity to gain new knowledge and job processes.
- To enhance the understanding of the employees about working of the company
- To keep employee motivated and productive, throughout their journey in our organization
- To create unity among employees by providing them a chance to work with each other on different projects



Job Description Policy

Job descriptions will be prepared for all positions in the company to serve as an organizational aid for identifying and delegating responsibilities, coordination and division of work and prevention of duplication of efforts. This policy purpose is to provide the methods for preparation and format of Job Descriptions. A job description should be used as a guide and not intended to be all-inclusive of person's abilities, the requirements for fulfilling their position or as work limitations or restrictions on employee roles. We are all expected to be team players and to help each other and the company whenever necessary within reason and workplace safety guidelines.

Responsibilities:

- The HR shall coordinate and be responsible for assisting hiring manager in composing job descriptions.
- The HR should be responsible for the creation of job descriptions for all positions.