



### **STAFF WELFARE POLICY AND PROVISIONS**

#### **Policy Statement:**

S.J. Abed recognizes that employees are their most valuable resource and that their health and welfare are essential to achieving the company's mission. The well-being of all employees is of primary concern, and by investing in their health and welfare, the company is investing in the efficiency and effectiveness of the organization. The company is committed to fostering a caring and supportive working environment conducive to the welfare of all employees, enabling them to develop towards their full potential.

#### **Aim:**

To provide a framework for the provision of staff welfare support. This policy ensures that benefits and facilities are provided to employees to maintain a better working environment and proper productivity. It helps to develop and implement a proper working environment and other facilities as per the employer's approval.

#### **Roles of Responsibility:**

All staff have a role to play in their own health and well-being at work and are advised to raise any matters of concern. Staff have a responsibility to be sensitive and responsive to the welfare of other colleagues at work. Staff who have concerns regarding their welfare should address this initially to their line manager/supervisor or directly to the Operational Lead. Staff also have a responsibility to cooperate with any initiatives and recommendations related to their welfare and to follow any guidance provided by medical/health professionals.

S.J. Abed recognizes the importance of the professional relationship between line managers and staff. Line managers have primary responsibility for the welfare of the staff under their supervision. They should respond to staff in a supportive manner, considering their feelings and difficulties, in an atmosphere of trust and confidentiality. They should provide support and ensure all staff are treated fairly, sensitively and confidentially, adhering to the company welfare policy.

#### **Confidential Advice and Support:**

Confidential advice and support will be provided to staff with personal, family, medical or work-related problems, assisting them in identifying solutions. The role of the welfare officer is to:

- Provide quality listening and helping services, offering support and information
- Intervene and facilitate, where appropriate, in resolving welfare problems



S.J. Abed & Al Sulaimi Catering Group SAOC  
"We Cater to Your Needs"

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- Signpost other areas of specialist support, information and advice
- Assist with contacting external organizations, medical/health professionals and other relevant agencies while maintaining up-to-date knowledge of welfare discipline

**Information, Advice and Support:** Information, advice and support will be provided through Line Management, covering:

- Company policies and procedures relating to staff health and welfare
- Legislation relating to the health and welfare of staff
- Occupational health services/medical referrals
- Contact details for support groups and organizations tailored to individual welfare needs

**Confidentiality:** Individual consultation is a confidential service; line managers are also required to conduct meetings confidentially. However, if the Line Manager believes it is in the interest of the member of staff to consult with another person, permission from the member of staff will be obtained. Full confidentiality cannot be extended to disclosures that identify:

- A breach in company regulations (fraud)
- A breach of criminal law
- A situation where an individual may be at risk of harming themselves or others

**Monitoring, Evaluation, and Review:** The implementation of the policy will be subject to regular monitoring and evaluation using effective indicator tools and will be strategically reviewed or modified as required considering changing circumstances.

### Welfare Provisions

#### 1. Financial Support

Our company is dedicated to supporting our employees financially by offering interest-free loans and loans from End of Service Benefits, whenever they need assistance

#### 2. Washing Facilities

Separate and adequate washing facilities to be provided for male and female workers. The facilities should be clean and conveniently accessible

#### 2. Facilities for Keeping Clothing

The accommodation facility and working area should provide a suitable place for keeping clothes not worn during working hours and for drying wet clothes





### **3. First-Aid Appliances**

- First-aid boxes or cupboards with necessary contents should be maintained and provided during all working hours
- The number of such boxes should not be less than one for every 100 members
- A medical facility with a doctor and male nurse, along with 24x7 ambulance emergency services

### **3. Shopping Facility and Restrooms**

- A shop selling everyday necessities provided and maintained by the occupier
- Suitable restrooms and lunchrooms with provision of drinking water
- Areas provided for indoor recreation & courts
- Conference hall and mini theatre
- Outdoor recreation & courts
- Health club/ gym and swimming pool

### **5. Privacy**

Respecting the privacy of every individual and not interfering in personal matters without permission

### **Health Provisions**

#### **1. Record of Whitewashing**

The record of dates on which whitewashing, colour washing, varnishing, etc., are carried out shall be entered in a maintained register

#### **2. Cleanliness of Walls and Ceilings**

Every room must be clean and free from the accumulation of dirt, with regular disinfection

Paint or repaint walls, ceilings and staircases of staff accommodation once every 2 years. Repaint the walls once every 3 years in the case of washable water paints

#### **3. Disposal of Trade Wastes and Effluents**

Arrangements for the treatment of waste and effluents shall be approved by the relevant authority

#### **4. Ventilation and Temperature**

Accommodation premises should have adequate ventilation by the circulation of fresh air. Walls and roofs should maintain a reasonable temperature for comfort

### **5. Artificial Humidification**

If humidity is increased artificially, the water used should be taken from a public water supply or purified before use. A humidity register must be maintained

### **6. Natural and Artificial Lighting**

Sufficient and suitable artificial lighting should be provided and maintained in every part of the accommodation along with available natural lighting. Measures should be taken to prevent glare

### **7. Drinking Water**

Suitable points at every building block should provide a sufficient supply of drinking water. The word 'drinking water' shall be mentioned in a language understood by the workers

### **8. Latrine and Urinals**

Sufficient latrine and urinal accommodation should always be accessible to workers/staff. Separate arrangements for males and females with proper lights and ventilation

### **9. Well-Maintained Garden**

The company maintains a well-kept garden with plenty of trees and landscapes

## **Safety Provisions**

### **1. Fencing of Machines and Accommodation Premises**

Dangerous parts of all equipment/machinery should be securely fenced. Accommodation premises should be securely covered and well-maintained by fences

### **2. Register of Workers Employed for Work on or near Equipment/Machinery in Motion**

A register of workers employed for work on or near machinery in motion should be maintained

### **3. Employment of Young Persons on Dangerous Machines and Equipment**

Young persons should work only after sufficient training and under supervision, being aware of precautions

### **4. Hoists and Lifts**

A register shall be maintained to record particulars of examinations of hoists and lifts



### 5. Lifting Machines, Chains, Ropes and Lifting Tackles

All parts of lifting machines, chains, ropes and lifting tackles should be of good construction, sound material and free from defects. They should be checked by a competent officer at least once every 6 months

### 6. Provision for Gasholders

Every gasholder shall be of adequate material and strength, sound construction and properly maintained. Steps should be taken to prevent or minimize the ingress of impurities

### 7. Excessive Weights

No worker shall be made to carry or move any heavy load that might cause injury

### 8. Eye Protection

Suitable goggles or effective screens should be provided to workers if there is a risk of injury to the eyes from particles or fragments

### 9. Minimum Dimensions of Manholes

Confined spaces like chambers, tanks and pipes should have effective means of egress and manholes of specified dimensions to act as an outlet against dangerous fumes

### 10. Fire Prevention

All practical measures should be taken to prevent fire outbreaks and their spread. Safe means of escape should be provided for staff in the event of a fire.

Joseph J. Abed  
Director



Date: 10-03-2025