

MEMORANDUM

Date: March 06, 2025

To: All Employees

From: Human Resources Department

Subject: Clarifications on HR Policies and Regulations

Dear Team,

Greetings,

To enhance clarity regarding HR policies and procedures, and in response to inquiries from some employees, we would like to clarify key provisions in alignment with the Ministry of Labor laws and company regulations. Below are some of the points:

1) Transportation

The company is committed to providing transportation for employees from the point nearest to their residence to the workplace, in addition to offering transport for emergency cases occurring during working hours, if needed.

2) Overtime

According to Article (71) of the Labor Law, employees may be required to work overtime when necessary, provided that the total working hours (regular and overtime) do not exceed (12) hours per day. Employees are entitled to additional compensation as follows:

- (25%) increase on the basic salary for daytime overtime hours.
- (50%) increase on the basic salary for nighttime overtime hours.
- (100%) of the employee's basic daily wage for work performed on weekends or official holidays, in addition to the regular pay for that day, or an alternative compensatory day off.

The company reserves the right to choose between providing additional pay or compensatory leave for overtime hours worked. Overtime work is subject to employee consent.



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3) Annual Leave

In accordance with Article (78) of the Labor Law, employees are entitled to 30 days of fully paid annual leave after completing six months of service. Employees who have not taken their leave may carry forward a balance of up to 30 days, unless the deferment is due to business needs.

4) Speak Up Policy

To enhance communication, the company has provided a QR Code scanner that allows employees to express their satisfaction or raise inquiries, which will be addressed promptly and confidentially. Additionally, employees may communicate through other channels such as direct calls, WhatsApp service, or the suggestions and complaints box.

5) Grievance and Complaint System

Attached to this memo is the grievance and complaint system, outlining the steps and procedures for submitting grievances within the company.

We appreciate your understanding and adherence to these policies and procedures. For any inquiries, please contact the site management or the HR department.

Best regards,



Human Resources Department



Contact Channels:

Telephone	WhatsApp	QR Code
 <p>98263618 24448698</p>	 <p>98263618</p>	



Grievances and Complaints Regulation

The Employee shall have the right to appeal against the decision penalizing him/her within three days from the date of his/her notification of the penalizing decision. The grievance shall be lodged with the person who took such decision provided that the grievance shall be decided on within **seven days** from lodging the same.

Grievance Lodging Stages:

- 1 – The Employee shall lodge his/her grievance first with his/her Line Manager provided that the latter replies to him/her within **two days**.
- 2 – Upon the failure of the Line Manager to reply to the Employee's grievance or should his/her reply not persuade the Employee, the Employee may thereafter file an appeal with the Personnel Manager provided that the latter replies to the Employee within **two days**.
- 3 – Upon the failure of the Personnel Manager to reply to the Employee or should his/her reply not persuade the Employee, the Employee may thereafter put up his/her appeal to the General Manager of the Establishment provided that the latter replies to the Employee within **three days**.
- 4 – **Seven days** after the legally prescribed grievance period is over, the Employee may resort to the competent department at the Ministry of Manpower if he/she received no reply or the reply did not persuade him/her.

The grievance lodging stages shall not be deemed an excuse for the Employee to stop working during that period.

Remarks:

- **The complaint shall be in writing and signed by the Complainant.**
- **Complaints shall be documented if applicable.**

CEO

