

<b>Brief</b>	It is the policy of SMSA Support Services that potential candidates are recruited and selected based on the competencies, skills and experiences most relevant to the needs of the Job and according to the Bahrain Labor Law.
<b>Purpose</b>	<p>As SMSA core value, our people are key to our success, we commit to maintain and provide high performing employees with opportunities to develop and grow within The implementation of this value will ensure the following:</p> <ul style="list-style-type: none"> <li>• Career progression for existing qualified employees whenever possible.</li> <li>• Commitment to follow fair, reasonable and consistent recruitment, training and development practices.</li> <li>• Follow Bahrain Labor Law.</li> <li>• Company approved compensation and benefits for all positions.</li> </ul>
<b>Person Affected</b>	Covers all current employees and candidates whether they are overseas or locally recruited
<b>Guidelines</b>	<p><b>Authorization:</b> All position/vacancies must be formally authorized as per the Level of Authority (LOA) whether such positions/vacancies were classified as per the fiscal budget or Employee Requisition Form (ERF) with an approved memo.</p> <p><b>Sourcing:</b> Whenever possible HR will announce and advertise for vacancies / positions to be filled internally with existing staff that meet the criteria / requirements for the position.</p> <p>Any employee wishing to apply for an Internal advertised position must inform his Direct Manager before approaching HR; however, the release/transfer of the employee will be as per Level of Authority (LOA).</p> <p>SMSA Support Services will seek to attract and employ Bahraini nationals and provide the nurturing environment conducive to their sustained employment</p> <p>SMSA Support Services will seek to employ at least 4% of the total number staff of the handicapped persons who have been vocationally rehabilitate, wherever applicable.</p> <p>Internal candidate may approach HR directly for any position advertised with informing his Direct Manager and no manager is allowed to directly approach any employee from other department without permission from employee's direct manager and through the proper channel, however the final movement /transfer need to comply with LOA.</p>

- Manager should not stop employee for applying unless his moment will harm the business
- If vacancy / position cannot be filled by an existing employee for whatever reason, the company will attempt to fill the position within Bahrain labor market, using all available and approved resources

If SMSA Support Services is unable to source the candidate/s within Bahrain labor market then overseas recruitment will be considered.

### **Sourcing:**

HR will decide on the method of sourcing based on the (ERF) submitted.

HR will give consideration to the eligible staff that is high flyer that may be fit the position needs as per the EDP (Employee Development Plan) and the Performance Appraisal Evaluation Result.

HR will publish an internal advertisement to highlight available vacancies for the current employees to create a career path base.

Internal candidates may approach HR directly while the final movement needs to be approved by his current Direct Manager.

HR in coordination with the individual business unit will agree upon the most appropriate method of sourcing applicants for each vacancy.

This should include:

- MLSD Platform.
- Furas Platform.
- Adverts on the Company Intranet /Notice Boards.
- Reviewing profiles of suitable internal candidates.
- External Applicants Via the Co. Web Site/ official email ID.
- Walk In Applicants.
- Advertise in LinkedIn.
- Outsourcing through Head Hunting.
- Placing newspaper advertisements in all leading newspapers abroad and locally in coordination with the Marketing Department.
- Participate in MOL Career Day Expo.
- School & University Career Day Expo.
- Contacting placement agencies abroad.

HR and requesting Division/Department will decide about the company representative who is/are going for an overseas recruitment trip depending on the numbers of work Visas and vacancies with the final approval from HR.

All communications and coordination with recruitment agencies will be channeled

	<p>through and handled by HR only</p> <p>HR may need to be provided with the following documents: an approved organizational chart and Job Description. Organizational Chart should cover all the functions covering from Grade 4 upwards.</p> <p>Before the recruitment activity can be initiated, an ERF approved in accordance with the company's Level of Authority, must be completed by the respective business units and submitted to HR along with a copy of the relevant recruitment documents.</p> <p>HR will only accept an ERF for budgeted vacancies against positions that are recognized within the company's grading list in an approved organization's structure. Approved memo to be submitted for any unbudgeted vacancy.</p> <p>Recruitment for the new positions and/or unbudgeted vacancies must be approved by the Managing Director. Formal job evaluation exercise approved by HR should be carried out prior to any recruitment process being initiated.</p> <p>Recruitment advertisement may be advertised on MLSD platform for Tamkeen program as well as Furas program. LMRA advertisements will be placed automatically upon the application for a new work permit visa. Any other external AD only be placed with the approval from the HR Head in coordination with the Marketing Department. Related expenditures costs may be approved as per the company's LOA.</p> <p><b>Screening:</b></p> <p>Nationality, age and interpersonal profile of potential candidates will be taken into consideration as per the ERF form regarding the nature of the job requirements as well as the guidelines published by Bahrain Labor law.</p> <p>HR must carry out the initial screening of all applicants. All the short-listed candidates will be forwarded to the appropriate divisions/departments. Recruitment Direct Manager will provide HR the final shortlist of the selected candidates for consideration and further interviews or employment with clear /valid comments, justifications and recommendations</p> <p><b>Vetting:</b></p> <p>Three (3) character references are required from the applicant, personal mobile number or email address are necessary. However, relatives and immediate family up to the third degree is not acceptable as character references. Fresher candidates under Tamkeen/ Furas program will be exempted on work character references.</p> <p>Good conduct certificate issued from MOI is a requirement for all new joining</p>
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	<p>employees. Employees with residency less than 6 months will sign a declaration on the same until they are eligible to issue the certificate.</p> <p><b>Fees &amp; Housing Advance:</b>  Overseas Hired Employees:  All fees relating to visas, medical in Bahrain, recruitment tickets, residency fees and any other related expenses (excluding photographs) spent towards securing a valid work/residency permit for the employee will be paid by SMSA Support Services.</p> <p>SMSA Support Services will pay three months housing advance to all overseas hired employees upon arrival.</p> <p><b>Locally Hired Employees:</b>  SMSA Support Services will shoulder the sponsorship transfer fees paid to the government for non-Bahraini new employee. Visit visa employees currently in the Kingdom of Bahrain under their own sponsorship during their job application will shoulder the transfer fees of 60bd paid to transfer their visit visa to a work permit visa. Any extension of the visit visa required during this time will be shouldered by the employee himself.</p> <p>Employee is responsible for all costs associated with obtaining a valid residency/ issuing the CPR/ medical insurance for their dependents except those employees with contracts (Grade 5 and higher) with maximum of 1 spouse and 2 children (Below 18 Years Old) registered on LMRA. He is also required to obtain the approval from HR to proceed with his dependant visa application.</p> <p><b>LMRA Dependant Visa</b>  In case the employee's dependant age is less than 24 years old, employee is responsible to provide all the required documents to the HR department to proceed with their application/ appointments.  Visa fees per year to be paid upon issuance/ renewal of the visa: 90BD  Admin Fees: 10BD  Issuance/ Renewal of CPR fees valid for 5 years from date of issuance: 10BD</p> <p><b>NPRA Dependant Visa</b>  In case the employee's dependants are over the age of 24 years, the procedure of issuing the residence permit and renewing is directly through the Nationality Passports and Residency Affairs (NPRA), depending on the conditions and regulations of the department. This is completed through a clearance agent and requirements/ fees to be shouldered by the employee as decided by NPRA.</p>
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## **Visit Visa**

All visit visa applications are submitted directly online by the employee.

## **CPR**

Employees are responsible for payment of any fines caused by their own delays in submitting the proper documentation to the company.

The expat must be in the Kingdom of Bahrain to complete the process of CPR renewal or issuance, and it is the employee's responsibility to make sure his/her CPR is renewed on time. Any expired CPRs are not the company's responsibility.

Should the employee leave the company, before the completion of the first period of their contract of service, they will be liable to refund the relevant fees incurred by the company wherever applicable, which will be calculated pro rata.

## **Employment Offer:**

Before an offer of employment is made (formal or informal), the recruiting Line Manager should discuss the details of the offer with the HR and obtain appropriate approvals as per budget and the LOA. No future promises going to be granted to the candidate about promotion or salary increment.

All employment offers will be issued only by HR.

Employment offers should not include any future promises or guarantees of salary reviews or any other benefits that are not in line with the company's policies and procedures.

Employment contracts for Grade 7 and above should be issued by HR prior to the commencement of employment.

## **Transfer of sponsorship (Locally Hired Employees):**

HR time frame for completing the sponsorship transfer is 21 days provided all documents are in order. HR will not accept any candidate unless all paper works are in order. This is tentative to the approvals from LMRA.

In the event of a delay due to problem beyond the control of SMSA & HR, the following steps will be followed:

- HR will officially inform the respective manager and a copy will be given to Dept. Manager.
- Upon approval from direct manager to process the request even with a delay in transferring sponsorship, HR will call the candidate.
- HR will request an undertaking letter from the candidate to see if the candidate is willing to wait until the issue is resolved.
- No candidate is going to join the business unless their sponsorship is transferred or a legal agreement is signed between SMSA and candidate

	<p>current sponsor.</p> <p><b>Selection:</b> HR will advise the respective divisions on the most appropriate and cost-effective method of conducting the initial interview which may be carried out through a telephone interview, video conference or face to face.</p> <p>Positions from Grade 8 and above, a psychometric assessment may be completed prior to the final selection. Assessments for all positions from Grade 7 and below may be considered subject to a formal request from the Function Head. All assessments will be managed and analyzed by HR.</p> <p>Interview evaluation reports must be completed by all the members involved in the interview process and should be forwarded to HR, with clear and detailed recommendations</p> <p>Final decisions and selection of potential candidates should only be made after a face-to-face interview with the relevant management who are authorized to make an appointment as per company's LOA and position on grade 8 and above should be interviewed by department manager with minimum grade 9. Reference checks must be completed by HR to all candidates prior of making any employment offer and contract. In all circumstances police clearance is required.</p> <p><b>Probation Period:</b> The worker may be employed under a probation period if expressly specified in the labour contract, provided said period does not exceed three months. The probation condition shall only be retained if expressly specified in the labour contract.</p> <p>Employees shall not be placed on probation more than once by SMSA Support Services. <b>(Refer to article 21/C Bahrain Labor Law)</b></p> <p><b>Employee Contract/Agreement:</b> Definition: An employment contract is a contract concluded between SMSA Support Services and the employee. The contract shall be made in writing in the Arabic language in two copies; each party shall receive a copy. If drafted in a foreign language, a translated version shall be attached. If the contract includes references to by-laws, said by-laws shall be attached to the labor contract and signed by the parties and retained as evidence. In case of inexistence of a written labor contract, the worker may solely prove all of his rights through all means of proof. (Refer to article 19 Bahrain Labor Law)</p>
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The employment contract provides for employer's name, the address of the workplace and the trade register number; The worker's name, his date of birth, qualifications, job or occupation, residential address, nationality and the necessary personal identification documents; the nature, type and duration of the contract if for a definite period; the wage agreed upon, method and time of payment, and all of the benefits in cash or in kind agreed upon; (Refer to article 20 Bahrain Labor Law)

The employment contract has a validity of one calendar year starting from the joining date of the second party and to be automatically renewed unless either party notifies the other of his intention not to renew the contract subject to at least 30 days' notice prior to the contract's expiry date.

The contract shall be deemed for an indefinite period in the following cases (Refer to article 98 Bahrain Labor Law):

- 1- If the contract is concluded without the determination of its term;
- 2- If the contract is concluded for a period of more than five years;
- 3- If the initial and renewed term of the contract are more than five years;
- 4- If the parties of the contract for a definite period keep executing it after the expiry of its term without an express agreement on its renewal;
- 5- If the labor contract is concluded for the completion of a specific work and this requires a period of more than five years;
- 6- If the labor contract concluded for the completion of a specific work is renewed and the period required for the completion of the initial work and the works for which the contract is renewed exceeds five years;
- 7- If the labor contract concluded for the completion of a specific work expired and its parties keep executing it after the completion of said work without an express agreement on its renewal. (Refer to article 98 Bahrain Labor Law)
  - a. Either party to the contract may terminate this contract following the notification of the other party at least thirty days before the date of the termination. The labor contract remains in force during the notice period and its parties shall execute all of the obligations arising from it. If the labor contract is terminated by the employer, an agreement may be made for increasing the notice period to more than thirty days.
  - b. If the labor contract is terminated without abiding by the notice period, the party terminating the contract shall give the other party compensation for this period equivalent to the worker's wage corresponding to all or part of said period as the case may be. If the labor contract is terminated by the employer, the notice period or the remaining part thereof shall be calculated as part of the worker's service period. If the labor contract is terminated by the worker the contract shall be deemed terminated as of the date of abandonment of the work by the worker.



- c. If the employer sends the notice of termination of the contract, the worker may be absent from work for a whole working day or for eight working hours per week to search for another job, provided the absence is suitable with the work circumstances. The worker shall receive his wage for the working days or hours of absence.
- d. The provisions of this article shall not prejudice the right of any of the contracting parties to claim compensation for the termination of the contract if said compensation is due. (Refer to article 99 Bahrain Labor Law)

**Force majeure:**

The notice specified in Article 99 of this Law shall be sent in writing and the party wishing to terminate the labor contract shall send the notice to the other party or his representative and obtain his signature as an acknowledgment of receipt or send this notice by virtue of registered letter with acknowledgment of receipt to the last address provided by the other party.

In case the party to whom the notice is sent refuses to receive said notice, the other party may prove this through all means of proof.

The notice period starts as of the date of receipt or refusal of receipt of the notice as the case may be.

The notice of termination of the contract may not be subject to a suspensive or dissolving condition. (Refer to article 100 Bahrain Labor Law)

If the employer sends to the worker a notice of termination of the labor contract during any of the latter's leaves, the notice period shall be only calculated as of the day following the end of the leave.

The employer may not terminate the labor contract during any of the worker's leaves. (Refer to article 102 Bahrain Labor Law)

**General:**

The company is responsible for arranging all employment related documentation for all employees; these include obtaining the necessary government permissions and approvals for their valid stay in Bahrain

The company is responsible for the issuing of residencies; renewals of work permits and all related Government formalities in connection with the employment contract of all employees. However, employee is responsible to inform their Direct Managers about the expiry of any related documents and non-compliance will result in penalties sanctioned by the government, however any penalties given to the company by the government due to employee negligence will be shoulder by the employee.

Employees are required to provide all their supporting documents (Birth certificate/



Marriage certificate/ Address/ EWA bill/ etc) required to facilitate and legalize their respective legal status in Bahrain.

The business may re-employ ex-employees provided that the employee had resigned at his own accord or was made redundant, and acceptable internal references are received. In all cases re-employment should only be granted subject to the employee having left the business once only.

The company will not re-employ any former employees including outsourced that were dismissed/ terminated, or who have been given a one month notice to end their services to the company.

### **Pre – hiring:**

The processing of candidate's application including outsourced applicant will be automatically stopped upon any misdeclaration found in his CV's and credentials the candidate will be barred in applying for any position and in any locations of SMSA. Those applicants who been found misdeclared will be added to black list.

### **Post hiring:**

Any existing employee of SMSA found to have misdeclared any information (including falsification of documents, forgery); will be subject to disciplinary action as per DVD under Article number 8. SMSA black list to be updated monthly.

Any outsourced employee found to have misdeclared any information to SMSA will be reported to the concern agency and staff immediate suspended from work. The third-party black list to be maintained.

All employment approaches from potential candidates including CV's that may be received from time to time directly by the individual divisions should be forwarded to the HR Department, before any interview from the respective/Division/Department

For locally hired staff, the official starting date of employment will be from the same working day the employee reports for Induction / duty, after finalizing his employment documents.

For staff that hired from overseas, date of employment will be effective from the arrival date in Bahrain, and they are ready for the work.

On occasions, the company at its own request may require an employee to enter Bahrain on a Business Visa to work for SMSA, which will be converted at a later date to a work visa. Such requests are only authorized in extreme business cases with prior approval from Director HR or MD.

In cases where an employee may be required to exit and reenter Bahrain, all the

	<p>related expenses including travel would be borne by the company, and compensation stated in the Business Travel Policy &amp; Procedure will be considered. A maximum time of five working days will be compensated to complete the formalities; while other conditions will be as per the existing Business Travel policy and Procedure.</p> <p>Potential candidates who apply locally for a position within the company and who may not have a legal residence or a transferable residency are expected to cover their own costs to exit and reenter the country on a valid work permit. The company will only be responsible for arranging a valid work permit under SMSA. Candidates may not commence work whilst they are not legally sponsored by the company and all costs incurred whilst abroad will be borne by the employee.</p> <p>The employment of relative is not acceptable unless to be accommodated in other department, and undertaking letters signed by both of relatives stating that they will not join each other in the future with the same Division/Department, unless there is exceptional approval as per the LOA, also no manager allowed to accept or hire any internal or external candidates who has a relative working within the same Division/Department.</p> <p>The business may re-employ the ex-employees provided that the employee had resigned at his own accord or was made redundant, and acceptable internal references are received. In all cases re employment should only be granted subject to the employee having left the business once only.</p> <p>The company should not re-employ any former employees that were dismissed/terminated.</p> <p>All employment approaches from potential candidates including CV's that may be received from time to time directly by the individual divisions should be forwarded to the HR.</p> <p>It is the responsibility of HR to provide recruitment monthly updates to the respective division.</p> <p>It is responsibility of the employee to assist the company in obtaining the necessary references and provide new refers in cases where information from the original reference list were not forthcoming.</p> <p>SMSA does not discriminate any applicants by race, nationality, age, religion, gender, etc. during the recruitment selection process. We also have a Guaranteed Fair Treatment Policy (GFTP). Refer to GUIDE Document No. 39.</p> <p><b>Department Manager Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Department manager must provide Welcome letter (format Available in</li> </ul>
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	<p>GUIDE, Doc-3268) to all new joiners.</p> <ul style="list-style-type: none"> <li>• Department manager must make sure that all new joiners are provided with Welcome pack which consist of resources/facilities like emails, laptops, uniforms, etc. this need to be arranged maximum within a week of joining as per the Employee checklist.</li> <li>• HR shall provide a 2-day general orientation plan as per the Orientation schedule (within departments) for all new joiners; online training sessions to be requested from the training department upon the receipt of their employee ID numbers. Once completed, direct manager will arrange on job orientation for the employee in his department.</li> <li>• Department manager shall provide inter department orientation plan in coordination with training department; wherever applicable.</li> </ul>
<b>Forms</b>	<p>Enrollment of Dependents</p> <p>Employee Checklist</p> <p>Employee Good Conduct Declaration Template</p> <p>Training Schedule</p>
<b>General</b>	<p>All financial benefits will be implemented based on financial status of the organization with necessary management approval.</p> <p>All government transactions fees, rules and regulations are subject to change.</p> <p>Any exception to this policy must be approved by the Managing Director or CEO.</p>