



Arabian Cement Company Employee Handbook

Human Resource Department
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WELCOME TO ACC

It is great that you have decided to join us and become part of the **ACC** Family. One of the secrets to our success is how we work together as a Team. All employees are vital to our success and the team in your unit will be keen and ready to help you settle in to life at **ACC** ensuring you have a full induction and receive the training you need to be able to fulfill your role and contribute to the success of our business.

At **ACC** we have great employees from all over the world, who come together through our values, our culture and the **ACC** spirit – eager to do a good job and contribute. We want you to become a part of this too, working in an environment of Respect, Transparency and Consistency.

Our commitment to you is we will continually encourage you to learn, take on additional responsibility and develop and grow with **ACC** – as you grow, **ACC** grows! By doing so we will exceed our customers' needs and be “the leading Saudi integrated cement producer in the MENA region”

We would like you, as employees, to understand the expectations that **ACC** have of you as well as understand your rights and responsibilities. The Employee Handbook is one of the ways in which the company provides this information. The Employee Handbook is designed to introduce you to **ACC** and includes some of **ACC** policies, procedures and practices, working conditions, benefits that affect the terms and conditions of your employment.

ACC reserves the right to revise, modify, delete or add any or all policies, procedures, work rules or benefits stated in this handbook or in any other document in accordance with the law and what is best for the company and its most valuable resource – our employees. The content of the Employees Handbook is applicable to all employees of the company.

This handbook will form an integral part of your employment agreement so the terms and conditions as stipulated in your employment contract with **ACC** are subject to the provisions as stated in this handbook, unless these have explicitly been superseded in your employment agreement. Any previously issued personnel handbooks and any inconsistent statements are replaced by this handbook. Any written changes to this handbook will be distributed to all employees so that employees are made aware of the new policies or procedures. No oral statements or representations can in any way alter the provisions of this handbook. The Human Resources Department at **ACC** is responsible for the review and update of this document.

For further questions regarding the contents of this handbook, please contact Human Resources Department.

Handbook Purpose

The guide explains the most important points that concern the employee and are considered part of his responsibilities. Therefore, read, understand and follow the instructions in the manual. This guide aims to provide a work environment that supports your personal and professional growth.

ACC Vision

To be the leading Saudi integrated cement producer in the MENA region (Middle East & North Africa).

ACC Mission

To produce and market cement achieving sustainable growth and profitability.

ACC Values & Dimension

Relationship

We build trust based relationships with transparency and honesty, we rely on each other to get things done.

Fidelity

We are obliged to be truthful with our people, partners, and shareholders who entrusted us.

Approach

We take a simple yet focused approach when dealing with our people, partners and responsibilities.

Quality

We take practical, decision based on facts to consistently empower our service and innovative solutions to enhance our customer experience.

People

Through respect, caring & willpower, together we create an environment for people to grow.

Guideline Definition

❖ Identification Card (ID)

Upon the start of your employment, Human Resources will issue a personal photo ID badge. You must bring this with you on every shift. Furthermore, your photo ID badge must be worn at all times while on company premises.

❖ Employee's Bank Account

Check with Human Resources to inform them with your bank information, and you must have a personal bank account and it is your responsibility to share your details with the Human Resource Department, knowing that the salary is due 26th of each month. Also, if you changed your bank, you need to update this information within 3 business days with the Human Resources.

❖ Government Organization of Social Insurance (GOSI)

All Employees will be registered in GOSI during their employment contract with **ACC** as per Saudi Labor Law.

❖ Contract Durations and Probation Period

By default, all contracts are one year to be renewed annually by mutual agreement. In some cases, the company may grant two years contract for critical positions and higher management. The probation period is an opportunity to demonstrate the employee's potential and capabilities. The employee is subject to a probation period of 90 days, and it is permissible, by written agreement between the employee and the employer, to extend the probation period, provided that it does not exceed 180 days - and the worker is subjected to another probation period, provided that it is in another profession or other work.

❖ Working Hours

Total standard working hours in Saudi Arabia are 48 hours a week, you can get your weekly/monthly schedule from your direct manager. If employees exceeded the hours as per the company policy, employee is eligible for overtime. Shifts working hours is subject to Operations needs.

❖ Attendance

Commitment and punctuality is very important at **ACC** & employees are required to register their attendance using the time and attendance automated systems provided by IT department. Failing to attend on time may affect your end of year performance evaluation.

❖ Medical Insurance

The company provide all employees with medical and life insurance as per the company policy. You will be provided with your insurance cards and insurance manual upon joining with details benefits. You may contact the Insurance Section for further details.

❖ Overtime

Based on business needs, **ACC** pays you overtime once you obtain written approval from the authorized person and it is applied as per Saudi Labor Law rules and regulations. The over time is calculated in hourly basis (1 Hour is equivalent to 1.5 Hour pay).

❖ Sick Leave

If you are unable to come to work due to illness, you should inform your direct manager and upon returning you need to submit the stamped sick leave through **ERP** system. You are entitled to 30 days - starting from the date of the first sick leave - with no deductions. Anything above that will results in salary deductions as per the Labor law. Contact the Human Resources for further details.

❖ Annual Leave

You will receive a paid annual leave determined by your contract. You should submit your leave request through **ERP** system. The request should be submitted at least 30 days before the start of your leave. Employees will not be able to carryover more than 60 leave days to the next calendar year as the closing day is 31st December. However, all employees are required to utilize a minimum of 12 calendar days during the year. Failing to do that may result in automatic application of your leave by the Human Resources.

❖ Public Holidays

You will be able to take a public holiday if the business needs permit. However, you may be required to work, in this case, you will be compensated according to the overtime policy.

Public holidays include :-

Saudi National day	23rd of September of each year.
Eid Holiday Days	As per Saudi Labor Law and Saudi Financial Sector.
Hajj holiday Days	As per Saudi Labor Law and Saudi Financial Sector.

❖ Maternity Leave

Saudi Labor Law provides working mothers with a fully paid maternity Leave for a period of ten weeks distributed as per the employees desire, maximum 4 weeks prior to delivery date and the remaining after delivery, the employee can also add the annual leave to the maternity leave. mothers returning from maternity leave have the right to breastfeeding break for her child, up to a total of one hour per working day. This has no effect on the usual break times granted for employees and it should not result in the deduction of any benefit from a compensation package.

❖ Occasional Leave

An Employee is entitled of a paid occasional leave in the following cases:

Marriage Leave	As per Saudi Labor Law
Maternity Leave	As per Saudi Labor Law
New Born Child Leave	As per Saudi Labor Law
Death of an immediate relative	As per Saudi Labor Law
Emergency Leave	3 Days as per policy
Accompany Leave	5 Days as per policy

❖ First Week of School

A child reaching school age is an important milestone in both the employees and the child's life, so to enable you to support your child on his/her first day of school, **ACC** gives you for the first week, 2 hours permission if your child is going to first grade. You are requested to submit it in the **ERP** system and align with your direct manager.

❖ Examination Leave

With prior company approval and based on the Saudi Labor Law, all employees who is continuing his/her education is eligible for an examination leave with full pay for the actual days he/she is required to sit for the examination. You are expected to submit your request through **ERP** system 15 days prior to your exam date.

❖ Unpaid Leave

With Prior Company approval, you may be granted a career break as a leave without pay for 10 days after you finish your annual leave. When approved and if the leave is more than one (1) month the employees will also be required to pay his/her full GOSI payment. Any unpaid leave above 30 days will require the approval of the higher management. Unpaid leave may affect your end of year performance evaluation.

During Work

❖ Dress Code and Personal Appearance

ACC hires down-to-earth employees that exemplify the **ACC** values through their actions, attitudes and appearance. The company has established guidelines necessary for the professional image that we expect all employees to present. This policy outlines our standards for personal appearance and dress code. However, we expect all employees to adhere to the standard company uniform if working at the plant, and the Saudi national dress or a Business casual attire of working in the Head Office.

❖ Medical Examination

Under certain circumstances **ACC** will be entitled, at their expense, to require you to be examined by an independent medical practitioner of the company's choice at any time (this may be for reasons outside of injury or sickness). All medical reports and results from any such examination will remain the property of the company.

❖ Work Place

Employee is required to keep and maintain his/her work place in a good condition at all times. Work related documents should be filed properly and kept in a safe place and not left unattended if employee is not in office. It is required for all employee to switch the power from their personal computers when they leave and preserve energy and ensuring the office lights are off at the end of the working day.

Benefits at Arabian Cement Company ACC

ACC recognize the importance of a healthy life balance for its employees and has developed a benefits package to support this.

❖ **25 Years of Service Anniversary**

Honor shield, and monetary reward for services and efforts provided during the previous period will be added to the End of Service Benefits when retired.

❖ **Employee of the Month and Employee of The Year Awards**

To recognize employee's loyalty and to encourage our employees to continue to work with **ACC**, the company will announce on a monthly basis names of outstanding employees. Employees will be provided with a certificate and monetary reward. The company will nominate two (2) employees every month and three (3) employees at end of the year.

❖ **Organized Trips to the Holy Mosques (Makkah and Madinah)**

The company organizes trips frequently to Makkah and Madinah for the employees and their families. The company provides transportation and accommodation free of cost.

❖ **Occasions and Holiday Events (Ramadan, Eid, and National Day)**

Annually, employees get together for an Iftar (Breaking of fast) gathering in the Holy month of Ramadan. Also, the company organize Eid and National day celebrations in the Head Office and Plant.

❖ **Corporate Social Responsibility (CSR) initiatives and programs for employees and their families.**

❖ **Providing various offers through the Corporate Communication that has benefits for the employees and their families.**

Below is the list of benefits that are paid to the employee according to the company policy.

Housing Allowance	25% of the Basic Salary
Transportation Allowance	10% of the Basic Salary
Per diem	As per Human Resources policy
Shift Allowance	As per Human Resources policy
Communication Allowance	As per Human Resources policy
Using Personal Car Allowance	As per Human Resources policy
Ticket Allowance	As per Human Resources policy

Development at Work

❖ Development Talks

Personal development is a commitment that has to be planned and organized on the basis of **ACC** priorities and goals, as well as the employee's individual needs and capabilities. Organizational and individual learning and development have to always be in focus. The central focus of the development talk is the performance of the current work situation, as well as individual long-term plans and goals. At **ACC** we conduct development talks at least once a year. A follow-up of the development talk as well as Achievements and goals discussed are expected to take place with the employees six months later. To know more about development talks, talk to your manager.

❖ Job Opportunities

An exception may be made in the all vacant permanent positions are advertised internally first. If you are interested in any position, it is your responsibility to notify your manager first to discuss the opportunity. You then need to speak with Human Resources Department before applying for the position.

In the event that the position needs to be filled urgently. During the interview process, you retain the option of withdrawing your name from further consideration.

❖ Succession Planning

The succession plan is a program that develops our talented employees to meet their full potential and grow with **ACC**. Our employees today has a chance to be our managers tomorrow.

❖ Relocation Opportunities

Relocation is another option to grow with **ACC**. If you are ready for mobility, you will definitely find more opportunities for career growth with us.

Policies & Rules

The handbook contains an overview of some of the company's most common policies, procedures and rules, For more details please refer to **ACC** policy guide.

❖ Work environment

Your office and accessories are your responsibility, respect your colleagues and control the volume of your voice while in office or hallways.

❖ Email correspondence

Work email is for work purposes only. Please do not use it for personal matters. Please use professional language when addressing others and avoid the use of emojis or expressions.

❖ Prayer Break and Lunch/Dinner Break

Head office employees are allowed half an hour per day for noon prayers. Employees at the plant are allowed one hour per day for prayers and food at the canteen.

❖ Smoking

Smoking is not allowed in any area in the plant facilities or offices, in case you need to smoke, you can use the smoking designated areas.

❖ Personal Details

It is your responsibility as an **ACC** employee to ensure that we have the most up-to-date information for you and your dependents. Please make sure that your profile in Human Resources is up to date with all your documents, contact information, qualification and education certificates, personal pictures, family and health situation, and National Address.

❖ Accessing Your Profile

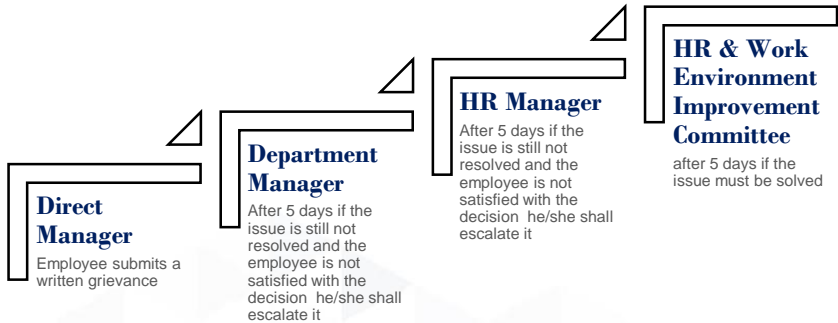
You can access your information at any time by contacting the Human Resources department, or via using the **ERP** system.

❖ Grievance

We understand that when people work together there are going to be issues or misunderstandings that need to be dealt with from time to time. Our policy is that good communication, openness and a willingness to co-operate and listen will help to resolve these issues efficiently and effectively and therefore it is envisaged that the majority of these issues or misunderstandings will be capable of being addressed informally.

Where issues are unresolved they may become grievances. The grievance process should be seen as a last resort and not an automatic step. Grievances will be handled promptly and at the lowest level of management possible. The procedure for handling employee grievances should not exceed 15 working days. If an employee is not satisfied by the decision, he/she may escalate his/her case to the next management level up to the CEO based on HR and Work Environment Improvement Committee Recommendation.

Grievance escalation (Maximum of 15 day):



Extra Information

In case you need any of the below requests you can send an E-mail to the following Contacts:-

Identification Letter Salary Confirmation Letter Job Identification Letter	CC@arabiancement.com.sa
Misconduct & Wrongdoing	WB@arabiancement.com.sa
Complaints & Suggestions	CS@arabiancement.com.sa
Insurance Section	labuharbah@arabiancement.com.sa
Information Technology Section	helpdesk@arabiancement.com.sa
Human Resources Department	HRTeam@arabiancement.com.sa
Human Resources Portal	https://sites.google.com/arabiancement.com.sa/human-resources-portal
Joint Services Jeddah Joint Services Rabigh	falkehani@arabiancement.com.sa mkhallal@arabiancement.com.sa
Finance Department	aarafat@arabiancement.com.sa

Welcome aboard