



Employee Care Policy

Owner/ Department: IBU-BAH, Human Resources

Brief	<p>At SMSA, we recognize our employees as our most valuable asset, and their well-being is essential to maintain our continued success. It is our policy to foster a positive and supportive workplace environment where employees feel valued and cared for. We strive to create a culture that embraces both the joys and challenges that our employees experience, ensuring that effective communication, coordination, and assistance are always available.</p> <p>By addressing the emotional and professional needs of our employees, we are committed to create a balanced and thriving work environment for everyone at SMSA.</p>
Purpose	To open channels of communication and celebrate our employee's moments of happiness as well as provide the necessary support during times of grief or personal difficulty.
Persons Affected	All SMSA Employees; (subject to completion of 3 months of service with SMSA)
Eligible Occasions/Incidents: Guidelines	<ul style="list-style-type: none"> • Employee First Marriage • Newborn to Employee • Employee Promotion • Employee Team Building • Employee Hospitalized • Employee Close Relative Death (First Degree: Father, Mother, Brother, Sister, Spouse and Children) • Employee Death <p>With the implementation of the HCM system and the self-services access provided, employees can now submit their “We Care requests” directly from their end wherever applicable.</p> <p><i>Employee First Marriage:</i></p> <ul style="list-style-type: none"> • Managing Director may officially send greeting to concern employee. • Upon request from the direct manager, employee will be provided with a gift from SMSA Collection Shop if available. • Employee can submit a We care request on the HCM system on the occasion of the first marriage for receiving his one-time allowance of BD 100 upon completion of all approvals. Upon approval, HR will release the amount with the payroll.

	<ul style="list-style-type: none"> • Upon employee's request from the HR department, the same information will be published on SMSA Message Center with employee picture. • Subject to the necessary approvals, Department Manager will organize and attend an event at concern employee department once employee resume to work after marriage leave. • Such events will be served with refreshments with maximum of BD 25 subject to necessary approvals obtained in advance. <p><i>Newborn to Employee:</i></p> <ul style="list-style-type: none"> • Employee / Department administrator will inform Human Resources about the new arrival to employee family and may provide name and picture of the new born. • Upon request from the direct manager, employee will be provided with a gift from SMSA Collection Shop if available. • Employee can submit a We care request on the HCM system on the occasion of his new born for receiving his one-time allowance of BD 50 upon completion of all approvals. Upon approval, HR will release the amount with the payroll. • The same information will be published on SMSA Message upon employee's request from the HR department, Center with employee and new born picture. • Subject to the necessary approvals, Department Manager will organize and attend an event at concern employee department once employee resume to work after marriage leave. <p><i>Employee Promotion:</i></p> <ul style="list-style-type: none"> • Upon approval and confirmation of Personal Action Form (PAF), HR will make sure that the promoted Employee (s) news will be published on SMSA Message Center with pictures for employees on grade 8 & above. • HR will also ensure the same is disseminated for any promotions within the organization in the monthly meeting as well as the notice boards. • The department manager need to circulate internal message to the team members. <p><i>Employee Team building:</i></p> <ul style="list-style-type: none"> • SMSA strongly believes in the importance of teamwork and the collective efforts of our employees. To celebrate the accomplishments of our departments and foster a positive work
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	<p>culture, we encourage department managers to create a supportive and friendly environment by hosting breakfast events, with the costs covered by the company whenever possible. These gatherings provide an opportunity for employees to connect, share success stories, and continue building a collaborative spirit within the organization.</p> <ul style="list-style-type: none"> • Such event expenses must not exceed BD 25 per month subject to necessary approvals obtained in advance. <p><i>Employee Hospitalized :</i></p> <ul style="list-style-type: none"> • The Employee Direct Manager / Department Manager may visit the hospital and present flower bouquet and get well soon card worth maximum of BD 20 subject to necessary approvals • Once the employee is back to work, department manager will organize and attend small gathering at employee work place. Such gathering will be served with refreshments with maximum of BD 25 subject to necessary approvals obtained in advance. • Upon request from the direct manager, employee will be provided with a gift from SMSA Collection Shop if available. • Once employee report to work department manager will be make sure that it's communicated to the team members across the country. <p><i>Employee Close Relative Death:</i></p> <ul style="list-style-type: none"> • Employee / Department administrator will inform Human Resources about the unfortunate incident. • Upon employee's request from the HR department, the same will be published by SMSA Message Center. • HR department will extend all his support to employee in order to arrange necessary documentation at the earliest wherever applicable. <p><i>Employee Death:</i></p> <ul style="list-style-type: none"> • Department Administrator / Direct Manager / Department Manger will inform HR the unfortunate incident. • Managing Director will immediately send a condolence message to the deceased employee Spouse/Children / Blood Relative and same will be published on SMSA Message Center. • HR will extend all his support to expedite the required death documents to send the dead body if required.
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	<ul style="list-style-type: none"> • In case of on job deaths, the Managing Director will approve 3 (three) basic salary to deceased employee Spouse/Children / Blood Relatives as immediate financial assistance. • If the employee is driving company leased vehicle and died in accident then his legitimate dependence will be paid compensation by leased vehicle insurance company wherever applicable. • HR will immediately process all GOSI documentation wherever applicable. • In case of on job deaths, the Managing Director may authorize HR Director / Department Manager / Direct Manager to visit deceased home country to give a feeling of oneness. <p><u>Department manager/Supervisor:</u></p> <ul style="list-style-type: none"> • As a part of the Department manager/ supervisor's role, it is encouraged to initiate a congratulation /condolence letter directly from their end; subject to the occasions like promotion, marriage, new born & awards wherever applicable. <p><u>General:</u></p> <p>All financial benefits will be implemented based on financial status of the organization with necessary management approval.</p> <p>Any exception to the policy must be approved by the Managing Director.</p>
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