

Policies and Procedures Manual HR



preamble

1.Vision

Position the organization as one of the best organizations that attract the most efficient human resources.

2. The mission:

Through the conviction of the senior management of the organization that the human resource is one of the most important assets of the organization, so the task of human resources management has become to attract distinguished human elements and continuous work to develop these elements through continuous training to create technical and administrative cadres according to international standards through a work environment and competitive advantages in proportion to with the organization's strategy.

3.Objectives:

- Issuing unified sustainable policies, procedures and control systems that regulate the relationship between employees and the organization.
- Create flexible and easy to implement organizational structures.
- Establishing a plan for the employed forces and ensuring the identification of the optimal volume of qualified labor that achieves the economic dimension and rationalization of expenditure, which enables the management of work without prejudice to the work assigned to it or its quality.
- Attracting, retaining and encouraging highly qualified human resources at all levels, in light of the regulations and policies of the organization and the laws regulating labor relations and employees and its implementing regulations.
- Defining the tasks and responsibilities of all jobs through the description, classification and evaluation of all job categories at the organization level.
- Establishing a permanent competitive wage structure, supervising the preparation of salaries, wages and monthly benefits for employees, ensuring the integrity of the systems, instructions and regulations related to personnel affairs, and keeping personnel files.
- Motivating employees by setting up advanced and fair systems of bonuses and rewards linked to personal performance to ensure that the distinguished and hardworking elements and other employees are identified.
- Establishing a practical and comprehensive system for evaluating the performance of all employees, leading to effective results for the development and improvement of employee performance.
- Investing in the human resource through continuous training and skill development to raise the efficiency and performance of employees and inform them of the modern technology used to complete their work.
- Creating a spirit of loyalty and belonging to the employees in the organization at all their functional levels, motivating them to work as a team, providing all services and social care for employees, as well as supporting the lines of communication between all functional levels.
- Translating policies and procedures into an integrated automated system that links and monitors all human resource activities.

An introduction General Provisions

1. Purpose of using the guide:

- The aim of this guide is to define the human resources management policies and procedures that would regulate the organization's relationship with employees, by defining and clarifying the duties and rights of both parties, in addition to ensuring that all employees are treated equally.
- Any official in the organization can submit suggestions and recommendations regarding any modifications to the content of this guide, but these suggestions and recommendations must pass upward according to the approved organizational structure for study and approval, and then final approval by the senior management.
- Every employee whose service has ended in the organization and who has a copy of this guide in his possession must return it to the Human Resources Department.

2. Defining some of the terms mentioned in the document night:

It means Labor Law No9 of 2015 and the ministerial decisions implementing its provisions. : working system

The Chairman of the Board of Directors or the Vice Chairman of the Board of Directors and the Managing Director or whomever they delegate to exercise their powers. : **Higher Management**

He is responsible for the work of the administration, including its subsidiaries and employees. : **manager director**

It is the department that undertakes the development and follow-up of the implementation and updating of all human resources policies and procedures, keeping files related to employees and preparing periodic statistical reports on the status and movement of employees. : **Human Resource Management**

He is an employee in the company, and he is every person appointed by a decision of the competent authority in one of the permanent or temporary jobs. : **employee**

3. Guide application limits:

- These policies and procedures contained in this manual are considered complementary to the provisions of the applicable work system.
- The provisions of these policies apply to all permanent employees of the organization (the ones who are confirmed and those who are under probation).
- The provisions of this guide do not apply to persons employed by the company to carry out temporary, occasional or seasonal work and tasks.
- Employees with special contracts are subject to the conditions set forth in their employment contracts with regard to their appointment, determination of their salaries, vacations, resignations, and termination of their services. They are also subject to the terms of the duties of employees, instructions issued to them by their superiors, and other matters related to work relations under this guide, which do not explicitly conflict with the terms of this guide. employ them.
- The policies and procedures in this manual and their amendments and decisions issued by the organization's management regarding employees are an integral part of the contract concluded between the organization and the employee.
- The organization's management has the right at any time to make any amendments to the texts of this guide, including the addition and cancellation of any of the items,

benefits or rights contained therein according to the development of the organization's systems and within the laws and governmental regulations.

4. Responsibility for applying the guide:

- The Human Resources Development and Care Policies and Procedures Manual is part of the organization's regulations and instructions.
- Only the senior management is entrusted with the authority to approve any amendment to this guide.
- Respecting these policies and procedures and working with their concept is a duty of all employees in the organization.
- Company officials use the provisions of this guide in their dealings with their subordinates, directing and following them up with the aim of maintaining high morale, good performance and discipline. Employees also use it to know their rights and duties.
- Department managers and department heads are responsible for implementing this guide in their departments and sections, and they can consult with the Director of Human Resources Department regarding the limits and areas of application of these policies and procedures in any of the special cases.

The first Door

Providing human resources

Chapter One: Manpower Planning, Selection and Recruitment

Chapter Two: Salaries and Promotions

Chapter Three: Files of Employees, Social Security and Facilities the organization

chapter one

Manpower planning, selection and appointment

1. Manpower Planning:

1.1 Objectives:

- Design, follow-up and update the organizational charts of the organization's branches.
- Develop the annual employment plan for the organization's branches and work to implement it on the dates specified for its achievement.
- Determine the annual estimated budget related to salaries and cash and in-kind benefits for the workforce.

1.2 Procedures:

- The human resource planning procedures depend on the basis of the strategic objectives of the organization and the plans of the various departments to achieve these objectives.
- The Human Resources Department designs the organizational structure of the organization to clarify the interrelationships between all departments within the organization, and they are presented to the senior management and then approved. Any amendment to the approved organizational structure of the organization is subject to the study of the Director of Human Resources Department and the approval of the senior management.
- The Human Resources Department sends the “Internal Division of Departments” form to all the specialized managers in the departments of the organization listed in the approved organizational structure in order to collect the data necessary to develop the sub-structures of those departments and present them to the senior management for approval. Any amendment to the approved sub-structures is subject to the study of the Director of Human Resources Department and the approval of the senior management.
- In the first week of October of each Gregorian year, the Human Resources Department sends the “Annual Employment Plan of the Department” form to all the specialized managers in the departments of the organization, in addition to a statement explaining the jobs expected to be vacant as a result of the termination of the services of its occupants for any reason (reaching retirement age - Expiry of the fixed-term employment contract - promotion - transfer - assignment).
- The concerned manager studies and analyzes the expected changes in his administration, then determines the required number of workers distributed over the periods of the next calendar year (four periods and each period represents three months) and returns the form to the Human Resources Department supported by the appropriate justifications, no later than the first week of November from The same year.
- The Human Resources Department studies employment plans and changes in departments in light of the data submitted to it and the organization's strategic objectives, and they are presented to the senior management for approval and approval.
- Based on the approved employment plans and departments, the Human Resources Department issues the annual employment plan, which includes the annual estimated budget related to salaries and cash and in-kind benefits for the new workforce and presents it to the higher management for approval and approval no later than the end of November of the same calendar year, and any amendment to the plan is subject to The annual combined employment approved for the study of

the Director of Human Resources Department and the approval of the senior management.

- A copy of the approved annual employment plan is sent to the Director of Finance to include the annual estimated budget for employment within the general budget of the organization.
- When there is a need for a request for labor that is not included in the approved annual employment plan, the concerned manager shall write a “job needs request” form and send it to the Human Resources Department supported by the appropriate justifications and for a period not less than one month from the date required to fill the job, which in turn studies, presents and approves the request. From the top management, and it is included in the report on the implementation of the annual employment plan.
- The Human Resources Department makes a job description card for new jobs and follows the following principles:
 1. The job description cards are suitable for the goals for which they are set, which is to take it as a means for the purposes of evaluating and arranging jobs, and as a basis for appointment, then measuring the performance of the employees who occupy these jobs, in addition to clearly defining the job content for each of them.
 2. Putting a clear name for each job that reflects the nature of its work and its status in the organizational structure.
 3. Determining the supervisory and organizational relationships for each job in a way that does not conflict with other jobs and to achieve integration between them.
 4. Determining the minimum acceptable requirements for filling the job without exaggeration or negligence in order to facilitate the Human Resources Department to assign the appropriate elements to perform the work at the appropriate cost.
 5. Taking into account the future expansions and the expected increase in the volume of the organization's business, and what this requires from each employee of the organization fully aware of his role and responsibility in achieving the goals of the organization and increasing the size and quality of its products.

2. Selection and appointment:

2.1 Objective:

The selection and appointment policy aims at setting the system, issuing instructions and defining responsibilities to support the organization with scientifically and practically qualified human elements to fill vacant positions in the approved organizational structure in order to develop performance and achieve the strategic goals of the organization.

2.2 Application field:

This policy applies to all applicants to work in the organization and at all functional levels.

2.3 Responsibility:

The Human Resources Department is responsible for issuing and/or modifying and implementing the method of selection and appointment, with the approval of the Director of Human Resources Department and the approval of the senior management.

2.4 Terms of Appointment:

All applicants for a position in the organization are required to:

1. To have the citizenship of the Republic of Iraq. Exceptions may be made from the citizenship requirement and sufficient justifications are provided for this. In this case, the appointment is under a “fixed-term employment contract”, taking into account the requirements for the employment of foreigners regulating this and contained in the applicable labor system.
2. The age of the applicant shall not be less than (18 years old and not more than 60 years old. Exceptions may be made from the specified age requirement, provided sufficient justifications are provided for this.
3. He must meet the scientific and practical qualifications necessary to occupy the position he is applying for in accordance with the approved job description for the job, with the need to submit the original documents supporting his obtaining those qualifications.
4. To be medically fit according to a medical report recognized by the organization.
5. He shall be of good conduct and not have been previously convicted of a felony or a crime against honor and honesty, and this shall be proven by an official document whose date of issuance does not exceed three Gregorian months.
6. The authority to exempt from any/all of the conditions mentioned in the previous clause is subject to the higher management.

2.5 Recruitment Sources:

The priority for filling vacant posts shall be in the following order:

1. By promotion or transfer from another department or by secondment from one of our sister organizations.
2. Announcing the vacant job(s) on the internal bulletin boards of the organization in order to give the organization's employees an opportunity to apply for the required job(s).
3. Searching the job application inventory for the possibility of the presence of applications that fit the specifications of the job/vacant positions.
4. By advertising on a job site on the Internet.
5. Through a recruitment company, taking into account obtaining the approval of the senior management.
6. through personal contacts.

2.6 Personal interviews:

1. For applicants from within the organization:

- The employee applying to fill the vacant position is subject to all technical tests and personal interviews to determine his suitability for the position he is applying for.
- In the event that it is proven that the employee applying for the aforementioned position is suitable, the Human Resources Department will take the necessary measures to transfer or promote the employee to the vacant position by completing the data contained in the “job change procedure” form and the approval of both the direct manager of the current and new employee and the approval of the Director of the Human Resources Department and the senior management .

2. For applicants from outside the organization:

- **Receiving and classifying job applications:**

- The Human Resources Department receives all incoming work requests and records them in the computer system.
- The Human Resources Department evaluates job applications compared to the approved job description and sorts them as follows:
 1. **Rejected requests:** These are applications that do not meet the minimum requirements for filling the vacant position/positions.
 2. **Accepted requests:** These are the applications that meet the minimum requirements for filling the vacant position/positions.
- **Procedures for holding personal interviews and technical tests:**
 1. The Human Resources Department sends the accepted job applications to the concerned manager for review and to determine the extent to which the applicants' experiences and qualifications match the requirements of the job/jobs to be filled.
 2. The concerned manager prepares a list of the names of the candidates to be summoned for personal interviews and technical tests and sends it to the human resources manager and sets the appropriate dates for the interviews and technical tests.
 3. The Human Resources Department completes the data of the candidates to conduct the personal interviews shown in the form “The Candidates Statement for the Personal Interview and contacts the candidates for personal interviews according to the date set for each candidate.
 4. A personal interview committee is formed, which includes:
 - Student Administration Manager.
 - Director of Human Resources Department.
 5. All members of the interview committee are required to evaluate the candidates using the “interview report” form.
 6. The results of the personal interview reports are compiled in the “Interview Committee Report” form, which shows the ranking of the candidates and the committee’s recommendation. The Human Resources Department sends letters of thanks to the rejected items based on the result of the interview committee, using the “letter of thanks” form.

2.8 Rationale for Appointment:

- The candidate to fill a vacant position is required to submit the justifications for the appointment, which are as follows:
 1. Computer original birth certificate.
 2. The original academic qualification or an official extract thereof.
 3. Registration certificate in the competent manpower office (work stub).
 4. Criminal status sheet (chips) in the name of the organization.
 5. Number (4) A recent personal photo.
 6. Number (2) A copy of the national ID card.
 7. End of service certificate with previous work (disclaimer), if any.
 8. Work permit if the candidate is a foreigner.
 9. Copies of previous experience certificates, if any.
 10. Copies of training course certificates, if any.

reservation all justifications appointment in a file employee throughout a period serve him Bthe organization are contained for the employee when an end Currency for any reason.

2.9 Job offer letter

1. The result of the personal interviews as well as the job offers of the candidate(s) to be appointed shall be submitted to the senior management for final approval.
2. After determining the final selection of the candidate(s) for work, the Human Resources Department determines the salaries and cash and in-kind benefits that will be granted, according to the approved salary structure, in the part related to (job offer).
3. It is necessary to obtain the approval of the senior management in the case of determining a salary that exceeds the upper limit of the salary mentioned in the approved salary structure.
4. A copy of the job offer letter is kept in the employee's file.

2.10 Medical examination:

1. The Human Resources Department transfers the candidate for a vacant position to the medical examination.
2. The Human Resources Department receives the results of the medical examination of the candidate, which decides the extent of his suitability for work.

2.11 Employment Contract:

1. The Human Resources Department prepares the work contract using the “fixed-term employment contract” form and signed by the candidate to work. The duration of the fixed-term employment contract is one calendar year, starting from the employee’s commencement of the first official working day.
2. In the event of the expiry of the term of the fixed-term work contract, the contract becomes an unlimited-term employment contract and is subject to the applicable work system.
3. The employee's signature on the work contract and his receipt of the work is an acknowledgment and acceptance by him and a commitment to all that is stated in the terms and conditions of the contract.

2.12 Appointment, commencement of work and probationary period:

1. The Human Resources Department edits the “introduction card” form and hangs it on the company’s internal notice boards for a period of fifteen days, so that new employees are introduced to all departments.
2. The Human Resources Department hands the new employee a copy of (his job description - a copy of the employee handbook to inform him of all the internal policies and regulations in force in the company).
3. The direct manager of the new employee shall introduce him to the employees he will work with, inform him of the work he will undertake and the responsibilities and powers of his job, as well as inform him of the evaluation criteria to which he will be subject.
4. As soon as the new employee receives the job, he is subject to a probation period of three months unless otherwise stipulated in the work contract, and his eligibility to carry out the work assigned to him during this period is determined according to the performance appraisal system.

5. The employee is considered confirmed in the service if the probationary period has expired and he has not been notified in writing of the termination of his services.

2.13 ID Cards:

The Human Resources Department prints identification cards for employees in some jobs that require contact with others.

2.14 To Whom It May Concern Certificate:

1. The employee has the right to request a "To Whom It May Concern" certificate from the Human Resources Department to present it to any third party.
2. The certificate includes the job the employee works in as well as the salary items and is stamped with the company's seal.

2.15 Temporary employees:

It is permissible to confront emergency work or its objection to the use of a number of temporary employees to finish these works, provided that the Human Resources Department clarifies this to the employee before seeking assistance and obtaining the approval of the higher management.

2.16 Appointment of Egyptian and foreign experts:

The senior management may, when necessary, contract on a temporary basis with Iraqi or foreign experts in jobs that require scientific qualifications or experience that are not available in a sufficient number of Iraqis, or entrust them with some temporary tasks or works, and the conditions set forth in the contracts drawn up with them apply to them. When appointing foreigners, obtain the necessary licenses according to the laws in force at the time of the contract.

3. Transfer and assignment:

3.1 Transportation:

The employee can be transferred upon his request, provided that this transfer does not result in any harm to the work interest and that his request is approved by his superiors in sequence.

▪ procedures :

1. The manager of the department who requests the transfer of the employee to his department edits the "request for transfer/assignment" form.
2. The transfer request approved by both parties (transferred to and transferred from) is sent to the Human Resources Department, then the submitted request is reviewed by the Human Resources Manager in light of the company's organizational structures and the expected positive impact on the work interest.
3. The Human Resources Department edits a job change procedure form and submits it to the higher management for approval and approval, then it delivers the employee a copy of the procedure as well as providing all relevant departments with a copy of the procedure.

3.2 Mandate:

- The employee may be delegated to another job at the same level or from a higher level directly inside or outside the organization to carry out certain tasks or specific assignments. The delegation period shall be one year, subject to renewal.
- The Human Resources Department follows up on the dates of the start of delegation as well as the dates of the end of the delegation period to notify the

employee and the concerned departments of the expiry of the period to return the employee to his original place of work or take into account the renewal if necessary.

▪ **procedures:**

1. The entity requesting the assignment of the employee to his department shall write a transfer/assignment request form and direct it to the director of the department from which the employee is delegated to take approval of the assignment.
2. The secondment request approved by both parties (delegated to it and seconded from it) is sent to the Human Resources Department, then the submitted request is reviewed in light of the company's organizational structures and the expected positive impact on the work interest.
3. The Human Resources Department presents it to the senior management for approval and approval, and then delivers the employee a copy of the procedure, as well as providing all relevant authorities with a copy of the procedure.

4. Working hours and holidays:

4.1 Working days and working hours:

- The official working days in the company are five days a week.
- Rest days are Friday and Saturday.
- All employees follow the established weekly working hours which are (45) hours per week except from the above rules:
 - Staff responsible for hygiene.
The above-mentioned excluded employees are paid a fixed overtime allowance in proportion to the number of monthly overtime hours.
- In the event that the employee leaves the workplace for a personal need, or if the employee requests to be late for the scheduled working hours, the employee shall write the “Absence/Delay/Departure Permission” form and approve it from the concerned manager and the Human Resources Department.

4.2 Overtime Hours:

Employees may be employed outside the official working hours in cases of necessity and under the terms and conditions specified in the work system, as follows:

- The manager in charge edits the “Operation of Extra Hours” form with a statement of the work to be accomplished, the number of hours required for this, and the number and names of the employees to be employed, then he sends the form to the Human Resources Department before the appointed date of operation for approval and sends a copy of it to the Financial Department.

4.3 Holidays and Public Holidays:

1. All employees are entitled to leave with full pay on holidays and official holidays established by Labor Law No9 for the year 2015, with a total of 13 days, which are detailed as follows:
 - Islamic New Year's Day (first day of the month of Muharram).
 - The Prophet's birthday (the twelfth day of the month of Rabi' al-Awwal).
 - Eid al-Fitr (the first and second days of the month of Shawwal).
 - Standing at Arafat and the first and second days of Eid al-Adha (the ninth, tenth and eleventh days of the month of Dhul-Hijjah).
 - Christmas Day (the seventh day of January).
 - Labor Day (May 1st).
 - Revolution Day (the twenty-third day of July).
 - Armed Forces Day (6th of January)
2. The company may override these leaves at the discretion of the higher management.
3. The company may give leave to employees if a working day falls between an official holiday and a weekend, and it is calculated from the employee's annual leave balance.

4.4 Annual leave (ordinary):

The annual (ordinary) leave period is calculated according to the applicable work system.

procedures:

1. The leave requester fills out a “vacation request” form specifying the date of the request, the start and end date of the leave, and the number of days of the required leave, then submits it to the concerned director sufficient time before taking the leave for approval and approval.
2. The concerned manager sends the form to the Human Resources Department before the leave applicant takes his leave.

3. The Human Resources Department records the leave in the form of “Annual Leave and Unpaid Leaves Record” for each employee, which is kept in the employee’s file.

4.5 Casual leave:

Based on the applicable work system and company regulations, the employee has the right to be absent from work for an accidental reason for a period not exceeding six days during the year, with a maximum of two days at a time.

▪ procedures:

1. The casual leave taker shall contact the concerned manager within the first hour of the day of absence from work to report the absence, whenever available, and then the concerned manager shall inform the Human Resources Department on the same day of absence.
2. The person taking the occasional leave shall write a leave request form upon his return to work, indicating the date of editing the form, the date and duration of the occasional leave and the justification for his use of the occasional leave and submit it to the concerned manager for approval.
3. The concerned manager sends the form to the Human Resources Department to register and review the employee's remaining balance of the incidental leave and notify the concerned manager of accepting it as a casual leave or exceeding the scheduled leave to take the necessary action according to the approved regulations of the organization.

4.6 Sick leave:

- Sick leaves are determined and approved by external medical authorities.
- The employee notifies the Human Resources Department of the sick leaves as soon as they are approved.
- A “Medical Record” card is kept for each employee of the company, indicating the employee’s data, the date of his recurrence to the medical examination and the statement of illness, and this card is kept in the employee’s file.
- An employee whose illness is proven shall have the right to a sick leave every three years he spends in service as follows:
 1. Month (30 days): with full pay.
 2. 8 months (240 days): 75% of the wage.
 3. 3 months (90 days): without pay if the medical authority decides that he will be cured.
- The employee may request the replacement of sick leaves to annual if his balance from the latter allows this, and he may exhaust his annual leave frozen in addition to the sick leaves he is entitled to.

4.7 Maternity and childcare leave:

- An employee who has spent ten months in the company’s service, or the total period of her service with the company was in addition to another employer, has the right to a ninety-day maternity leave with full pay, including the period preceding and following childbirth, provided that it is at least forty-five days after delivery.
- A female employee is not entitled to maternity leave for more than twice during her career period with the company or a third party, and maternity leave is not counted among her other leaves.
- The female employee is also entitled, upon her request, to unpaid leave to care for her child, with a maximum of two years at a time and twice throughout her career.

4.8 Leave for sympathy with relatives

- In the event of the death, God forbid, of a member of the immediate family (father, mother, brothers, sisters, sons, husband or wife), the employee is granted three consecutive days of paid leave.
- The employee is granted one day of paid leave to attend the funeral of deceased relatives of the second degree.

5. errands:

5.1 Foreign business trip:

- In the event that the employee is assigned to carry out a mission outside the Republic of Iraq, the “Mission / Work Trip” form is issued by the concerned director for initial approval, and the form is handed over to the Human Resources Department for review and submission to the higher management for approval and approval.
- A copy is sent to the Financial Department to take the necessary action towards disbursing the advances under the missions account, while the original is handed over to the person in charge of the mission to keep it until the end of the mission.
- Initial arrangements are made by the administration, such as preparing the necessary letters for obtaining visas.
- After completing the mission, the person in charge of the mission shall edit the part of the statement of completion of the mission and it shall be approved by the concerned director.
- The original is handed over again to the Human Resources Department to finalize the accounts of the allowances payable for the missions, and then the original is sent to the Financial Department to finalize the financial settlements for the mission in accordance with the approved mission regulations and travel allowance.

5.2 Internal work assignment:

1. The employee may be assigned to perform a specific task within the Republic of Iraq in accordance with work requirements, and based on that:
 - The person in charge of the mission is considered in service during the term of the assignment and his salary is paid in full.
 - The manager in charge edits the "Mission / Work Trip" form, at least three days before the employee undertakes the mission, and the form is handed over to the Human Resources Department for review, then a copy is sent to the Financial Department.
 - If the mission includes visiting more than one city, the period must be distributed in days to the different cities.
2. All employees who are assigned to carry out work or tasks that require their relocation outside their original city of work are granted travel allowances and expenses.
3. The means of travel to and from Baghdad (the original workplace) is provided, whether it is the company's cars or any travel tickets (car, train, plane,) and if travel tickets are not provided due to lack of time, the employee is paid in advance the amount specified in the schedule and corresponding to a means Travel according to his administrative level, and in the case of using a personal car for travel, the employee is paid the equivalent of the amount specified in the schedule and the corresponding to the means of travel field according to his administrative level.
4. Travel allowances cover all daily expenses related to internal transportation, food and accommodation, and these allowances are paid to the employee.
5. Before the employee performs the task, a cash payment (temporary advance) may be given to him to cover travel expenses and expenses related to the task, such as:
 - Transportation expenses to and from the location of the means of travel.
 - The fee for parking his car in the designated parking areas.
 - Hospitality expenses and tips for others.
 - Business phone calls.
 - Photocopying documents...etc.Upon his return, he shall submit a separate statement of these expenses for approval by the higher management. This statement shall be settled and disbursed within three days from the date of its submission.
6. When the employee returns from the assignment, and in the event of a difference in the specific dates that there is a delay in the return or early return, this is settled through the financial department.

6. Job Duties, Administrative Violations and Disciplinary Sanctions:

6.1 Job Duties:

Assigning an employee to one of the jobs in the organization entails a pledge to work as hard as he can and within the limits of his job's powers to achieve the goals of the organization, take care of its interests, preserve its money, property, secrets and all documents and documents related to his work. to disciplinary responsibility.

6.2 Administrative Violations:

- Administrative violations mean any violation committed by the employee inconsistent with the internal regulations approved for the organization, or inconsistent with the applicable work system, provided that the violation is for a work-related matter. In order to impose a penalty on the employee, an administrative investigation must be conducted with the knowledge of the

authorized investigation committee. From the management of the organization, according to a report in which the employee's statements and defenses are proven and signed by the employee on his statements within seven days from the date of the violation.

- In violations that are punishable by warning or deduction from the salary, the amount of which does not exceed one day, the investigation may be conducted orally without a report, provided that the violation is proven in the decision to impose the penalty. It is also not permissible to impose the penalty of deduction from the salary for a single violation, in excess of the wage of five days per month, and it is calculated on the employee's basic wage.
- It is not permissible to impose more than one penalty for one violation, and the company's management may suspend the employee from work for a period not exceeding sixty days, along with disbursing the employee's salary whenever the interest of the investigation so requires.

6.3 Disciplinary Sanctions:

- **Disciplinary penalties that may be imposed on the employee in case of violation of internal regulations or work system:**
 1. Draw attention.
 2. Warning.
 3. Salary deduction.
 4. Postponing the date of entitlement to the annual bonus for a period not exceeding three months.
 5. Deprivation of a part of the annual bonus, not exceeding half.
 6. Postponing a promotion when it becomes due for no more than one year.
 7. Decrease the salary by an amount of a premium at the most.
 8. Demotion to a position in a lower grade without prejudice to the value of the salary.
 9. Dismissal from service in accordance with the terms and conditions of the work system.
- **Serious offenses punishable by imprisonment:**
 1. The employee made a serious mistake that resulted in serious damages to the employer.
 2. The employee is absent without a legitimate reason for more than twenty intermittent days during the year or more than ten continuous days during the year.
 3. Impersonation of the employee is an incorrect identity or falsification of documents.
 4. Disclosing work secrets, which leads to harming him.
 5. Competing with the employer in the same activity without permission.
 6. Assault on the employer or superiors during or because of work.
 7. Use of drugs and alcohol while working.
 8. Distributing leaflets or collecting funds without the approval of the organization's management.
 9. Accepting gifts or bribes or using the organization's assets for personal purposes.
 10. Issuance of judicial rulings against the employee in matters that violate honor, honesty, public morals and terrorism.
- **Procedures for signing the administrative penalty:**
 1. In cases where the administrative penalty does not exceed a notice/warning/deduction of one day from the salary:

- The direct supervisor of the violating employee shall submit a memorandum to the competent manager to which the employee belongs, explaining the violation and its circumstances.
 - The concerned manager approves the memorandum and clarifies the proposed penalty, which does not exceed the attention/warning/deduction of one day from the salary.
 - The memorandum is transferred to the Human Resources Department for review according to the applicable work system and a “penalty procedure” form is edited and submitted to the higher management for approval and approval.
 - The Human Resources Department signs the penalty and keeps a copy of the penal procedure in the employee's file.
2. In cases where the administrative penalty exceeds the attention/warning/deduction of one day from the salary:
- The direct manager of the violating employee shall write a memorandum of investigation request with the employee, explaining the reasons for the investigation and the violation in detail, and submit it to the competent manager to which the employee belongs, who approves his transfer to the administrative investigation.
 - The memorandum is transferred to the human resources manager for review according to the work system, and the incident is investigated through its administrative investigation committee within a maximum of seven days from the date of the violation.
 - After conducting the investigation and hearing the statements of the violator and witnesses, and preparing a report, the investigation committee shall submit its recommendations for the violation and the proposed penalty.
 - The Director of Human Resources drafts a penal procedure based on the recommendations of the investigation committee.
 - The penal procedure is submitted to the higher management for approval and approval.
 - The Human Resources Department signs the penalty and keeps a copy of the penal procedure in the employee's file.

7. Termination of the Employment Relationship and Termination of Employee Service:

- The service of employees in the organization shall be terminated in accordance with the provisions of the work system and the company’s bylaw in any of the following cases:
 1. Resignation
 2. Expiry of the contract term in a fixed-term contract
 3. Separation for frequent absences
 4. Termination of service or dismissal for incompetence
 5. Total inability to perform the assigned work
 6. The disease that cannot be cured
 7. Reaching the age of sixty or the legal retirement age, whichever is earlier
 8. Final judgment of a criminal penalty or a penalty restricting freedom
 9. Death, fact or judgment.

7.1 Resignation:

- In the event that the employee wishes to resign from work, he must take into account that he inform the organization’s management of his desire to resign one month before the date of resignation.
- The employee who wishes to resign from work submits his resignation written on the “resignation” form to the concerned manager to obtain his approval, provided that the resignation includes the employee’s name, position, job number, the date of resignation and the date the application was edited and signed by writing the name three times and in a clear font.
- The concerned manager writes his opinion on the request and transfers the request to the Human Resources Department on the day of submitting the resignation request, or at more than the working day following the submission of the resignation request.
- The Human Resources Department reviews the submitted resignation request and surveys the resigning employee’s opinion on some matters related to work in the organization, especially in its management, and surveys his opinion on the work systems and environment, the main reasons for the resignation, and some other information that may be useful in studying cases of leaving work in a way that contributes to the development of the work environment, using “End of Service Interview” form, and these interviews are studied and analyzed and recommendations are made in this regard to the Director of Human Resources Department to present the proposed solutions to the senior management.
- The resignation is submitted to the senior management for approval and approval.
- The Human Resources Department edits the “Notification of Resignation Approval” form, and the employee signs the receipt, and delivers a copy of it to the department to which the employee belongs.
- The Human Resources Department completes the procedures for releasing the party and handing over the covenant, tools and supplies in the employee’s possession from all the concerned departments using the “Employee Leave Statement” form, then it releases the “Disbursement of Dues Statement” form to settle the employee’s entitlements and deliver all his entitlements within seven days from the date of delivery Leave of service statement form or with one month's salaries to submit the resignation at the latest.
- The resigning employee shall sign the form “Q .”⁶ “Insurances (end of service insured) prepared by the Human Resources Department, provided that the employee is delivered a copy of the form after it is officially delivered to the Social Insurance Office, within fifteen days from the date of signing it, and then the Human Resources Department delivers the employee the original justifications for the appointment. The employee signs copies of them upon receipt and saves the photos in the file. He also signs the “final waiver and discharge” form, then the employee is given a job data certificate “experience certificate”, and a “disclaimer” form is issued in case the employee requests to obtain it.
- In the event that the employee desires to rescind his resignation, he may submit a written request to the Human Resources Department within a week from the date he was notified of the acceptance of his resignation.

7.2 Expiry of the contract term in a fixed-term contract:

The Human Resources Department reviews the expiry dates of fixed-term contracts for all employees at the beginning of each month, prepares a full statement and sends a copy of the statement to all concerned managers to obtain their opinion on the feasibility of renewing the contract or not:

1. In the event that there is evidence of the concerned manager’s desire to renew the employee’s fixed-term contract, the Human Resources Department prepares a

- letter for the employee stating the organization's desire to renew the contract for a similar period and is signed by the Director of Human Resources Department and then submitted to the higher management for approval and approval. The employee is handed the original letter and a copy of it is signed, and if the employee does not wish to renew, procedures are taken to release him and settle his dues at the end of the contract as shown in the case of resignation.
2. In the event that there is no evidence of the concerned director's desire to renew the employee's fixed-term contract, the Human Resources Department prepares a letter for the employee stating that the organization does not want to renew the contract at its expiry date, signed by the Director of Human Resources Department, and then submitted to the higher management for approval and approval. The employee is handed the original letter and signs a copy of it, and procedures are taken to release him and settle his dues at the end of the contract as shown in the case of resignation.

7.3 Dismissal for frequent absences or interruptions from work:

The work system in force allows the employer to terminate the employee's service if he is absent without legitimate justification for more than twenty intermittent days or more than ten continuous days during one year. The employee's termination procedures shall be carried out after the Human Resources Department reviews the attendance and departure statement, the casual, sick and regular leaves statement, and the employee's errand statement. In this case, his service is terminated according to the following:

1. In the event of related absence:

- A first written warning is issued five days after the employee is dismissed from work.
- A second written warning is issued before the expiry of the ten-day period after the employee is dismissed from work.

2. In the event of intermittent absence:

- A first written warning is issued ten days after the employee is dismissed from work.
- A second written warning is issued before the end of the twenty-day period after the employee is dismissed from work.
- In all cases, the warnings are delivered to the employee by hand or by a registered letter with acknowledgment of receipt at the employee's address indicated in his service file. The second warning mentions the date of submitting the employee's service file to the five-year judicial committee to consider the employee's dismissal.
- The department to which the employee belongs is notified with a copy of the first and second warning, and the employee is presented to the five-year committee in case of continued absence.
- The Human Resources Department, in coordination with the Legal Affairs, follows up the procedures for presenting to the five-year committee, attending sessions and representing the organization until the committee's decision is issued within the prescribed legal period (sixty days from the date of its presentation and fifteen days from the date of the first session in the event of a request to dismiss the employee) and the committee's decision is considered Permanently.
- As soon as the committee's decision to approve the dismissal is issued, the Human Resources Department edits a "dismissal decision" form and submits it to the director of the human resources department to be presented to the higher management for approval and approval, and copies of the five-year committee's

decision are attached to it. The department to which the employee belongs with a copy of the decision.

- The employee's contribution to social security is terminated according to the decision of the five-year committee.
- The Human Resources Department prepares the financial and documentary settlements for the employee as shown in the case of resignation.
- In the event that the employee does not attend to settle his dues and release him, the organization's management may take all legal measures against the employee to obtain all compensation corresponding to the covenant in his possession of all kinds with the knowledge of the Human Resources Department in coordination with Legal Affairs.

7.4 Termination or dismissal for incompetence:

- In the event that the employee is proven to be incompetent during the probationary period (three months - unless the work contract concluded with the employee stipulates otherwise) according to the employee's eligibility report submitted by the employee's competent manager, the Human Resources Department shall notify the employee in writing of terminating the contract with him within a period of time. The test is given and the notification is delivered and a copy of it is signed. Accordingly, his dues are terminated and his dues are settled and the justifications for his appointment are handed over after making sure that the statement of leaving the service is made by the concerned departments.
- The employee's service may also be terminated if the employee's incompetence is proven through annual performance appraisal reports, and the employee has obtained a poor rating for two consecutive years. In this case, the following procedures shall be followed:
 1. The Human Resources Department follows up the results of the annual evaluation of all departments and prepares a statement of the names and positions of those who received a very weak or weak rating for two consecutive years.
 2. The Human Resources Department presents it to the senior management for approval and approval to take measures to terminate the service of these employees.
 3. A memorandum is prepared by the Human Resources Department in coordination with the Legal Affairs to transfer the employee's file to the Five-Year Committee to issue a decision to terminate the service for inefficiency, and it is approved by the Director of the Human Resources Department.
 4. The employee and his department shall be notified of the measures that will be taken against the employee to terminate his service before the file is transferred to the five-year committee.
 5. The procedures for terminating the service and attending the five-year committee sessions are followed up with the knowledge of the Human Resources Department and in cooperation with the Legal Affairs, until the committee's decision to terminate the service is issued.
 6. The employee and his department are notified of the five-year committee's decision and the company's management decision to terminate the service for inefficiency using the "termination of service" form, at least two months before the actual termination of the service.
 7. The notice may not be given to the employee during his annual or sick leave. The beginning of the notice period is calculated after the day following the end of the leave.

8. An employee for whom a decision to terminate a service was issued for inefficiency has the right to miss a full working day in a week specified by the employee to search for another job, while being entitled to the wages of this full day throughout the grace period.
9. The employee, after the expiry of the period of time, releases him from all the covenants, tools and supplies he has from all the concerned departments.
10. As soon as the employee submits the leave of service statement form to employees after completing his signatures to the Human Resources Department, which makes a request for a statement of payment of entitlements within seven days from the date of delivering the leave of service statement form to employees or with salaries for the month of service termination at the latest, in addition to delivering the original The justifications for the appointment, and the employee signs copies of them upon receipt, and the photos are kept in the file.
11. The employee signs a form (S6) Insurances (end of service for an insured) prepared by the Human Resources Department, which delivers the employee a copy of it after it is officially delivered to the Social Insurance Office. In the event the employee refuses to sign the form, the form may be submitted to the relevant insurance office, accompanied by the decision of the five-year committee.
 - The company's management may inflict the penalty of termination of service by transfer or deprivation of the annual allowance, or both, or any other form it approves in a manner that does not contradict the work system and the company's internal regulations.

7.5 Death, fact or judgment:

- As soon as the employee's death is received, the Human Resources Department shall immediately prepare a statement of disbursement of his dues to be delivered to his heirs as stipulated in the organization's organizational bylaw and the provisions of the work system, after approval by the Director of Human Resources Department after making sure that there is no in-kind or financial covenant on the part of the employee , and hand over to his heirs all his dues immediately.
- In the event that there is an in-kind or financial covenant on the part of the deceased employee that has not been settled, the matter must be presented to the Director of the Human Resources Department, who submits his recommendations to the higher management to take the appropriate decision in this regard.
- The Human Resources Department finalizes the procedures for submitting the form (Q .).6 Insurances (end of service of an insured person) to the relevant insurance office, accompanied by the document proving the death and the rest of the documents necessary for that. Then, a copy of the form is delivered to his heirs, in addition to the original justifications for the appointment of the deceased employee.

7.6 Total inability to perform the assigned work:

- The employee who suffers a total disability shall be referred to the medical committee of the Social Insurance Organization for approval of the case.
- As soon as the medical committee report is received stating the employee's total disability, the Human Resources Department, in coordination with the Legal Department, submits the decision to terminate the employee's service and presents it to the higher management for approval and approval, and it is transferred to the five-year committee to issue a decision approving the termination of service.

- As soon as the five-year committee's approval decision is issued, the Human Resources Department prepares a memorandum of payment of his dues as stipulated in the company's organizational regulations and the provisions of the work system to be delivered to him immediately. The director of the human resources department, who submits his recommendations to the higher management to take the appropriate decision in this regard.
- The Human Resources Department finalizes the procedures for submitting a form (Q .).6 Insurances to the concerned insurance office, accompanied by the report of the five-year committee, and the employee is handed a copy of the form in addition to the original justifications for his appointment.

7.7 Illness that cannot be cured:

- If the employee has exhausted his sick leaves (in addition to the exhaustion of all his entitlements from the annual leaves) according to what is determined by the Labor and Social Insurance Law, the employee shall be presented to the medical committee of the Social Insurance Organization for approval of the case.
- As soon as the report of the medical committee is received that his illness cannot be cured, the Human Resources Department, in coordination with the Legal Department, presents the decision to terminate the employee's service to the higher management for approval and approval, and it is transferred to the five-year committee to issue a decision approving the termination of service.
- As soon as the five-year committee's approval is issued, the Human Resources Department prepares a statement of disbursement of his dues as stipulated in the organization's regulations and the provisions of the work system to be delivered to him immediately. Supreme Court to take the appropriate decision in this regard.

7.8 Reaching retirement age:

- According to the Labor Law and the Social Security Law, the employee's service may be terminated if he reaches the age of sixty (the retirement age) unless the work contract concluded with him is for a fixed term and its term extends beyond reaching this age, where the contract does not end until the end of its term, and in the event of termination of the employee's service Upon reaching the retirement age, he shall be entitled to the end-of-service gratuity prescribed by law and in accordance with the company's bylaws.
- The employee's service is terminated upon reaching retirement age according to the following procedures:
 1. The Human Resources Department, after consulting the concerned manager, prepares the decision to terminate or extend the service for those who have reached the retirement age, two months before reaching the age of sixty. The employee is consulted in the event of the extension decision, where the employee has the right to accept or reject the extension of the service period.
 2. The decision is submitted to the higher management for approval and approval.
 3. In accordance with the approval of the senior management of the decision to terminate the service to reach the retirement age, the Human Resources Department writes a letter to the employee informing him of the decision to terminate his service due to reaching the age of sixty, and it is approved by the Director of the Human Resources Department, attached to it a copy of the administrative decision issued in its regard, and a copy of the letter is sent to the director of its department.
 4. Before settling his entitlements, the employee makes a statement of leaving the service for the employees to pay all the covenants, tools and supplies in his possession from all the concerned departments.

5. As soon as the employee submits the leave of service statement form to employees after completing his signatures to the Human Resources Department, which makes a request for a statement of payment of entitlements within seven days from the date of delivering the leave of service statement form to employees or with salaries for the month of service termination at the latest, in addition to delivering the original The justifications for the appointment, and the employee signs copies of it upon receipt, and the photos are kept in the file. The employee is also given an experience certificate in which he shows the employee's job data, the last work he occupied, the length of service and the reason for termination of service.
6. The employee signs a form (S6) Insurances (end of service of an insured) prepared by the Human Resources Department, which delivers the employee a copy of it after it is officially delivered to the Social Insurance Office, and all possible assistance and required documents that enable the employee whose service has ended to reach the contracting age must be provided to obtain his insurance entitlements Pensions and bonuses determined in accordance with the work system.

7.9 Final judgment of a criminal or custodial penalty:

If the employee is finally sentenced to a criminal penalty or a freedom-restricting penalty for a crime against honor, honesty or public morals, unless the court orders a stay of execution of the penalty, procedures for terminating his service are taken by the Human Resources Department.

Chapter II

Salaries and promotions

- 1. Salaries and other cash and in-kind benefits**
- 2. Promotions and salary increases**

1.Salaries and other cash and in-kind benefits:

1.1. salary scale:

- All new employees are appointed in the appropriate job grades for the jobs in which they are appointed and shown in the grade scale table, provided that they adhere to the minimum qualifications and experience established for each grade.
- The Human Resources Department develops a “salary scale” table as well as a “salary scale detail” table, which are flexible and competitive with similar companies and with the general level of salaries in the Iraqi labor market, then they are presented to the senior management for approval and approval.
- The minimum salary for the degree (or the beginning of the degree bound), which is the limit set for an employee who has the minimum qualifications required for the job.
- The maximum salary for the degree (or the end of the grade peg), which is the limit that the salary of an employee who works in a specific and specific job within this degree should not exceed.

1.2. basic salary:

- The basic salary is the remuneration given to the employee in return for his work in the organization, regardless of this remuneration or the method of its calculation and without any additions of allowances or in exchange for additional hours or bonuses or others and before any deductions from taxes, insurances, or others.
- The basic salary of the employee is determined upon joining the organization according to the approved salary scale and it is modified later as a result of the salary scale modification or as a result of any change in the employee’s status, responsibilities or performance.

1.3. Annual bonuses, commissions and monthly incentives:

- The Human Resources Department sets an incentive system for employees, and it is presented to the senior management for approval and approval.
- Annual bonuses are disbursed to employees in a percentage 80% on personal performance (through performance evaluation reports) and 20% on achieving the company's annual plan, and this is done once every six months (twice in one year).

1.4. Exceptional Rewards:

- The competent manager has the right, based on the annual employee performance evaluation reports and the extent of dedication to work, to request the granting of an incentive bonus to his employees.
- The management of the organization has the right to decide to grant general rewards to the employees of the company on special occasions that are assigned to the senior management.
- **procedures :**
 - An incentive bonus is granted to the employee based on the proposal of the competent manager submitted to the Human Resources Department, which studies the proposal through the employee's annual performance evaluation reports.
 - The Human Resources Department edits the “Reward Procedure” form and submits it to the senior management for approval and approval, then sends a copy to both the financial department and the employee’s file.

1.5. Cars and transportation allowance:

- The organization's management provides private cars for some employees, according to the job grade, or those whose work nature requires constant movement.
- In the event that the company's management is unable to provide transportation for the employees who are entitled to do so, these employees will receive a transportation allowance, which is shown in the approved allowances table.
- The employee who uses the organization's car shall bear all the consequences of any accident or misuse of the car, including the amount deducted by the insurance company before paying compensation.

1.6. Telephone and telephone exchange:

- The organization's management provides a means of communication (mobile phone lines) for some employees whose nature of work requires extensive use of means of communication, and the phone bill is deducted from the employee's monthly salary.
- In the event that the company's management is unable to provide a means of communication for the employees who are entitled to do so, these employees receive a telephone allowance, which is shown in the approved allowances table.

1.7. End of service compensation:

- An employee whose services in the organization have ended and who has completed work for a year or more shall be granted end-of-service compensation unless there is a legal impediment to deprive him of this compensation in accordance with the provisions of the Labor Law or the Violations and Penalties Regulations.
- The employee is entitled to end-of-service compensation for the fractions of the year in proportion to what he spent at work.
- The end-of-service indemnity is calculated on the basis of half a month for a year and on the basis of the last salary received by the employee, in addition to the other monetary allowances and bonuses that legally constitute part of the employee's total monthly salary.

1.8. Deceased employee benefits:

- The family of an employee who died during the service is entitled to a salary of two full months to meet the funeral expenses at a minimum \$250, in addition to a bonus equivalent to the employee's full wages for the month in which he died and the following two months. The company also bears the expenses of preparing and transporting the body to the country of the deceased or to the party to which his family requests his transfer.

2. Promotions and salary increases:

1.2. Promotions:

- Promotion means transferring the employee from his current job rank to a higher grade, whether in the same department in which he works, or transferring him to another department.
- An employee is promoted from one rank to a higher rank if the following conditions are met:
 - The existence of a vacant job or the creation of a job at a higher level, and the existence of a financial appropriation for that.
 - That the employee has worked in his current job for at least two years.
 - That the employee has proven his worth in his previous work with the certificate of the competent manager, and according to the annual performance

evaluation report, in which the employee is required to have obtained a very good or excellent rating during the previous year.

- The employee must have the specific qualifications and experience as requirements in relation to the grade to which he is proposed to be promoted.
- That the employee has the competence and ability to carry out the requirements of his new job.
- The employee's file shall be free of any penalties or any decision to deny him promotion.
- The promotion of the employee referred to investigation regarding a complaint against him that a decision has not been taken shall be suspended until the decision is taken.
- The promotion is proposed by the competent manager to which the employee belongs, and then sent to the Human Resources Department to study, make recommendations, edit a job change form and submit it to the higher management for approval and approval.
- When there are multiple candidates for promotion and their qualifications are equal, their academic qualifications are taken into account.
- Promotions are made at the beginning of the calendar year through the procedures of performance evaluation reports, but in the event that a vacancy is available during the year, the appropriate employee is promoted to the vacant job as delegated until the beginning of the next calendar year, where he is confirmed in the job.
- It is not a condition that the promotion be accompanied by an increase in the salary unless the salary of the current employee is less than the minimum peg of the grade to which he was promoted.
- The employee promoted to a higher grade shall be granted all the benefits of the grade to which he was promoted as of the date of promotion.

1.3. salary increase:

- The organization's management follows the policy of annual review of employees' salaries and for one time in the first of each fiscal year (January 1) by the Human Resources Department and the recommendation of the Director of Human Resources Department.
- The senior management decides annually, according to the company's financial position, the total percentage of increases and the upper limit of the percentage increase for any employee.
- The salary scale and its detail determine the category of the regular annual increase that any employee can receive.

Chapter III

1. Personnel files and records

2. Social Security

3. amenities the organization

1. Personnel files and records:

- The Human Resources Department allocates for each employee in the organization a file that takes a special number called the file number, and this number is used in all procedures as a main reference regarding the affairs of the concerned employee.
- The Human Resources Department is responsible for completing the employee's file to include the following:
 1. employment documents.
 2. Medical fitness certificate approved.
 3. Job application + candidate evaluation form.
 4. An original copy of the employment contract signed by the employee stating that he has received a copy of it.
 5. Acknowledgment of receipt of work signed by the employee.
 6. A copy of the registration form in the Social Security System (S .).1).
- The Human Resources Department maintains the names of all employees in the organization through a “statement of employee names”, and a periodic review of this statement is made.

2. Social Security:

- All employees in the company are subject to the applicable social insurance system.
- The Human Resources Department issues an enrollment form in the Social Security System (S .).1) For the new employee immediately after signing the work contract and acknowledging receipt of the work.
- The Human Resources Department issues an exit form from the Social Security System (S .).6) For the employee whose service has ended in the company.

3. amenities the organization:

3.1 proprieties the organization:

- Each of the employees who keep in their custody funds or assets owned by the organization shall be personally responsible for this custody and its safety.
- The organization's management has the right to inspect and inspect any of the assets owned by it at any time, including safes, offices, and others.
- No employee may use any of the organization's assets for personal or non-business purposes.

3.2 Clothes and general appearance:

- All employees must be aware that they represent the organization in front of others and that their appearance and behavior during working hours greatly affect the view of others in the organization. Therefore, appropriate dress must be adhered to for employees in administrative positions and commitment to the organization's uniform for technical employees.

3.3 Use of telephone, fax and internet:

- The use of telephone and fax in the organization is for business purposes only.
- Employees are authorized to use the Internet to obtain information necessary for work, and the use of the Internet must not disrupt the organization's internal computer network and not interfere with employee productivity, and employees' use of the Internet must be in an ethical and legal manner as mentioned above.
- Internet messages are public and not private, so the organization's management has the right to view any of these messages and record all files and messages on its devices.

Chapter Two

human resource development

1. staff performance

Evaluation

2. training and development

the fourth chapter staff performance Evaluation

- 1. The concept and objectives of the employee performance appraisal system**
- 2. Employee performance appraisal system before the end of the probationary period**
- 3. Periodic employee performance appraisal system**

The concept, objectives and scope of application of the employee performance appraisal system

1.1. System concept:

- It is the system that relates to how performance is evaluated and the criteria governing it.
- It depends on the performance appraisal process for two main purposes:
 - **Evaluation** The evaluation process is related to measuring the extent of the employee's contribution to the added value that results from production, and the evaluation process provides the necessary information for making decisions related to promotion and termination of service, as well as in motivation and determining the financial compensation for performance.
 - **Development** In which the performance evaluation is relied upon to determine the directions of preparing employees in the organization to carry out broader tasks and responsibilities. Employees with the goals to be achieved through effective communication between the evaluator and the employee to be evaluated.

1.2. Objectives:

- The performance appraisal system for employees in the organization aims to:
 1. Identification of training needs.
 2. Manpower planning (transfer, promotion, termination of service,...).
 3. Determining financial benefits such as annual bonuses and annual salary increase.
 4. Determine the possibility of renewing employment contracts.
 5. Determining the extent to which the new employee succeeds in understanding the tasks required of him, in order to make the final appointment decision before the end of the probationary period.

2. Employee performance appraisal system before the end of the probationary period:

2.1 Objective:

- The performance appraisal system aims for employees before the end of the probationary period - which is scheduled for three months (90 days) in the applicable work system, starting from the date of the first actual working day - to determine the extent to which the new employee succeeds in understanding the tasks required of him and to determine the extent of the desired investigation in order to make the final appointment decision.

2.2 The model used:

- The "Performance evaluation during the probationary period" form is used as a tool for evaluating the performance of new employees.

2.3

procedures:

- After completing the procedures for appointing the new employee, he is defined with his job duties and responsibilities by means of a job description card through the Human Resources Department. In the first working week, the supervisor/competent manager holds a meeting with the employee to find out the extent of the information he has absorbed and if there are more questions, inquiries or other points clear.
- The aforementioned form is sent to the concerned manager on the first day the new employee begins his work.
- The concerned manager monitors the performance evaluation of the employee concerned on a monthly basis, then decides whether the employee is suitable for installation in his job or not, and returns the form to the Human Resources

Department at least one week before the end of the evaluation period for the employee under evaluation.

- A copy of the employee eligibility report form is sent to the Human Resources Department for keeping in the employee's file.
- In the case of the employee's installation report, the Human Resources Department sends an "employee confirmation letter" and sends it to the concerned employee after it is approved by the Director of Human Resources Department. In the event of deciding that the employee is not suitable for installation in his job, the Human Resources Department sends an "employee termination letter during the probationary period" after being approved by the Director of Human Resources Department, signing the original from the concerned employee and settling his entitlements according to the system in force in this regard.

3. System evaluation performance employees league:

3.1 Sample the user:

- The "performance evaluation" form is used to evaluate the performance of employees in the first month of the calendar year.
- The "Objectives Assessment" model defines the objectives and training needs necessary to achieve the objectives in the last month of the calendar year.

3.2 procedures:

- initiate employee put Imagine for goals annual in beginning general on me Light characterization Function that running it, and presents it for the manager direct in order to adopts it.
- check Director direct with employee That Objectives and discuss it and make sure From that All Objectives self a stamp SMART
- Opens Director direct with employee room for dialogue continuous and re Adjust Objectives in the form of continuous is being Reviews for performance according to the need.
- initiate employee in the form of Initial full of Model plan performance and development employee in End a period Evaluation and sets date to meet with manager direct Review performance employee.
- during Meeting review plan the performance, Discusses the Director direct with employee his performance with Submit proofs fixed Regarding All Estimation, users Evidence Estimates Standards the performance decisive and list Objectives annual.
- Puts Director plan Learn and development employee in Model the plan to overcome on me face palaces in the performance.
- distance an end session Evaluation, Register employee Estimates Final in Model the plan and sign on her he is and the manager direct And the president and manager general Administration, then raise it to manage Resources Humanity to take procedures Convenience
- In the case of deciding to renew a fixed-term employment contract for an employee, the Human Resources Department sends a "letter of renewal of an employment contract" and sends it to the concerned employee after it is approved by the Director of Human Resources and Senior Management.
- In the event of deciding not to renew a fixed-term employment contract for an employee, the Human Resources Department sends a "letter of non-renewal of a work contract" after it is approved by the Director of Human Resources and

Senior Management, signing the original from the concerned employee and settling his entitlements according to the system in force in this regard.

4. General instructions for the resident:

- 4.1 Avoid assigning higher or lower grades to each assessment component due to one aspect of the assessment. (Giving all items less than they should be affected by the employee's continuous absence, although the rest of the other items deserve higher ratings).
- 4.2 Avoid resorting to leniency in the evaluation process for the purpose of maintaining good relations with employees or not wanting to show negative aspects related to subordinates, regardless of the objectivity of the evaluation. (Giving all employees equal ratings, regardless of whether they are higher or lower than they deserve).
- 4.3 Avoid resorting to the average rating of the evaluation in order to avoid falling into error in the case of granting the ratings of both sides (very weak or excellent) in order to avoid accountability from others, whether the employee or the superiors. (All employees give ratings ranging from good to very good).
- 4.4 Avoid being affected by current events related to the employee's performance of his job.
- 4.5 Avoid giving a rating similar to the common level of the employee's work group and regardless of the employee's own performance. (Giving the employee a very good rating because the work group that includes him achieves high ratings, regardless of the employee's performance himself).

The Fifth Classroom

Training and development

1. Training:

1.1 Objectives:

- The organization's employee training system aims to:
 - Demonstrate the strengths and weaknesses of employees to work on developing and improving performance.
 - Qualifying new employees to adapt to the working conditions of the organization.
 - Clarify the possibility of candidacy for a higher position.
 - Opening new horizons for employees to think constructively.
 - Informing employees of the latest developments related to the organization's activity.

1.2 Determining training needs:

- In the month of November of each year, the Human Resources Department addresses the concerned managers to determine the training needs of the employees using the “Determine Training Needs” form, in which the line manager determines the training, skills and education needs required for him and his employees, and the previous needs are reviewed by the competent manager to verify the extent to which the needs are appropriate to the nature of the work and the extent to which the work needs them and their conformity with the quality objectives of the department and the main objective of the organization.
- The concerned managers send these needs to the Human Resources Department no later than two weeks from the date of receiving them.
- The Human Resources Department studies the training needs of the requesting parties in terms of the frequency of the required topics, the numbers of candidates for training, the possibility of internal training, the estimated cost and comparing it with the budget established for training employees and approved by the senior management, and the proposed training bodies are determined according to the training bodies approved by the organization.

1.3 version the plan training annual

- Based on the study of training needs, the Human Resources Department issues the “annual training plan”, and it is presented to the senior management for approval and accreditation, and then the departments are notified of the training plans approved for them.

1.4 Credit destinations Training:

- The Human Resources Department selects the training bodies after evaluating them using the “training agency evaluation” form, and the decision is taken as follows:
 - Training bodies that get very good or excellent in assessment are used as training bodies accredited by the organization.
 - Training agencies that get a good rating are re-evaluated.
 - Training agencies that receive a poor or acceptable evaluation are not used.

1.5evaluation Course Training:

- At the end of the training course, the trainee evaluates the course, in order to determine the availability of the required quality in the training process using the “training course evaluation” form, provided that the evaluation is re-evaluated to

the Human Resources Department within a period not exceeding one week from the date of the end of the training course.

1.6 rating trainee:

- The trainer (the lecturer) evaluates the trainee using a “trainee evaluation form” to determine the extent of the trainee’s interaction with the training course, provided that this evaluation is kept in the trainee’s training file with a copy of the certificate obtained by the trainee from the training authority.

1.7 Rating league destinations Training:

- The Human Resources Development Department follows up on the training agencies and verifies that they perform the training services effectively through the evaluations provided by the trainees, and releases the “Training Entity Evaluation (Periodic Evaluation)” form after completing each training course.
- Training agencies that receive a very good evaluation or an advantage, the employee continues with them, whether during the implementation of the current training plan or the next training plan.
- Training agencies that get a good evaluation are re-evaluated after a second training session for a decision on it.
- Training agencies that receive a poor or acceptable evaluation will terminate employment with them.

1.9 rating effectiveness Training:

- The trainee’s specialized manager evaluates the trainee after three months of training implementation using the “Training Effectiveness Evaluation” form, in order to determine the extent to which the training objective has been achieved, and the evaluation is kept in the trainee’s training file.

1.10 training not Scheme (Training Emergency):

- Unplanned or emergency training is resorted to in cases (holding specialized and unique seminars that may be received from training bodies, new organizational needs, training on new systems).
- This type of training is requested by the requesting party using the “unplanned training request” form and sent to the Human Resources Department to review the request and determine the extent to which it can be implemented within the limits permitted by the training budget, then it is presented to the senior management for approval and accreditation, and then recorded in the annual training plan for the organization.

1.11 Training of new employees:

- The Human Resources Department notifies the Human Resources Department of new employees in the organization for obtaining the “Induction Program for New Employees”.
- This training is included in the employee's training record as well as in the training plan's success report.

1.12 Training file:

- The Human Resources Department maintains for each trainee a training file that is placed within the employee's personal file, which includes:
 - Training record.
 - Copies of certificates of training programs obtained.

- Evaluations of trainees through training bodies.
- Training effectiveness evaluations.

1.13 Training plan success report:

- At the end of the organization's semi-annual training plan, the Human Resources Development Department issues a report on the success of the plan, explaining the following:
- Number of courses planned and implemented.
- New employee training programs
- Planned and actual number of trainees
- Evaluate the implemented training programs separately
- Estimated and actual cost
- Difficulties encountered in implementing the plan
- Number of unplanned courses (emergency training)
- Suggestions and recommendations