

**1. TELECOMMUTING**

Employees falling under the Management and Higher Management categories are allowed to telecommute from home or off-site, as per the terms and conditions of employment set forth in the employee handbook. In addition to their existing obligations and responsibilities telecommuters must agree to do the following:

- 1.1 Telecommuting is solely provided if the specified employee is unable to report to duty due to inclement weather conditions or travelling to office from site. The specified authority can inform of the situation to the Administration Department for prior notification and approval.
- 1.2 Maintain a regular work schedule and an accurate accounting of what they work on and when.
- 1.3 Comply with all of the safety regulations that apply to an office. That means having a safe work environment free of clutter, exposed wiring, slippery surfaces, etc. Any employee who telecommutes grants permission to ITIHADI INFRA to inspect his work premise<sup>1</sup> during normal work hours.
- 1.4 Not allow business visitors to the residence or off-site work location without a written permission from the employee's superior officer in the Management or Higher Management category.
- 1.5 Understand that the policies and procedures relating to legal compliance as per the prevalent Saudi Labour Law and ethics obligations remain in full force and effect while off-site.
- 1.6 The specific employee must at all time be responsible for any company equipment used off-site. The employee may be responsible for the cost of repair or replacement of any equipment if handled in a careless or reckless manner. The company is not responsible for personal equipment used without a prior written authorization from ITIHADI INFRA.
- 1.7 Every employee should maintain his work product in a safe and secure environment. Any confidential materials, trade secrets or proprietary information should be maintained under lock and key at all times and appropriately discarded / shredded if such proprietary information is no more needed. Yet, the best practice to be adhered prior to discarding or shredding such information will be to obtain an acknowledgement from the Administrative Department.
- 1.8 Every employee should understand that any injuries occurred at home, or off-site, are covered by the worker's compensation insurance coverage of ITIHADI INFRA. The reporting requirements for a telecommuter related to a workplace injury are the same as if they worked on company premises.
- 1.9 Remember that you are a representative of ITIHADI INFRA no matter where the employee is located. Please use the best judgment at all times.

<sup>1</sup> "Work Premise" referred to here means the residence or off site work place.

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**2. MAILING & OTHER COMMUNICATION BEHAVIOR (PURPOSE)**

- 2.1 To remain competitive, better serve our customers and provide our employees with the best tools to do their jobs, ITIHADI INFRA makes available to our workforce access to one or more forms of electronic media and services, including but not limited to: computers, software, printers, copiers, files, databases, cellular phone, pager, email, telephones, voicemail, fax machines, external electronic bulletin boards, wire services, online services, intranet, Internet and the World Wide Web.
- 2.2 ITIHADI INFRA encourages the use of these media and associated services because they can make communication more efficient and effective and because they are valuable sources of information about vendors, customers, technology, and new products and services. However, all employees and everyone connected with the organization should remember that electronic media and services provided by the company are company property and their purpose is to facilitate and support company business. All computer users have the responsibility to use these resources in a professional, ethical, and lawful manner.
- 2.3 To ensure that all employees are responsible, guidelines have been established for using email and the Internet. No policy can lay down rules to cover every possible situation. Instead, it is designed to express ITIHADI INFRA philosophy and set forth general principles when using electronic media and services (*Please refer Para 7.5-7.9, 8 and 17 for details*).

**3. AUTHORIZATION**

Access to the ITIHADI INFRA technology resources is within the sole discretion of the Company. Generally, employees are given access to the Company's various technologies based on their job functions. Only employees whose job performance will benefit from the use of the Company's technology resources will be given access to the necessary technology. Additionally, employees must successfully complete company-approved training before being given access to ITIHADI INFRA technology resources.

**4. PROHIBITED COMMUNICATIONS**

Electronic media cannot be used for knowingly copying, transmitting, retrieving, or storing any communication that is:

- 4.1 Discriminatory or harassing;
- 4.2 Derogatory to any individual or group;
- 4.3 Obscene, sexually explicit, pornographic, defamatory or threatening;
- 4.4 In violation of any license governing the use of software;
- 4.5 Engaged in for any purpose that is illegal or contrary to ITIHADI INFRA policy or in a manner contrary to the best interests of the Company, in any way that discloses confidential or proprietary information of the Company or third parties, or for personal or pecuniary gain; or
- 4.6 Protected by copyrights laws unless the employee has the author's permission or is accessing a single copy only for the employee's reference.

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**5. PROFESSIONAL CONSIDERATIONS**

It is important to maintain a proper spirit and tone to your communications over the system. The following guidelines are suggested:

- 5.1 Make your communications positive, constructive, complete, factual.
- 5.2 Don't write when angry and edit before sending.
- 5.3 Be careful with humor – they can't see you wink☺.
- 5.4 Always avoid sarcastic humor.
- 5.5 Never use all caps – that is perceived as "SHOUTING!"
- 5.6 Avoid belaboring disagreements in email – there is a time for face-to-face meetings.
- 5.7 Always guide your recipient in responding by stating what you need and by when.
- 5.8 Pay attention to grammar and spelling, both to protect your own reputation and intelligence, and to avoid irritating your recipients who are distracted by careless mistakes.**

**6. PERSONAL USE**

The computers, electronic media and services provided by ITIHADI INFRA are primarily for business use to assist employees in the performance of their jobs. As long as personal use does not interfere with the employee's duties, is not done for pecuniary gain, does not conflict with the Company's business, and does not violate any Company policy, occasional, or incidental use of electronic media (sending or receiving) for personal, non-business purposes is understandable and acceptable, and all such use should be done in a manner that does not negatively affect the systems' use for their business purposes. However, employees are expected to demonstrate a sense of responsibility and not abuse this privilege.

ITIHAD I NFRA assumes no liability for loss, damage, destruction, alteration, disclosure, or misuse of any personal data or communications transmitted over or stored on the Company's technology resources. ITIHADI INFRA accepts no responsibility or liability for the loss or non-delivery of any personal electronic mail or voicemail communications or any personal data stored on any Company property. ITIHADI INFRA strongly discourages employees from storing any personal data on any of the Company's technology resources.

**7. ACCESS TO EMPLOYEE COMMUNICATIONS**

- 7.1 Generally, electronic information created and/or communicated by an employee using email, word processing, utility programs, spreadsheets, voicemail, telephones, Internet and bulletin board system access, and similar electronic media is not reviewed by the company. However, the following conditions should be noted:

ITIHAD I NFRA does routinely gather logs for most electronic activities or monitor employee communications directly, be it:

**Telephone Use and Voicemail:** It is planned to records of all calls made from and to a given telephone extension. Although voicemail is password protected, an authorized administrator can reset the password and listen to voicemail messages.

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- 7.2 **Electronic Mail:** Electronic mail is backed-up and archived. Although electronic mail is password protected, an authorized administrator can reset the password and read electronic mail.
- 7.3 **Desktop Facsimile Use:** Copies of all facsimile transmissions sent and received will be maintained in a Folder in the Administration Department.
- 7.4 **Document Use:** Each document stored on ITIHADI INFRA computers has a history, which shows which users have accessed the document for any purpose.
- 7.5 **Internet Use:** Internet sites visited, the number of times visited, and the total time connected to each site is recorded and periodically monitored. ITIHADI INFRA reserves the right, at its discretion and without notice, to review any employee's electronic files and messages to the extent necessary to ensure electronic media and services are being used in compliance with the law, this policy and other policies of ITIHADI INFRA, or to investigate misconduct, to locate information, or for any other business purpose.
- 7.6 Employees should understand, therefore, that they have no right of privacy with respect to any messages or information created or maintained on the Company's technology resources, including personal information or messages. Accordingly, if they have sensitive information to transmit, they should use other means.
- 7.7 All messages sent and received, including personal messages, and all data and information stored on the Company's electronic-mail system, voicemail system, or computer systems are ITIHADI INFRA property regardless of the content. As such, ITIHADI INFRA reserves the right to access all of its technology resources including its computers, voicemail, and electronic-mail systems, at any time, in its sole discretion.
- 7.8 Passwords do not confer any right of privacy upon any employee of ITIHADI INFRA. Employees are expected to maintain their passwords as confidential. Employees must not share passwords and must not access coworkers' systems without authorization.
- 7.9 Deleting or erasing information, documents, or messages maintained on the Company's technology resources is, in most cases, ineffective. All employees should understand that any information kept on the Company's technology resources may be electronically recalled or recreated regardless of whether it may have been "deleted" or "erased" by an employee. Because ITIHADI INFRA periodically backs-up all files and messages, and because of the way in which computers re-use file storage space, files and messages may exist that are thought to have been deleted or erased. Therefore, employees who delete or erase information or messages should not assume that such information or messages are confidential.

**8. THE INTERNET AND ON-LINE SERVICES**

ITIHAD I INFRA provides authorized employees access to on-line services such as the Internet. ITIHADI INFRA expects that employees will use these services in a responsible way and for business-related purposes only. Under no circumstances are employees permitted to use the Company's Technology Resources to access, download, or contribute to the following:

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- 8.1 gross, indecent, or sexually-oriented materials;
- 8.2 sports sites;
- 8.3 job-search sites;
- 8.4 entertainment sites;
- 8.5 gambling sites;
- 8.6 games, humor;
- 8.7 illegal drug-oriented sites;
- 8.8 personal pages of individuals; and
- 8.9 politically-oriented sites or sites devoted to influencing the course of legislation or public policy.

Additionally, employees must not sign "guest books" at Websites or post messages to Internet news groups or discussion groups at Websites. These actions will generate junk electronic mail and may expose ITIHADI INFRA to liability or unwanted attention because of comments that employees may make. ITIHADI INFRA strongly encourages employees who wish to access the Internet for non-work-related activities to get their own personal Internet access accounts.

## **9. PARTICIPATION IN ONLINE FORUMS**

- 9.1 Employees should remember that any messages or information sent on company-provided facilities to one or more individuals via an electronic network – for example, Internet mailing lists, bulletin boards, and online services – are statements identifiable and attributable to ITIHADI INFRA.
- 9.2 ITIHADI INFRA recognizes that participation in some forums might be important to the performance of an employee's job. For instance, an employee might find the answer to a technical problem by consulting members of a news group devoted to the technical area.

## **10. SOFTWARE**

To prevent computer viruses from being transmitted through the company's computer system, unauthorized downloading of any unauthorized software is strictly prohibited. Only software registered through ITIHADI INFRA may be downloaded. No employee may load any software on the Company's computers, by any means of transmission, unless authorized in advance by ITIHADI INFRA's system administrator.

## **11. SECURITY/APPROPRIATE USE**

Employees must respect the confidentiality of other individuals' electronic communications. Except in cases in which explicit authorization has been granted by company management, employees are prohibited from engaging in, or attempting to engage in:

- 11.1 Monitoring or intercepting the files or electronic communications of other employees or third parties;
- 11.2 Hacking or obtaining access to systems or accounts which are not authorized to use;

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- 11.3 Using other people's log-ins or passwords; and
- 11.4 Breaching, testing, or monitoring computer or network security measures.
- 11.5 No email or other electronic communications can be sent that attempt to hide the identity of the sender or represent the sender as someone else.
- 11.6 Electronic media and services should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system.
- 11.7 Anyone obtaining electronic access to other companies' or individuals' materials must respect all copyrights and cannot copy, retrieve, modify or forward copyrighted materials except as permitted by the copyright owner.
- 11.8 ITIHADI INFRA has installed a variety of programs and devices to ensure the safety and security of the Company's technology resources. Any employee found tampering or disabling any of the Company's security devices will be subject to discipline up to and including termination.

**12. ENCRYPTION**

Employees can use encryption software supplied to them by the systems administrator for purposes of safeguarding sensitive or confidential business information. Employees who use encryption on files stored on a company computer must provide Administrative Executive and the IT Department with a sealed hard copy record (to be retained in a secure location) of all of the passwords and/or encryption keys necessary to access the files.

**13. CONFIDENTIAL INFORMATION**

ITI HADI INFRA is very sensitive to the issue of protection of trade secrets and other confidential and proprietary information of both the Company and third parties ("Confidential Information"). Therefore, employees are expected to use good judgment and to adhere to the highest ethical standards when using or transmitting Confidential Information on the Company's technology resources.

Confidential Information should not be accessed through the Company's technology resources in the presence of unauthorized individuals. Similarly, Confidential Information should not be left visible or unattended. Moreover, any Confidential Information transmitted via technology resources should be marked with the following confidentiality legend:

"This message contains confidential information. Unless you are the addressee (or authorized to receive for the addressee), you may not copy, use, or distribute this information. If you have received this message in error, please advise THE SENDER immediately at HIS EMAIL ID OR TELEPHONE NUMBER and return it promptly by mail."

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**14. VIOLATIONS**

Any employee who abuses the privilege of their access to email or the Internet in violation of this policy will be subject to corrective action, including possible termination of employment, legal action, and criminal liability.

**15. PROCEDURES**

Procedures for accessing the Voicemail, Email and Internet system, as well as the guidelines for how to properly send and retain information, may be obtained by contacting the IT Department and/or the Administrative Executive.

The Voicemail/Email/Internet policies and procedures should be reviewed by each employee on a semi-annual basis.

Questions concerning the use of the Voicemail/Email/Internet system should be directed to the systems administrator. Questions concerning the improper use of the system should be directed to the employee's immediate supervisor, and if not satisfied with the response, to the systems administrator.

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