

**Code of Professional Conduct**  
**AlEnma'a Real Estate Company**  
**K.C.S.P**

## **Code of Conduct and Ethical Standards**

### **Introduction**

The company is keen to provide a positive and safe work environment to encourage employees to do their best. At the same time, the company expects employees to adhere to Islamic, ethical and cultural values; and to project an image of integrity and professionalism.

The company conducts its business with honesty and integrity, while respecting the interests of customers and employees. All the employees are responsible for meeting the rights and obligations of the company, customers, and employees.

The following applies to all the company staff:

#### **1) Code of Conduct:**

The company's code of conduct for employees is designed according to the following:

The head of the sector shall direct his employees to obey the rules of professional conduct and talk to them. He should also be their idol.

#### **2) The rights of the employees :**

- A safe and healthy working environment, free from any harassment.
- Appropriate guidelines and supervision.
- The necessary tools for their tasks.
- Training and development related to everything that may improve their ability to perform and develop their tasks and join other potential jobs in the company.
- Regular evaluation of their performance through a performance management system structured in a fair and transparent manner.
- Proportional wages and compensation to the duties and responsibilities assigned to the employee and in accordance with the company's wage policy.
- Keeping personal information confidential.

#### **3) The duties of the employees:**

As a general rule, employees must apply their knowledge and skills to develop their working capacities in order to meet their managers' expectations and to implement business requirements.

This will ultimately benefit the company and maintain effective working relationships with their colleagues.

Particularly, employees should make every effort to fulfill the following requirements:

- Supporting the company's values and mission.
- Providing the highest level of service professionally.
- Striving to improve the efficiency and effectiveness of the company's work.
- Maintaining the privacy of the company's affairs during and after the service period for any reason.
- Ensuring the security of the company's property, data and information.
- Respect due to everyone in the organization, business partners, and customers alike.
- Acting responsibly in all interactions with other parties and other employees, including their posture on social networks.
- Disclosing any personal interests, they may have in suppliers' businesses.
- Disclosing any personal interests in the business of clients.
- When dealing with another party at its headquarters; the employee must abide by his rules and requirements as long as they do not interfere with the company's regulations.
- Reporting any unethical approach that occurs to them or that they know about regarding the company's business.
- Professionalism and dedication to service.

- Disclosing any additional sources of income through the "Know the Employee" procedure.

#### **4) Respect at work :**

- The company's policy is to maintain professionalism and ethics in the workplace environment, along with the obligation to respect local norms and Islamic values and not to allow any disrespectful, discriminatory, or harassing behavior.
- Each individual has a responsibility to maintain acceptable standards of personal conduct and to ensure for others the opportunity to accomplish their tasks in a professional and non-discriminatory atmosphere.
- In case of a situation involving discrimination or harassment, the aggrieved individual should immediately bring to the attention of their line manager or the human resource manager. The company confirms that it will deal with this issue in a confidential and professional manner that respects the rights and privileges of all the concerned parties.
- Employees should treat all people fairly, regardless of factors such as race, color, origin, gender, marital status, age, religion, belief, political orientation, or physical disability.

#### **5) Health, Safety, and Environment**

- The company is committed to running its business in a sustainable and environmentally sound manner. We expect all employees to take appropriate action and report any dangerous situation promptly.
- The company is obligated to dispense appropriate personal protective equipment; it also has work and safety instructions for all hazardous activities.
- The company has a "no smoking policy" inside its premises. Passive smoking is harmful and the practice of smoking, regardless of its form, should be discouraged.

#### **6) Drug abuse**

- It is strictly forbidden to possess, use, distribute, or sell any prohibited substance inside the company's premises or during the company's business.
- In case of any suspicion of a violation, the company has the right to require that an employee have a substance abuse analysis.

#### **7) Dress code**

- Personal appearance and clothes must reflect the professional working place. Clothing must be formal and must comply with the rules of decency in accordance with local customs, where the complete dress must be adhered to, including the headdress.
- When wearing a suit, the employee must wear a tie and formal shoes.

### **Ladies' look and feel**

- Clothing should be covering, not describing, or revealing the body.
- The veil should be symmetrical and slightly decorated.
- It is not allowed to raise hair under the veil in an inappropriate way.
- Commitment to the formal appearance suitable for the working atmosphere.
- Not wearing jeans or a denim skirt.
- Colours should be calm and harmonious.
- Take into consideration that the makeup should be moderate and suitable for the working atmosphere (light colours).

### **8) Hygiene:**

Company employees are generally obligated to maintain personal hygiene, and in particular, to keep offices clean at the end of the day.

### **9) Verbal communication:**

Verbal communication between all employees, clients, and external parties and with each other is a very important aspect.

All members must be polite and gentle all the time.

### **10) Social Media:**

Social media provides encouraging opportunities for talented and experienced employees and for those who seek knowledge, as it covers all areas of life. Most segments of society use it, so these means have become an integral part of our daily professional life.

**It is very important to use social media responsibly to represent a good company interface according to the following rules:**

- Every employee may interact with the followers, whether on the official accounts of the company or on any other personal account, provided that he have to identify himself initially

as an employee of the “company” and holds the right and suitable information for their inquiries. He can also invite them personally to come to the branch or department concerned in case of a complaint, in order to deal with it amicably, gain customer satisfaction, and provide better service.

- Freedom of opinion is guaranteed for everyone as stipulated in the constitution. Yet, subjecting the entity that the employee works for to embarrassment in case of offending competitors or other bodies is not considered an expression of the freedom of opinion. Therefore, the employee must consider this important matter when using these means.
- In the event that the employee wants to interact with clients and followers, and make positive use of these means to achieve his professional goals, he must take into account the image of his personal profile in social media in a manner that does not contradict the identity of the "company" to present the best example for them.
- The employee's interaction in accordance with the first and third paragraphs bears any legal or material obligations that may arise from this interaction. Thus, he must not give any information or inquiry unless it is confirmed as correct and that it goes in line with the authority delegation matrix in the company. It also warned that the employee must notify the person interacting with them that this information or inquiry is not official and that it is his personal point of view.
- The "company" pages on social media are a space provided for followers in general to express their comments, whether negative or positive. Accordingly, the employee should be more careful during his interaction with them with regard to accepting their opinions and responding to them in a positive way aimed at gaining their satisfaction.
- Social media is not the suitable space for an employee to discuss an issue related to their job. He can rather follow the proper administrative procedures within the company to communicate his points.

## **11) Confidentiality**

Employees must maintain maximum confidentiality with respect to the company, customer information, and other confidential information. It goes on work with this principle even after the end of service. The rules of approved violations and penalties shall be applied in the event of non-compliance with the maintenance of the confidentiality of information.

## **12) Conflict of interest**

- The company expects its employees to avoid any personal activities and financial interests that may interfere with their commitment to perform their jobs effectively.

- Employees are not permitted to perform any outside work or function without prior written permission from the CEO.
  
- The company may allow the employee to invest in an external commercial activity that does not represent competition to the company, provided that he does not have an executive role in business management.
  
- The nature of the external work or the job must not conflict with the company's products and services.
  
- The employee must not use the salary account for external work and not carry out his own work during working hours.
  
- Employees are required to inform human resources through the human resources system of any personal interest in the business and contracts made for the company.
  
- Stakeholders must in no way obtain any advantage through dealing in contracts and deals that enter into the company's activities.
  
- Employees who own/have ownership in outside companies must disclose to Human Resources and the Public Relations Department about every case in which the employee plans to present himself on any of the traditional media: television; Newspapers or electronic: YouTube or any of the social media. Employees must submit content as owners of the company without any reference to the company in general.
  - The employees who represent the company in any of the media channels (public relations director of the department and above) must refrain from introducing themselves in any of the media channels as owners of outside companies.

### **13) Bribes:**

An employee may not give, mediate, or receive bribes to obtain business or financial benefits. Employees who are exposed to demands of this kind must inform the line manager immediately.

### **14) Media Relations:**

All communications with media are carried out in a courteous and professional way and through the Public Relations Department.

In the event that there are any inquiries from the media regarding the company's activities, they should be referred immediately to the Public Relations Department.

#### **15) Company property:**

Employees must take appropriate steps to protect the company's fixed and movable property as well as funds.

#### **16) Raise money:**

Employees are prohibited from collecting money, helping to collect them, posting advertisements, distributing flyers, or collecting signatures for any business-related purposes unless approved by the CEO.

#### **17) Electronic and telephone communication:**

- The employee may use the electronic means of communication available to him only for the purpose of the official business of the company. Mail letters are permitted in a limited and reasonable way as long as it does not interfere with the normal business cycle or as long as it does not pose a risk of viruses and similar threats for the information technology system.
- The same approach applies to phones. The application for obtaining the international calling feature is submitted to the sector head for approval.
- Human resources control usage through the international call request feature on the Human Resources Information System (HRIS).
- The feature is provided to employees who need it to perform business tasks.

#### **18) Corrective Actions**

If the aforementioned policies are violated, the company will take the necessary actions, which are detailed in the disciplinary policy and grievances.