

**Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

**UEXO GLOBAL MARKETS LLC**

Business Activity:

**Securities & Financial Products Promotion  
Introduction to Financial Services**

**Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

**Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

Log of preparation, version of Policy & approval date.

Sr. No	Document Version	Document Release Date	Prepared By	Approved By
1	General Update v.1	Dec.2025	Compliance Manager Shan Muhammed Hussian  Category Manager  Louis DeTata	<b>Louis Detata</b>  Owner & CEO Signature

Company Stamp



*LOUIS gUY DETATA*

**Contents**

- 1. INTRODUCTION ..... 4
- 2. Employment Relationship..... 4
- 3. Employment Policies ..... 10
- 4. Employee Conduct and Discipline..... 14**
- 5. Anti-Harassment and Anti-Discrimination ..... 15
- 6. Confidentiality and Data Privacy ..... 18**
- 7. Conflict of Interest ..... 19
- 8. Social Media and Technology Usage..... 20**
- 9. Dress Code and Appearance ..... 21**
- 10. Workplace Safety and Security..... 22**
- 11. Performance Expectations ..... 23**
- 12. Professional Development and Training ..... 24**
- 13. Career Advancement Opportunities ..... 25**
- 14. Workplace Rules and Regulations..... 26**
- 15. Use of Company Property ..... 27**
- 16. Workplace Visitors..... 29**
- 17. Parking and Transportation ..... 30**
- 18. Reporting Incidents and Concerns..... 31**
- 19. Health and Safety..... 32**
- 20. Leaves and Time Off..... 36**
- 21. Compensation and Benefits..... 38**
- 22. Grievance Procedure ..... 42**
- 23. Conclusion ..... 44**

## 1. INTRODUCTION

We at **UEXO GLOBAL MARKETS L.L.C** with commercial license Number **1569040** issued by Dubai Economy & Tourism are confirming that we are seeking approval from the SCA to approve our Category 5 SCA application with reference number LIC-0011290 as arranging and advising with activities Promotion & Introduction that we are involved in with the SCA.

This Employee Handbook, which is reviewed annually, is designed to set out both the expectations we have of you as you join our team and what you can expect from us. We are constantly looking to grow and improve and welcome any thoughts, ideas and suggestions from you on how we can make this an even better place to work. If you have any such suggestions, questions, comments or concerns, please just reach out to your local Human Resources team who will be more than delighted to help.

### **Our Values**

#### **Our clients always come first.**

In all our future, we always put the goals of our clients in first place.

#### **Be the guide, not the hero**

Knowledge is always important. We provide our clients with educational materials to help them in their trading journey.

#### **Feedback**

We always look forward to hearing from our clients, as this is the best way for us to develop and improve.

#### **High Standards**

What got us here, won't keep us here or get us there. Do your best every day!

#### **Teamwork**

Together we can achieve much greater success. The spirit of the group always motivates us to achieve more.

## 2. Employment Relationship

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

### **Equal Opportunity Employment**

UEXO is committed to providing equal employment opportunities to all employees and applicants without discrimination on the basis of race, color, religion, sex, national origin, age, disability, genetic information, or any other protected status in accordance with applicable laws and regulations in the United Arab Emirates. We are dedicated to fostering a diverse and inclusive work environment that respects and values each individual.

### **Non-Discrimination**

UEXO does not tolerate discrimination, harassment, or any form of unfair treatment based on race, color, religion, sex, national origin, age, disability, genetic information, or any other protected status as defined by UAE law.

All employment decisions, including but not limited to hiring, promotion, compensation, benefits, and termination, are made without regard to an individual's protected status.

### **Recruitment and Hiring**

UEXO recruits, hires, and promotes individuals based on their qualifications, skills, and abilities to perform the job. No preference or priority will be given to any individual based on their protected status. Recruitment and hiring practices adhere to all relevant UAE labor laws, ensuring that the selection process is fair and inclusive.

### **Harassment and Discrimination**

Harassment and discrimination in the workplace are strictly prohibited. Employees are encouraged to report any incidents of harassment or discrimination to their immediate manager, Human Resources department, or through established reporting channels.

UEXO will promptly and thoroughly investigate any complaints of harassment or discrimination and take appropriate action in response.

### **Reasonable Accommodation**

UEXO is committed to providing reasonable accommodations to employees with disabilities, as required by UAE law. Employees with disabilities are encouraged to inform their manager or the Human Resources department if they require such accommodation.

### **Diversity and Inclusion**

UEXO recognizes that diversity and inclusion are essential to our success. We actively seek to create a work environment where all employees are treated with respect and have equal opportunities for growth and advancement.

Initiatives and programs aimed at promoting diversity and inclusion may be developed and implemented by the company to ensure equal opportunity employment.

### **Compliance**

UEXO will comply with all applicable UAE laws and regulations regarding equal employment opportunity and non-discrimination.

Employees who believe that their rights under this policy have been violated are encouraged to report such incidents in accordance with the company's established grievance procedures.

### **Responsibility**

All employees, including management, have a responsibility to uphold and promote this Equal Opportunity Employment Policy. Failure to do so may result in disciplinary action.

UEXO is committed to providing equal opportunity employment and fostering an inclusive work

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

environment. We believe that diversity strengthens our organization and enriches the experiences of our employees. This policy serves as a guide to our commitment to upholding equal employment opportunities for all.

### **Employment Categories**

UEXO offers various employment categories to meet the diverse needs of its workforce. These categories help define the terms and conditions of employment and the rights and responsibilities associated with each category. The specific terms of each employment category will be outlined in individual employment contracts or agreements.

#### **Full-Time Employment**

Full-time employees are those who typically work a regular schedule of 45 hours per week, as defined in the employment contracts. Full-time Employees are eligible for the full range of employee benefits, including health insurance, end-of-service benefit (see benefits schedule below), and paid annual leave, unless otherwise stipulated in the Employment Agreement.

Full-time employees are considered regular, ongoing employees of UEXO and are subject to the company's policies and procedures.

#### **Part-Time Employment**

Part-time employees work less than the standard full-time work hours defined by UEXO. Part-time employees may be eligible for certain benefits, as outlined in their employment contracts and in accordance with applicable UAE labor laws. Please speak to your local Human Resources representative should you have any questions about moving to a part-time arrangement.

#### **Temporary or Contract Employment**

Temporary or contract employees are engaged by UEXO for a specified period, often to meet specific project-based or seasonal needs. Their employment contracts will specify the duration of employment. Temporary or Contract employees are entitled to certain benefits as per UAE labor laws or as defined in their contracts.

#### **Internships and Traineeships**

Interns and trainees are individuals typically engaged by UEXO for a limited duration to gain work experience or to acquire specific skills. These roles are primarily educational and do not guarantee future employment with the company. Compensation and benefits for interns and trainees may vary and will be defined in their respective agreements.

#### **Probationary Employment**

UEXO require employees to undergo a probationary period to assess performance and suitability for permanent employment. The terms and conditions of probationary employment will be outlined in the employees' contract.

#### **Independent Contractors**

Independent contractors are individuals or entities engaged by UEXO to provide specific services, typically for a limited time. Independent Contractors are not considered employees of the company and are responsible for their own tax, insurance and legal obligations. Independent contractors must adhere to the terms and conditions defined in their service agreements.

UEXO strives to provide a fair and respectful work environment for all employees, regardless of their employment category. Employees' rights and responsibilities will be in accordance with UAE labor laws and the terms of their individual employment contracts.

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

### **Employment-at-Will Statement**

UEXO maintains an employment-at-will relationship with its employees. This means that, unless otherwise specified in a written employment agreement, either the employee or the company may terminate the employment relationship at any time, with or without cause, and with or without notice. This employment-at-will relationship is a fundamental aspect of your employment with UEXO.

### **Employment-at-Will Principle**

Employment at UEXO is based on the principle of "employment-at-will." This means that either you or the company may terminate the employment relationship at any time for any reason, without the need to establish just cause or provide advance notice, except as required by applicable UAE labor laws. While we are committed to treating employees fairly and consistently, the employment-at-will relationship allows for flexibility and adaptation to changing circumstances.

### **Exceptions to Employment-at-Will**

Please note that this employment-at-will statement may be subject to exceptions. If you have a written employment contract or agreement with UEXO that specifies a different termination procedure, notice period, or grounds for termination, those terms and conditions will prevail.

### **Compliance with UAE Labor Laws**

While we maintain the employment-at-will principle, it is important to recognize that UAE labor laws and regulations will always apply. UEXO is committed to adhering to the legal requirements for employment termination as outlined in UAE labor laws.

### **Communication and Exit Procedures**

UEXO values open communication and professionalism when addressing employment termination. Employees are encouraged to provide notice when resigning and to engage in an exit interview, complete a suitable handover and to provide feedback about their experience with the company. UEXO will conduct terminations, as necessary, in compliance with UAE labor laws and established procedures. Terminated employees will be provided with any final payments, as required by law.

### **Review and Acknowledgment**

All employees are expected to review and acknowledge their understanding of this employment-at-will statement as a part of their onboarding process. If you have any questions or concerns about this statement or any aspect of your employment, please do not hesitate to reach out to the Human Resources department.

The employment-at-will relationship is an essential aspect of your employment with UEXO. We are committed to fostering a fair and respectful work environment while respecting the flexibility that this principle allows. If you have any questions or concerns about your employment or this policy, please reach out to the Human Resources department for assistance.

### **Probationary Period**

UEXO institutes a probationary period for newly hired employees. The probationary period is a mutually agreed-upon time frame during which the employee and the company can assess the employment relationship. The duration of the probationary period, as well as the terms and conditions, will be specified in the employment contract.

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

### **Purpose of Probationary Period**

The probationary period serves several purposes:

- i. Allows both the employee and the company to evaluate if the role is a suitable fit.
- ii. Assesses the employee's performance, work ethic, and ability to meet the job requirements.
- iii. Provides a defined period for training and orientation.

### **Duration of Probationary Period**

The duration of the probationary period will be determined on a case-by-case basis, typically ranging from 3 to 6 months. The exact duration will be specified in the employment agreement.

The company retains the right to extend the probationary period if necessary. Any extension will be communicated to the employee and documented in writing.

### **Employee Rights and Benefits**

During the probationary period, employees are entitled to the following benefits, as applicable:

- Basic compensation in accordance with the employment contract
- Statutory benefits such as leave entitlements as per UAE labor laws
- Access to training and development opportunities.

### **Performance Evaluation**

Regular performance evaluations will be conducted during the probationary period to assess the employee's progress and suitability for the role.

The employee and their immediate manager will meet to discuss the employee's performance, areas for improvement, and feedback.

The company may decide to retain or release the employee based on the outcome of these evaluations.

### **Termination During Probation**

Employment during the probationary period either the employee or the company may terminate the employment relationship at any time, for any reason:

- (a) By either Party serving the other Party a fourteen (14) calendar days' written notice of termination where either UEXO wants to terminate the Employment, or the Employee wants to terminate the Employment to exit the UAE on a final basis for any reason (other than the reason set out in paragraph (b) below); or
- (b) By the Employee providing UEXO with one month's written notice of termination if the Employee wants to resign or take up employment with another employer in the UAE; or
- (c) By the Employer by paying fourteen (14) calendar days salary in lieu of such notice.

If UEXO decides to terminate the employee during the probationary period, the termination will be in accordance with UAE labor laws, and the employee will be provided with any final payments, as required.

### **Successful Completion of Probation**

If the employee successfully completes the probationary period, their employment status may change from probationary to permanent, and they will be entitled to the full benefits and rights of permanent employees.

### **Communication**

UEXO will maintain open and transparent communication with employees during the probationary period. Employees are encouraged to seek feedback, ask questions, and clarify expectations with their

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

immediate managers.

The probationary period is designed to ensure a successful match between the employee and UEXO. UEXO aims to provide a supportive environment during this period to enable employees to thrive in their roles. Employees are encouraged to address any concerns or questions related to the probationary period with their immediate manager or the Human Resources department.

### **Termination and Resignation Procedures**

Termination of employment, whether initiated by the employee or the company, is a significant event that should be handled professionally and in accordance with established procedures. UEXO is committed to conducting terminations and resignations with respect and fairness to all parties involved.

#### **Resignation by the Employee**

Employees wishing to resign from their positions must provide written notice to their immediate manager and the Human Resources department in advance, as specified in their employment contracts.

The written resignation notice should include the intended last working day and any other relevant details. The notice period may vary depending on the terms of employment.

Employees are encouraged to engage in an exit interview with the Human Resources department to discuss their reasons for resigning and provide feedback about their employment experience.

#### **Termination by UEXO**

UEXO may terminate an employee's employment for various reasons, including but not limited to:

- i. Performance issues
- ii. Violation of company policies
- iii. Business-related changes or restructuring
- iv. Economic or operational reasons

Termination decisions are made by management and the Human Resources department following a thorough review of the situation and are made in compliance with UAE labor laws.

Termination notices and any required compensation will be provided to the employee in accordance with UAE labor laws and the terms of their employment contract.

#### **Notice Period**

The notice period for resignations and terminations will be determined by UAE labor laws, the terms of the employment contract, and company policies. It may vary depending on the employee's length of service and the reason for the termination.

The notice period is an important time for transition and knowledge transfer, and both the company and the departing employee are expected to fulfill their obligations during this period.

#### **Final Payments**

When an employee resigns or is terminated, the final payments will be made in accordance with UAE labor laws. This includes the settlement of any outstanding salary, accrued leave, and any other benefits to which the employee is entitled.

#### **Return of Company Property**

Upon resignation or termination, employees are required to return all company property, including but not limited to laptops, keys, access cards, and any other equipment or materials that belong to UEXO.

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

### **Exit Interview**

An exit interview may be conducted with departing employees to gather feedback on their experiences with UEXO. This information is valuable for continuous improvement efforts.

### **Confidentiality and Non-Disparagement**

Departing employees are expected to maintain the confidentiality of company information and not engage in any disparaging comments or actions that could harm the company's reputation.

UEXO is committed to conducting terminations and resignations in a professional, respectful, and legally compliant manner. The company aims to provide a supportive and orderly process to both departing employees and the organization. The procedures outlined in this section are designed to ensure the fair and consistent treatment of all parties involved.

## **3. Employment Policies**

### **Work Hours and Attendance**

UEXO is committed to maintaining efficient operations and delivering high-quality services to our clients. Punctuality, regular attendance, and adherence to work hours are essential to achieving this goal. This section outlines the company's policies regarding work hours, attendance, and related matters.

#### **Work Hours**

Work hours are typically from 9:00am to 6:00pm on regular working days. The specific work hours for each department or role may vary, as defined in individual employment contracts.

Employees are expected to arrive at work and begin their duties promptly at the designated start time. Tardiness is discouraged and may lead to disciplinary action.

#### **Attendance and Punctuality**

Regular and consistent attendance is crucial for the efficient operation of the company. Employees are expected to attend work as scheduled and to report to their managers or the Human Resources department in case of any anticipated absences.

Punctuality is equally important. Tardiness disrupts work schedules and may impact team productivity. Employees should make every effort to arrive on time.

If an employee is unable to attend work or is running late, they must notify their immediate manager or the Human Resources department as soon as possible, following company notification procedures.

#### **Flexible Work Arrangements**

UEXO recognizes that employees may require flexible work arrangements for personal or health reasons. The company is open to discussing such arrangements, as long as they do not adversely affect business operations.

#### **Overtime**

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

Overtime work may be required based on business needs. Any overtime work will be compensated in accordance with UAE labor laws and the terms of the employment contract. Overtime must be pre-approved with your line manager and the Human Resources department.

### **Leave Requests**

Employees seeking leave, whether for annual vacation, sick leave, or other reasons, should follow the company's leave request procedures. Leave requests should be submitted in advance, whenever possible, to ensure proper staffing and workflow planning. Leave requests will require approval from your line manager and said approval to be copied to the Human Resources department for tracking purposes. Please refer to your Employment Contract for your leave balance.

### **Remote Work**

UEXO may offer remote work options under certain circumstances. Remote work arrangements will be defined in individual employment contracts or arrangements and are subject to change based on business requirements.

### **Record Keeping**

Employees are required to maintain accurate records of their work hours, including any overtime. Any discrepancies or concerns should be reported to the Human Resources department for resolution.

### **Consequences of Non-compliance**

Failure to adhere to work hours and attendance policies may result in disciplinary actions, including verbal or written warnings, suspension, or, in extreme cases, termination of employment.

### **Reporting Absences**

In case of absence due to illness, injury, or emergency, employees should inform their immediate manager and the Human Resources department as soon as possible on the first day of absence. UEXO expects all employees to be punctual and maintain regular attendance. These expectations are in place to ensure the smooth functioning of the organization and to provide excellent service to our clients. Employees are encouraged to discuss any concerns or needs related to work hours and attendance with their immediate managers or the Human Resources department.

## **Overtime and Compensation**

UEXO recognizes that there may be occasions when employees are required to work beyond their regular work hours to meet business needs. This section outlines the company's policies on overtime work and the compensation associated with it.

### **Overtime Work**

Overtime work refers to hours worked in excess of an employee's contracted work hours. Overtime may be required based on business demands and operational requirements.

Employees may be asked to work overtime by their managers, and employees are expected to comply when asked. Overtime work is typically compensated in accordance with UAE labor laws and company policies.

### **Compensation for Overtime**

Overtime compensation will be provided to eligible employees in accordance with UAE labor laws. The specific overtime compensation rate will be outlined in individual employment contracts and may

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

vary based on the employee's role, employment category, and other relevant factors.

### **Authorization for Overtime**

Overtime work should be authorized by a supervisor or manager. The employee and their immediate manager should agree on the necessity of overtime work before it is performed.

In case of emergency situations, employees may be required to work overtime without prior authorization but should inform their manager or the Human Resources department as soon as possible.

### **Record Keeping**

Accurate records of overtime worked should be maintained and submitted for approval and compensation in accordance with company procedures.

### **Compensatory Time Off**

UEXO may, under certain circumstances, offer compensatory time off in lieu of overtime pay. The specific conditions for comp time will be outlined in individual employment contracts or agreements.

### **Mandatory Overtime**

On rare occasions, UEXO may require mandatory overtime work to meet critical business needs. Employees are expected to comply with such requirements when requested.

### **Review and Approval**

Overtime hours must be reviewed and approved by the immediate supervisor or manager before compensation is provided.

### **Limits on Overtime**

UEXO is committed to adhering to UAE labor laws and guidelines regarding the maximum allowable overtime hours and the conditions under which overtime can be required.

### **Reporting Overtime Concerns**

Employees with concerns or disputes related to overtime should report these issues to their immediate manager or the Human Resources department for resolution.

UEXO values the contributions of its employees and recognizes that overtime may be required to meet operational demands. Overtime work is compensated in accordance with UAE labor laws and individual employment contracts. The company is committed to a fair and transparent overtime compensation process, ensuring that employees are compensated for their extra effort as required.

### **Payroll and Compensation**

At UEXO, we place a strong emphasis on providing competitive and equitable compensation to our employees. Our compensation packages are designed to recognize and reward your contributions, ensuring that you are fairly compensated for your skills, experience, and dedication.

### **Payroll Schedule**

UEXO processes payroll on a monthly basis. The specific payment frequency and dates will be communicated to you in advance. Any changes to the schedule, especially due to holidays, will be clearly communicated to ensure you have ample time to prepare.

To streamline the payroll process, we encourage employees to utilize direct deposit. If you have questions about setting up direct deposit, our Human Resources or finance department will provide guidance.

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

### **Compensation Structure**

**Base Salary:** Your base salary is the fixed amount you receive for your role. It is determined based on various factors, including your qualifications, the responsibilities of your position, experience and industry standards.

**Allowances:** You may be awarded a Housing Allowance and/or Transport Allowance, please refer to your employment contract for details.

**Bonuses and Incentives:** In addition to base salary, you may be eligible for bonuses and incentives based on your job role, individual performance, and the achievement of specific goals. Details about bonus structures, if applicable, will be outlined in your employment contract.

### **Deductions**

Various deductions, including taxes, social security contributions, and other legally required withholdings, will be made from your salary in accordance with UAE labor laws. These deductions are non-negotiable and are in compliance with legal requirements.

### **Compensation Review**

UEXO conducts regular reviews of compensation packages to ensure they remain competitive and aligned with market conditions. Our commitment is to reward and retain top talent within the organization.

Adjustments to your compensation may be made based on various factors, including your performance, market benchmarks, inflation or other business reasons. Any changes will be communicated to you transparently.

### **Performance-Based Compensation**

Performance-based compensation may be part of your compensation structure. This could include performance-related bonuses and incentives. Your eligibility for these will depend on your job role, individual performance, and the attainment of specific objectives.

### **Overtime Compensation**

If you are required to work overtime, the compensation for your additional hours worked will be provided in accordance with both company policies and UAE labor laws. For details, please refer to the "Overtime and Compensation" section in this handbook.

### **Payment Methods**

UEXO provides various methods for receiving your compensation, such as direct deposit or checks. Details regarding payment methods will be made available to you upon your onboarding.

### **Record Keeping**

It is your responsibility to maintain accurate records of your compensation, including pay stubs and financial documentation. These records are important for verifying the accuracy of your earnings and may be needed for tax or financial planning purposes.

### **Payroll Inquiries**

If you have questions or concerns about your compensation, payroll, or deductions, our Human Resource or Finance department is here to assist you. Do not hesitate to reach out for clarification or guidance.

### **Taxation Implications**

Be aware that the compensation you receive may have tax implications. To ensure you fully understand your financial situation, you may want to consult with a financial advisor or tax professional.

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

### **Compensation Adjustments**

Compensation adjustments, such as salary increases, bonuses, or other financial rewards, may be made based on various factors, including your performance evaluations, promotions, and other business considerations. We are committed to recognizing your contributions and providing fair and competitive compensation.

UEXO is dedicated to providing competitive and fair compensation to all employees. Our compensation packages are designed to reward and retain top talent. We want to ensure that you are fairly compensated for your contributions and that your financial needs and questions are addressed appropriately. If you have any questions or require assistance, please do not hesitate to reach out to our Human Resources department.

## **4. Employee Conduct and Discipline**

At UEXO, we consider employee behavior and conduct to be crucial for maintaining a productive, respectful, and inclusive work environment. Our company values and standards are outlined in this section, along with the procedures for addressing disciplinary matters when necessary.

### **Conduct Expectations**

All employees are expected to exhibit professional behavior at all times. This includes showing respect, courtesy, and consideration to colleagues, clients, and customers. Professional behavior also involves punctuality, maintaining a clean and organized workspace, and representing the company positively. Discriminatory, harassing, or offensive behavior will not be tolerated under any circumstances. This includes discrimination based on race, gender, religion, nationality, age, disability, or any other personal characteristic. All employees are expected to treat their colleagues with respect, recognizing and celebrating the diversity within our organization.

Open and constructive communication is encouraged to resolve conflicts. Engaging in disruptive or confrontational behavior that hinders collaboration is not acceptable. Employees are expected to address disagreements professionally and seek mediation when necessary.

Employees must maintain the confidentiality of sensitive company information, client data, and personal employee information. Breaching confidentiality can result in disciplinary action.

All employees are responsible for the proper and responsible use of company resources, including technology, equipment, and facilities. Unauthorized use of company resources for personal purposes is not permitted.

### **Disciplinary Procedures**

When there are concerns or allegations of misconduct, UEXO will conduct a fair and impartial investigation. This may involve interviews with relevant parties and a review of available evidence.

The company generally follows a progressive discipline approach, where discipline may take various forms, depending on the severity and nature of the misconduct. Progressive steps may include:

- i. A first warning issued verbally to address minor infractions or issues.
- ii. A formal written warning that outlines the misconduct, expectations, and potential consequences.
- iii. In some cases, a temporary suspension may be considered as a disciplinary measure. Employees may be suspended without pay.
- iv. In cases of serious misconduct, such as gross negligence, dishonesty, harassment, or unethical behavior, immediate termination may be considered. Termination is a last resort but may be necessary

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

in cases of severe misconduct. UEXO follows UAE labor laws and regulations when conducting terminations.

Employees have the right to appeal disciplinary decisions. The process for appeals will be outlined in the company's grievance and appeals policy, and it allows for a review of the disciplinary action taken.

### **Reporting Misconduct**

If you observe or experience any form of misconduct, harassment, discrimination, or any other violations of company policy, it is essential to report such incidents. Reporting should be made to your immediate manager, the Human Resources department, or a designated company authority. All reports will be treated confidentially to the extent allowed by law.

### **Whistleblower Policy**

UEXO has a whistleblower policy in place that protects employees who report misconduct, illegal activities, or unethical behavior within the company. This policy ensures that whistleblowers are protected from retaliation for their actions and can report issues without fear of reprisal.

### **Legal Compliance**

UEXO is committed to ensuring that all employee conduct and disciplinary actions are in compliance with UAE labor laws and regulations. These laws may impact how discipline is carried out, including notice periods and due process.

### **Review and Acknowledgment**

All employees are required to review and acknowledge their understanding of this Employee Conduct and Discipline policy as part of their onboarding process.

UEXO is dedicated to creating and maintaining a respectful and productive work environment for all employees. We value ethical behavior and adherence to our conduct expectations. Our disciplinary procedures are designed to be fair and consistent, and we strive to handle disciplinary matters with the utmost professionalism. If you have questions or concerns related to this policy, please do not hesitate to reach out to the Human Resources department. We are committed to promoting a positive and supportive work culture for all team members.

## **5. Anti-Harassment and Anti-Discrimination**

UEXO is deeply committed to creating a safe, inclusive, and respectful workplace where every employee can thrive. We are dedicated to preventing all forms of harassment, discrimination, and retaliation. This section outlines our comprehensive policies and procedures.

### **Policy Statement**

At UEXO, we value diversity and are dedicated to fostering an environment where every employee is treated with respect and dignity. We do not tolerate any form of harassment, discrimination, or retaliation in our workplace.

This policy applies to all individuals associated with our organization, including full-time, part-time, and contractual employees, as well as management, vendors, clients, and customers who interact with our employees.

### **Definitions**

**Harassment:** Harassment encompasses any unwelcome behavior, whether verbal, non-verbal, written, or physical, that creates a hostile, intimidating, or offensive work environment. This includes offensive

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

jokes, slurs, name-calling, intimidation, and physical harassment.

**Discrimination:** Discrimination refers to any unfair or differential treatment based on characteristics such as race, color, religion, gender, national origin, age, disability, or other protected status as defined by UAE labor laws.

### **Prohibited Conduct**

UEXO expressly prohibits the following types of conduct:

- **Sexual Harassment:** Unwanted sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.
- **Verbal Harassment:** Offensive comments, slurs, or jokes related to an individual's race, religion, gender, or other protected characteristics.
- **Retaliation:** Taking adverse actions against individuals who have reported harassment, discrimination, or cooperated in an investigation.
- **Cyberbullying:** Inappropriate use of company communication tools, including email, social media, and other digital platforms, for harassment.

### **Reporting Procedures**

If you experience or witness any form of harassment or discrimination, it is essential to report the incident immediately. You can do so by contacting your immediate manager, the Human Resources department, line manager, or a designated company authority.

If you are uncomfortable reporting the incident in person, you may also report anonymously through our confidential reporting channel.

UEXO is committed to conducting a prompt, thorough, and impartial investigation of all reported incidents.

### **Confidentiality and non-retaliation**

Reports of harassment and discrimination will be treated with the utmost confidentiality to the extent allowed by law. We have a strict non-retaliation policy, ensuring that employees who report such incidents will not face adverse actions as a result of their reports.

### **Corrective Action**

In cases where harassment or discrimination is substantiated, UEXO will take immediate corrective action, which may include disciplinary measures up to and including termination, depending on the severity and nature of the misconduct.

### **Training and Awareness**

UEXO places great emphasis on awareness and prevention. We provide regular training programs and educational resources to all employees to raise awareness about harassment and discrimination and to prevent such incidents from occurring.

### **Legal Compliance**

Our anti-harassment and anti-discrimination policies and procedures align with UAE labor laws and regulations. All actions and investigations are carried out in full compliance with applicable legal requirements.

UEXO is committed to fostering a workplace where all employees feel respected, valued, and safe. We are dedicated to maintaining a work environment that upholds the principles of diversity, inclusion, and respect for every individual. If you have questions, concerns, or need assistance related to these policies, please do not hesitate to reach out to the Human Resources department. We encourage open communication and reporting to ensure a safe and welcoming work environment for all.

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

### **Substance Abuse Policy**

UEXO is dedicated to providing a safe and productive work environment for all employees. This Substance Abuse Policy outlines our approach to substance use and abuse within the workplace and our commitment to ensuring a safe and healthy workplace.

#### **Policy Statement**

UEXO strictly prohibits the unauthorized possession, use, distribution, or sale of any controlled substances, illegal drugs, or alcohol within the workplace. This policy applies to all employees, including full-time, part-time, temporary and contractual workers.

The possession, use, or distribution of controlled substances, illegal drugs, or alcohol on UEXO premises or during work hours is considered a serious violation of company policy and is subject to disciplinary action, up to and including termination.

#### **Prohibited Substances**

**Controlled Substances:** The unauthorized possession, use, or distribution of controlled substances, including prescription drugs not prescribed to the employee, is strictly prohibited.

**Illegal Drugs:** The possession, use, distribution, or sale of illegal drugs is expressly prohibited.

**Alcohol:** The consumption of alcohol during work hours, on company premises, or when representing the company is prohibited unless specifically authorized by management for company-sanctioned events.

#### **Prescription Medications**

Employees who are prescribed medication by a licensed healthcare provider that may affect their ability to perform their job safely and effectively must inform their immediate manager or the Human Resources department. UEXO will make reasonable accommodations when possible to ensure safety and job performance.

#### **Drug Testing**

UEXO may conduct drug testing as permitted by UAE labor laws and as deemed necessary for reasonable cause. Employees may be required to undergo drug testing during the hiring process, after a workplace accident, or if there is reasonable suspicion of substance abuse.

#### **Confidentiality**

All information regarding an employee's participation in a drug test and its results will be treated with the utmost confidentiality to the extent allowed by law.

#### **Reporting Suspected Abuse**

All employees are encouraged to report suspected substance abuse by coworkers to their immediate manager, the Human Resources department, or another designated authority. Reports will be treated confidentially to the extent allowed by law.

#### **Disciplinary Action**

Violations of this Substance Abuse Policy will be subject to disciplinary action, up to and including termination, depending on the nature and severity of the violation.

#### **Rehabilitation and Support**

UEXO is committed to assisting employees who may be struggling with substance abuse. We encourage employees to seek help and support, and the company may provide information on available resources for rehabilitation and counseling.

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

### **Legal Compliance**

UEXO will adhere to UAE labor laws and regulations related to substance abuse policies and procedures. UEXO takes a proactive approach to maintaining a safe, drug-free workplace. We encourage open communication, reporting, and support for employees who may be dealing with substance abuse issues. If you have questions or need assistance related to this policy, please do not hesitate to reach out to the Human Resources department. Your well-being and safety in the workplace are our priority.

## **6. Confidentiality and Data Privacy**

UEXO values the privacy, security, and confidentiality of sensitive information. This section outlines our policies and expectations regarding the protection of confidential and personal data.

### **Policy Statement**

UEXO is dedicated to safeguarding confidential information, trade secrets, and personal data to protect the interests of the company and maintain the trust of our clients, employees, and business partners. All employees, including full-time, part-time, and contractual workers, are required to adhere to the policies and procedures outlined in this section.

### **Confidential Information**

**Definition:** Confidential information includes all data, knowledge, or proprietary information that is not publicly available, which can include business plans, financial data, customer information, intellectual property, and more.

**Protection:** All confidential information must be protected from unauthorized access, use, disclosure, or distribution.

**Use for Company Purposes:** Confidential information should only be accessed and used for legitimate company purposes and may not be used for personal gain or the benefit of external parties.

### **Data Privacy**

**Definition:** Data privacy refers to the protection of personal information, such as employee records, customer data, and any other information that could identify an individual. Data privacy laws, such as the UAE's Personal Data Protection Law, are followed strictly.

**Consent:** UEXO will obtain consent from individuals before collecting, processing, or storing their personal data.

**Use of Personal Data:** Personal data will only be used for legitimate purposes and will not be sold, shared, or used in any manner that is inconsistent with the consent given.

**Data Security:** Personal data will be securely stored and protected from unauthorized access. Access to personal data will be granted only on a need-to-know basis.

### **Reporting Data Breaches**

Employees are required to report any actual or suspected data breaches to the Human Resources department, IT department, or a designated company authority as soon as they become aware of them.

### **Training and Awareness**

UEXO provides training and awareness programs to educate employees about data privacy and confidentiality. Regular training sessions are conducted to keep employees informed about best practices.

### **Legal Compliance**

UEXO will strictly adhere to UAE data protection laws and regulations, as well as any other relevant international data protection standards.

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

UEXO is committed to preserving the confidentiality of sensitive information and protecting the privacy of personal data. We appreciate your role in upholding these policies and expectations. If you have questions or need assistance related to this policy, please do not hesitate to reach out to the Human Resources department. Your diligence in maintaining data privacy and confidentiality is vital to the company's success and compliance with legal requirements.

### **7. Conflict of Interest**

UEXO is dedicated to conducting business with the utmost integrity and transparency. We expect all employees to act in the best interests of the company, avoiding situations where personal interests may conflict with those of the company. This section outlines our policies regarding conflicts of interest and the procedures for identifying, disclosing, and managing such conflicts.

#### **Policy Statement**

**Commitment to Integrity:** At UEXO, we are committed to conducting business in an ethical and transparent manner. We expect our employees to uphold this commitment and to act in the best interests of the company at all times.

**Defining Conflict of Interest:** A conflict of interest arises when an individual's personal interests or relationships have the potential to influence their judgment, objectivity, or ability to perform their duties impartially and in the best interest of the company.

#### **Identifying Conflicts of Interest**

**Proactive Identification:** Employees have a responsibility to proactively identify and assess potential conflicts of interest. These conflicts can manifest in various forms, including but not limited to the following:

**Financial Interests:** Owning shares or holding a financial interest in a competitor, supplier, or customer of the company.

**Familial or Personal Relationships:** Relationships that may influence or compromise business decisions.

A personal relationship, for the intent of this policy includes familial relationships and any intimate relationship or personal friendship.

Employees engaging in a Personal Relationship, as a general rule, may not work together when the Personal Relationship creates an actual or perceived conflict of interest. This would include direct or indirect reporting lines, where one employee has influence over the terms and conditions of employment for the other employee, where one employee performs the role of a control function for the other employee's business unit. In such circumstance the employees in the Personal Relationship must disclose the existence of the relationship to the respective manager and the Human Resources department.

In such cases, whereby a Personal Relationship is declared, UEXO at its discretion may take necessary action to remediate any conflict of interest. For example, one party in the relationship transferring to another opportunity within UEXO.

When an potential, actual or perceived conflict of interest may exist, you are required to inform your manager and the Human Resources department in a timely manner to minimize and potential or perceived conflict of interest.

Failure to declare a Personal Relationship, may end in disciplinary action, up to and including termination of employment.

Relationships of a Familial nature, for the purpose of this policy, includes first, second and third degree relatives. Familiar relations, include, but are not limited to the employee's or the employee's spouses, step/child, grandchild, aunt, uncle, cousin, nephew, niece, spouse, domestic partner, step/parent,

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

step/sibling.

**Secondary Employment or Business Activities:** Engagement in secondary employment or business activities that compete with or impact the interests of the company.

**Gifts and Favors:** Receipt of gifts, favors, or other benefits from individuals or entities associated with the company.

### **Disclosure of Conflicts**

If an employee believes they have identified a potential conflict of interest, they must promptly disclose it to their immediate manager or the Human Resources department. Open and timely disclosure is essential. UEXO encourages employees to report any potential conflicts of interest and assures them that such disclosures will not result in retaliation.

### **Review and Management**

After receiving a disclosure, UEXO will conduct an assessment to determine the nature and severity of the reported conflict.

If necessary, management plans will be developed to mitigate or manage the identified conflict of interest. These plans may involve recusal from certain decisions, divestment of conflicting interests, or other actions to ensure the employee's objectivity and impartiality.

### **Prohibited Transactions**

Employees are strictly prohibited from engaging in transactions or activities that exploit, directly or indirectly, a conflict of interest without the prior written approval of UEXO.

### **Confidentiality and Non-Retaliation**

All reports of potential conflicts of interest and the resulting management plans will be treated with the utmost confidentiality to the extent allowed by law. UEXO maintains a strict non-retaliation policy to protect employees who report conflicts of interest.

### **Legal Compliance**

UEXO is committed to adhering to UAE labor laws and regulations pertaining to conflicts of interest. UEXO is unwavering in its dedication to upholding the highest ethical standards in all aspects of our business. We expect all employees to share in this commitment by promptly identifying and managing conflicts of interest to ensure transparency, integrity, and the protection of the company's interests. If you have questions or need assistance related to this policy, please do not hesitate to reach out to the Human Resources department. Your commitment to identifying and managing conflicts of interest is vital to maintaining our company's integrity and reputation.

## **8. Social Media and Technology Usage**

UEXO recognizes the integral role of technology and social media in the modern business landscape. This section outlines our comprehensive policies and guidelines regarding the responsible and secure use of technology and social media platforms.

### **Applicability**

This policy applies to all employees, including full-time, part-time, temporary and contractual workers, who utilize UEXO's technology resources, engage in company-related social media activities, or represent the company online.

### **Responsible Use of Technology**

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

**Company Resources:** UEXO's technology resources, including computers, email, software, and equipment, are to be used primarily for business-related purposes. Occasional personal use is permitted within reasonable limits, provided it does not interfere with work responsibilities.

**Data Security:** Safeguarding company data is of utmost importance. Employees must adhere to data security guidelines, protect sensitive information, and promptly report any security concerns or incidents.

**Software and Licensing:** All software must be used in compliance with licensing agreements. Unauthorized installation or use of software is strictly prohibited.

### **Social Media Usage**

representing UEXO on social media, employees are expected to maintain a high level of professionalism and adhere to the company's core values. Even on personal social media accounts, employees should ensure that their online presence aligns with professionalism and does not undermine the company's reputation.

Employees must never share confidential company information or discuss sensitive matters related to the company on social media platforms.

All social media interactions must be conducted with respect for others. Discriminatory, harassing, offensive, or illegal content is strictly prohibited. Any online behavior that violates applicable laws or regulations is unacceptable.

Employees should be aware that any content created for or related to the company on social media is the property of the company, and it may be subject to monitoring and archiving.

### **Personal Devices**

If employees use personal devices for work-related tasks, they are responsible for ensuring the security and protection of company data. This includes strong password protection, encryption, and regular updates.

The use of personal devices for personal tasks should not interfere with work responsibilities. Employees should exercise discretion in balancing personal and professional use.

### **Monitoring**

UEXO reserves the right to monitor technology and social media usage for legitimate business purposes, including security, compliance with company policies, and the protection of company interests.

### **Legal Compliance**

All technology and social media usage must be in strict compliance with UAE laws and regulations, including data protection and privacy laws.

UEXO encourages the responsible use of technology and social media for business purposes. Our guidelines are in place to maintain a professional and secure digital environment that upholds the company's values and reputation. If you have questions or require assistance related to this policy, please do not hesitate to contact the IT department or Human Resources department. Your adherence to these guidelines is essential in preserving a secure and professional digital workplace that benefits all.

## **9. Dress Code and Appearance**

UEXO places a strong emphasis on maintaining a professional and respectful work environment. Our dress code and appearance policy is designed to reflect these values and expectations. We believe that the way employees present themselves reflects not only on the individual but also on our company as a whole.

### **General Guidelines**

Employees are expected to choose clothing that portrays professionalism, good judgment, and respect for their colleagues and the company.

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

Recognizing the diversity of our workforce and clientele, employees should be sensitive to cultural differences when selecting their attire and appearance.

### **Business Attire**

Business attire is the standard unless specific roles or circumstances allow for casual dress. Business attire typically includes suits, blouses, dress shirts, and formal shoes.

### **Casual Fridays**

On designated Casual Fridays, employees may dress in business casual attire, which may include slacks, dress shirts, blouses, and comfortable yet presentable footwear.

On days when casual attire is allowed, employees are still expected to dress in a manner that reflects professionalism and respect for the workplace. This may include khakis, polo shirts, blouses, and comfortable but presentable footwear.

### **Personal Hygiene and Grooming**

Maintaining good personal hygiene is essential. Employees should strive to be clean and use appropriate toiletries to ensure they are comfortable to work with.

Employees are encouraged to maintain well-groomed hair, nails, and facial hair, if applicable. Personal grooming should not distract from the professional atmosphere.

### **Special Events and Client Meetings**

Employees may be required to follow specific dress codes for special events and client meetings. These requirements will be communicated well in advance.

### **Religious and Cultural Attire**

UEXO respects employees' rights to wear religious or cultural attire. Such attire should meet safety and hygiene standards and not pose a hazard to the employee or others.

### **Tattoos and Piercings**

Visible tattoos should be inoffensive and in line with company values. Any tattoo that may be deemed offensive or disruptive to the work environment should be covered if possible.

Facial piercings that are visible while wearing business attire should be discreet and not interfere with professional interactions.

UEXO upholds a dress code and appearance policy to ensure that our work environment is professional, respectful, and conducive to effective business operations. We appreciate your adherence to these guidelines and your role in upholding the company's values and reputation. If you have questions or need assistance related to this policy, please do not hesitate to contact the Human Resources department. Your commitment to presenting yourself professionally is integral to our collective success.

## **10. Workplace Safety and Security**

UEXO is committed to ensuring a safe, secure, and well-protected work environment for all employees, clients, and visitors. This section outlines our comprehensive policies and procedures related to workplace safety and security.

### **General Safety Guidelines**

Safety is everyone's responsibility. All employees are expected to contribute to maintaining a safe workplace by adhering to safety guidelines, policies, and reporting any safety concerns they encounter. Employees must strictly comply with all safety laws, regulations, and company policies to help sustain a secure work environment. Non-compliance may result in disciplinary action.

### **Emergency Procedures**

Employees should be well-versed in the building's emergency evacuation procedures, including the locations of assembly points and evacuation routes. Regular evacuation drills may be conducted. Key emergency contact information, such as first-aid providers, emergency response teams, and local authorities, will be prominently displayed throughout the workplace.

### **Reporting Safety Concerns**

Incident Reporting: Prompt reporting of all incidents, accidents, injuries, or near-miss situations is

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

essential. Employees must immediately report such incidents to their immediate manager, the Human Resources department, or a designated company authority.

### **Safety Suggestions**

Employees are encouraged to provide suggestions for safety improvements and to report potential hazards they identify in the workplace. Open communication is critical for continuous safety enhancements.

### **Security Procedures**

Access to the workplace may be controlled through security measures, such as key cards or security personnel. Employees must strictly adhere to all security protocols, including entry and exit procedures. Protecting sensitive data and information is a core aspect of security. Employees should follow data security policies and promptly report any breaches or security concerns to maintain the confidentiality and integrity of company data.

### **Health and Safety Training**

All employees will receive comprehensive health and safety training as part of their onboarding process. Regular refresher training sessions may be provided to ensure continued compliance with safety guidelines and protocols.

First aid kits, as well as trained first-aid personnel, will be available within the workplace. Employees should be aware of the locations of these resources and the designated first-aid providers.

### **Safe Equipment Use**

Employees are responsible for using company equipment, machinery, and tools in strict accordance with safety guidelines and the training provided. Any issues or malfunctions should be reported promptly to prevent accidents.

### **Workplace Violence Prevention**

UEXO has a zero-tolerance policy against workplace violence, including verbal, physical, or psychological abuse or threats. Any threats, acts of violence, or disruptive behavior should be reported immediately.

Employees who experience or witness incidents related to workplace violence should report them to their manager, Human Resources, or a designated company authority. Reports will be treated confidentially to the extent allowed by law.

### **Security of Personal Belongings**

While UEXO takes measures to ensure workplace security, employees are responsible for the security of their personal belongings. Valuables should not be left unattended in the workplace, and lockers or secure storage areas may be provided for personal items.

### **Legal Compliance**

UEXO is committed to strict adherence to UAE labor laws and regulations related to workplace safety and security. UEXO places a high priority on providing a safe, secure, and well-protected work environment for all employees. Your compliance with safety and security guidelines, active participation in emergency procedures, and commitment to reporting concerns are integral to the well-being of everyone in the workplace. If you have questions or need assistance related to this policy, please do not hesitate to reach out to the Human Resources department. Your diligence in following safety and security protocols is critical to our shared success and safety.

## **11. Performance Expectations**

### **Performance Evaluation Process**

UEXO is deeply committed to the professional growth and development of its employees. Our performance evaluation process is designed to assess employee performance, provide constructive

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

feedback, set goals for improvement, and support career advancement.

### **Performance Evaluation Frequency**

Performance evaluations are conducted on an annual basis for all employees. This yearly review process allows both employees and managers to reflect on accomplishments, challenges, and areas for growth. In addition to the annual reviews, employees may have mid-year check-in meetings with their managers to discuss progress, address any performance-related concerns, and make necessary adjustments.

### **Evaluation Criteria**

The evaluation process centers around each employee's job description and the specific expectations associated with their role. This includes assessing how well an employee's responsibilities align with their job description.

For roles with defined performance metrics, KPIs are used to provide an objective assessment of an employee's performance. These indicators may include sales targets, project completion rates, or other measurable criteria.

In addition to job-specific criteria, the evaluation considers behavioral competencies such as teamwork, communication, adaptability, and adherence to the company's core values.

### **Self-Assessment**

As part of the evaluation process, employees are encouraged to complete a self-assessment. This allows employees to reflect on their achievements, challenges, and career goals. Self-assessment provides an opportunity for employees to share their perspectives on their performance.

### **Evaluation Meeting**

Employees will have a scheduled evaluation meeting with their immediate manager. During this meeting, employees receive feedback on their performance over the past year.

Managers provide constructive feedback, recognizing employee strengths and identifying areas for improvement. This feedback forms the basis for setting performance goals and expectations for the future.

### **Development Plans**

Following the evaluation meeting, employees may be encouraged to create individual development plans. These plans outline specific goals, action steps, and development initiatives to support professional growth. The company is committed to supporting employees in achieving their goals.

### **Salary and Promotion Reviews**

The performance evaluation process plays a significant role in decisions regarding salary increases, promotions, and career development opportunities. High-performing employees are more likely to be considered for these advancements.

UEXO is committed to transparency in salary and promotion decisions. Employees will be provided with explanations for these decisions, allowing for a clear understanding of the factors influencing them.

### **Legal Compliance**

UEXO will adhere to UAE labor laws and regulations related to the performance evaluation process, ensuring fairness and compliance with all applicable laws.

UEXO is dedicated to fostering the professional growth and development of its employees. The performance evaluation process is a vital tool for recognizing accomplishments, providing feedback, setting goals, and advancing careers. Open communication, goal setting, and transparency are encouraged throughout this process. If you have questions or need assistance related to the performance evaluation process, please do not hesitate to reach out to the Human Resources department. Your active participation in this process is integral to your career development and the success of our company.

## **12. Professional Development and Training**

UEXO is committed to the ongoing professional development of its employees. We believe that investing in the growth and skills enhancement of our workforce benefits both the individual and the organization. This section outlines our policies and procedures related to professional development and training opportunities.

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

### **Professional Development Opportunities**

UEXO offers various training programs designed to enhance employee skills, knowledge, and competencies. These programs may cover technical skills, leadership development, industry-specific knowledge, and more.

Employees may also have the opportunity to attend external training, workshops, seminars, or conferences relevant to their roles and professional growth.

### **Eligibility for Training**

Eligibility for training programs may vary based on job roles, performance, and organizational priorities. Some programs may be open to all employees, while others may have specific requirements.

Performance evaluations and commitment to professional growth are often considered when selecting employees for specific training opportunities.

### **Requesting Training**

Employees interested in specific training programs or external opportunities may request permission from their manager or the Human Resources department.

Training requests are subject to review and approval, taking into consideration the alignment of the training with job responsibilities and organizational needs.

### **Training Costs**

UEXO typically covers the costs of company-sponsored training and development programs.

For external training, the company may cover some or all costs, depending on the relevance of the training to the employee's current role and future contributions to the organization.

UEXO maintains records of employee training, including attendance, completion certificates, and skills development progress.

Employees are expected to actively engage in training opportunities and apply the knowledge and skills acquired in their work.

Training and professional development can enhance an employee's qualifications for promotions and career advancement within the company.

### **Legal Compliance**

UEXO is dedicated to adhering to UAE labor laws and regulations related to professional development and training opportunities.

UEXO is committed to fostering the growth and development of its employees by offering training and professional development opportunities. We encourage employees to actively seek and participate in training programs that support their career goals and benefit the organization. If you have questions or need assistance related to training and development, please do not hesitate to reach out to the Human Resources department. Your dedication to learning and professional growth is vital to your success and the success of our company.

## **13. Career Advancement Opportunities**

UEXO is committed to fostering a culture of continuous career growth and professional development for its employees. We understand the significance of career advancement and its impact on individual job satisfaction and the overall success of our organization. This section outlines our comprehensive policies and procedures related to career advancement opportunities.

### **Advancement Criteria**

Career advancement opportunities are available to all employees. Eligibility for these opportunities is determined based on a combination of factors, including job performance, qualifications, experience, commitment to professional growth, role and responsibilities, and alignment with the company's values. High performance and a demonstrated dedication to continuous improvement are essential criteria for consideration for career advancement within the company.

### **Career Development Plans**

UEXO encourages employees to engage in regular discussions with their supervisors or managers to

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

create and review personalized career development plans.

Career development plans are instrumental in defining clear career goals, identifying the skills and competencies required for advancement, and establishing a realistic timeline for achieving those objectives.

### **Job Postings and Internal Opportunities**

Job openings and internal career advancement opportunities are communicated throughout the organization. These postings provide all employees with equal access to explore and apply for roles that align with their skills, qualifications, and career aspirations.

All employees are encouraged to apply for internal opportunities that align with their career objectives.

While internal candidates receive careful consideration, they may be evaluated alongside external candidates during the selection process.

### **Mentorship and Coaching**

UEXO may offer mentoring and coaching programs to facilitate employee development. Mentors provide guidance, support, and knowledge sharing to help employees on their path to career advancement.

### **Promotion Criteria**

Promotions within the company are based on specific criteria, which may include factors such as consistent high job performance, demonstrated skills and qualifications, relevant experience, a strong commitment to the company's values and culture, and alignment with the organization's long-term goals.

### **Training and Development**

UEXO actively promotes professional development and supports employees in acquiring the skills and knowledge necessary for career advancement. Access to training programs and educational resources is available to all employees.

### **Legal Compliance**

UEXO is fully committed to upholding UAE labor laws and regulations regarding career advancement opportunities and ensuring fair and equitable access to these opportunities for all employees.

UEXO is dedicated to fostering a culture of continuous career growth and development. We encourage employees to actively engage in their career development, seek out available opportunities, and take advantage of the resources offered by the company to support their career aspirations. If you have questions or need assistance related to career advancement, please do not hesitate to reach out to the Human Resources department. Your dedication to your career growth is integral to your success and the success of our organization.

## **14. Workplace Rules and Regulations**

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

### **Smoking Policy**

UEXO is committed to providing a healthy and safe working environment for all employees. In line with the laws and regulations of the United Arab Emirates and as part of our commitment to the well-being of our employees, the company has established the following smoking policy:

- i. Smoking is strictly prohibited within all indoor areas of the company premises, including offices, meeting rooms, common areas, restrooms, and hallways.
- ii. Designated smoking areas have been provided by the Building Management for employees who smoke. These areas can be located on the ground floor and will be clearly marked, and employees are required to use these designated areas.
- iii. This policy covers not only traditional tobacco products such as cigarettes, cigars, and pipes but also electronic cigarettes and other electronic nicotine delivery systems (ENDS). The use of all forms of tobacco products is restricted to designated smoking areas.
- iv. It is the responsibility of all employees and visitors to adhere to this smoking policy. Smokers are expected to use the designated smoking areas and dispose of cigarette butts and related waste in the provided receptacles.
- v. This policy is in place to ensure the safety, health, and well-being of all employees. Exposure to secondhand smoke is known to be harmful, and by implementing this policy, we aim to protect our employees from the health risks associated with smoking.

### **Consequences of Non-compliance**

Non-compliance with this smoking policy may result in disciplinary actions, in accordance with UEXO's discipline and conduct policies. These actions may include verbal or written warnings, suspension, or even termination of employment, as appropriate.

### **Local Laws and Regulations**

Employees are expected to adhere to all local laws and regulations related to smoking, in addition to this policy. UEXO will not be held responsible for any legal actions taken against employees for non-compliance with local smoking laws.

### **Support for Quitting**

UEXO encourages employees who wish to quit smoking to seek support and resources available through healthcare providers, the Ministry of Health and Prevention, and other relevant organizations.

UEXO is committed to the well-being of all employees and seeks to provide a healthy and safe work environment. We appreciate your cooperation in adhering to this smoking policy.

## **15. Use of Company Property**

UEXO is dedicated to the responsible and ethical use of company property. All employees are expected to use company property and resources for authorized business purposes and in a manner that ensures their protection and longevity. This policy applies to all company-owned assets, including but not limited to equipment, vehicles, technology, supplies, and facilities.

### **Authorized Use**

Company property, including but not limited to computers, mobile devices, office space, vehicles, tools, and equipment, is to be used for work-related activities and tasks.

Employees are not permitted to use company property for personal use unless expressly authorized by the company. Any such personal use must comply with relevant company policies and be properly

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

documented.

### **Care and Maintenance**

All employees are responsible for maintaining and protecting company property from damage, loss, or theft. Any damage, loss, or potential issues with company property should be reported to the appropriate department immediately.

Regular maintenance and upkeep of company property, as required, should be performed promptly and professionally. This includes ensuring the safe and secure storage of company assets.

### **Information Technology Resources**

Employees with access to company computer systems and networks are expected to use these resources for business-related tasks. Unauthorized access, misuse, or abuse of these resources is strictly prohibited. Personal use of company computer systems, internet access, and email is generally discouraged. Any such use should be minimal and in compliance with the company's technology usage policy.

### **Confidentiality and Data Protection**

Employees must take appropriate measures to protect and preserve the confidentiality of company information and data. Unauthorized disclosure or dissemination of confidential or sensitive information is strictly prohibited.

Data security and privacy must be maintained in accordance with applicable laws and company policies. This includes safeguarding customer information, financial data, and trade secrets.

### **Return of Company Property**

Upon the termination of employment or upon request by the company, employees must return all company property, including electronic devices, documents, keys, and access cards.

The company reserves the right to withhold final pay, benefits, or other compensation until all company property is returned in satisfactory condition.

### **Consequences of Non-compliance**

Violation of this policy may result in disciplinary actions, up to and including termination of employment, and legal action, as applicable.

## **Internet and Email Usage**

UEXO recognizes the significance of internet and email resources in today's workplace. While we encourage the use of these tools for professional purposes, it is crucial to maintain responsible and secure usage. This section provides a comprehensive overview of the company's policies and guidelines regarding the use of internet and email resources.

### **Authorized Use**

The internet and email systems provided by UEXO are primarily intended for work-related activities, including communication with colleagues, clients, and business partners. Employees should use these resources to fulfill their job responsibilities effectively.

### **Prohibited Activities**

Limited personal use of the internet and email is permitted, but it should not disrupt job responsibilities and should not involve illegal, unethical, or inappropriate content. Excessive personal use that affects productivity is not allowed.

Accessing, sharing, or distributing offensive, explicit, or inappropriate content is strictly prohibited. This includes, but is not limited to, adult material, discriminatory content, or hate speech.

Unauthorized access to other employees' emails, company data, or external networks is not allowed. Respect for data privacy is a fundamental principle.

Engaging in any activities that are illegal or violate copyright and intellectual property laws is strictly prohibited. Unauthorized downloading or distribution of copyrighted materials is not permitted.

### **Email Etiquette**

Emails sent from company accounts should maintain a professional tone and language. Effective

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

communication and respectful interaction are expected.

Employees should exercise caution when sending or discussing confidential information in emails. Confidential data should not be shared unless it is necessary for business purposes.

When sending mass emails, employees should use appropriate distribution lists and avoid unnecessary or excessive email traffic. This ensures that recipients receive relevant and important information.

### **Security Measures**

Employees are required to keep their email and internet access passwords secure and change them at regular intervals. Strong and unique passwords are encouraged.

To prevent security breaches and protect company resources, employees should ensure that their computers have up-to-date antivirus software installed.

Employees should remain vigilant and cautious about phishing emails. If they receive an email that appears suspicious, they should report it to the IT department immediately.

### **Monitoring and Privacy**

UEXO reserves the right to monitor internet and email usage to ensure compliance with company policies and legal regulations. Monitoring is primarily conducted to maintain a secure and productive work environment.

While monitoring is performed, employee privacy is respected to the extent allowed by law. Personal information and the content of personal emails are not accessed without prior authorization and a valid reason.

### **Consequences of Violation**

Violation of the internet and email usage policy may result in disciplinary action. Consequences may range from verbal warnings and written warnings to suspension or, in severe cases, termination of employment. Violations of legal regulations may also lead to legal action against the employee.

### **Legal Compliance**

UEXO is dedicated to adhering to UAE laws and regulations regarding internet and email usage in the workplace. Employees are expected to adhere to all legal requirements and the company's policies.

UEXO provides internet and email resources to enhance work-related communication and productivity. Your responsible and secure usage of these resources is essential for maintaining a professional and productive work environment. If you have questions, need assistance, or encounter any issues regarding the usage of these tools, please contact the IT department or consult your immediate manager. Your commitment to responsible usage is integral to maintaining the overall productivity and security of our organization.

## **16. Workplace Visitors**

UEXO values the safety and security of its workplace and extends a warm welcome to authorized visitors who contribute to our business operations. To ensure a safe and secure environment for all, this section outlines our policies and procedures concerning workplace visitors.

### **Definitions**

Authorized visitors encompass a wide range of individuals, including clients, suppliers, business partners, government officials, consultants, and other individuals who have legitimate business reasons to be on UEXO premises.

Unauthorized visitors refer to individuals who do not have legitimate business reasons to be on company premises. This category may include solicitors, salespeople, and other unapproved guests.

### **Visitor Access**

All visitors, including authorized guests, must check in at the reception area upon arrival. The receptionist will maintain a visitor log, which includes the visitor's name, the purpose of the visit, and their contact

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

information.

In some cases, authorized visitors may be required to show identification or provide their contact information as part of the check-in process to confirm their identity and purpose of the visit. Authorized visitors may be issued visitor badges to wear while on company premises. These badges help to clearly identify visitors and should be returned to the reception upon departure.

### **Escort Policy**

Unauthorized visitors and some authorized visitors may be required to be escorted by a company employee while on the premises. This measure is in place to ensure the safety and security of the workplace.

### **Compliance with Security Procedures**

All visitors, regardless of their status, are expected to comply with company security procedures. These include signing in, wearing visitor badges, and adhering to any specific safety and security instructions provided.

### **Restricted Areas**

Visitors are not permitted access to areas that are restricted to employees unless expressly authorized. Access to such areas is limited for safety and security reasons.

### **Unannounced Visitors**

In the event that an employee encounters an unannounced or unauthorized visitor, it is imperative to notify their immediate manager or the Human Resources department immediately. Prompt communication allows for the appropriate response and helps maintain workplace security.

### **Consequences of Non-Compliance**

Failure to comply with visitor policies may result in disciplinary action. Consequences may include verbal warnings, written warnings, suspension, or, in severe cases, termination of employment. Adherence to these policies is essential for the well-being of all employees and guests.

### **Legal Compliance**

UEXO is committed to adhering to UAE laws and regulations related to workplace visitors. This commitment underscores our dedication to maintaining a safe and secure environment. UEXO places the highest importance on the safety and security of its workplace. We extend a warm welcome to authorized visitors who play an essential role in our business operations. We encourage all employees to adhere to visitor policies, promptly report unauthorized or suspicious visitors, and support the maintenance of a secure and welcoming environment. If you have questions or require further guidance regarding workplace visitors, please do not hesitate to reach out to the Human Resources department. Your cooperation in ensuring a safe and secure workplace is essential to our collective success.

## **17. Parking and Transportation**

UEXO recognizes the importance of providing convenient and accessible transportation options for its employees. This section offers a comprehensive overview of the company's policies and procedures regarding parking and transportation.

### **Parking Facilities**

UEXO provides parking facilities for its employees to ensure ease of access to the workplace. Parking spots are allocated based on job roles, and the availability of spaces may vary.

Some employees may be required to pay a parking fee based on the company's parking policy and availability. The Human Resources or Administration department will provide details about parking fees and payment options if applicable.

Employees with allocated parking spots will be issued parking passes, which should be visibly displayed when parked in company-designated areas.

### **Alternative Transportation**

UEXO actively encourages carpooling as a sustainable and cost-effective commuting option. The company

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

may facilitate carpooling opportunities and incentives to promote environmental responsibility. Information on public transportation options, including routes, schedules, and relevant details, may be provided to employees who prefer this mode of commuting. UEXO supports the use of public transportation for those who find it convenient.

### **Transportation Reimbursement**

Employees who use their personal vehicles for work-related travel may be eligible for mileage reimbursement in accordance with UAE regulations and the company's reimbursement policies. Detailed guidelines on the submission of reimbursement claims will be provided by the Human Resources department.

### **Safety and Security**

While on company premises, employees are responsible for the safety and maintenance of their vehicles, including adherence to safety regulations and regular vehicle inspections.

UEXO encourages all employees to prioritize personal safety during their commutes, regardless of the chosen transportation mode. This includes adherence to traffic rules, wearing seat belts, and ensuring the vehicle's roadworthiness.

### **Legal Compliance**

UEXO is committed to adhering to UAE laws and regulations related to parking, transportation, and related matters. Employees are expected to comply with all applicable laws and regulations in their commuting practices.

UEXO values the convenience and accessibility of transportation for its employees. We are dedicated to promoting sustainable commuting choices, ensuring a safe and accessible workplace, and supporting responsible commuting practices. If you have questions or need assistance related to parking and transportation, please feel free to contact the Human Resources department. Your well-being during your commute is important to us, and we are committed to providing the necessary support and resources.

## **18. Reporting Incidents and Concerns**

UEXO places a high priority on maintaining a safe, ethical, and inclusive work environment for all employees. We encourage open communication and the prompt reporting of any incidents or concerns related to workplace safety, ethics, compliance, or any other matter of significance. This section provides a comprehensive understanding of our policies and procedures for reporting incidents and concerns.

### **Incident and Concern Categories**

Safety is of paramount importance. Any issues or hazards related to workplace safety, including accidents, unsafe practices, or potential dangers, should be reported without delay.

UEXO is committed to ethical standards. If you observe any violations of these standards, such as conflicts of interest, dishonesty, or unethical behavior, we encourage you to report them.

It is crucial to maintain compliance with company policies, laws, and regulations. If you suspect any violations in these areas, please report them.

UEXO is dedicated to fostering an environment free from harassment and discrimination. Any incidents or concerns related to harassment or discrimination should be reported, and we will handle them confidentially and promptly.

### **Reporting Procedure**

In many cases, it is recommended to initially discuss your concerns with your immediate manager, who may have the ability to address and resolve the issue effectively.

If you are uncomfortable reporting to your manager or if your concern involves your manager, you have the option to contact the Human Resources department directly. Human Resources personnel are trained to handle these matters professionally and confidentially.

UEXO offers an anonymous reporting mechanism for those who prefer not to disclose their identity while

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

reporting concerns. The Human Resources department can provide you with details on the anonymous reporting process.

### **Protection Against Retaliation**

UEXO has a strict anti-retaliation policy. Employees who report incidents or concerns in good faith are protected from any form of retaliation. Retaliation is considered a serious violation of company policies and will be dealt with accordingly.

### **Investigation Process**

Upon receiving a report, UEXO will conduct a thorough and impartial investigation to ascertain the facts of the matter. The investigation process will be conducted professionally and confidentially.

### **Confidentiality**

UEXO recognizes the sensitivity of incident and concern reports and will handle all information shared during the reporting process with the utmost confidentiality, to the extent allowed by law. However, it is important to note that in some cases, confidentiality may need to be balanced with the necessity to conduct a comprehensive investigation.

### **Follow-Up**

UEXO is committed to providing feedback to the reporting employee regarding the actions taken in response to their concerns, to the extent permitted by confidentiality and privacy considerations. This ensures transparency and demonstrates the company's dedication to addressing employee concerns.

### **Legal Compliance**

UEXO adheres to UAE laws and regulations related to the reporting of incidents and concerns, ensuring that our practices are in compliance with all legal requirements.

UEXO values open communication and encourages employees to report incidents and concerns in an effort to maintain a safe, ethical, and inclusive work environment. We are committed to addressing these matters promptly and effectively, while also safeguarding the well-being of those who report them. If you have any questions or need assistance related to reporting incidents or concerns, please do not hesitate to reach out to the Human Resources department or utilize the anonymous reporting mechanism if you prefer to remain confidential. Your contributions to a safe, ethical, and inclusive workplace are integral to our shared success.

## **19. Health and Safety**

### **Emergency Procedures**

UEXO is committed to providing a safe and secure work environment for all employees. This section outlines the company's health and safety emergency procedures to ensure the well-being of employees in case of emergencies.

### **Emergency Contacts**

Emergency Services: In case of a life-threatening emergency, dial the UAE emergency services number (e.g., 999 or the local equivalent) immediately.

Within the workplace, employees should be aware of designated internal emergency contacts, such as first aiders, fire wardens, and the safety officer.

### **Fire Safety**

In the event of a fire alarm or visible fire, evacuate the building immediately using the nearest exit. Do not use elevators during a fire evacuation.

UEXO will have a designated assembly point where all employees should gather to be accounted for during a fire drill or actual emergency.

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

Employees should familiarize themselves with the location of fire extinguishers and know how to use them if safe to do so.

### **Medical Emergencies**

UEXO provides first aid equipment and trained first aiders. In the event of a medical emergency, contact a first aider or the Human Resources department for assistance.

### **Evacuation Procedures**

In the event of any emergency that necessitates evacuation, follow the evacuation procedures as communicated by the designated personnel or emergency alarms.

UEXO is committed to ensuring that evacuation procedures accommodate employees with disabilities, and designated personnel will assist them during evacuations.

### **Reporting Incidents**

Any workplace accidents or injuries should be reported to the Human Resources department as soon as possible, regardless of their severity.

### **Safety Equipment**

Employees should familiarize themselves with the location and proper use of safety equipment, such as fire extinguishers, emergency exits, and emergency eyewash stations.

### **Evacuation Drills**

UEXO conducts regular evacuation drills to ensure that employees are familiar with emergency procedures. All employees are required to participate in these drills.

### **Legal Compliance**

UEXO is dedicated to adhering to UAE laws and regulations related to health and safety emergency procedures to protect the well-being of employees.

All employees are required to review and acknowledge their understanding of the Health and Safety Emergency Procedures as part of their onboarding process.

UEXO prioritizes the safety and well-being of its employees and is committed to providing guidance and resources to address emergencies effectively. We encourage all employees to familiarize themselves with these procedures and actively participate in emergency drills to ensure a safe and secure work environment. If you have questions or require additional information regarding health and safety emergency procedures, please reach out to the Human Resources department or designated safety personnel. Your cooperation and knowledge of these procedures are essential for maintaining a secure work environment.

## **First Aid and Medical Facilities**

UEXO is committed to the health and well-being of its employees. This section provides information on the availability of first aid and medical facilities in the workplace.

### **First Aid Personnel**

UEXO's designates trained first aid officers who are responsible for providing first aid in case of medical emergencies.

Employees should be aware of the contact information for first aid officers and know how to reach them in case of an emergency.

### **First Aid Kits**

First aid kits are strategically placed throughout the workplace. Employees should familiarize themselves with the location of the nearest first aid kit.

First aid kits are equipped with essential supplies, including bandages, antiseptics, scissors, and other necessary items.

### **Access to Medical Facilities**

Employees should be aware of the nearest medical facilities and their contact information.

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

In the event of a medical emergency, dial the UAE emergency services number (e.g., 999) or use any available emergency response system to seek immediate medical assistance.

### **Reporting Injuries and Illnesses**

Employees who experience workplace injuries or illnesses should report them immediately to their manager and the Human Resources department.

For serious injuries or illnesses that require medical attention, employees should seek medical care promptly and notify their manager and Human Resources as soon as possible.

### **Medical Leave**

UEXO adheres to UAE labor laws regarding medical leave. Employees who require medical leave should follow the company's process for requesting and documenting medical leave.

### **Health and Wellness Programs**

UEXO offer health and wellness programs to promote employee well-being. Details about such programs will be communicated to employees as they become available.

### **Legal Compliance**

UEXO is dedicated to adhering to UAE laws and regulations related to first aid and medical facilities to ensure the health and well-being of employees.

All employees are required to review and acknowledge their understanding of the First Aid and Medical Facilities policy as part of their onboarding process.

UEXO values the health and well-being of its employees and provides resources for medical care when needed. We encourage all employees to familiarize themselves with the location of first aid kits, know how to reach first aid officers, and understand the process for reporting injuries and illnesses. If you have questions or need assistance regarding first aid and medical facilities, please do not hesitate to reach out to the Human Resources department or designated first aid officers. Your well-being is important to us, and we are here to support your health and safety.

## **Reporting Injuries and Incidents**

UEXO prioritizes the safety and well-being of its employees. This section outlines the procedures for reporting workplace injuries and incidents to ensure that employees receive prompt care and support.

### **Reporting Procedures**

Any employee who is involved in or witnesses a workplace injury or incident should report it to their immediate manager or manager as soon as possible. This includes accidents, injuries, near-misses, property damage, and any other safety-related concerns.

In the case of a medical emergency, the immediate priority is to seek medical attention. Call the UAE emergency services number (e.g., 999) or any available emergency response system to request assistance.

### **Incident Report Form**

Upon reporting an incident or injury, the employee and the supervisor or manager should complete an incident report form. This form documents the details of the incident, any injuries sustained, and the circumstances surrounding the event.

### **Medical Treatment**

Employees who are injured or require medical treatment should seek immediate medical attention at a healthcare facility of their choice. Inform the treating medical professional about the incident and provide the necessary details.

If the injury is work-related, medical expenses may be covered under workers' compensation or other applicable insurance. Contact the Human Resources department for assistance with the claims process.

### **Reporting to HUMAN RESOURCES**

After seeking medical treatment, employees should promptly notify the Human Resources department about the incident and the need for time off due to the injury. This notification is essential for appropriate record-keeping and support.

### **Investigation**

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

UEXO will conduct an investigation into the incident to determine its causes and potential preventive measures. Employees may be asked to provide statements or participate in the investigation process.

### **Return to Work**

After receiving medical clearance, employees may initiate the return-to-work process by contacting the Human Resources department and their manager to discuss any accommodations or adjustments required.

### **Legal Compliance**

UEXO adheres to UAE laws and regulations related to the reporting of workplace injuries and incidents, ensuring the safety and well-being of employees.

All employees are required to review and acknowledge their understanding of the Reporting Injuries and Incidents policy as part of their onboarding process.

UEXO is committed to the safety and well-being of its employees and is dedicated to providing support and care in case of injuries or incidents. We encourage all employees to promptly report any workplace injuries or incidents and seek medical attention when needed. If you have questions or need assistance regarding the reporting process, please do not hesitate to reach out to the Human Resources department or your immediate manager. Your safety and well-being are of the utmost importance to us, and we are here to support you through any incident or injury.

## **Health and Safety Regulations Compliance**

UEXO is dedicated to providing a safe and healthy work environment for all employees. This section outlines the company's commitment to complying with health and safety regulations and the roles and responsibilities of employees in maintaining a safe workplace.

### **Compliance with Regulations**

UEXO is committed to complying with all relevant UAE laws, regulations, and industry standards related to health and safety in the workplace.

All employees are expected to comply with health and safety regulations, follow safety procedures, and report any violations or concerns promptly.

### **Safety Policies and Procedures**

UEXO establishes and maintains safety policies and procedures to ensure a safe working environment. These policies will be communicated to all employees.

UEXO provides safety training and resources to employees to ensure they understand and follow safety policies and procedures.

### **Reporting Safety Concerns**

All employees are encouraged to report safety concerns, incidents, or hazards to their manager, manager, or the Human Resources department promptly.

UEXO offers an anonymous reporting mechanism for employees who prefer not to disclose their identity while reporting safety concerns. Details on the anonymous reporting process will be provided.

### **Safety Inspections**

UEXO conducts regular safety inspections to identify and address potential hazards. Employees should cooperate with inspectors and follow any safety recommendations.

### **Safety Equipment**

Employees should use safety equipment and personal protective gear as required by company policies and safety regulations.

### **Emergency Procedures**

UEXO provides guidelines and resources for responding to workplace emergencies, including evacuation, first aid, and medical assistance.

### **Training and Education**

Employees will receive training on safety practices and emergency procedures. They are expected to actively participate in these training sessions.

### **Consequences of Non-Compliance**

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

Failure to comply with health and safety regulations and company policies may result in disciplinary action in accordance with company policies.

### **Legal Compliance**

UEXO is dedicated to adhering to UAE laws and regulations related to health and safety in the workplace to protect the well-being of employees.

All employees are required to review and acknowledge their understanding of the Health and Safety Regulations Compliance policy as part of their onboarding process.

UEXO values the safety and well-being of its employees and is committed to providing a safe working environment in compliance with health and safety regulations. We encourage all employees to actively participate in maintaining a safe workplace, report safety concerns promptly, and adhere to safety policies and procedures. If you have questions or need assistance related to health and safety regulations, please do not hesitate to reach out to the Human Resources department. Your commitment to safety is integral to our shared success.

## **20. Leaves and Time Off**

### **Annual Leave**

Full-time employees are entitled to annual leave, which provides an opportunity for rest, relaxation, and personal activities. The specific number of annual leave days is determined by UAE labor laws and individual employment contracts.

Annual leave typically accrues over the course of a year. Your employment contract will outline the rate at which leave accrues and the terms for its usage. Employees are encouraged to take annual leave to maintain work-life balance.

To request annual leave, you should coordinate with your immediate manager or department head. While we make efforts to accommodate your preferred leave dates, it's essential to ensure the continuity of business operations. Early notice and planning are encouraged.

Annual leave shall be taken at such a time or times as shall be approved in advance by UEXO at least one week before the requested annual leave.

UEXO may refuse the request for Annual Leave for reasonable cause and if a business necessity arises (for example, Internal Audit, Regulatory Visit, the Department being left unmanned etc.).

Prior to taking any annual leave the Employee is obliged to conduct a proper hand-over of duties to help ensure business continuity.

The Employee shall have no entitlement to any payment in lieu of accrued but unavailed vacation except on termination of the Employment in line with the UAE Labour Law.

The Employee shall be entitled to carry forward accrued but untaken vacation leave, up to a maximum of 5 days, from one year to the next, provided no such leaves may be carried forward beyond the following twelve-month period. Any such leaves carried forward shall expire at the end of the succeeding twelve-month period.

### **Sick Leave**

Sick leave is provided to employees for addressing health-related issues. The specific number of sick leave days and the terms for utilization are determined by UAE labor laws and your individual

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

employment contract.

If you are unwell and unable to attend work, you are required to promptly inform your immediate manager or the Human Resources department, following our established notification procedures. In certain cases, the company may request a medical certificate or documentation from a healthcare provider to support your sick leave request. This is subject to our policies and applicable UAE labor laws.

### **Maternity and Paternity Leave**

Female employees in the UAE are entitled to maternity leave to support during pregnancy and childbirth. The duration of maternity leave is 45 calendar days. This leave begins before the expected delivery date and continues for a period of six weeks after childbirth.

If a female employee has a miscarriage or gives birth to a stillborn child, she is entitled to a period of 45 days of maternity leave.

During maternity leave, female employees are entitled to their full basic salary and

To be eligible for maternity leave, female employees must have completed one-year continuous service with UEXO. Female employees are required to provide notification to UEXO of their pregnancy as soon as possible. UEXO may request medical documentation to confirm the pregnancy.

Female employees should provide notice to UEXO about the expected date of commencement of maternity leave at least 21 days in advance, or as soon as possible.

After maternity leave, female employees are generally required to return to work. Failure to return to work without a valid reason can result in the loss of job protection.

### **Public Holidays**

UEXO observes public holidays as mandated by UAE labor laws. Specific public holidays and related leave policies will be outlined in your employment contract.

### **Special Leave Provisions**

#### **Paternity Leave**

Offered to eligible male employees to support their roles as a parent. A period of 5 working days, for the employee in order to take care of their child. The employee is entitled to such leave for a continuous or intermittent period, within 6 months from the date of childbirth.

Male employees taking paternity leave will receive their regular salary as per UAE labor law, for the specified duration.

Male employees who wish to avail paternity leave should notify the Human Resources department as soon as the need arises, providing any necessary documentation as required by the UAE labor law.

#### **Compassionate Leave**

Provided for employees facing exceptional personal circumstances. 5 calendar days, in case of death of the husband or wife and 3 days in case of death of the mother, father, son, brother, sister, grandson, grandfather or grandmother, starting from the date of death.

#### **Study leave**

Employee may be granted a study leave for a period of 10 working days per year for the employee who is enrolled or regularly studying at one of the educational institutions approved, in order to sit for exams, provided that the service term at the employer is not less than two years.

#### **Unpaid leave**

Employees may, after obtaining approval, take unpaid leave, other than that referred to herein. This leave shall not be included in the employee's service term.

The eligibility, duration, and terms for other types of leave will be clearly communicated to employees as applicable by their manager or the Human Resources department.

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

### **Leave Request Process**

To request leave, employees should follow the company's leave request procedures. This typically involves informing your immediate manager or department head in advance and submitting a formal leave request through our designated channels. Employees are required to receive written approval from their manager or department head and send this to the Human Resources tracking for reporting.

### **Record Keeping**

Accurate record-keeping is the responsibility of each employee. You should maintain records of leave accrual and usage, which can be reviewed and updated through our Human Resources department. Any discrepancies or concerns should be reported promptly for resolution.

UEXO values the importance of leaves of absence to support employees' well-being and work-life balance. These leave policies are designed to meet both personal and business needs, ensuring that employees can manage their health, family, and personal obligations effectively. If you have questions or need assistance related to leave requests or policies, please do not hesitate to reach out to our Human Resources department.

## **21. Compensation and Benefits**

### **Salary Structure**

At UEXO, we understand that compensation is a critical aspect of your employment. We are committed to providing competitive and equitable compensation packages to our employees. This section outlines the various components of your compensation, the frequency of pay, salary adjustments, deductions, and our commitment to legal compliance.

### **Components of Compensation**

Your base salary is the fixed amount paid to you on a regular basis, typically on a monthly schedule. It serves as the core of your compensation and reflects your position, skills, and experience.

In addition to your base salary, you may be eligible for various allowances. These may include housing allowances, transportation allowances, or other benefits. Allowance eligibility and amounts are determined based on company policies and in accordance with UAE labor laws.

Depending on your performance and the company's policies, you may have the opportunity to receive performance-based bonuses. Bonuses are typically awarded on an annual or semi-annual basis.

In certain roles, UEXO offers incentive programs or commissions based on your job responsibilities and performance. These programs are designed to reward and motivate exceptional performance.

### **Pay Frequency**

UEXO typically pays employees on a monthly basis, adhering to UAE labor law requirements. Payment is made through direct bank transfer.

To ensure timely and accurate salary processing, it is essential to provide your bank account details to the Human Resources department.

### **Salary Adjustments**

UEXO conducts annual salary reviews to assess and adjust compensation packages. These reviews consider factors such as performance, market conditions, and your contribution to the company.

When you are promoted, your salary may be adjusted in accordance with company policies. This adjustment reflects your new responsibilities and role within the organization.

UEXO may provide cost of living adjustments as necessary to ensure that your compensation remains competitive in the UAE job market. These adjustments take into account economic factors affecting the cost of living.

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

### **Deductions and Taxes**

Your salary may be subject to standard payroll deductions for taxes, social security, and other statutory obligations as mandated by UAE regulations.

UEXO adheres to UAE tax regulations and provides you with the necessary tax-related documentation to ensure compliance with local tax authorities.

### **Overtime Pay**

If your role qualifies for overtime compensation, you may receive additional pay for hours worked beyond the regular working hours. Overtime pay is in accordance with UAE labor laws and company policies.

### **Salary Confidentiality**

UEXO respects the privacy and confidentiality of employees' salary information. We expect all employees to do the same and refrain from discussing their compensation with colleagues. Failure to observe this clause will result in disciplinary action which could result in termination of your employment.

### **Legal Compliance**

UEXO is dedicated to adhering to UAE laws and regulations related to compensation to ensure that you receive fair, competitive, and compliant pay.

UEXO values your contributions and is committed to providing you with fair and competitive compensation. Our salary structure includes various components of compensation and is subject to regular reviews to ensure that it remains competitive and compliant with UAE labor laws. If you have questions or need assistance related to your compensation or salary structure, please do not hesitate to reach out to the Human Resources department. Your satisfaction and fair compensation are important to us.

## **Bonus and Incentive Programs**

UEXO values exceptional performance and is committed to rewarding employees for their dedication and contributions. This section outlines the bonus and incentive programs available to eligible employees.

### **Eligibility**

Bonus and incentive programs are available to eligible employees. Eligibility criteria, including job roles and performance standards, are determined by the company.

### **Types of Bonus and Incentive Programs**

Performance-based bonuses are awarded to employees who meet or exceed their performance targets or objectives. The criteria for earning these bonuses will be clearly communicated to eligible employees.

Sales and commission-based bonuses are offered to sales or revenue-generating roles. The structure and terms of these bonuses will be outlined in specific commission agreements.

UEXO may offer recognition awards or non-monetary incentives to acknowledge outstanding contributions or achievements. These awards can include certificates, trophies, or other forms of recognition.

### **Bonus and Incentive Calculation**

The calculation of bonus and incentive amounts is based on predetermined performance metrics, sales targets, or specific criteria. The specific formula and timing of bonus disbursements will be communicated to eligible employees.

Bonus and incentive payments may be made on a monthly, quarterly, or annual basis, depending on the program and your role.

### **Disbursement and Taxation**

Bonus and incentive payments are typically made through direct bank transfer as part of your regular salary.

UEXO complies with UAE tax regulations and provides the necessary tax documentation related to bonus and incentive earnings.

### **Discretion and Adjustments**

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

Bonus and incentive programs are subject to company discretion and may be modified or terminated at any time based on the company's needs and priorities.

The company may adjust bonus and incentive programs based on changing market conditions, economic factors, or organizational performance.

### **Review and Acknowledgment**

Eligible employees are required to review and acknowledge their understanding of the Bonus and Incentive Programs policy as part of their onboarding process.

UEXO values the dedication and achievements of its employees. Bonus and incentive programs are designed to reward and motivate exceptional performance and contributions. The criteria, calculation, and frequency of these programs will be communicated to eligible employees to ensure transparency and fairness. If you have questions or need further information about bonus and incentive programs, please reach out to the Human Resources department. We are here to support and recognize your exceptional contributions to the company's success.

## **Employee Benefits Overview**

At UEXO, we are committed to supporting the well-being and financial security of our employees. Our comprehensive benefits package is designed to provide valuable resources and opportunities to enhance your overall job satisfaction.

### **Healthcare Benefits**

UEXO offers a robust health insurance plan to eligible employees. This plan includes coverage for a wide range of medical services, hospitalization, and medications. Specific details about the coverage, deductibles, co-pays, and in-network providers can be found in the plan documents provided to you upon enrollment.

Your eligibility for health insurance benefits depends on your employment category. Full-time employees typically have access to the company's health insurance plan. Spousal and dependent coverage may also be available, and eligibility criteria will be communicated to you upon hire.

To use your health insurance benefits effectively, it's important to understand the claims and reimbursement process. You'll find detailed information on how to file claims and seek reimbursement for eligible medical expenses in the plan documents. If you have questions, our Human Resources department is available to assist you.

### **Retirement Benefits**

As mandated by UAE labor laws, UEXO provides end-of-service gratuity to eligible employees. The amount of gratuity is determined by your length of service with the company and your final **basic salary**. We are committed to ensuring that you receive this benefit in compliance with the law.

### **Paid Time Off (PTO)**

UEXO provides paid time off to eligible employees to support a healthy work-life balance. This includes vacation leave, public holidays, and other forms of paid leave. Specific details about PTO accrual, usage, and approval processes will be outlined in your employment contract and comply with UAE labor laws. Eligibility for these additional benefits and the specific terms will be communicated to you upon hire and may be outlined in your employment contract.

### **Benefit Enrollment and Changes**

When you join UEXO, you will receive information about the enrollment process for benefits, including deadlines and eligibility criteria. This will allow you to select the benefits that best suit your needs and those of your family.

UEXO is dedicated to providing valuable benefits that enhance your overall job satisfaction and well-being. Our goal is to offer comprehensive resources and opportunities to support your work-life balance and financial security. If you have any questions, concerns, or require assistance regarding your benefits, the Human Resources department is here to provide guidance and support.

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

### **Termination of Benefits**

In the event of employment termination with UEXO, certain benefits may be extended or terminated in accordance with UAE labor laws and the terms of your individual employment contract. The Human Resources department will provide guidance on your specific situation.

### **Expense Reimbursement**

At UEXO, we recognize that employees often incur expenses as part of their work duties. We have established guidelines to ensure that these expenses are appropriately reimbursed in a transparent and timely manner.

#### **Eligible Expenses**

Eligible expenses include costs incurred while conducting company business, such as:

This category covers transportation costs, including airfare, train tickets, and mileage when using a personal vehicle for business travel. It also includes lodging and meals during business trips.

Expenses related to the purchase of office supplies, equipment, and materials for work-related tasks.

Costs associated with client meetings, entertainment, and other business development activities.

We encourage employees to seek pre-approval for expenses whenever possible. Pre-approval ensures that the expenses are eligible and align with company policies.

#### **Submission of Expense Reports**

To request reimbursement for eligible expenses, employees must complete and submit an expense report form. This form should include detailed information for each expense, including the date, description, amount, and a scanned copy of original receipts or proof of purchase.

It is essential to submit expense reports promptly, typically within 30 days of incurring the expense.

Delays in submission may affect the processing of reimbursement.

#### **Approval Process**

After an employee submits an expense report, it must be approved by their immediate manager or manager. Manager approval confirms that the expenses are directly related to company business and comply with company policies.

Upon manager approval, the submitted expense reports are reviewed by the finance department. This review aims to verify the accuracy and completeness of the reports. Any discrepancies or issues may be addressed during this stage.

#### **Reimbursement Timeline**

UEXO strives to process reimbursements as promptly as possible, typically within the next pay cycle following finance department approval.

Reimbursements are made via direct bank transfer to the employee's designated bank account, ensuring a secure and efficient payment process.

#### **Documentation Retention**

We advise employees to maintain copies of their submitted expense reports and associated documentation for a period specified by company policy and local regulations. This practice is essential for record-keeping and tax purposes.

#### **Non-Reimbursable Expenses**

UEXO will not reimburse expenses that are not directly related to company business. Personal expenses, as well as any expenditures that are not aligned with company policies, are considered non-reimbursable. Expenses that violate company policy, such as excessive or unauthorized expenditures, may not be eligible for reimbursement.

#### **Tax Compliance**

UEXO complies with UAE tax regulations regarding expense reimbursements and provides the necessary tax-related documentation to employees, ensuring adherence to local tax laws and regulations.

#### **Review and Acknowledgment**

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

All employees are required to review and acknowledge their understanding of the Expense Reimbursement policy as part of their onboarding process.

UEXO is committed to the fair and timely reimbursement of eligible business-related expenses. We encourage employees to adhere to the expense reimbursement policy, submit accurate and complete expense reports, and seek pre-approval when necessary. If you have questions or require further information about the expense reimbursement process, please reach out to the finance department or your manager. We value your commitment to the company and aim to ensure that your business expenses are handled efficiently and transparently. Your adherence to these procedures is vital for maintaining the financial integrity of the company and ensuring that expenses are appropriately managed.

### **Retirement Plans**

**End of Service Gratuity:** As mandated by UAE labor laws, UEXO provides end-of-service gratuity to eligible employees. The amount of gratuity is determined by your length of service with the company and your final basic salary. We are committed to ensuring that you receive this benefit in compliance with the law.

## **22. Grievance Procedure**

### **Resolving Workplace Issues**

At UEXO we place a high value on maintaining a positive and harmonious work environment. We understand that workplace issues may occasionally arise and are dedicated to addressing and resolving these matters effectively and fairly.

#### **Open Communication**

We encourage open and respectful communication as the first step in resolving workplace issues. If you encounter concerns or problems related to your work, consider discussing them with your colleagues or immediate manager. Often, many issues can be resolved through constructive dialogue.

Your immediate manager is a valuable resource for addressing workplace concerns. They are accessible to discuss work-related issues, provide guidance, and support your efforts to resolve any challenges you may face.

#### **Reporting Workplace Issues**

If an issue persists and cannot be resolved through informal communication, you should utilize the formal reporting process. Depending on the nature of the problem, you may need to report it to your manager, manager, or the Human Resources department.

#### **Grievance Procedure**

If an issue remains unresolved and requires formal attention, you may initiate a formal grievance. The grievance procedure involves submitting a written complaint to the Human Resources department, detailing the issue and any relevant information.

Upon receipt of a formal grievance, UEXO will conduct a comprehensive and impartial investigation. This investigation may include interviews, document reviews, or other necessary steps to thoroughly assess the issue.

#### **Resolution and Action**

Based on the findings of the investigation, UEXO will create a resolution plan to address the issue. This

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

may involve disciplinary action, corrective measures, or any other appropriate steps to resolve the problem effectively.

Employees involved in the issue will be provided with feedback on the resolution plan and any actions taken. We believe in transparency and strive to ensure all parties are aware of the resolution process and its outcomes.

### **Escalation**

If, after a formal grievance, you are not satisfied with the outcome, UEXO offers an appeals process. This process allows for a higher-level review of the case by senior management or a designated appeals committee to ensure fairness and impartiality.

### **Confidentiality**

Maintaining confidentiality is crucial throughout the resolution process, to the extent permitted by law. This commitment is made to safeguard the privacy and rights of all involved parties and to create a safe environment for reporting and addressing workplace issues.

### **Legal Compliance**

UEXO strictly adheres to UAE laws and regulations concerning the resolution of workplace issues. This ensures that employees have the necessary means and protections to address their concerns.

All employees are required to review and acknowledge their understanding of the Resolving Workplace Issues policy as part of their onboarding process.

UEXO is dedicated to fostering a work environment where employees can openly discuss and resolve workplace issues in a fair and constructive manner. We are committed to providing clear procedures for addressing concerns and ensuring that employees feel safe and supported when reporting problems. If you have questions, concerns, or need assistance regarding workplace issues, please do not hesitate to reach out to your manager or the Human Resources department. We are here to help you navigate and address any challenges you may encounter in the workplace, ensuring that your experience at UEXO is positive and productive.

## **Whistleblower Policy**

To promote transparency and ethical conduct, UEXO has implemented a whistleblower policy. This policy allows employees to report instances of misconduct, illegal activities, or unethical behavior without fear of retaliation. Reports are kept confidential and thoroughly investigated.

At UEXO, we consider ethical conduct, integrity, and transparency as the cornerstones of our business. We are dedicated to fostering an environment where employees, contractors, vendors, and stakeholders can come forward without fear and report concerns about any activity that may violate laws, regulations, or ethical standards. This Whistleblowing Policy serves as our commitment to providing a secure and confidential platform for whistleblowers.

### **Reporting Mechanism**

We understand the need for utmost discretion when reporting concerns. To ensure this, we have established a confidential reporting channel, managed by an independent third party. This channel is designed to protect the identity of whistleblowers and maintain confidentiality.

While the confidential channel is the preferred method, employees are also encouraged to report concerns to their immediate supervisors or the Human Resources department. However, for the highest level of anonymity and protection, we recommend using the confidential reporting channel.

### **Whistleblower Protection**

UEXO maintains a strict non-retaliation policy. We prohibit any form of retaliation against individuals who report concerns in good faith. Any retaliation, such as harassment or adverse employment actions, is considered a serious violation and will result in disciplinary action.

We take confidentiality seriously. Reports made through the confidential reporting channel will be handled with the utmost discretion. Only individuals directly involved in the investigation will have

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

access to the information provided.

### **Types of Concerns**

This policy applies to the reporting of a wide range of concerns, including but not limited to:

- i. Violations of laws, regulations, or company policies.
- ii. Fraud, embezzlement, or financial misconduct.
- iii. Unsafe working conditions or health and safety violations.
- iv. Discrimination or harassment.
- v. Environmental violations.
- vi. Any other unethical, illegal, or improper conduct.

### **Reporting Process**

To make a report, use the confidential reporting channel, accessible via [**Contact Information**]. We encourage you to provide as much detail as possible to assist in the investigation.

Upon receiving a report, UEXO will initiate a prompt and thorough investigation. This investigation will be carried out impartially and in full compliance with all applicable laws.

We believe in transparency. The whistleblower will be provided with feedback on the outcome of the investigation to the extent permitted by law.

### **False Reporting**

Reporting concerns in bad faith or with malicious intent is strictly prohibited. Any individual found to be making false reports will be subject to disciplinary action, which may include termination of employment.

### **Legal Protections**

Whistleblowers are protected by UAE law and may be entitled to legal protections provided they report concerns in good faith and within the scope of this policy.

### **Legal Compliance**

All employees are required to review and acknowledge their understanding of the Whistleblowing Policy as part of their onboarding process.

UEXO is unwavering in our commitment to maintaining a culture of ethics, accountability, and transparency. We encourage all employees to use this policy as a means of reporting concerns when they arise. Your willingness to come forward ensures that we uphold our shared values and maintain the health and integrity of our organization. You are essential in safeguarding our ethical standards, and we pledge to protect you throughout the reporting process. Together, we can maintain a culture of trust and accountability.

## **23. Conclusion**

### **10.1 Acknowledgment of Receipt**

I, [**Employee Name**], acknowledge that I have received a copy of the UEXO Employee Handbook. I understand that this handbook contains important information regarding company policies, procedures, and guidelines, and it is my responsibility to review and adhere to these policies.

I understand that the handbook may be updated and revised periodically, and I will be informed of such changes as outlined in the "Handbook Updates and Revisions" section.

I understand that I am required to read, understand, and comply with the policies and procedures contained in the handbook. If I have any questions or require clarification on any aspect of the handbook, I will contact the Human Resources department for assistance.

I understand that failure to adhere to the policies and procedures outlined in the handbook may result in

## **Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

corrective action, up to and including termination of employment.

I acknowledge that it is my responsibility to keep my personal contact information up to date with the Human Resources department to ensure that I receive notifications about handbook updates and revisions.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Note:** A copy of this signed acknowledgment will be placed in your personnel file, and a copy will be provided to you for your records.

### **Handbook Updates and Revisions**

At UEXO, we are committed to maintaining a dynamic and informative employee handbook that aligns with our company's goals, the ever-changing legal landscape, and the needs of our employees. This section outlines the process for updating and revising the employee handbook and encourages employee involvement in shaping our policies.

#### **Purpose of Updates**

The primary reason for handbook updates is to ensure that we remain in compliance with the evolving laws, regulations, and labor standards set forth by the UAE government. This helps us safeguard both the company and our employees.

Updates may also reflect changes or enhancements to our internal company policies, procedures, and benefits. These updates are aimed at improving our work environment, addressing emerging needs, and fostering a more positive and efficient workplace.

#### **Notification**

We understand the importance of keeping employees informed about any substantial updates or revisions to the handbook. When such changes are made, we will promptly notify all employees. Notifications may be conveyed through email, company-wide announcements, or distribution of the updated handbook.

#### **Revisions Process**

The updates and revisions to the employee handbook undergo a rigorous review process. Our Human Resources department collaborates closely with legal counsel and senior management to ensure that the changes align with legal requirements and serve the best interests of both the company and its employees. Each updated handbook will clearly indicate its effective date. As of that date, all employees are expected to adhere to the updated policies and procedures.

#### **Access to Handbook**

We understand the importance of easy access to the most current version of the employee handbook. To facilitate this, the updated handbook will be accessible to all employees through the company's online portal or shared resources provided by the Human Resources department.

#### **Acknowledgment**

We consider it vital that all employees have a clear understanding of the changes made in each updated handbook. To ensure this, all employees are required to review and acknowledge their understanding of the changes as part of their onboarding or acknowledgment process.

#### **Previous Versions**

As part of our record-keeping procedures and legal compliance, UEXO will maintain copies of previous versions of the handbook. These records will help us track our policy history and ensure that we have a

**Manual of the internal systems and controls to ensure that workers meet Fit Proper standards.**

complete and accurate account of our policies.

**Questions and Clarifications**

We acknowledge that handbook updates may sometimes raise questions or concerns. If you ever need clarification or have questions about any updates or revisions, please do not hesitate to reach out to the Human Resources department. We are here to assist you and provide the guidance you need.