



Executive Summary:

1. Introduction & Purpose

The Employee Handbook serves as a comprehensive guide for all employees and contractors at Multi Met Trading LLC ("the Company"), outlining policies, procedures, rights, and responsibilities. It reflects the Company's commitment to transparency, fairness, and compliance with UAE Labour Law (Federal Decree-Law No. 33 of 2021).

- **Distribution & Communication:** Ensure the handbook is provided to all employees and contractors upon joining and is readily accessible. Clearly communicate its purpose and status as a guide (supplementary to individual contracts).
- **Maintain Compliance & Updates:** Regularly review and update the handbook to reflect legal changes and company evolution, notifying employees of significant revisions.

2. Company Culture & Values

The handbook emphasizes the Company's mission, vision, and core values (Integrity, Respect, Excellence, Innovation, Compliance) and outlines the organizational structure and commitment to a positive, inclusive culture.

- **Promote Core Values:** Actively embed and reinforce the Company's mission, vision, and core values through leadership actions, internal communications, and daily operations.
- **Foster Positive Culture:** Cultivate an environment of open communication, mutual respect, diversity, inclusion, and continuous learning. Support community engagement initiatives.
- **Ensure Structural Clarity:** Maintain an organizational structure that supports efficient decision-making and clear communication pathways.

3. Employment Policies & Practices

This section covers the employee lifecycle from recruitment to performance management, emphasizing fairness and legal compliance.

- **Implement Fair Recruitment & Onboarding:** Maintain a merit-based recruitment process. Execute a structured onboarding program covering company orientation, role-specific training, and compliance requirements.
- **Provide Clear Contracts & Records:** Issue clear, comprehensive employment contracts compliant with UAE Labour Law. Maintain secure and confidential employee records according to legal standards.
- **Manage Probation & Performance:** Implement a supportive probationary period with regular feedback. Conduct consistent, constructive performance reviews focused on development and goal setting, ensuring a two-way dialogue.
- **Uphold Employee Rights:** Ensure all employment practices strictly adhere to UAE Labour Law and actively inform employees of their legal rights and protections.

4. Code of Conduct & Workplace Behavior

The handbook establishes expectations for professionalism, ethical conduct, respect, inclusion, information security, and resource management.

- **Communicate & Enforce Standards:** Clearly define and consistently enforce standards of professional conduct, integrity, honesty, and ethical decision-making.
- **Ensure Respectful Workplace:** Mandate respectful interactions and enforce a zero-tolerance policy for



harassment, bullying, and discrimination. Promote inclusivity and cultural sensitivity.

- **Manage Conflicts & Confidentiality:** Implement clear procedures for identifying, disclosing, and managing potential conflicts of interest. Enforce strict policies regarding the handling and protection of confidential company and client information.
- **Oversee Resource & IT Use:** Communicate and enforce policies on the appropriate use of company resources (IT equipment, software). Implement and monitor IT security best practices (passwords, data protection, updates, incident reporting).
- **Guide Online & External Communication:** Provide clear guidelines on professional online conduct (social media) and procedures for handling external communications and media inquiries, designating official spokespersons.

5. Working Hours, Attendance, Remote Work & Leave

This section details policies regarding work schedules, timekeeping, attendance, remote work arrangements, and references leave policies.

- **Define Work Schedules & Overtime:** Clearly communicate standard working hours, shift arrangements, and procedures for recording time (biometric log). Implement a clear policy for pre-approving and compensating overtime work fairly.
- **Manage Attendance & Punctuality:** Enforce policies regarding punctuality and reporting absences (planned and unplanned). Offer support for employees facing attendance challenges.
- **Administer Remote Work:** Establish and manage a clear process for remote work eligibility assessment, requests, approvals, and expectations (workspace setup, security, communication). Provide necessary IT support.
- **Administer Leave:** Ensure leave policies (detailed in the separate Compensation & Benefits Policy) are accessible and administered consistently and fairly.

6. Work-Life Balance & Employee Wellbeing

The Company commits to supporting employee wellbeing through various initiatives.

- **Promote Work-Life Balance:** Encourage employees to maintain a healthy work-life balance, utilize leave entitlements, and discuss flexible scheduling options where feasible.
- **Provide Wellbeing Resources:** Offer and actively promote access to mental health support (EAP), physical wellness programs (fitness, nutrition, ergonomics), and related resources.
- **Foster Supportive Community:** Organize employee engagement activities, team-building events, and family-friendly initiatives to build a strong sense of community and peer support.

7. Compensation, Benefits & Performance Management

The handbook references a separate policy for compensation and benefits details while outlining performance management principles.

- **Ensure Policy Accessibility:** Make the separate Compensation and Benefits Policy readily available to all employees. Consistently implement the described performance management system.

8. Training, Development & Career Progression

The Company commits to investing in employee growth and development.



- Invest in Learning & Development: Provide comprehensive onboarding and continuous learning opportunities (internal/external training). Support the creation of personal development plans.
- Facilitate Career Growth: Implement mentorship and coaching programs. Define and communicate clear career pathways. Recognize and reward employee achievements and contributions.
- Encourage Feedback: Foster a culture where continuous feedback is encouraged and utilized for personal and organizational improvement.

9. Communication & IT Policies

This section outlines expectations for internal communication and the secure use of IT systems.

- Maintain Open Communication: Utilize various channels (email, intranet, meetings, surveys) to ensure transparent communication. Encourage employee feedback.
- Enforce IT Security: Implement and enforce robust IT usage policies, cybersecurity best practices (passwords, updates, data handling, remote access security), and incident reporting procedures.

10. Ethical Practices, Whistleblowing & Grievances

The handbook reinforces ethical conduct and outlines procedures for reporting concerns and resolving disputes.

- Uphold Ethical Standards: Enforce a zero-tolerance policy for bribery and corruption. Provide regular ethics training (referencing the Anti-Bribery & Corruption Policy).
- Maintain Reporting Channels: Provide secure and confidential channels for reporting wrongdoing (referencing the Whistleblowing Policy), ensuring strict non-retaliation against good-faith reporters.
- Implement Fair Grievance Process: Establish and manage a clear, confidential, and impartial step-by-step process for handling employee grievances (informal discussion, formal complaint, investigation, resolution, mediation/arbitration options).
- Provide Conflict Resolution Support: Offer training and resources to help employees manage workplace conflicts constructively.