شركة شبكة الخدمات الآلية
Automated Services Network Co.

Human Resources Policy & Procedures

Version: 1.5
Date: 12-07-2026

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Contents

Vision: 4
Mission: 4
Objectives: 4
Scope of Application: 5
Responsibility for Applying the Guide: 5
Manpower Planning, Selection and Appointment: 5
Objectives: 5
Procedures: 6
Selection and Appointment: 6
Terms of Appointment: 6
Hiring sources: 6
Personal Interviews: 7
Employment Documents: 7
Job Offer Letter 7
Job Contract: 8
Appointment, Commencement of Work and Probationary Period: 8
To Whom It May Concern Certificate: 8
Temporary employees: 8
Working Hours and Holidays: 8
Additional Working Hours: 9
Public and Official Holidays: 9
Annual Vacation: 9
Sick Leave: 9
Maternity Leave and Child Care: 10
Leave for Compassion with the Closest 10
Errands: 10
Overseas Business Trip: 10
Internal Work Mission: 10
Job Duties, Administrative Violations and Disciplinary Penalties: 10
Functional Duties: 10
Administrative offenses: 11
Disciplinary Penalties: 11
Termination of Work Relation and End of Employees Service: 11
Resignation: 12
Dismissal for Repeated Absence or Stop Work: 12
Termination or Dismissal for Incompetence: 12
Death is True or De Jure: 13

Total Inability to Perform the Employee's Assigned Work: 13
A Final Sentence of a Criminal Penalty or a Penalty Restricting Freedom: 14
Salaries and Other Financial and Nonfinancial Benefits: 14
Basic Salary: 14
Annual Bonuses, Commissions and Monthly Incentives: 14
Exceptional Rewards: 14
Cars and Transportation Allowance: 14
Phone and Phone Allowance: 14
End of Service Compensation: 15
Promotions and Salary Increases: 15
Promotions: 15
Salary Increase: 15
Personnel Files and Records: 15
Social Security: 16
Company Facilities: 16
Company Property: 16
Clothing and General Appearance: 16
Use of the Telephone, Fax and the Internet: 16
The Concept, Objectives and Scope of Application of the Employee Performance Appraisal System 16
Objectives: 16
Employee Performance Appraisal System Before the End of the Probationary Period: 17
Procedures: 17
Periodic Employee Performance Appraisal System: 17
Procedures: 17
Training: 17
Identification of Training Needs: 18
Evaluation of Training Effectiveness: 18
Unplanned Training (Emergency Training): 18
Training File: 18
1. Purpose 18
2. Scope 19
3. Roles & Responsibilities 19
4. Policy Statements 19
4.1 General Requirements 19
4.2 Pre-Employment Security Controls 19
4.3 During Employment 19
4.4 End or Termination of Employment 20

5. Acceptable & Prohibited Behaviour.....20
6. Monitoring & Enforcement.....20
7. Review & Maintenance.....20
8. Compliance.....20

Vision:

Positioning the company as one of the best companies that attract the most efficient human resources.

Mission:

Through the conviction of the senior management of the company that the human resource is one of the most important assets of the company, so the task of human resources management has become to attract distinguished professionals and work persistently to develop them through continuous training to create technical and administrative cadres up to international levels in a healthy work environment and competitive benefits as per the company's strategy.

Objectives:

- Issuing policies, procedures and unified permanent control systems that regulate the relationship between employees and the company.
- Creating flexible and easy-to-implement organizational structures.
- Establishing a manpower plan and ensuring that the optimal size of qualified labor is determined, which achieves the economic dimension and rationalizes spending, which enables the management to assign the work while ensuring its quality.
- Attracting, retaining and encouraging highly qualified human resources at all levels.
- Determine the tasks and responsibilities of all jobs through the description, classification and evaluation of all job categories at the company level.
- Establishing a competitive wage structure and supervising the preparation of salaries, wages and monthly entitlements for employees and ensuring the integrity of systems, instructions and regulations for personnel affairs and maintaining employee files.
- Motivating employees by setting up developed and fair systems for bonuses linked to personal performance, in order to ensure the identification of distinguished, hardworking employees.
- Establishing a practical and comprehensive system for evaluating the performance of all employees, which leads to effective results for the development and improvement of employee performance.
- Investing in the human resource through training and developing skills continuously to raise the efficiency and performance of the employees and provide them with the modern technology used in doing their work.
- Creating a spirit of loyalty and belonging to the employees of the company at all levels of their careers and motivating them to work as a team, providing all services and social care for employees as well as supporting lines of communication between all levels of employment.
- Frame policies and procedures in an integrated automated system that links and monitors all human resource activities.

Scope of Application:

- These policies and procedures in this guide are complementary to the provisions of the work system in force.
- The provisions of these policies apply to all the permanent employees of the company and those subject to probation.
- The provisions of this guide do not apply to persons employed by the company to carry out temporary, occasional or seasonal work and tasks.
- Employees with special contracts are subject to the conditions stipulated in their employment contracts with regard to their appointment, determination of their salaries, vacations, resignations and termination of their services. They are also applied throughout the duration of their work to the conditions related to the duties of employees and the instructions issued to them by their superiors and other matters related to work relations according to this guide, which do not explicitly contradict with terms of their employment.
- The policies and procedures in this guide and its amendments, as well as the decisions issued by the company's management regarding employees, are an integral part of the contract concluded between the company and the employee.
- The company's management has the right, at any time, to make any amendments to the texts of this guide, including the addition and cancellation of any of the items, benefits or rights contained therein, according to the development of the company's systems and within the laws and government regulations.

Responsibility for Applying the Guide:

- The guide to policies and procedures for recruitment, development and care of human resources is part of the company's systems and instructions.
- The upper management alone has the authority to approve any amendment to this guide.
- Respecting these policies and procedures and working according to them is the duty of all employees in the company.
- The company's officials use the provisions of this manual in their dealings with their subordinates, directing them and following them up with the aim of maintaining high morale, good performance and discipline. The employees also use it to know their rights and duties.
- Department managers and heads of departments are responsible for applying this guide in their departments and sections, and they can consult with the Manager of Human Resources Department regarding the limits and areas of application of these policies and procedures in any of the special cases.

Manpower Planning, Selection and Appointment:

Objectives:

- Designing, following up and updating organizational charts for the company.
- Developing the annual employment plan for the company and working to apply it in the specified dates to achieve it.
- Determining the estimated annual budget related to salaries and benefits in cash or non cash for employment.

Procedures:

- Human resources planning procedures are based on the strategic objectives of the company and the plans of various departments to achieve these objectives.
- The Human Resources Department designs the company's organizational structure to clarify the inter-relationships between all departments within the company, and it is presented to the senior management and then approved. Any amendment to the approved organizational structure of the company is subject to the study of the Manager of Human Resources Department and the approval of the senior management.
- The Human Resources Department prepares the job description card for the new jobs and follows the following principles:
  1. Setting a clear title for each job that reflects the nature of its work and its position in the organizational structure.
  2. Determine the supervisory and organizational relationships for each job in a way that does not conflict with other jobs and achieves integration between them.
  3. Determine the minimum acceptable requirements for filling the position without exaggeration, in order to facilitate the Human Resources Department to assign the best elements to perform the work and at the appropriate cost.
  4. Taking into account future expansions and the expected increase in the volume of the company's business, and what this requires of every employee in the company being fully aware of his role and responsibility in achieving the company's objectives and increasing the volume and quality of its products.

Selection and Appointment:

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

Terms of Appointment:

Each applicant for a position in the company must fulfill the following:

1. Appointment shall be according to an employment contract, taking into account the requirements governing the employment of foreigners and contained in the applicable labor law.
2. The age of the applicant should not be less than (18) years and not more than (60) years. An exception may be made from the specified age requirement, with sufficient justifications for that.
3. The applicant must meet the academic and practical qualifications necessary to fill the job he is applying for according to the job description approved for the job, with the need to submit the original documents supporting his obtaining those qualifications.

Hiring sources:

The priority of filling vacant positions shall be according to the following order:

1. By promotion or transfer from one department to another.
2. Searching the stock of job applications for the possibility of the existence of applications that match the job/s specifications.
3. By advertising on one of the employment sites on the Internet.
4. Through a recruitment company, taking into account obtaining the approval of the senior management.

5. Through personal contacts.

Personal Interviews:

1. **For applicants from within the company:**
   The employee applying for the vacant position shall be subject to all technical tests and personal interviews to determine the suitability for the position he/she is applying for.
2. **For applicants from outside the company:**
   Receiving and classifying job applications:
   - The Human Resources Department receives all incoming job applications and records them in the computer system.
   - The Human Resources Department evaluates and sorts the job applicants as per to the approved job description

- **Procedures for holding interviews and technical tests:**

1. The Human Resources Department sends accepted job applications to the competent manager for review and to check that the experience and qualifications of the applicants match the requirements of the job/s to be filled.
2. The concerned manager prepares a list of the names of the candidates required to be called for personal interviews and technical tests and sends it to the Human Resources Manager and sets appropriate dates for interviews and technical tests.
3. A personal interview committee is formed, which includes:
   - The concerned department manager.
   - The manager of the human resources department.

Employment Documents:

The candidate for a vacant position is required to provide the documents for appointment, which are as follows:

1. A copy of the birth certificate.
2. A copy of the educational qualification certificate.
3. A recent personal photo.
4. A copy of the Civil ID card.
5. Copies of previous experience certificates, if any.
6. Copies of training course certificates, if any.

All documents for appointment are kept in the employee's file throughout his service period with the company.

Job Offer Letter

1. The results of the personal interviews as well as the job offers of the candidate(s) required to be appointed are submitted to the senior management for final approval.
2. After determining the final selection of the candidate(s) for appointment, the Human Resources Department determines the salaries and financial and nonfinancial benefits that will be granted in the part related to (job offer).
3. A copy of the job offer letter shall be kept in the employee's file.

Job Contract:

1. The Human Resources Department prepares the work contract using the "work contract" form and has it signed by the candidate for work. The beginning of the contract begins as of the employee's commencement of the first official working day.
2. In the event that the fixed-term employment contract expires, the contract becomes an indefinite-term employment contract, subject to the applicable labor law.
3. The employee's signature on the work contract and his commencement of the work shall be deemed an acknowledgment and acceptance by him/her and his/her commitment to all of the terms and conditions of the contract.

Appointment, Commencement of Work and Probationary Period:

1. The direct manager of the new employee shall acquaint him with the employees with whom he will work and inform him of the work he will undertake, the responsibilities and powers of his job, as well as introducing him to the evaluation criteria to which he will be subject.
2. Once the new employee receives the job, he shall be subject to a probationary period of three months, unless otherwise stipulated in the work contract, and it shall be determined that he is fit to carry out the work entrusted to him during this period.
3. The employee is considered to be in the service if the probationary period has expired and he has not been notified in writing of the termination of his services.

To Whom It May Concern Certificate:

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

Temporary employees:

In order to face emergency or incidental work, it is permissible to seek the assistance of a number of temporary employees to complete these works, provided that the Human Resources Department clarifies this to the employee before hiring him.

Working Hours and Holidays:

- The official working days in the company are five days a week.
- Rest days are Friday and Saturday.
- All employees follow the prescribed weekly working hours, which are (40) hours per week. The following are excluded from the above rules:
    - Personnel responsible for sales, customer follow-up and network security.
    - The above-mentioned excluded employees are paid a fixed overtime allowance commensurate with the number of monthly overtime hours.
- In the event that the employee leaves the workplace for a personal need, or in the event that the employee requests to be late for attendance at the prescribed working hours, the employee shall edit the "Absence / Delay / Leaving Permit" form and have it approved by the direct manager and the Human Resources Department.

Additional Working Hours:

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

- The direct manager prepare the "Operating Additional Hours" form with a statement of the work to be completed, the number of hours required for that, and the number and names of the employees to be employed, then he sends the form to the Human Resources Department before the specified date of operation for approval and sends a copy of it to the Finance Department.

Public and Official Holidays:

1. All employees are entitled to leave with full pay during the public and official holidays decided by the Labor Law, which are detailed as follows:
    - Hijri New Year's Day (the first day of the month of Muharram).
    - The Prophet's birthday (the twelfth day of the month of Rabi' al-Awwal).
    - Eid Al-Fitr (three days, which is the waqfa, the first and the second of the month of Shawwal).
    - Arafat day and the first, second and third days of Eid al-Adha (the ninth, tenth, eleventh and twelfth days of the month of Dhu al-Hijjah).
    - New Year's Day
    - The Day of Isra and Miraj
    - The Liberation and National Days (the fifth and twenty-sixth of February).
2. The company may skip these vacations as the senior management deems appropriate.
3. The company may give leave to employees if a working day falls between an official holiday and a weekend.

Annual Vacation:

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

- **Procedures:**
    1. The leave applicant fills out the "leave request" form and specifies the date of the request, the date of start and end of the leave, and the number of days of the required leave, then submits it to the concerned manager before taking the leave with sufficient time for approval.
    2. The direct manager sends the form to the Human Resources Department before the leave applicant takes his leave.
    3. The Human Resources Department records the leave in the form of "annual and without pay leave" for each employee, which is kept in the employee's file.

Sick Leave:

- Sick leaves are determined and approved by external medical authorities.
- The employee notifies the Human Resources Department of the sick leaves as soon as they are approved.
- The sickness certificates are kept for each employee in the company, indicating the employee's data, the date of his reluctance to the medical examination, and the statement of the disease, and they are kept in the employee's file.
- An employee whose illness is proven has the right to a sick leave in accordance with the Labor Law.

Maternity Leave and Child Care:

The female employee has the right to maternity leave of seventy days with full pay in accordance with the Labor Law.

An employee is also entitled, upon her request, to leave without pay to take care of her child in accordance with the Labor Law.

Leave for Compassion with the Closest

- In the event of death, God forbid, of a member of the immediate family (father, mother, brothers, sisters, children, husband or wife), the employee is granted three days of continuous paid leave.

Errands:

Overseas Business Trip:

- In the event that the employee is assigned to carry out an errand outside the State of Kuwait, the "errand / business trip" form is issued by the direct manager for initial approval, and the form is submitted to the Human Resources Department for review and submission to the higher management for approval.
- A copy is sent to the financial department to take the necessary action towards disbursing advances under the errand account, while the original is handed over to the person in charge of the errand to keep it until the end of the errand.
- Initial arrangements are made by administrative affairs, such as preparing the necessary letters to obtain visas.
- After completing the errand, the person in charge of the assignment edits the part related to the assignment completion statement and has it approved by the direct manager.
- The original is delivered back to the Human Resources Department to finalize the accounts of the allowances due for errands, and then the original is sent to the Financial Department to finalize the financial settlements for the errand in accordance with the approved errands and travel allowance regulations.

Internal Work Mission:

An employee may be assigned to carry out a specific task within the State of Kuwait in accordance with work requirements, and accordingly:

- The person in charge of the assignment is considered to be in service during the assignment period and his salary is paid in full.
- The concerned director edits the "request permission" form.

Job Duties, Administrative Violations and Disciplinary Penalties:

Functional Duties:

The appointment of the employee to one of the positions in the company entails an undertaking to work as hard as he can and within the limits of his job powers to achieve the objectives of the company, take care of its interests, and preserve its funds, properties, secrets, and all documents and papers related to his work. In general, the employee is obligated to perform his job duties and refrain from the prohibited acts, otherwise he will be subject to disciplinary action.

Administrative offenses:

- Administrative violations mean any violation committed by the employee in a manner that is not in accordance with the internal regulations of the company, or in a manner that is inconsistent with the applicable work system, provided that the violation is related to work.
- It is permissible for violations that are punishable by warning or deduction from the salary, the amount of which does not exceed one day, that the investigation be verbal, provided that the violation is proven in the decision to impose the penalty. The deduction is calculated on the employee's basic salary.
- The management of the company may suspend the employee from work when the interest of the investigation so requires.

Disciplinary Penalties:

- **Disciplinary penalties that may be imposed on the employee in case of violation of internal regulations or work system:**
  1. Attention.
  2. The warning.
  3. Deduction from salary.
  4. Dismissal from service in accordance with the terms and conditions of the work system.
- **Serious violations that are punishable by dismissal:**
  1. The employee committed a serious mistake that resulted in serious damages to the employer.
  2. The employee's absence without a valid reason for more than twenty intermittent days during the year or more than seven consecutive days during the year.
  3. The employee impersonates a false identity or falsifies documents.
  4. Disclosure of business secrets, which leads to damage to him.
  5. Compete with the employer in the same activity without permission.
  6. Assaulting the employer, superiors, or colleagues during or because of work.
  7. Use of drugs and alcoholic beverages during work.
  8. Distributing flyers or collecting money without the approval of the company's management.
  9. Accepting gifts or bribes or using company assets for personal purposes.
  10. The issuance of judicial rulings against the employee in matters violating honor, trust and public morals.
- **Procedures for imposing the administrative penalty:**
  - The direct leader of the violating employee submits a memorandum to the manager to whom the employee reports explaining the violation and its circumstances.
  - The memorandum is transferred to the Human Resources Department for review according to the work system in force and the release of the "penalty procedure" form, and it is submitted to the higher management for approval.
  - The Human Resources Department signs the penalty and keeps a copy of the penalty procedure in the employee's file.

Termination of Work Relation and End of Employees Service:

- The service of employees in the company ends in accordance with the provisions of the work system and the company's organizational regulations in any of the following cases:

1. Resignation
2. The expiry of the contract period in the fixed-term contract
3. Dismissal for repeated absences
4. Termination of service or dismissal for incompetence
5. Total inability to perform the work assigned to him
6. The disease that cannot be cured
7. A final sentence of a criminal penalty or a penalty restricting freedom
8. Death is actual or de jure.

Resignation:

- In the event that the employee wishes to resign from work, he must take into account that he notifies the company management of his desire to resign three months before the date of resignation.
- The employee who wishes to resign from work submits his written resignation to his direct manager to obtain his approval, provided that the resignation includes the name of the employee, the position, the date of resignation, the date of the application and is signed by writing the name in clear handwriting.
- The competent manager writes his opinion on the application and transfers the application to the Human Resources Department
- The Human Resources Department reviews the submitted resignation request and surveys the opinion of the resigned employee about some matters related to work in the company, especially in his management, and surveys his opinion on the work systems and environment, the main reasons for resignation, and some other information that may be useful in studying cases of leaving work in a way that contributes to the development of the work environment.
- The resignation is submitted for presentation to the senior management for approval.
- The Human Resources Department completes the procedures for clearing the party and handing over the covenant, tools and any custody in the possession of the employee from all concerned departments, then it settles the employee's entitlements and settle all his/her indemnities.
- The resigning employee signs an insurance form (the termination of the insured's service) provided that the employee is handed a copy of the form after it is officially delivered to the Social Insurance Authority, then the Human Resources Department delivers the employee the original justifications for the appointment and the employee signs copies of it in receipt and the copies are kept in the file, as well He signs a "release of liability" form, then gives the employee an "experience certificate," and a "discharge" form is issued in the event that the employee requests to obtain it.
- In the event that the employee wishes to rescind his resignation, he/she may submit a written request to the Human Resources Department within a week from the date of his notification of the acceptance of his resignation and in this case, the resignation is considered null and void, and the department to which he/she is affiliated is notified according to a copy of the request to withdraw from the resignation submitted by him.

Dismissal for Repeated Absence or Stop Work:

The labor law in force allows the employer to terminate the service of the employee if he is absent without legitimate justification for more than twenty intermittent days or more than seven consecutive days during one year. The employee's service termination procedures take place after the Human Resources Department reviews the attendance and leave statement, the casual and sick leave statement, and the employee's errands statement. In this case, his service is terminated in accordance with the Labor Law.

Termination or Dismissal for Incompetence:

- In the event that the employee is proven to be incompetent during the probationary period (three months - unless the work contract concluded with the employee stipulates otherwise), the Human Resources Department will notify the employee of the termination of the contract with him during

the probationary period, and accordingly his/her dues are settled and he is handed over from his/her appointment after ensuring that issuing a statement of leaving the service from the concerned departments.

- The service of the employee may also be terminated if the employee is proven to be incompetent, and in this case the following procedures shall be followed:
  1. The notice may not be sent to the employee during his annual or sick leave, as the beginning of the notice period is calculated after the day following the end of the leave.
  2. The employee against whom a service termination decision was issued for incompetence has the right to be absent for one hour every day or a full working day in a week specified by the employee to search for another job, while he is entitled to that day's full wage throughout the grace period.
  3. After the expiration of the grace period, the employee shall release him/her self from all the contract, tools, and custody in his possession from all concerned departments.

Death is True or De Jure:

- As soon as the employee's death is reported, the Human Resources Department immediately prepares a statement of payment of his dues to be handed over to his heirs, as stipulated in the company's organizational regulations and the provisions of the work system, after its approval by the Manager of the Human Resources Department after ensuring that there is no covenant in financial or nonfinancial entitled to the employee, and his heirs shall immediately hand over all his dues.
- In the event that there is a financial or nonfinancial custody entitled the deceased employee that has not been settled, the matter must be presented to the Manager of the Human Resources Department, who submits his recommendations to the senior management to take the appropriate decision in this regard.
- The Human Resources Department completes the procedures for handing over the insurance form (termination of service of an insured person) to the relevant insurance authority, along with the document indicating death and the rest of the documents necessary for that. Then a copy of the form is handed over to his/her heirs in addition to the original documents for appointment of the deceased employee.

Total Inability to Perform the Employee's Assigned Work:

- The employee who suffers from total disability presents the medical report to confirm the case.
- As soon as the report is received indicating the employee's total disability, the Human Resources Department raises the decision to terminate the employee's service and presents it to the higher management for approval.
- As soon as the committee's decision is issued with approval, the Human Resources Department prepares a memorandum that lists the payment of his/her dues as stipulated in the company's regulation and what is stipulated in the work system in order to hand it over to him/her immediately. The Manager of the Human Resources Department who submits his/her recommendations to the senior management to take the appropriate decision in this regard.
- The Human Resources Department completes the procedures for handing over the insurance form (termination of service of an insured person) to the concerned insurance authority, and the employee is handed a copy of the form in addition to the original documents for his appointment.

A Final Sentence of a Criminal Penalty or a Penalty Restricting Freedom:

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

Salaries and Other Financial and Nonfinancial Benefits:

Basic Salary:

- The basic salary is the wage that is given to the employee in exchange for his work in the company, regardless of this wage or the way it is calculated, without any additions such as allowances, extra hours, bonuses, or others, and before any deductions from taxes, insurance, or others.
- The basic salary for the employee is determined when he joins the work in the company according to the approved salary scale, and it is modified later as a result of amending the salary scale or as a result of any change in the employee's status, responsibilities or performance.

Annual Bonuses, Commissions and Monthly Incentives:

- Rewards and incentives are paid to employees based on achieving the company's annual plan, and commissions are paid based on what was agreed upon with the employee.

Exceptional Rewards:

- The competent manager has the right, based on the dedication to work, to request the granting of an incentive bonus to his/her employees.
- The company's management has the right to decide to grant general rewards to the company's employees, on special occasions, to be appointed by the senior management.
- An incentive reward is given to the employee based on the proposal of the concerned manager and submitting it to the senior management for approval, then sending a copy to each of the financial department and the employee's file.

Cars and Transportation Allowance:

- The company's management provides private cars for some employees or those whose nature of work requires constant mobility.
- Some employees also receive a transportation allowance or petrol based on the nature of their work.
- The employee who uses the company's car shall bear all the consequences of any accident or misuse of the car, including the amount deducted by the insurance company before paying compensation.

Phone and Phone Allowance:

- The company's management provides a means of communication (mobile phone lines) for some employees whose work nature requires extensive use of means of communication.
- In the event that the company's management is unable to provide a means of communication for the employees who are entitled to do so, these employees shall receive a telephone allowance

End of Service Compensation:

- An employee whose services in the company have ended shall be granted an end-of-service compensation, unless there is a legal impediment preventing him from this compensation in accordance with the provisions of the work system or the list of violations and penalties.
- The employee is entitled to end-of-service compensation for fractions of the year in proportion to what he spent at work.
- End of service compensation is calculated in accordance with the Labor Law.

Promotions and Salary Increases:

Promotions:

- Promotion means transferring the employee from his current job grade to a higher grade, whether in the same department in which he works, or transferring him to another department.
- An employee is promoted from one grade to the next if the following conditions are met:
    - The existence of a vacant job or the creation of a job at a higher level, and the existence of a financial appropriation for that.
    - That the employee has proven his worth in his previous work with the testimony of the direct manager.
    - That the employee has the qualifications and experience specified as requirements for the degree to which he is proposed to be promoted.
    - That the employee has the competence and ability to carry out the requirements of his new job.
    - That the employee's file is free from any penalties or any decision to prevent him from promotion.
- The promotion of the employee who is referred for investigation regarding a complaint against him that no decision has been taken about will be suspended until a decision is taken.
- It is not a requirement that the promotion be accompanied by a salary increase.
- The employee promoted to a higher degree shall be granted all the advantages of the degree to which he was promoted, as of the date of promotion.

Salary Increase:

- Senior management decides annually, according to the company's financial position, the total percentage of increases and the upper limit of the percentage of increase for any employee.

Personnel Files and Records:

- The Human Resources Department allocates a file to each employee in the company.
- The Human Resources Department is responsible for completing the employee file, which includes the following:
    1. Documents for appointment.
    2. Job application + candidate evaluation form.
    3. An original copy of the employment contract signed by the employee indicating that he has received a copy of it.
    4. Acknowledgment of receipt of work signed by the employee.

- The Human Resources Department keeps the names of all employees in the company and a periodic review is made of them.

Social Security:

- All Kuwaiti employees in the company are subject to the applicable social insurance system.
- The Human Resources Department issues an inclusion form in the social insurance system for the new employee upon signing the work contract and acknowledging receipt of the work.
- The Human Resources Department issues an exit form from the social insurance system for the employee whose service in the company has ended.

Company Facilities:

Company Property:

- Each employee who keeps in their custody the funds or assets owned by the company shall be personally responsible for this trust and its safety.
- The company's management has the right to inspect and examine any of the assets owned by it at any time, including safes, offices, and others.
- No employee is entitled to use any of the company's assets for personal or non-work-related purposes.

Clothing and General Appearance:

- All employees must be aware that they represent the company in front of others, and that their appearance and behavior during working hours greatly affect the view of others of the company, so they must adhere to appropriate dress code.

Use of the Telephone, Fax and the Internet:

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

The Concept, Objectives and Scope of Application of the Employee Performance Appraisal System

Objectives:

- The company's employee performance appraisal system aims to:
  1. Determine training needs.
  2. Manpower planning (transfer, promotion, termination of service,...).

3. Determining financial benefits such as profits distributed to employees, annual bonuses and salary increases.
4. Determine the extent to which work contracts can be renewed.
5. Determine the success of the new employee in understanding the tasks required of him, in order to make the final appointment decision before the end of the probationary period.

Employee Performance Appraisal System Before the End of the Probationary Period:

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

Procedures:

- After completing the procedures for appointing the new employee, he is introduced to his job duties and responsibilities, and the supervisor/direct manager, in the first working week, holds a meeting with the employee to find out the extent of the information he has absorbed and if there are more questions, inquiries, or unclear points.
- The direct manager follows up the performance evaluation of the concerned employee, and then decides whether or not the employee is suitable for continuing his/her job, at least one week before the end of the probationary period of the employee under evaluation.
- In the event that it is decided that the employee is not suitable for continuing his/her job, the Human Resources Department sends a "letter of termination of service of an employee during the probationary period" after its approval by the Manager of the Human Resources Department, and the signature of the original from the concerned employee and the settlement of his dues according to the applicable system in this regard.

Periodic Employee Performance Appraisal System:

- The assessment of setting goals and the training needs necessary to achieve the goals is carried out according to the need.

Procedures:

- The direct manager discusses with the employee his performance.
- The manager develops an employee learning and development plan to overcome deficiencies in performance.

Training:

- The company's employee training system aims to:
    - Demonstrate the strengths and weaknesses of the employees to work on the development and improvement of performance.
    - Rehabilitation of new employees to adapt to the company's working conditions.
    - Clarify the possibility of candidacy for a higher position.
    - Opening new horizons for employees for constructive practical thinking.
    - Introduce employees to the latest developments in the company's activity.

Identification of Training Needs:

- The Human Resources Department addresses the managers to determine the training needs of the employees, and the direct manager determines the training needs, skills, and education required for him/her and his/her employees, and the previous needs are reviewed by the competent manager to verify the suitability of the needs for the nature of the work, the extent to which the work requires it, and their conformity with the quality objectives of the department and the main objective of the company.
- The concerned managers send these requirements to the Human Resources Department within a maximum period of two weeks from the date of receipt.
- The Human Resources Department studies the training needs of the requesting agencies in terms of the frequency of the required topics, the numbers of candidates for training, the possibility of internal training and the estimated cost, and the proposed training agencies are identified.

Evaluation of Training Effectiveness:

- The trainee's competent manager evaluates the trainee after three months of taking the training, in order to find out the extent to which the objective of the training has been achieved.

Unplanned Training (Emergency Training):

- Resorting to unplanned or emergency training is done in cases (holding specialized and unique seminars that may come from training agencies, new organizational needs, training on new systems).
- This type of training is requested by the requesting entity for the Human Resources Department to determine the extent of implementation, and then it is presented to the higher management for approval and approval.

Training File:

- The Human Resources Department maintains a training file that includes:
    - Training record.
    - Copies of certificates of training programs obtained.

HR Security

eNet's HR Security establishes mandatory personnel-security requirements across the full employee lifecycle to protect sensitive financial data, ensure regulatory compliance, and maintain secure digital-payment operations.

1. Purpose

This policy defines the **human-resource security requirements** for all personnel at **eNet Automated Services Network Co.**, ensuring the confidentiality, integrity, and availability of systems supporting Kuwait's digital-payment infrastructure. It aligns with eNet's regulatory obligations, including **Central Bank of Kuwait licensing, PCI DSS requirements**, and recognized HR-security frameworks

2. Scope

This policy applies to:

- All **employees, contractors, temporary staff**, and **third-party personnel** with access to eNet systems or data.
- All eNet digital-payment platforms, POS systems, gateways, and internal information assets

3. Roles & Responsibilities

- **Cybersecurity / GRC** — Policy owner; defines controls, monitors compliance, manages audits.
- **HR Department** — Executes personnel processes, onboarding, offboarding, training, and documentation.
- **IT / Engineering** — Implements access controls, identity management, and technical enforcement.
- **Employees & Contractors** — Must understand and comply with all cybersecurity and HR security requirements

4. Policy Statements

4.1 General Requirements

- All personnel must acknowledge cybersecurity and HR security policies before system access is granted.
- eNet must run periodic cybersecurity awareness campaigns across all channels, including internal platforms and social media where applicable.
- HR and Security must review personnel-related cybersecurity controls **annually** and update this policy accordingly.
- Confidentiality and Non-Disclosure clauses must be included in all employment and contractor agreements.

4.2 Pre-Employment Security Controls

- Conduct background verification checks proportionate to role sensitivity, especially for privileged access, cloud operations, and critical payment systems.
- Require signed acceptance of all cybersecurity and HR security policies before granting access to eNet systems.
- Ensure job descriptions include responsibilities and required competencies.
- Screen personnel involved in key management, access control, and payment-system administration.

4.3 During Employment

- Provide mandatory cybersecurity and information-security awareness training, with periodic refreshers.
- Apply the **need-to-know** for all access assignments.
- HR must notify IT and Security of any role changes to adjust access rights immediately.
- Enforce disciplinary processes for security violations, aligned with HR regulations.
- Monitor compliance with PCI DSS, AML, and fraud-prevention requirements across all personnel activities

- Conduct background verification checks annually or upon request, proportionate to role sensitivity, especially for privileged access, cloud operations, and critical payment systems.

4.4 End or Termination of Employment

- HR must notify IT and Security immediately upon resignation, termination, or role change.
- All access rights must be revoked **on or before the last working day**.
- All eNet assets (devices, tokens, credentials, documents) must be returned before clearance is issued.
- Confidentiality obligations continue after employment ends and must be contractually enforced

5. Acceptable & Prohibited Behaviour

- Personnel must protect all eNet assets from unauthorized access or misuse.
- Prohibited activities include unauthorized data access, sharing credentials, bypassing security controls, or mishandling payment data (PCI DSS).
- All suspected security incidents must be reported immediately through designated channels.

6. Monitoring & Enforcement

- eNet may log, monitor, and audit personnel activity on corporate systems consistent with legal and regulatory requirements.
- Violations may result in disciplinary action up to and including termination.

7. Review & Maintenance

- The Cybersecurity function must review this policy **annually** or after major regulatory, organizational, or technological changes.
- Version history, approvals, and employee acknowledgements must be retained for audit purposes

8. Compliance

Compliance with this policy is mandatory for all personnel. Non-compliance may result in disciplinary action and may trigger regulatory reporting obligations under Kuwait's financial-sector rules.