**Company Name:**

**Human Resources Policies and Procedures Manual**

**Human Resources Department**

**Company Name**

**Human Resources Policies and Procedures Manual**

**Human Resources Department**

**Last Updated on**

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| --- | --- | --- |
| **Prepared By** | **Reviewed By** | **Approved By** |
| HR Officer | ??? | ??? |
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# 1) Introduction

## 1.1) Purpose of the Manual

The Purpose of this manual is to provide the (Company Name) or “the Company”) with a systematic method of interpreting policies and procedures as a reference. These policies form the basis of the management of employees and the framework of the terms and definitions in which they operate. The manual provides transparency in matters concerning employees and facilitates effective delegation.

## 1.2) Controlling Law

The controlling law for all policies in the company is the labor law of the Sultanate of Oman Codified in Royal Decree (113/2011) dated 24 October, 2011, 2006, and all applicable provisions of labor law of Oman) In the event of any conflict that may arise between the contents of this manual and the interpretation of the law as given by in any ministerial or vice order, the latter shall prevail. In the event of amendments to the law conferring more benefits than those provided in this manual, the employee will be entitled to the more beneficial of the two, but not both.

In the day-to-day operation of the (Company Name) cases may arise which are not covered by any of the policies and procedures outlined in this manual. Such matters are to be handled on an individual basis, and with a certain degree of flexibility.

In such cases, and in general interpretation of matters within this manual, advice should be sought from the General Manager.

# 2) Working Conditions

## 2.1) Purpose

The purpose of this section is to establish (Company Name) practices with regards to working hours, overtime, secondments, and transfers, in order to create an effective organization which promotes a balance between work and personal life.

## 2.2) Scope

The following shall apply to all (Company Name) employees.

## 2.3) Working Hours

### 2.3.1) Policies

2.3.1.1) It is (Company Name) policy to have a 40-hour working week. Management may, at its discretion, change working hours to suit work contingencies. The current work timings at (Company Name) is as follow:

* Official Working days are from Sunday to Thursday.
* Official working hours are from ……..AM to ……..PM.
* Half an hour lunch break to be taken between ??:00 noon and ??:00 PM.

2.3.1.2) (Company Name) Shall Observe working hours during Ramadan which are applicable to the private sector in Oman.

2.3.1.3) Employees are requested to be prompt and punctual with regards to working hours.

2.3.1.4) Managers shall ensure that employees’ absences from work are accurately recorded.

2.3.1.5) (Company Name) reserves the right to take disciplinary actions where an employee is absent from work without providing an acceptable reason.

### 2.3.2) Procedures

2.3.2.1) On a weekly basis, employees of (Company Name) shall arrange to fill the details of their assignments/projects, marketing efforts, holidays, work related functions, leaves, trainings undertaken as well as any other authorized activities, and the number of hours spent on each. The Manager shall arrange to review and approve the submitted timesheet.

2.3.2.2) Managers shall arrange to review the timesheets in line with the following:

* Budgeted man-hours vs. Actual hours spent on project.
* Components of chargeability (Percentage of time spent on an activity).
* Tardiness in delivery and Absence from duty is properly reflected.
* Any Other details.

2.3.2.3) The HR Specialist should then consolidate the attendance reports on a monthly basis and send a copy of the same to the General Manager for review.

2.3.2.4) The General Manager shall review the consolidated attendance report, and prepares a memo to address all unusual events, such as unexplained absenteeism. The General Manager then forwards the memo to All Managers (Department Heads).

2.3.2.5) The Managers shall review the consolidated attendance reports and the General Manager’s Memo and provide feedback and justifications regarding any unusual events raised.

2.3.2.6) The General Manager shall review the feedback from the Managers and decides on action course to be taken. Any decisions taken by the General Manager must be communicated to the HR Specialist for documentation purposes.

2.3.2.7) HR Specialist updates the employee personal files for leave accrued or other changes based on the General Manager's decisions. HR Specialist then forwards the final consolidated attendance reports to the Manager of Finance for payroll processing.

## 2.4) Overtime

### 2.4.1) Policies

2.4.1.1) (Company Name) wishes to provide its employees with a positive work/life balance. To that end, (Company Name) shall encourage all staff to perform their duties within the prescribed working hours.

2.4.1.2) (Company Name) Management has the discretion to periodically increase working requirements to suit work exigencies. Any overtime worked under such circumstances must be approved by the concerned Manager.

2.4.1.3) Employees shall be compensated for time off in line with the Labor Law of the Sultanate of Oman for working outside official hours, rest days or public holidays.

### 2.4.2) Procedure

2.4.2.1) Authorization for employees required to work beyond normal working hours will be given by the Managers.

2.4.2.2) Authorization for overtime must be obtained before overtime work commences.

2.4.2.3) Employees who are requested to work overtime must arrange to fill the “Overtime Approval” Form (Annexure 4) and obtain the signature of the concerned Manager.

2.4.2.4) The HR Specialist will keep a record of overtime by each employee at work based on the approvals of the employee’s Manager.

2.4.2.5) The report and timesheet of each employee upon approval of HR Specialist will be forwarded to the Finance Department for payroll purposes.

# 3) Compensation Structure

## 3.1) Purpose

The purpose of this section is to establish the policies pertaining to salary administration, allowances and benefits. (Company Name) aims to fairly reward employees for their efforts and contributions in line with the market trends.

## 3.2) Scope

The following shall apply to all (Company Name) employees.

## 3.3) Salary Administration

### 3.3.1) Policies

3.3.1.1) It is (Company Name) policy to maintain an adequate remuneration system. The basis of salaries and other benefits in the employment contracts shall be the following:

* Position grade and level
* Position roles and responsibilities

3.3.1.2) It is (Company Name) policy to conduct external compensation surveys at intervals determined by Sharakah to ensure that employees are rewarded in a manner consistent with best market practices.

3.3.1.3) The first-time monthly salary for new employees joining (Company Name) should be disbursed in the same month proportionately for the number of days worked in the first month.

### 3.3.2) Procedure

3.3.2.1) The HR Specialist shall arrange to update the employee salary file in line with any changes.

3.3.2.2) Based on the approved salary file, the finance department makes the salary payment.

3.3.2.3) Employee salaries are directly transferred to their respective bank accounts.

3.3.2.4) Allowances are included with the employee’s end of month salary.

3.3.2.5) Salary is paid before the end of the month.

## 3.4) Salary Components

### 3.4.1) Policies

3.4.1.1) (Company Name) salary structure includes the following allowances:

* Basic Salary: Monthly compensation paid to the employee excluding allowances on the basis of the grading structure
* Housing Allowance: Monthly allowance provided to the employee against covering rent and housing expenses.
* Transportation Allowance: Monthly allowance paid to the employee against covering the costs of travel from the employee’s residence to the work location.
* Mobile Phone Allowance: Monthly allowance paid to employees covering the cost of making phone calls related to (Company Name). Other Allowances: All other allowances that the management see fit and required for the job requirements.
* Other Allowances: Any other allowance the management deems necessary in accordance to the job responsibilities.

## 3.5) Salary Change Administration (Yearly Increment)

### 3.5.1) Policies

3.5.1.1) Yearly increment is linked to individual and company's performance appraisal and discretion of the Management subject to BOD approval. A formal system on performance appraisal should be in place and this should not be an automated process.

3.5.1.2) The employee will be eligible for the yearly increment only if they have completed 6 months as a full-time employee at (Company Name).

3.5.1.3) An employee whose performance is below 45% will not be entitled for the yearly increment.

### 3.5.2) Procedures

3.5.2.1) The General Manager in accordance with the strategic plan of (Company Name) identifies the top priorities for (Company Name) to be achieved over the next year (usually 10 goals) and assigns the Departments responsible for achieving these goals.

3.5.2.2) General Manager presents these goals to BOD for approval and determines the weightage of each goal as per the attached (Annexure 17).

3.5.2.3) Each employee identifies their Tasks and Targets for the coming year and discusses it with their line manager and then seek the approval of General Manager. Employee's Task and targets should be aligned with (Company Name) objectives for the coming year Further they should be (SMART) (Specific, Measurable, Achievable, Realistic and bound by a Timeframe) Please see the attached (Annexure 18).

3.5.2.4) The line manager conducts a mid-year performance review for all his employees. The process aims at identifying the strengths and weaknesses of each employee and to direct them towards improving their performance.

3.5.2.5) During the fourth quarter General Manager evaluates (Company Name) performance and thus determines the (Company Name) performance rate, which ranges between (1% and 10%). The evaluation report is than submitted to BOD for approval.

## 3.6) Air Tickets

### 3.6.1) Policies

3.6.1.1) (Company Name) employees shall be provided with return air tickets to the destination of travel for leave and business travel purposes.

3.6.1.2) (Company Name) will provide annual return air tickets to employees, their spouse and 3 children under the age of 18. The air ticket for expatriate employees will be issued to their origin and for Omani employees living Governorate of Dhofar, Governorate of Musandam and Masirah Island.

3.6.1.3) The concerned employees have the right to purchase the air ticket on their own for themselves, their spouse and 3 children under the age of 18. Then they can request compensation but they have to provide 3 quotations. (Company Name) will select the air ticket on the basis of easiest route than the most economical.

3.6.1.4) In the case the employee chooses not to go back to their point of origin, they can request reimbursement equivalent to the price of the ticket at that time. Similarly, three quotations should be obtained.

3.6.1.5) Articles (3.6.1.1) to (3.6.1.4) should not apply to employees whose spouses get the same perks from another organization.

3.6.1.6) Air ticket details will be as follow:

|  |  |
| --- | --- |
| **Position** | **Travel Class** |
| Tier 1 and 2 | Business Class |
| Tier 3, 4 and 5 | Economy Class |

3.6.1.7) Employees traveling with the Senior employees, would be upgraded to business class.

5.10.1.8) Members of the Board of Directors traveling on behalf of (Company Name) shall be entitled to business class tickets and the per diem rates applicable to the GM.

3.6.1.9) For all business trips, the procedures established in section (3.6) shall apply.

### 3.6.2) Procedure

3.6.2.1) Employees shall receive at the end of (Company Name) Financial Calendar, a prorated value for air tickets in line with (Company Name) policies.

3.6.2.2) For air tickets due to business travel, the procedures established in section (??.4) (Travel Outside the Sultanate of Oman) shall apply.

# 4) Performance Evaluation

## 4.1) Purpose

This section defines the Performance Management System policies in order to clarify and link performance to pay and ensure that employees are properly rewarded for their output and behavior within (Company Name).

## 4.2) Scope

The policies and procedures related to Performance Evaluation shall apply to all (Company Name) employees.

## 4.3) Performance Management System

### 4.3.1) Policies

4.3.1.1) It is (Company Name) policy to develop and implement a performance management system which links employee performance to incentives and increment distribution. The Performance Management System shall take the following into consideration:

* The review of employee performance in a formal setting in order to provide proper feedback and recognition.
* Providing a framework through which employee strengths are recognized and areas of improvement are identified.
* Providing to the employee a role description as well as specific and measurable targets to achieve, in line with company strategy and goals.
* Developing an atmosphere where employees are encouraged to discuss their career aspirations and development opportunities within (Company Name).

4.3.1.2) Performance reviews shall be conducted at least once a year during (Company Name) calendar year (i.e., January to December).

4.3.1.3) The Performance Evaluation process shall precede the following activities and determine their outcomes:

* Merit Increment distribution
* Bonus distribution
* Coaching and counseling poor performers
* Terminations

## 4.4) Promotions

### 4.4.1) Policies

4.4.1.1) (Company Name) shall have opportunities for promotion under the following circumstances:

* Positions within (Company Name) which are newly created to suit organizational requirements.
* Positions within (Company Name) wherein a vacancy due to resignation, promotion, or sudden exigency must be filled.
* Positions which are elevated through the process of Job Evaluations.

4.4.1.2) It is (Company Name) policy to consider current employees for promotion opportunities before searching for external candidates. Promotion shall be linked to performance, relevant experience and behavioral competencies.

4.4.1.3) Promotions are linked to, but do not necessarily involve all of the following: higher responsibilities, pay, and a redefined set of performance indicators.

4.4.1.4) Promotions shall be granted upon the consideration of the following guidelines:

* Employee performance and merit ratings for the duration of his/her employment within (Company Name).
* Employee skills must be suitable for the higher post. This includes but is not limited to the demonstrated ability to perform at a higher level, certification, technical knowledge and experience.
* Where relevant, achievements and significant contributions must be taken into consideration when deliberating whether to grant an employee a promotion.

4.4.1.5) The following promotion types shall be granted by (Company Name) to its employees:

* Promotion on performance: This refers to rewarding an employee for notable performance during his/her service. Employees promoted for consistently good performance must reflect the skills necessary to perform at a higher level.
* Grade promotion: This refers to the process of promoting an employee to a higher level without a change in Job description and title. Grade Promotions serve to recognize and reward employee performance in cases where job vacancies or promotional opportunities at a higher level are not available.
* Promotions on transfer: Employees who are seen to have the necessary technical and behavioral competencies to perform at a higher level within a different department may be transferred and promoted as seen appropriate by the concerned Line Manager.

4.4.1.6) An HR Management Committee (MC) Chaired by the General Manager, shall be formed in order to review and evaluate any considerations for promotions. The Final approval of the General Manager must be granted in order to implement a promotion in (Company Name).

# 5) Training and Development

## 5.1) Purpose

The purpose of this section is to provide a framework through which employees can communicate their training needs and requirements and managers can communicate to the employee the areas of development to strengthen.

## 5.2) Scope

Training and development policies and procedures apply to all (Company Name) employees.

## 5.3) Training

### 5.3.1) Policies

5.3.1.1) Training requirements shall be expressed in the career development plan. The determination of employee training needs can be initiated and discussed by the employee or the Department Manager.

5.3.1.2) Training and development needs can also be identified during the annual performance evaluation process. Training needs should be linked to an employee’s responsibilities, nature of activities and relevant experience. All training courses must be suitable to (Company Name) strategic requirements.

5.3.1.3) Training needs shall be linked to (Company Name) goals and can be classified in accordance with the following:

Strategic Training:

* **Strategic Training:** are training needs that arise in order to align employee development with (Company Name) strategic goals and targets. This type of training is often derived from business plans and identified by management in collaboration with HR and the concerned employee’s Managers.
* **Task-Specific Training:** These are training and development courses linked to increasing effectiveness at work, and aim to increase an employee’s skill and technical understanding. Task-specific training needs must be identified by the employee with the concerned Manager during the performance evaluation process.
* **Individual Training Needs:** Individual training needs are linked to behavioral competencies and focus on the broadening of an employee’s knowledge and skills. Individual training needs must be determined by the employee and the concerned Manager during the performance evaluation process.

5.3.1.4) When considering the type of training required for an employee, (Company Name) shall use the following guidelines:

* **On-the-Job Training:** This involves having the employee work with a manager or a qualified and experienced peer in order to learn the day-to-day solutions to work related complications. On the Job training promotes teamwork and involves the concerned Managers in the process.
* **Internal Training:** Internal training programs are designed within (Company Name) or developed in training institutes but delivered in-house. Internal training is often prepared in line with the results of the performance evaluation process, and several programs are often prepared in order to meet employee needs.
* **External Training:** Under external training, employees may be sent to a training institute in Oman or abroad to receive training in specialized fields or under the tutelage of specialized institutes. Employee eligibility and the nature of the course must be determined by the Manager and coordinated with the Administration and Human Resources Department.
* **Job Enlargement:** This refers to the process of increasing employee skills and competencies by exposing the employee to a larger scope of responsibility and control through increasing job content.

### 5.3.2) Procedures

5.3.2.1) The HR Specialist will retrieve the training suggestions from the various employee appraisal forms and career development plans. He/she shall prepare a summary of all training requirements for all employees in (Company Name) and forwards the same to the General Manager for review and approval.

5.3.2.2) Once the consolidated training requirement report is approved by the General Manager, the HR Specialist will co-ordinate with other departmental Managers on the timing and duration of courses, the selection of instructors (for in-house training programs) and the appropriate institutions for the employee attending external training courses.

5.3.2.3) The Management Committee will review the draft-training plan. After all issues are resolved and modifications are made, the committee shall forward the same to the General Manager for approval.

5.3.2.4) The Manager of Finance must review the training plan and ensure that the training budget approved by the BOD will not be exceeded.

5.3.2.5) Once the training program is identified, the Manager will inform the employee about the course that he/she has to attend. The employee shall arrange to fill the “Training Form” (Annexure 7) and obtain the signature of the Manager.

5.3.2.6) The HR Specialist will process the approved training form. This will include course registration, obtaining course details, etc.

5.3.2.7) In cases where travel abroad is required for training purposes, the HR Specialist shall arrange to obtain hotel reservations and airline tickets for the employee(s) concerned.

5.3.2.8) The employee will attend the training program. On completion of the training program, the employee will fill a “Training Feedback” form (Annexure 8), and submits it to his/her immediate supervisor, and hands over all the training material. This form will assist in evaluating the benefit of the program and how the employee intends to utilize his/her newly acquired skills and knowledge.

5.3.2.9) The Line Manager shall compare the employee’s training form with the employee’s training feedback form, to ensure that objective of the training course have been met successfully.

5.3.2.10) The HR Specialist will record the details of training received in the employee’s personal file.

# 6) Employee Leave

## 6.1) Purpose

The purpose of this section is to identify employee leave entitlements whether annual or otherwise, as established by the Labor Law of the Sultanate of Oman. Leave entitlements are linked to providing employees with the opportunity to have rest and recreation. (Company Name) encourages its employees to have adequate rest and to meet their personal needs.

## 6.2) Scope

This section applies to all employees within (Company Name).

## 6.3) Annual Leave

### 6.3.1) Policies

6.3.1.1) An Annual Leave plan must be prepared at the beginning of each calendar year within (Company Name). Each Manager must collect from all employees within his/her department the expected leave dates.

6.3.1.2) Annual leave entitlement is thirty (30) working days annually for all (Company Name) employees, irrespective of grade, salary or level.

6.3.1.3) (Company Name) employees are required to take at least 10 consecutive working days of leave during each calendar year.

6.3.1.4) The number of days of annual leave for employees may differ in line with contractual agreements. In such cases, the annual entitlement for an employee shall be stipulated in the employment contract.

6.3.1.5) (Company Name) employees cannot accumulate more than forty-five (45) working days of leave at the end of any calendar year. The balance leave days over and above 45 days will automatically stand forfeited on January 1st of each calendar year. Employees, whose leave entitlement is of forty-five days, will be encouraged to avail their leave.

6.3.1.6) A maximum of 10 working days of leave shall only be permitted to be transferred to an employee’s leave account each year. That implies, a minimum 20 days of leave needs to be availed every year. However, as per Clause (6.3.1.5) total leave balance cannot exceed 45 working days. Further this Clause needs to be read in consonance with Clause (6.1.3.3).

6.3.1.7) (Company Name) employees must complete six months of service before they can request to go on annual leave as established by the Labor Law of the Sultanate of Oman article (61). In cases where employees who have served less than six months are in need or required to take leave, approval must be sought from General Manager.

6.3.1.8) If an employee requests a leave before completing the probation period (6 months) an amount equivalent to leave days will be deducted from the salary.

6.3.1.9) All ordinary Annual Leave must be approved by the concerned Line Manager.

6.3.1.10) All leave requests above (3 days) should be accompanied with a handover list.

6.3.1.11) (Company Name) reserves the right to recall employees from their annual leave after 7 working days have expired. In such instances, the employee shall be compensated.

6.3.1.12) The HR Specialist shall notify all employees of their annual leave balance on a quarterly basis. Managers must also be notified in cases where proposed leave plans overlap.

6.3.1.13) Employees may not redeem their leave for cash under the normal course of events in (Company Name).

6.3.1.14) In circumstances where employees are required to postpone their leave or reduce their leave duration to a shorter period of time, to suit working requirements, (Company Name) can compensate the employee in cash for leave days not taken, as an incentive. The calculation of such days will be based on the Basic Salary. However, any relaxation in availing of leave, accumulation or encashment (in extreme cases) for employees will only be permitted by General Manager.

6.3.1.15) Employees returning from annual leave shall report to duty on the date specified in the approved leave form. Employees who return late from leave must specify the reason in writing and submit it to the Line Manager. Failure to report to duty without a valid and acceptable reason is equivalent to the employee being absent without authorization and can lead to disciplinary measures. A warning letter shall be sent to the employee’s last known address at intervals of seven (7) days for a period of 3 weeks.

### 6.3.2) Annual Leave Planning Procedure

6.3.2.1) The HR Specialist will provide a list of annual leave entitlements of each employee to the Mangers in January of every year.

6.3.2.2) The Managers should initiate planning the annual leave of their staff by completing an Annual Leave Plan, in consultation with the concerned employees.

6.3.2.3) The annual leave plan is submitted with the HR Specialist for consolidation and effective monitoring.

6.3.2.4) Employees must coordinate the scheduling of leaves with their managers.

6.3.2.5) It is the employee’s responsibility to verify the accrual of leave with their line managers and the HR Specialist

6.3.2.6) Managers must ensure the proposed leave will not disrupt the workflow and that adequate coverage of the employee work responsibility will be maintained during the employees leave. The HR Specialist will arrange to notify the line managers of any gaps which may affect the (Company Name) operations.

### 6.3.3) Leave Request Procedures

6.3.3.1) An employee planning to go on any type of leave that requires approval must inform their line managers and fill the leave application form (Annexure ??).

6.3.3.2) If the leave request is for more than 4 days, a handover list must be attached before approval.

6.3.3.3) When the leave request is approved, copies of the Leave Application Form should be kept as follow:

* Original: HR Specialist - employee file
* Copy 1: To Finance Department

6.3.3.4) Employees going on leave must arrange to inform their line managers of any pending matters that may need resolution, as well as any contact numbers on which the employee may be reached.

### 6.3.4) Return from Leave Procedures

6.3.4.1) The line managers will inform the HR Specialist, in writing, if the employee has not returned on the scheduled date as per the leave application or as per any approval given for extension of leave. Line managers will also be responsible for informing the HR Specialist when the employee has requested an extension of leave, which has been approved.

6.3.4.2) The HR Specialist will, on the basis of the communication from the line managers, update the Employee’s Leave Record for the actual days of leave taken. Where the leave extension was not approved, the HR Specialist will record this as unauthorized leave in the leave record and inform the Manager of Finance to make appropriate deductions from the monthly salary. Alternatively, action for termination of services may be initiated in line with (Company Name) Policies.

6.3.4.3) The employee must fill the "Resumption of Duty Form" (Annexure 12) upon return from leave it is more than 4 days.

6.3.4.4) The HR Specialist will verify the number of days taken and detect any days less/more from the approved application and take the necessary action accordingly.

## 6.4) Sick Leave

### 6.4.1) Policies

6.4.1.1) Sick leave is granted to employees who present a valid medical certificate from a medical authority recognized by (Company Name). Employees are entitled for 10 weeks of sick leave per calendar year in line with the Omani Labor Law. The ten weeks can be continuous or non-continuous. Payment for sick leave is indicated below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Weeks** | **Number of Days** | **Deductions from Gross Salary** | **PASI Contribution** |
| Weeks 1 and 2 | 14 Days | No Deductions | 100% |
| Weeks 3 and 4 | 14 Days | 25% Deduction | 100% |
| Weeks 5 and 6 | 14 Days | 50% Deduction | 100% |
| Weeks 7 to 10 | 28 Days | 75% Deduction | 100% |
| **Total** | **70 Days** |  |  |
| After the 10th week (for 180 days) | 180 Days | No Monthly Salary | Employee has to contribute to PASI an amount equal to 18.5% his gross salary. |

6.4.1.2) Employees who do not present medical certificates to validate any absence shall have their leave treated as unauthorized leave and the days of absence will not be payable.

6.4.1.3) Official holidays falling within days taken as medical leave shall be considered as part of the medical leave.

6.4.1.4) If the medical illness is directly related to an employee’s misconduct, (alcohol, drug use, etc.) then no payment shall be made to the employee.

6.4.1.5) Employees on probation are not eligible for sick leave. However, any days taken for medical reasons shall be added to the probation period.

## 6.5) Other Types of Leave

### 6.5.1) Policies

6.5.1.1) The employee is eligible to get a comprehensive emergency leave with pay for a period of six days throughout the year to cope with any emergency circumstance.

6.5.1.2) Emergency leave in cases of death is given in accordance with the following:

|  |  |
| --- | --- |
| **Number of Days** | **Relationship** |
| Five Days (5) | Mother, Father, Son, Daughter, or Spouse |
| Three Days (3) | Grandmother, Grandfather or Siblings |
| Two Days (2) | Uncle, Aunt, Cousin or Nephew |

6.5.1.3) If the event of death occurs over the weekend, emergency leave will not be counted.

6.5.1.4) Emergency Leave in cases of natural disaster and car accidents are limited to six days of paid leave, and not more than two days at a time. All Emergency Leave request have to be approved by the General and the following could be taken into consideration providing that valid justification if provided:

* The sickness of a 1st degree relative (son/daughter, wife/husband, mother/father, brother/sister) given that proper proof is submitted for the same. The severity of the case will be assessed and the Management will decide to grant the emergency leave or not.
* Car accident of a 1st degree relative. (son/daughter, wife/husband, mother/father, brother/sister) will be considered, but also the criticality of the car crush would be assessed.
* Any natural event like (earthquake, cyclone, heavy rains, fire, sandstorm) that would prevent the employee from being able to come to work.

6.5.1.5) A Muslim female employee is entitled to special leave with full pay for a period of four months and ten days immediately following the death of her husband (Eddah).

6.5.1.6) Maternity leave is granted to female employees on the issuance of a medical certificate from a qualified doctor. Maternity leave is granted as sixty (60) paid days of leave.

6.5.1.7) Employees who are getting married are entitled to three days of paid leave. This facility is granted only once during an employee’s service with (Company Name).

6.5.1.8) Upon the completion of Six Month of service, Muslim employees may be granted 20 calendar days of paid leave for pilgrimage (Hajj). This service is granted only once during an employee’s service in (Company Name). Alternatively, if the employee has not completed 6 months and wanted to avail this special leave, they can apply for normal leave and it will be subject to the approval of the General Manager.

6.5.1.9) Employees undertaking courses and certification on their own initiative and outside the duration of normal working hours are entitled to paid leave for the purpose of attending examinations. The total entitlement for exam days shall not exceed fifteen (15) days per year.

6.5.1.10) Public holidays are approved by (Company Name) as recognized by the private sector.

6.5.1.11) The Following are the official public Holidays as declared by the government of the Sultanate of Oman:

* Eid Al-Fitr (30 Ramadan/1st of Shawall): 3 Days
* Eid Al-Adha (9/10/11/12th of Dhu’l Al Hijjaj): 4 days
* Hijra new Year (1st Muharram): 1 Day
* The Prophet’s Birthday (12th of Rabbia): 1 Day
* Oman National Day (18th -19th of November): 2 days
* Al Israa Wa Al-Miraj (27th Rajab): 1 Day
* Sultan Haitham (11th Jan ): 1 Day

Any other events not announced by the concerned authority (Ministry of Manpower) would not be considered an official holiday.

### 6.5.2) Procedure

6.5.2.1) Employees must immediately inform their line managers on availing sick leave (in case he/she was outside the Sultanate, then he/she should send a Fax or E-mail to their line manager informing of his/her sickness and the period of sickness decided by a medical authority).

6.5.2.2) The HR Specialist shall note the same in the attendance register.

6.5.2.3) After rejoining the office, the employee completes the leave application form and obtains the approval of the concerned Manager.

6.5.2.4) The employee submits the approved leave form along with necessary supporting documents to the HR Specialist for review and documentation.

6.5.2.5) The HR Specialist shall update the employee’s leave entitlement and inform the Manager of Finance to make the appropriate payments to the employee’s end of month salary.

6.5.2.6) The HR Specialist then reconciles the employee’s leave entitlement with (Company Name) attendance register on a monthly basis.

6.5.2.7) The employee is entitled to get 70% as advance salary during his leave based on his request and 30% upon his/her return will be disbursed normally on the merit date.

## 6.6) Unauthorized Leave and Unpaid leave

### 6.6.1) Policies

6.6.1.1) All types of unpaid leave affecting the smooth operation of (Company Name) must be brought to the attention of the General Manager by the HR Specialist.

6.6.1.2) Consistent absenteeism and tardiness shall form grounds for disciplinary action. HR Department should document in the employee’s record any cases of absenteeism as leave without pay.

### 6.6.2) Procedures

6.6.2.1) If an employee does not resume work within seven days after his/her authorized leave, the HR Specialist shall arrange to notify him/her of their unacceptable conduct in writing and set a deadline for reporting to work.

6.6.2.2) If the employee still does not make the necessary changes to his/her behavior, the HR Specialist will notify the concerned authorities and inform them of his/her passport number. This will be done within a week of the deadline given to the employee. The Employee shall forfeit any end of service entitlements or payments under such circumstances.

6.6.2.3) Employees who abandon their job via unauthorized leave/absence are deemed to have resigned and will be terminated accordingly.

6.6.2.4) Employees who are consistently absent or tardy without authorization shall be subject to disciplinary action and procedures in effect.

# 7) Business Travel

## 7.1) Purpose

This section aims to identify the employee’s entitlements and responsibilities during business travels within the Sultanate of Oman, which includes but is not limited to, secondments, training, (Company Name) representation, and meetings with clients.

## 7.2) Scope

This section is applicable to all (Company Name) Employees who are required to travel for business purposes within the Sultanate of Oman or externally.

## 7.3) Travel within the Sultanate of Oman

### 7.3.1) Policies

7.3.1.1) Any Business travel to be undertaken by an employee within the sultanate of Oman, regardless of level or purpose must be approved by the line manager.

7.3.1.2) Employees who undertake business trips on behalf of (Company Name) outside of the Governorate of Muscat are entitled to a per diem payment to cover out of pocket expenses such as food and other miscellaneous costs. The per diem entitlement is OMR 10. per day.

7.3.1.3) For business trips that require overnight at locations within 200 km outside the governorate of Muscat (Company Name) must pay the rental value of the hotel with breakfast, and the hotel is determined by the following:

* Trips related to attending an event (conference, seminar, exhibition, workshop or others) within the Sultanate of Oman. It is preferred to reserve an accommodation in the hotel where the event is held to reduce the need of transporting from one location to another.
* In the event that the hotel, where the event is held is inappropriate or does not comply with (Company Name) standards, the employee is advised to rent a room at the nearest hotel according to the list of hotels in Oman approved by (Company Name) The HR- Specialist must update this list annually.
* In the event that the trip was to visit a project or to meet with a client, it should be coordinated with the host to select the appropriate hotel. Preferably, the hotel should be from the list of approved hotels.
* The employee has the right to request transportation from and to the hotel.

7.3.1.4) In case of traveling on a business trip outside the Governorate of Muscat, the employee should request the use of a company vehicle using the specified form (Annexure 16).

7.3.1.5) In circumstances where an employee must use his/her own vehicle for business travel purposes outside of the Governorate of Muscat, a mileage allowance of 115 Baiza per Kilometer shall be payable to the employee.

7.3.1.6) In case of travel by air, the employee is entitled upon arrival to their final destination to rent a vehicle to be used for business purpose. The type of vehicle and the size is determined by the conditions of the trip. In All cases the approval of the General Manager should be obtained.

7.3.1.7) The employee is entitled to compensation of transportation from his/her house to the airport to the hotel to the airport than back to the house.

### 7.3.2) Procedures

7.3.2.1) Employees required to travel on official trip outside of the Governorate of Muscat should complete and submit the designated form (Annexure ??).

7.3.2.2) The HR Specialist shall arrange to notify the Finance Manager of the duration of the trip and the number of days which the employee shall be away from the Governorate of Muscat. The Finance Manager, in turn, shall prepare the per-diem settlement in line with (Company Name) policies and pay the same to the employee.

7.3.2.3) The HR Specialist shall arrange the necessary hotel accommodation inclusive of breakfast and provides an employee with a copy of the hotel reservation.

7.3.2.4) When a (Company Name) Employee requires a vehicle for official purposes, the “Vehicle Requisition Form” (Annexure 10) must be filled, indicating the purpose of requirement and the proposed destination.

7.3.2.5) The employee must obtain the approval of his/her line manager on the "Vehicle Requisition Form" than forward the form to the Admin and HR department.

7.3.2.6) Upon receipt of the approved form, the Admin and HR Department must verify the availability of the vehicle and proceed to obtain the approval of the concerned department to release the vehicle to the employee.

7.3.2.7) If the employee’s request is rejected by the line manager, or if there is no vehicles available, The Administration Officer must indicate the same on the “Vehicle Requisition Form”, return the original form to the employee, and send a copy to the concerned line manager.

7.3.2.8) If the employee’s request is approved, and upon receipt of the vehicle, the employee and the Administration Officer must together complete and sign the designated form (Annexure 11).

7.3.2.9) Upon returning the vehicle, the Administration Officer must inspect the vehicle for any damages, and complete the designated form (Annexure 11).

7.3.2.10) Damages Found on (Company Name) Vehicle due to an employee’s Negligence must be charged to the employee’s salary at the end of the month.

7.3.2.11) In the event that there are traffic fines, the concerned employee will be charged accordingly.

## 7.4) Travel Outside the Sultanate of Oman

### 7.4.1) Policies

7.4.1.1) All travel outside the Sultanate of Oman for Business purposes, regardless of level and purpose, must be approved by the General Manager.

7.4.1.2) The Administration and HR Department shall be responsible for coordinating and completing all required formalities to obtain entry permits and residence visas for (Company Name) employees traveling abroad.

7.4.1.3) Costs related to air tickets, airport fares, Visas and accommodation (inclusive of breakfast) shall be covered by (Company Name).

7.4.1.4) Travel should be undertaken by the most economical mode and class of travel, and by the most direct route.

7.4.1.5) For employees traveling outside the Sultanate of Oman for business purposes, (Company Name) will provide hotel accommodation with 3 meals paid, Internet Services (if not free), transportation charges to and from the airport and transportation charges for business meetings. The employee should keep all bills and receipts and present them upon return to the HR Specialist for reimbursement. The accommodation for the trip will be decided using the following guidelines:

* Trips related to attending an event (conference, seminar, exhibition, workshop or others). It is preferred to reserve an accommodation in the hotel where the event is held to reduce the need of transportation from one location to another.
* In the event that the hotel, where the event is held is inappropriate or does not comply with (Company Name) standards, the employee is advised to rent a room at the nearest hotel.
* In the event that the trip was to visit a project or to meet with a client, it should be coordinated with the host to select the appropriate hotel. Preferably, it should be a 4-star hotel or better.

7.4.1.6) The employee has the right to request transportation from the airport to the hotel and vice versa. In the event that the employee used other means of transportation (buses, trains or other). (Company Name) will compensate the employee for the associated charges.

7.4.1.7) In the event where the employee has to transport from one location to another for the purpose of attending business meeting, he/she will have the right for reimbursement providing that the transportation is not for personal purposes.

# 8) Annexures

**Annexures are all in English**

|  |  |
| --- | --- |
| **Annexure 01** | Manpower Requisition Form |
| **Annexure 02** | Employee Registration Form |
| **Annexure 03** | Emergency Notification Form |
| **Annexure 04** | Training Request Form |
| **Annexure 05** | Training Feedback Form |
| **Annexure 06** | Leave Application Form |
| **Annexure 07** | Exit Interview Form |

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|  | **Manpower Requisition Form** | **HR-001**  Version 1.0  Updated: |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requisition Details** | | | | |
| **Department** |  | | | |
| **Position Title** |  | | | |
| **Grade** |  | | | |
| **Proposed Salary** |  | | | |
|  | | | | |
| **Date Required** |  | | | |
| **Qualifications** |  | | | |
|  |  | | | |
|  | | | |
| **Required Experience** | **[ ] Yes** | **[ ] No** | **Number of Years** |  |
| **Job Description** |  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Requested By** | | | |
| **Staff Name** |  | | |
| **Department** |  | | |
| **Signature** |  | **Date** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Reviewed By HR Department** | | | |
| **Staff Name** |  | | |
| **Signature** |  | **Date** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Approved By General Manager** | | | |
| **Remarks** |  | | |
| **Signature** |  | **Date** |  |

|  |  |  |
| --- | --- | --- |
|  | **Employee Registration Form** | **HR-002**  Version 1.0  Updated: |

|  |  |  |  |
| --- | --- | --- | --- |
| **Employee Name** |  | | |
| **Department** |  | **Line Manager** |  |
| **Designation** |  | **Date of Joining** |  |

|  |  |
| --- | --- |
| **Physical Address** | |
| **House Number** |  |
| **Way Number** |  |
| **Street Name** |  |
| **Willayat** |  |
| **Governorate** |  |
| **Country** |  |
| **Postal Address** | |
| **P.O. Box** |  |
| **P.C.** |  |
| **City** |  |
| **Country** |  |

|  |  |
| --- | --- |
| **Contact Information** | |
| **Mobile Number** |  |
| **Home Number** |  |
| **Personal Email** |  |

|  |  |
| --- | --- |
| **Bank Details** | |
| **Account Number** |  |
| **Branch** |  |
| **Bank Name** |  |

|  |  |  |
| --- | --- | --- |
| **Staff Signature** | **Line Manager Signature** | **General Manager Signature** |
|  |  |  |

|  |  |  |
| --- | --- | --- |
|  | **Emergency Notification Form** | **HR-003**  Version 1.0  Updated: |

|  |  |  |
| --- | --- | --- |
| **Staff Details** | | |
| **Identification Number** |  | |
| **Employee Name** |  | |
| **Nationality** |  | |
| **Marital Status** | **[ ] Single**  **[ ] Married**  **[ ] Divorced**  **[ ] Widowed** | |
|  | | |
| **Passport Details** |  |  |
| **Number** |  | |
| **Issuing Country** |  | |
| **Expiry Date** |  | |
| **ID Details/Labor Card** |  | |
| **Number** |  | |
| **Expiry Date** |  | |

|  |  |
| --- | --- |
| **Next of Kin Details** | |
| **Name** |  |
| **Relationship** |  |
| **Phone Number** |  |
| **Email** |  |

|  |  |
| --- | --- |
| **Staff Signature** |  |
| **Date** |  |

|  |  |  |
| --- | --- | --- |
|  | **Training Request Form** | **HR-004**  Version 1.0  Updated |

|  |  |  |  |
| --- | --- | --- | --- |
| **Staff Details** | | | |
| **Name** |  | **Staff Number** |  |
| **Department** |  | **Position** |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Course Details** | | | | | | | |
| **Course Name** |  | | | | | | |
| **Start Date** |  | | **End Date** | | |  | |
| **Description** |  | | | | | | |
| **Total Cost :** |  | | | | | | |
| **What value would the course add to employee?** |  | | | | | | |
| **Travel Plan** | **Date** | **Time** | | **From** | **To** | | **Flight** |
| **Departure** |  |  | |  |  | |  |
| **Return** |  |  | |  |  | |  |
| **Accommodation** |  | | | | | | |
| **Number of Nights** |  | | | | | | |
| **Staff Signature** |  | | | | **Date** | | |

|  |  |  |
| --- | --- | --- |
| **Approved** | **[ ] Yes** | **[ ] No** |
| **Line Manager Signature** |  | |
| **Date** |  | |
|  | | |
| **Budget Available** | **[ ] Yes** | **[ ] No** |
| **Finance Department** |  | |
| **Signature** |  | |
| **Date** |  | |
|  | | |
| **Approved** | **[ ] Yes** | **[ ] No** |
| **Administration and HR Department** |  | |
| **Signature** |  | |
| **Date** |  | |
|  |  |  |
| **Approved** | **[ ] Yes** | **[ ] No** |
| **General Manager Signature** |  | |
| **Date** |  | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Training Feedback Form** | | | **HR-005**  Version 2.0  Updated | |
| **Staff Details** | | | | | |
| **Name** | |  | **Staff Number** | |  |
| **Department** | |  | **Position** | |  |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Course Details** | | | | | | | | | |
| **Course Name** | |  | | | | | | | |
| **Start Date** | |  | **End Date** | | |  | | | |
| **Description** | |  | | | | | | | |
| **Evaluation Criteria**  Please write the appropriate number in the box (1 to 5) 1 being very poor and 5 being the best | | | | | | | | | |
| **N.** | **Criteria** | | | **1** | **2** | | **3** | **4** | **5** |
| **1** | **Course content covered the information needed/expected** | | |  |  | |  |  |  |
| **2** | **Course relevant to my job responsibilities** | | |  |  | |  |  |  |
| **3** | **Venue abides by HSSE standards and appropriate to deliver the course** | | |  |  | |  |  |  |
| **4** | **Duration of the course suitable (nor too long neither too short)** | | |  |  | |  |  |  |
| **5** | **Course interactivity and engagement** | | |  |  | |  |  |  |
| **6** | **Sufficient practical/field content and case studies** | | |  |  | |  |  |  |
| **7** | **Opportunity to network with peers** | | |  |  | |  |  |  |
| **8** | **Course presenter knowledge and experience in the field** | | |  |  | |  |  |  |
| **9** | **Overall satisfaction** | | |  |  | |  |  |  |

|  |  |
| --- | --- |
| **What learning would you apply at work after this course/workshop?** | |
|  | |
| **Any further comments?** | |
|  | |
| **Staff Signature** |  |
| **Date** |  |
| **Line Manager Comments** |  |
| **Signature** |  |
| **Date** |  |
| **Administration and HR Department Comments** |  |
| **Signature** |  |
| **Date** |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Leave Request Form** | | | | | | **HR-006**  Version 1.0  Updated | | | | | | | | | | | | |
| **Staff Details** | | | | | | | | | | | | | | | | | | | |
| **Name** | | | |  | | | | | | | **Staff Number** | | | |  | | | | |
| **Department** | | | |  | | | | | | | **Position** | | | |  | | | | |
| **Contact Details During Leave** | | | | | | | | | | | | | | | | | | | |
| **Phone** | | |  | | | | | | | **Email** | | | |  | | | | | |
| **Leave Details** | | | | | | | | | | | | | | | | | | | |
| **For Expatriate Staff Travelling to their Home Country, Air Ticket is Required/Applicable?** | | | | | | | | [ ] Yes | | | | | [ ] No | | | | | | |
| **Leave Type** | | | | | | | | | | | | | | | | | | | |
| [ ] Annual Leave | | [ ] Sick Leave With Certificate | | | | [ ] Sick Leave Without Certificate | | [ ] Compassionate | | | | | | | | | | | |
| [ ] Emergency | | [ ] Maternity/Paternity Leave | | | | [ ] Marriage Leave | | [ ] Hajj Leave | | | | | | | | | | | |
| [ ] Study Leave | |  | | | |  | |  | | | | | | | | | | | |
| **Start Date** | |  | | | | **End Date** | |  | | | | | | | | | | | |
| **Return Date** | |  | | | | **Number of Working Days** | |  | | | | | | | | | | | |
| **Staff Signature** | |  | | | | **Date** | |  | | | | | | | | | | | |
| **Administration and HR Department Use** | | | | | | | | | | | | | | | | | | | |
| **Leave Brought Forward** | | | | |  | | | | **Current Year Total Leave** | | | | | | | | |  | |
| **Leave Allowed for the Year** | | | | |  | | | | **Leave Availed During the Year** | | | | | | | | |  | |
| **Balance Available** | | | | |  | | | | **Leave Applied For** | | | | | | | | |  | |
| **Remaining Leave days** | | | | |  | | | | **Leave Could be Availed** | | | | | | | | | [ ] Yes | [ ] No |
|  | | | | | | | | | | | | | | | | | | | |
| **Signature** | | | | |  | | | | **Date** | | | | | | |  | | | |
| **Line Manager Approval** | | | | | | | | | | | | | | | | | | | |
| **Name** | | | | |  | | | | | | | **Title** | | | | |  | | |
| **Decision** | | | | | [ ] Approved | | | | | | | [ ] Not Approved | | | | | | | |
| **Comments** | | | | |  | | | | | | | | | | | | | | |
| **Signature** | | | | |  | | | | | | | **Date** | | | | |  | | |

|  |  |  |
| --- | --- | --- |
| **Line Manager Comments** | **[ ] Approved** | **[ ] Not Approved** |
| **Comments** | |
| **Date** |  | |

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| --- | --- | --- |
|  | **Exit Interview Form** | **HR-007**  Version 1.0  Updated |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Staff Details** | | | | | | | | | | | |
| **Name** | |  | | **Staff Number** | |  | | | | | |
| **Department** | |  | | **Position** | |  | | | | | |
| **Date of Joining** | |  | | **Date of Leaving** | |  | | | | | |
| **Salary and Allowances Details** | | | | | | | | | | | |
| **Basic Salary** | | |  | | | | | | | | |
| **Housing Allowance** | | |  | | | | | | | | |
| **Transportation Allowance** | | |  | | | | | | | | |
| **Utilities Allowance** | | |  | | | | | | | | |
| **Total Gross Salary** | | |  | | | | | | | | |
| **Medical Insurance** | | |  | | | | | | | | |
| **Mobile Phone Allowance** | | |  | | | | | | | | |
| **Essay Questions** | | | | | | | | | | | |
| **Q1. What did you enjoy the most about your employment with (Company Name)?** | | | | | | | | | | | |
|  | | | | | | | | | | | |
| **Q2. How has (Company Name) contributed to your career plans?** | | | | | | | | | | | |
|  | | | | | | | | | | | |
| **Q3. What are your reasons for leaving (Company Name)?** | | | | | | | | | | | |
|  | | | | | | | | | | | |
| **Details of the Next Career Move** | | | | | | | | | | | |
| **Company Name** | | | | |  | | | | | | |
| **Position** | | | | |  | | | | | | |
| **Salary** | | | | |  | | | | | | |
| **Other Benefits** | | | | |  | | | | | | |
| **Rating Questions** | | | | | | | | | | | |
| **Please Select the appropriate number (1 to 5) in the box specified next to the text below** | | | | | | | **Disagree <---->Agree** | | | | |
| **N** | **Statement** | | | | | | **1** | **2** | **3** | **4** | **5** |
| 1 | (Company Name) provides a suitable working environment for its staff | | | | | |  |  |  |  |  |
| 2 | I had clear tasks and targets that were linked to the organizational objectives | | | | | |  |  |  |  |  |
| 3 | My job responsibilities were matched with my skills | | | | | |  |  |  |  |  |
| 4 | (Company Name) provides adequate opportunity for skills development | | | | | |  |  |  |  |  |
| 5 | My compensation package was matched with the job responsibilities | | | | | |  |  |  |  |  |
| 6 | (Company Name) offers an environment that values diversity and different background | | | | | |  |  |  |  |  |
| 7 | My line manager was supportive of my career objectives | | | | | |  |  |  |  |  |
| 8 | (Company Name) enabled good level of communication with team members and line manager | | | | | |  |  |  |  |  |
| 9 | I will recommend (Company Name) to my contacts | | | | | |  |  |  |  |  |

|  |  |
| --- | --- |
| **For Administration Use** | |
| **Line Manager Comments** | |
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| **Signature** |  |
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| **Administration and Human Resources Department Comments and Action** | |
|  | |
| **Signature** |  |
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| **IT Department Comments and Action** | |
|  | |
| **Signature** |  |
|  | |
| **General Manager Comments** | |
|  | |
| **Signature** |  |

**Validated by**

