

ITIHAD I NFRA strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. ITIHADI INFRA encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the HR & ADMIN DEPT., if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

PERSONAL APPEARENCE MANAGEMENT

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image of ITIHADI INFRA which presents to customers and visitors.

During business hours or when representing ITIHADI INFRA, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

- All employees at office shall use only full armed shirt and full pant fully ironed during the office hour. Uses of half shirts as well as T-Shirts are NOT PERMITTED during the office hours.
- Use only shoe with your dress. No slipper and loose sandals are allowed during office time.
- Office Employees shall wear tie as maximum as possible.
- No casual dresses are allowed to be worn during office hours.

COMMUNICATION MANAGEMENT

- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Try to minimize unscheduled interruptions of other employees while they are working.

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- Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others or make it out side of office or to be build conference room.
- Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Try not to block walkways while carrying on conversations.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Stop or minimize talking on speaker phone in office as maximum as possible. Where ever it is necessary, please close your room and can speak but must measure the disturbance of other employee and waste of their time and concentration from the work.

WORK PLACE MANAGEMENT

- Clean up after yourself and do not leave behind waste or discarded papers before leaving your table everyday.
- Tie up all the loose wire of your computer and telephone to avoid any interruption at work and look cleanliness
- Shut down your computer prior to leaving you office room or cubicle
- Do not remove files or folders from cabinets posses by others or file racks without prior permission from specified personnel
- In case such a file or folder is retrieved, return it / them unto its original space
- Do not remove any document from files or folders at any time without prior permission. In case such a document / documents are needed, inform the specified personnel to provide you with such a document / documents
- Pest Post on slip only on the board provided near your work place only.

PRINTING MANAGEMENT

- Return copy machine and printer settings to their default settings after changing them.

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- Do not change original default settings of the printer / scanner machines without IT personnel being a witness
- Inform Admin Department to replace paper in the copy machine and printer paper trays when they are empty.
- Retrieve print jobs in a timely manner and be sure to collect all your pages.
- Be prompt when using the manual feed on the printer.
- Keep the area around the copy machine and printers orderly and picked up.
- Be careful not to take or discard others' print jobs or faxes when collecting your own.



CORPORATE OFFICE ETIQUETTE

**CORPORATE
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