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**I. INTRODUCTION**

The standards maintained by Emaar are critical to our business success. Emaar employees must be aware of these standards and the conduct required of them as an individual and as a member of a work team.

This policy sets out the standards and behaviors that define acceptable business conduct and what action may be taken if an employee engages in behaviour that is not acceptable to the company.

Emaar is committed to maintaining the highest standards of professionalism, honesty, integrity and fairness so that the workplace is free from discrimination and harassment. Employees must not take part in any activity which may be detrimental to the Company's interest nor take part in any activity that would bring discredit upon Emaar.

**II. OBJECTIVE**

This policy sets out a number of standards in order to inform and educate employees about the company's expectations of their behaviour. The policy also outlines what action may be taken if the employee engages in behaviour which is not acceptable to the company.

This policy operates in conjunction with other relevant company policies.

This policy applies to conduct which relates to or is connected with employment with Emaar or in connection with company provided benefits. This includes, but is not limited to, employees who are:

- On duty in any place where Emaar staff are working.
- Representing Emaar inside or outside the Company premises.
- At a work function organised by Emaar.
- Utilising annual leave travel or other staff travel.

**III. SCOPE**

This document details the following:

1. Manager's Responsibility
2. People & Performance team's responsibility
3. Employee's Responsibility
4. Glossary of Terms
5. Standards of Personal Behaviour
6. Unacceptable Behaviour
7. Enforceability of The Local Law
8. Dress Code
9. Smoking
10. Use of Company Property
11. Gifts and Bribes
12. Lending and Borrowing
13. Dealing with Charity Organisations

14. Investment & Trading in Shares
15. Confidentiality
16. Use of company Vehicles
17. Conflict of Interest
18. Outside Employment
19. Fraud, Theft Suspicious Incidents or Illegal Activities
20. Intellectual Property
21. Personal Information
22. Discrimination
23. Harassment
24. Child Protection
25. Workplace Violence
26. Substance Use
27. Use of IT Services, Internet and Email Usage, Telephone Usage
28. Hygiene and Safety
29. Working Hours and Attendance
30. Breach of Policy

### **1. Manager's Responsibility**

- 1.1. The managers are responsible for:
  - Ensuring that their staff are aware of and comply with Emaar policies and procedures.
  - Upholding and promoting the standards of conduct and providing staff with a positive role model.
  - Ensuring that work and employment processes and practices comply with relevant policies, procedures and U.A.E. Laws.
  - Taking reasonable steps to prevent staff engaging in conduct contrary to this policy.
  - Dealing with complaints about unacceptable behavior and misconduct i.e. discrimination, harassment and bullying, quickly and confidentially.
  - Taking all reasonable steps to secure Emaar premises and property.
  - Seeking further information or assistance from the People & Performance team where necessary.

### **2. People & Performance team's Responsibility**

- 2.1. The People & Performance team is responsible for:
  - Coaching managers about their people management responsibilities and their role in ensuring a positive work environment in the organization as and when required.
  - Communicating policy matters to staff during orientation and training.
  - Re-communicating the policy on an annual basis.
  - Conducting, in conjunction with line managers, misconduct and grievance investigations in accordance with company policy.

### **3. Employee's Responsibility**

- 3.1. The employees are responsible for:
  - Being aware of and complying with this policy, other company policies, procedures and U.A.E. Laws.
  - Their own behavior and actions at all times.
  - Observing all rules, regulations, decisions and instructions related to the performance of their official duties.
  - Treating other staff and customers fairly and with respect.
  - Acting in the best interests of the company at all times.
  - Avoiding waste and extravagant use of company resources.
  - Taking all reasonable steps to secure Emaar premises and property.
  - Promptly informing their manager if they believe that someone else has been responsible for an act of serious misconduct.
  - Seeking advice and/or authorisation before undertaking an action or activity that may be contrary to company policy.

**4. Glossary of Terms**

<b>Company</b>	Emaar Group including Emaar Properties PJSC, Emaar Hospitality Group, Emaar Development, Emaar Malls Group PJSC, Emaar Entertainment LLC, Burj Khalifa and The Valet LLC.
<b>Company Property</b>	Any physical or other entity that is legally owned and controlled by the company, including accommodation premises and information.
<b>Employee</b>	Any male or female working for a wage of any kind, in the service or under the management or control of the company, who has signed an employment contract with the company.
<b>Confidential Information</b>	Confidential Information includes (without limitation) all and any information in any shape or form, whether on paper, electronic means or otherwise, relating to the financial position, market position, business strategy, business plans, maturing new business opportunities, research and development projects, sale statistics, marketing surveys, marketing plans, costs, profit or loss, prices and discount structures, technical data, business methods, the names, addresses and contact details of business contacts, business partners, customers and potential customers, existing and respective clients, suppliers and potential suppliers, contractors, and employees and any other information related to the Emaar Group.
<b>Summary Dismissal</b>	The termination of an employee's employment contract with the company without notice.
<b>Recording</b>	The use of any device to capture images or voices, regardless of whether in person, by telephone or by other means, such as videoconferencing, screen shots, click-to-chat / messenger or in writing.
<b>Organisational Culture</b>	The set of values, beliefs and relationships that guide the decisions of the company in order to achieve its goals and objectives.
<b>Personnel File</b>	A confidential file containing all personal records and documents for each employee.
<b>Policy</b>	Set of basic principles and associated guidelines, formulated and enforced by the Company, to determine the implementation of strategy and to direct the plans, decisions and actions of employees towards the achievement of company objectives.
<b>Company Public Domain</b>	Property rights to any work, process, or product which are not held by employees and are exclusively held and owned by Emaar.
<b>Term of Service</b>	An employee's uninterrupted tenure of service with the company from the employee's service joining date.
<b>Termination</b>	The process of the company ending an employee's services.
<b>I.T. Traffic</b>	Emails, internet, fax and telephonic communication and social media websites/ applications.
<b>Manager</b>	A person of authority who is responsible for supervising the department employees.
<b>Social Media</b>	Internet based tools including but not limited to Internet forums, networking sites such as Facebook, Yammer, Twitter, Instagram, LinkedIn, Google Plus, Web Casts and blogs.
<b>Assault</b>	The threat of violence or physically engaging in contact or harm with another person without their consent.

## 5. Standards of Personal Behaviour

### 5.1. All Employees are expected to:

- Be trustworthy, respect confidentiality and be honest.
- Not misuse any privilege, authority or status.
- Comply with all relevant laws and regulations, including local laws and regulations when traveling on company business.
- Meet all legal and regulatory requirements applicable to their position e.g. holding and remaining eligible to hold a driver's license or other relevant operating license.
- Work safely and ensure the health, safety and security of themselves, other staff, customers and company assets.
- Protect and enhance the company's image, profitability and success.
- Ensure that their behavior or actions do not cause the company public embarrassment or bring the image of the company into disrepute.
- Maintain a standard of appearance at work that is appropriate to the work environment and the duties performed and comply with any applicable uniform or dress policies or guidelines.
- Ensure that work is carried out conscientiously, efficiently, economically and effectively.
- Ensure that information obtained by the company and/or relating to the company and its operations remains confidential at all times.
- Take precautionary measures to prevent unauthorized disclosure of confidential information and take measures to ensure that business related work and information is safely stored or discarded in a manner which minimizes the risk of unauthorized access

## 6. Unacceptable Behaviour

### 6.1. Employees must not engage in unacceptable behavior which includes:

- Verbal, written, or physical abuse.
- Assault (actual physical harm or the threat of harm).
- Discrimination and harassment, including bullying.
- Threatening or intimidating behavior.
- Breach of relevant laws and regulations.
- Unauthorised use of company time, resources or facilities (including electronic communication) for personal benefit or private purposes.
- Using the company's electronic communication facilities (e.g. internet, email, phone and fax etc.) for any illegal purpose or in a manner which causes interference or disruption to other network users, services, equipment and information assets (refer to the Information Technology Usage Policy for further information).
- Using image recording devices, such as cameras or mobile phones with cameras, without consent, to capture and/or distribute images of private, confidential or copyrighted documents or other material, property or facilities that are not accessible to the general public or of any person, object, act or incident where the image would reasonably be considered inappropriate or offensive.
- Deceptive practices that do not promote honest, ethical standards of business conduct.
- Accessing, storing, processing or transmitting any information of a threatening, obscene, pornographic, discriminatory or harassing nature.
- Damage to or theft of Emaar property, or property entrusted to the care of Emaar.
- Theft or attempted theft.
- Fraud or attempted fraud.
- Unauthorised selling or promotion on behalf of another organisation or working for another company without Emaar's written approval.
- Making unauthorised public statements about Emaar. The company has an appointed spokesperson to make all statements about Emaar or any information relating to Emaar to the media or public if need may be. Media refers to TV channels, radio, press conferences, newspapers, magazines etc.

- Unauthorised passing of sensitive or confidential information obtained by or relating to Emaar or its operations, to a third party or posting of such information in a public domain e.g. external website.
- Sending out any official documents to their personal email ID's. In the event that employees require to work on an official document from home, they should log into their official email ID and access the information accordingly.
- Seeking, or accepting tips (unless as per guideline of the approved Tips Policy), gratuities or bribes.
- Unauthorised selling, possession, distribution, drinking / consumption, or being under the influence of, alcohol either in the workplace.
- Unauthorised use of the company name or logo and/or unauthorised signing of company documents.
- Failing to report back on time from leave without prior approval from the line manager.
- Being absent from the workplace without approval.
- Any type of industrial action or unauthorized 'union type' group.
- Not adhering to safety and security procedures and standards.
- Failure to comply with reasonable work directions.
- Eating in locations where this is not allowed.
- Unauthorised use of Company vehicles
- Parking vehicle in parking spaces that do not belong to you or no parking zones in or around the work premises
- Leaving or abandoning the work premises without prior approval from the manager.
- Unauthorised access to information, files or areas without appropriate approval.
- Making company decisions or commitments which are outside his/her limits as per the authority matrix, wherein questionable or new issues should be escalated to the next level.

## **7. Enforceability of The Local Law**

- 7.1. Employees must adhere to the UAE Laws. Where an employee is found to be in breach of UAE Laws while on the company's premises, the offence will be reported to the local authorities.
- 7.2. Where an employee is detained by local authorities while off duty, the employee must promptly contact their line manager and fully disclose the details of the circumstances leading to their arrest. The manager must then immediately report the incident to their next reporting line and to the People & Performance team.
- 7.3. During the detainment periods the company reserves the right to temporarily suspend the employee from work without pay until legal proceedings are completed.
- 7.4. Where an employee is convicted of committing a crime by local authorities, the company reserves the right to immediately dismiss the employee from his/her services.
- 7.5. In accordance with Article 120 of the UAE Labor Law, an employer may dismiss a worker without notice in any of the following cases:
  - If the worker adopts a false identity or nationality or submits forged certificates or documents.
  - If the worker is engaged on probation and is dismissed during probationary period or on its expiry.
  - If the worker makes a mistake resulting in substantial material loss for the company, on condition that the employer notifies the Labor Department of the incident within 48 hours of his becoming aware of its occurrence.
  - If the worker disobeys instructions respecting industrial safety or the safety of the workplace, on condition that such safety instructions are in writing and have been posted up at a conspicuous place and, in the case of an illiterate worker, have been advised orally.

- If the worker does not perform his basic duties under the contract of employment and persists in violating them, despite the fact that he has been the subject of a written investigation for this reason and that he has been warned that he will be dismissed if such behavior continues.
- If the worker reveals any secret of the establishment in which he is employed.
- If the worker is finally sentenced by a competent court for an offence involving honor, honesty and public morals.
- If the worker is found in a state of drunkenness or under the influence of a drug during working hours.
- If while working the worker assaults the employer, the responsible manager or any of his work mates.
- If the worker absents from his work without a valid reason for more than 20 non-consecutive days, or more than 7 consecutive days.
- The company reserves the right to withhold the severance pay of an employee if he/she is dismissed for any of the reasons specified in Article 120 of the UAE Labor Law or if he/she leaves his work in order to avoid being dismissed in accordance with the article.

## **8. Dress Code**

- 8.1. We recognize the growing popularity and the positive effects of being relaxed in the workplace. The official dress code at EMAAR is Smart Casual, reinforcing a sense of informality, openness and collaboration irrespective of level and function.
- 8.2. Respecting cultural sensitivities of the country we are operating in, is a vital part of Emaar Culture. We trust our People to apply good judgment and common sense as there may be times when professional business attire or branded uniform is required, conducive to the business environment or client meetings. This is also applicable for people working in potentially hazardous environments where a specific dress is required for occupational or health and safety standards.
- 8.3. Dress Code cannot cover all possibilities, therefore if you experience uncertainty about acceptable Smart Casual attire for work, please connect with your line manager or a member of the People & Performance team for clarification.

## **9. Smoking**

- 9.1. In the interest of public safety, a strict No Smoking Policy is observed in the company, in all places of operation.
- 9.2. Where available, employees may use approved designated smoking areas.

## **10. Use of Company Property**

- 10.1. The company provides employees with various items and equipment necessary for the performance of their duties. All such items remain the property of the company and the employee will be held responsible for them.
- 10.2. Company property is expected to be handled with a reasonable degree of care.
- 10.3. Employees are prohibited from moving or removing company property without authorisation and causing damage to company property, whether deliberate or as a result of apparent misuse or negligence. Any incidents of theft or damage of company property, whether knowingly or through negligent behavior, will subject to investigation.
- 10.4. When the company agrees that an employee may remove materials, or any items not belonging to them, an approval signed by an authorised company officer must be

obtained. The authorisation must be presented to security when leaving the premises.

- 10.5. In the event of termination of employee's services with the company, all company property must be returned. Should this not be done the company reserves the right to offset the book value of the property against the employee's final settlement.

### **11. Gifts and Bribes**

11.1. The Company strictly prohibits employees from soliciting and/or accepting gifts, gratuities or any other form of inducement either directly or indirectly from individuals or any third party e.g. clients, prospective clients, competitors, candidates, contractors and suppliers.

11.2. The employee should explain the situation as tactfully and courteously as possible and take all steps to ensure that no offence is taken by the customer, company or individual offering the gift. However, an employee is permitted to accept invitations to a business luncheon or dinner provided there is no reasonable likelihood of improper influence on the employee's performance or duties.

11.3. Employees receiving a gift (or other personal benefit) must report the fact in writing to their line manager. The manager will escalate the matter to the People & Performance team who will advise the employee whether the gift may be accepted, returned to the donor or disposed of in some other way. In making that decision, cultural considerations must be taken into account, as it may be offensive to return gifts. If it is decided that the gift may be accepted, the recipient should send a brief letter of acknowledgement to the donor. If returning the gift would offend the donor, then it should be disposed of to the Company or some charitable cause as dictated by the Senior Management.

11.4. Should an employee fail to declare such gifts disciplinary action may be taken.

11.5. Employees are strictly prohibited from accepting gifts for personal gain which are detrimental to the interests of the company.

11.6. The acceptance or paying of bribes is strictly prohibited.

### **12. Lending and Borrowing**

12.1. Employees with lending authority must strictly follow Company policies and shall not grant loans to themselves, a member of their family or to companies in which they or a member of their family has a financial interest. In addition, employees may not lend or borrow money from each other.

### **13. Dealing with Charity Organisations**

13.1. Employees who are approached or receive a request for a Company donation from a charitable organization, the request must be referred to the Management for consideration. Gifts, donations or the giving of any corporate promotional item to any person or company should only occur after careful consideration.

### **14. Investments and Trading in Shares**

14.1. No employee shall deal (whether directly or indirectly) in the shares or other securities of any company whether listed or unlisted at any time when they are in possession of information obtained as a result of their employment by, or their connection with, the Company which is not generally available to the shareholders of that company and to the public and which, if it were so available, would be likely to bring about a material change in the market price of the shares or other securities of that company. No such information shall be disclosed to any third party.

### **15. Confidentiality**

- 15.1. The company recognises that employees may, as a result of their employment with Emaar, obtain access to sensitive, confidential, restricted and proprietary information. This may include financial records, employee/client records and files, Company trade secrets, referral or mailing lists, credit card numbers, recipes, engineering and technical know-how, in-house computer software, marketing strategies, customer requirements, customer lists, employee compensation, methods of doing business and other confidential business information which belongs to Emaar or its clients.
- 15.2. Such confidential information shall be used solely by employees in the performance of their duties for the company and employees shall not, without the prior written consent of the company, use, disclose, divulge, or publish to others any such confidential information acquired in the course of their employment or after the employee has ceased employment with the company.
- 15.3. Upon termination of employment, employees must return all confidential company information, including all copies whether made or produced by the employee or provided to them in connection with their employment in the company.

## **16. Use of Company Vehicles**

- 16.1. Company vehicles may only be used for authorized Emaar business and not for personal transportation. Employees operating a Company vehicle must have a current driver's license, obey all traffic laws and operate the vehicle in a safe manner. Traffic fines imposed on the Company as a result of any action by the employees will be charged to the employee. Any employee operating a Company vehicle under the influence of drugs or alcohol or in an unsafe or negligent manner will be immediately terminated.

## **17. Conflict of Interest**

- 17.1. Employees are expected at all times to refrain from engaging in any behavior or practices that may allow their private interests (whether personal or business) to conflict, compete with or appear to be in conflict/ competition with the company's interest.
- 17.2. For this policy, conflict of interest may include but is not limited to:
- Engaging in outside employment, business or any related activities, whether self-initiated or with any third party, that may hinder the employee's performance of their job duties and responsibilities without obtaining prior written consent from the company.
  - Participating in decisions to do business with organizations where the employee or a family member has a financial interest or initiating any company business through family or friends.
  - Accepting gifts from individuals or companies that do business with Emaar.
  - Direct or indirect use of the rights, privileges, or authorities vested in the employee in the capacity of their role to gain personal benefit or benefit for any third party.
  - Unauthorised use of company intellectual property and confidential information, whether during the course of employment or subsequent to termination of services, for personal gains or for the benefit of any third party without obtaining prior written consent from the company.
  - Diverting any business opportunities that the company may be engaged in or interested in pursuing or using/sharing non- public information to further business decisions.
  - Deliberately withholding, misrepresenting, or otherwise failing to report any fact or circumstance related to involvement or potential involvement in any situation in which conflict of interest may arise.



17.3. It is mandatory that all employees sign the “Non Conflict of Interest Form – UAE/RE/SUP/HR/POL-17.F.01” at the time of joining the Company or as and when requested by the Company.

## **18. Outside Employment**

18.1. Employees are expected to give complete attention to their assigned job and follow all instructions relating to the performance of their duties. In order to carry out their duties employees are barred from participating in any part-time work or carrying on a trading or business activity (whether paid or otherwise) on their own account or for other employers without obtaining the Company's prior consent in writing. Approval will be given to take up other employment or part-time commercial duties only in circumstances where the interests of the Company will not be prejudiced.

## **19. Fraud, Theft Suspicious Incidents or Illegal Activities**

19.1. Employees are responsible for protecting the interest of Emaar and must be alert in order to prevent fraud, theft, bribery, or other illegal activity committed within the office. Employees are requested to report any such odd and suspicious incidents, which may directly or indirectly affect the Company.

19.2. If an employee becomes aware of such activity they must immediately inform their line manager or the People & Performance team who will arrange for appropriate follow-up action to be taken. Failure to report any such activity will be subject to disciplinary action.

## **20. Intellectual Property**

20.1. All intellectual property including, but not limited to, patents, trademarks, designs or any other form of copyrighted material created or generated by the employee in the course of their employment (which shall include after-hours work performed for the company) shall be exclusively owned by the company.

20.2. All material produced by an employee during the course of their employment is considered to be company's intellectual property for which the employee has already been compensated by the company through their monthly salary.

20.3. Such material is the exclusive property of Emaar and under no circumstances whatsoever shall an employee have any rights to use, disclose or publish to others the company's intellectual property, whether during the course of their employment or subsequent to termination of their employment with the company.

20.4. Employees are expected to avoid use of unauthorized software and also respect Intellectual or copyrighted information during the course of their work duties.

## **21. Personal Information**

21.1. Employees are required to immediately inform the People & Performance team of any changes in their personal information, such as, telephone and personal email contact details, residence addresses in the UAE, marital status, dependent information and contact details in their home country.

## **22. Discrimination**

22.1. Discrimination occurs when a person or group is treated less favourably than another because of a particular personal characteristic such as:

- Gender.
- Race, color, descent, religion, nationality or national origin.
- Age.
- Impairment / disability.
- Marital status or family responsibilities

**23. Harassment**

- 23.1. The Company makes every effort to ensure a healthy working environment for all employees.
- 23.2. Harassment is a form of discrimination and can take many forms. It may be verbal, physical or written and it is usually a pattern of behavior but one act may constitute harassment if it is serious.
- 23.3. Unnecessary physical contact with employee, clients and customers should be avoided.
- 23.4. Where an employee is found to have deliberately made false accusations of harassment against another employee, they shall be subject to disciplinary action.

**24. Child Protection**

- 24.1. Employees are expected to be aware of the importance of Child Protection in order to help prevent children who visit Emaar establishments from all forms of abuse, exploitation or negligence. Where an employee, customer or client is suspected of any type of child abuse, the concern / allegation about an actual or suspected situation should be escalated immediately.

**25. Workplace Violence**

- 25.1. The Company has 'Zero Tolerance' on any acts of violence in the workplace. Any employee found to have engaged in an act of violence in the workplace shall be summarily dismissed.
- 25.2. For the purpose of this policy, the term Workplace Violence refers to, but is not limited to, the following list of violations:
- Acts or the threat of physical/sexual assault against others.
  - Making threats of physical assault and/or damage to company property.
  - Possession, brandishing and/or use of weapons while on company premises.
  - Inciting others to act in a violent and/or threatening manner.

**26. Substance Use**

- 26.1. The company imposes a strict ban on the use of illicit substances by employees. Use of illicit substances includes use of substances recognised under UAE law as illegal drugs, or illegal use of controlled drugs.
- 26.2. Employees are strictly prohibited from consuming alcohol or any intoxicating substance while on company premises, or reporting to duty under the influence of alcohol or any intoxicating substance.
- 26.3. Employees are strictly banned from the consumption of alcohol within the Company premises.
- 26.4. Employees in violation of the above will be subjected to appropriate disciplinary action, up to and including dismissal.

**27. Use of IT Services, Internet and Email Usage, Telephone Usage**

- 27.1. All Emaar employees must comply with the Company I.T. Security Policy.
- Use of the Internet within Emaar is authorized to support specific business purposes and "Surfing the Net" is not a legitimate business activity. Use of the Internet must be tempered with common sense and good judgment.
  - Employees must comply with the following rules:
  - Staff must not use the Internet to access unauthorized, inappropriate or offensive web sites, chat rooms, sport pages or conduct on-line shopping activities.

- The Internet shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior management approval.
- Downloads of files from unknown or unauthorized sites are not allowed because of the risk of virus infection -- in case a virus is detected, the IT Help Desk must be informed immediately.
- Employees enjoy private and confidential use of the system while performing their duties, however, Emaar reserves the right to monitor, access, retrieve, delete and manage the email system without the permission of any employee.
- Emails are business documents and employees are reminded to be professional and courteous in their communications.
- Employees are not authorized to retrieve or read any email messages that are not sent to them.
- Employees must not open or access attachments or messages that have unusual or unknown file extensions, even from known sources, because they may contain viruses.
- Emaar's policies against bullying, discrimination or harassment apply fully to the Email system so any violation of those policies is grounds for discipline.
- Employees may only use Company approved Social Media platforms during their course of work. They must avoid displaying information / comments regarding the Company, any of its employees or work related matters on Social Media, without appropriate approvals.
- Employees may not use the email system to solicit for commercial enterprises, outside organizations, religious causes or other non-job related solicitations.
- Inappropriate, obscene, derogatory or offensive email messages received must be immediately deleted – they must not be printed or passed to other employees.
- Email messages sent to Emaar email address are not permitted to be forwarded to external email addresses unless approved by Head of People & Performance and Head of IT.
- No long distance personal calls may be made on Company phones without prior approval from the employee's supervisor.
  
- If an employee abuses the use of the Internet, access will be taken away. Employees who fail to comply may be subject to disciplinary action.

## **28. Hygiene and Safety**

- 28.1. Emaar staff must comply with hygiene, food safety and health & safety requirements at all times.
- 28.2. Employees must maintain the highest standards of cleanliness, including but not limited to the following:
- Hair must be well groomed and of acceptable length.
  - Uniforms and shoes must be always clean and good repair.
  - Fingernails are to be clean and cut short.
  - The use of strong perfumes and conspicuous jewelry is not permitted.
  - Staff in operational areas and customer facing areas must be clean shaven.
  - Gloves must be worn when handling any final product and/or cleaned equipment.
  - Hands must always be washed within in-house operations facilities.
  - Safety gear, hair nets, face mask, rubber boots must be worn wherever applicable.
  - Ensure good food handling practice.

## **29. Working Hours and Attendance**

- 29.1. The company's standard office hours are 0800 to 1730, Sunday to Thursday.
- 29.2. Due to Emaar's operational requirements and the unpredictable nature of our business, employees will be required to work compulsory shift duties, including night

shifts and maybe be required to work overtime on normal working days, holidays and off days.

29.3. The head of department will determine the respective work schedule. Employees are expected to strictly adhere to the work schedule set for them.

29.4. During the holy month of Ramadan, the company shall advise all departments of any changes in working hours.

29.5. Attendance is considered to be a fundamental part of each employee's performance. Patterns of unjustified absence, tardiness, and unauthorised early departure from work are deemed unacceptable.

29.6. Employees are entitled to a total lunch break time of half an hour in a working day.

29.7. Employees are required to strictly adhere to the resumption date from their leave. If an extension is required, prior approval from the respective line manager is mandatory.

29.8. In compliance with the UAE Labor Law, an employee who absents themselves on their own accord without approval for 7 consecutive days or 20 non-consecutive days, without a valid reason is subject to termination without end of service entitlement.

### **30. Breach of Policy**

30.1. Employees violating the Standards of Conduct Policy will be subject to disciplinary action which may include termination of employment.

### **NOTE to Holders:**

If you view an electronic copy (policy/process/form) and you should acknowledge by reading the full Standard Code of Conduct Policy (for document control purpose).

If you receive a hard copy of any document (policy/process/form), please, write your name on the front cover (for document control purposes).