

Darko Policy and Procedures Manual

Contents

About Darko

Company Profile	1
Products.....	1
Mission Statement	1
Key Strategies	1
Key Clients/Consultants.....	2
About Head Office	3
Head Office – Organisational Chart.....	4
Role of Head Office Departments.....	5-7

Staff Directory	8-9
-----------------------	-----

Professional Conduct.....	10
---------------------------	----

Equal Employment Opportunity.....	11
Workplace Harassment.....	11
Dress Code.....	12

Working Conditions	13
--------------------------	----

Anti-Corruption	14-17
-----------------------	-------

Combating Trafficking In Persons – Policy.....	18-20
--	-------

Duty Statements

Receptionist.....	21
Administration Assistant.....	22
Human Resources Assistant.....	23
Accounts Assistant.....	24
Accounts Payable Clerk.....	25
Accounts Receivable Clerk.....	26
Executive Secretary.....	27
Purchasing/Procurement Clerk.....	28
IT Clerk	29
Warehouse Clerk.....	30
Site Supervisor	31
HSE Supervisor	32
Site Engineer	33
T.O.E	34
HSE Engineer	35

Occupational Health and Safety.....	36
-------------------------------------	----

Emergency Procedures.....	37
---------------------------	----

Evacuation Procedures.....	38
----------------------------	----

Communication	39
---------------------	----

Verbal Communication

The Telephone.....	40
Taking Phone Messages	41

Darko Policy and Procedures Manual

Aggressive Callers	41
Making Outgoing Calls	41
Voice Mail.....	42
Written Correspondence.....	43
Style Guidelines.....	44
Business Letters.....	44
Facsimiles	44
Memos	44
Short Reports.....	45
Promotional Material	45
Meeting Documents	46
Office Equipment	47
Photocopiers	47
Fax Machine.....	47
Binders and Laminators	48
Shredders.....	49
Telephones	49
Stationery Supplies.....	51
Mail	53
Incoming Mail.....	53
Outgoing Mail.....	53
Email.....	54
Petty Cash.....	55
Conservation and Recycling.....	56
Office Records.....	57
Records Retention and Disposal of Paper Based Files ..	57
Time Management.....	58
Meetings	59
Computer Operations	64
Software Programs	64
Virus Protection.....	64
Hardware.....	65
File Management	66
Folders	66
File Log Sheets.....	67
Filenames.....	67
Backups.....	67

About **DARKO**

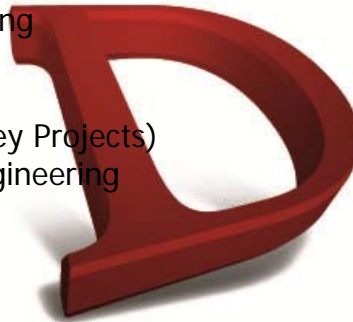
Company Profile

DARKO Construction S.A.E is a growing construction company in Egypt, founded in 1985 as a general contracting firm. We are specialized in corporate office space design and construction, implementing global standards in space design security, environment, health, safety, and information technology

Products

Our portfolio of Services focuses on the following:

- New Construction
- Refurbishment and Renovations
- Architectural Engineering
- Structural Engineering
- Interior Design
- Design & Build (Turnkey Projects)
- Electro-Mechanical Engineering
- Project Management



Mission Statement

Our mission is to build on our reputation for integrity, experience and excellence as the finest construction organization by:

- Continuous improving quality of our work and services
- Constantly striving to exceed each client's expectations
- Providing our people with a challenging, secure and safe environment in which to achieve career goals



Key Strategies

Darko vision is to be the preferred partner in the region delivering complete contracting services, and to expand its effort to grow profitable by meeting customers' needs today and in the future by building and establishing partnerships based on trust with our clients.



KEY CLIENTS

BANKING



البنك العربي
ARAB BANK



mashreq



HSBC
The world's local bank



CORPORATIONS



CONSTRUCTIONS

KEY CONSULTANTS



NASR CONSULTANT
DR. M. NASR & PARTNERS
3, Behler Street, Cairo- EGYPT
Tel. 23934100 – Fax. 23939018



ECG
ENGINEERING CONSULTANTS GROUP S.A.

Darko – Location



<https://maps.google.com/eg/maps?saddr=30.06086,31.211469&hl=ar&ll=30.060542,31.212469&spn=0.006909,0.011362&sl=30.060774,31.211649&sspn=0.001727,0.00284&mra=ls&t=m&z=17>

Head Office

4 El Nabwy El Mohandis st, Agouza, 12411 Giza, Egypt

Tel/Fax : 02-33475421
Tel : 02-33040167
Tel : 02-33055798
Tel : 02-33038519
Mobile : 0100-3494701

Website: www.darko-eg.net
www.darko-eg.com

Email: info@darko-eg.net
info@darko-eg.com



About Head Office

The Head Office of Darko has 5 Levels Divided as Follow:

Right Wing

1st Floor: Departments of Warehousing, Internal Purchasing & Logistics, Legal, Call Centre

2nd Floor: President, Vice President, C.E.O, Departments of Project Management, Secretaries

Left Wing

6th Floor: Departments of Procurement, Technical Office, Business Development & Electro Mechanical

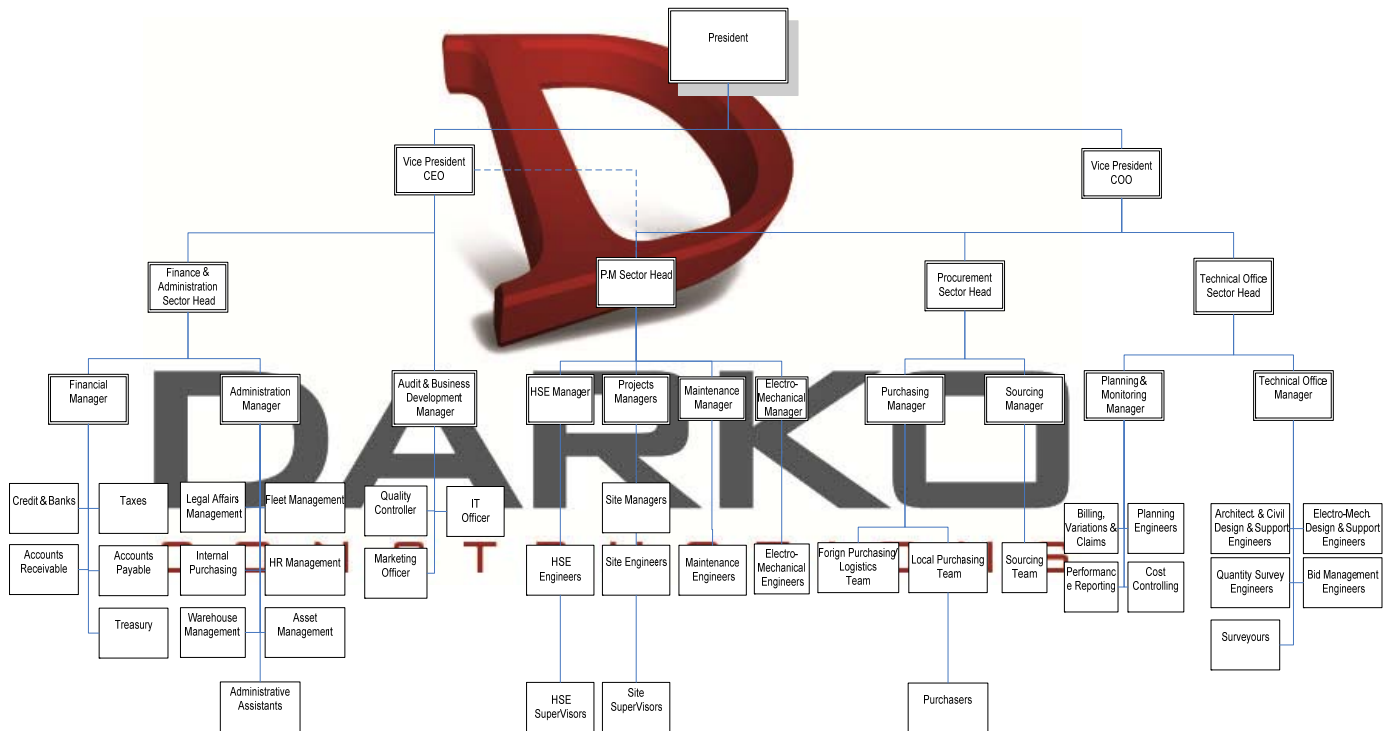
7th Floor: Departments of Administration/Finance, ArchiTrade "Sister Company"



Head Office – Organisational Chart

DARKO CONSTRUCTIONS S.A.E

ORGANIZATION STRUCTURE



Role of Head Office Departments

A summary of the role played by each department is shown below.

Accounts Department

The Accounts Department is responsible for the financial management of the company – this includes pricing, planning, business analysis, financial and management accounting, processing of accounts payable, accounts receivable and petty cash.

Administrative support duties include – handling company mail, making and receiving telephone calls, sending fax messages, assisting with customer enquiries, photocopying, creating documents using word, Excel, Axiom processing software, creating simple spread sheets and charts, ordering and distributing stationery supplies, maintaining both paper and electronic filing systems.

Administration Department

The Administration Department is responsible for providing reception and administrative support to all departments.

The Reception area provides the first point of contact for Contractors, clients and suppliers and staff working in this area are expected to create a positive image for the company.

Administrative support duties include – handling company mail, making and receiving telephone calls, sending fax messages, assisting with customer enquiries, photocopying, creating documents using word, Excel, Axiom processing software, creating simple spreadsheets and charts, ordering and distributing stationery supplies, maintaining both paper and electronic filing systems.

Human Resources (HR) Department

The HR Department is responsible for recruitment of Head Office staff, payroll, occupational health and safety programs, as well as training programs that will enhance employee performance and development.

HR is also responsible for all Sites training programs.

Administrative support duties include – handling company mail, making and receiving telephone calls, sending fax messages, assisting with customer enquiries, photocopying, creating documents using word, Excel, Axiom processing software, creating simple spread sheets and charts, ordering and distributing stationery supplies, maintaining both paper and electronic filing systems.

Business Development Department

Marketing

The Business Development Department is responsible for developing marketing campaigns aimed at attracting new Clients as well as managing the marketing needs of all Sites. Advertising material and brochures for *Darko* are prepared by the Marketing Department and forwarded to commercial Companies for printing or Publishing in digital cases.

IT

Business Development Department is responsible for Developing, Backup & Maintain all company's Information Technology Tools & Techniques frequently, solving any problem may occur in a manner that helps other Departments work smoothly.

ERP

Business Development Department responsible for Implement, Monitor, Develop & Solve any problem may occur with the ERP. Outsourcing by the ERP Supplier if needed

Training

Business Development Department is responsible for Training Current & New Employees on Work Flow/Procedures, new strategies & ERP activities.

Administrative support duties include – handling company mail, making and receiving telephone calls, sending fax messages, assisting with customer enquiries, photocopying, creating documents using word, Excel, Axiom processing software, creating simple spread sheets and charts, ordering and distributing stationery supplies, maintaining both paper and electronic filing systems.

Purchasing/Procurement Department

The Purchasing Section orders the products requested by Darko Sites together with all other goods or services required by the company

The Purchasing Department continually sources new product suppliers as well as maintaining regular contact with the existing supplier base.

Procurement Section is responsible for supplying company with subcontractors in different fields of construction and its contracts, maintaining subcontractors list, follow up their work on sites and closing invoices coordinate with accounts payable in financial department.

Administrative support duties include – handling company mail, making and receiving telephone calls, sending fax messages, assisting with customer enquiries, photocopying, creating documents using word, Excel, Axiom processing software, creating simple spread sheets and charts, ordering and distributing stationery supplies, maintaining both paper and electronic filing systems.

Warehouse Department

The Warehouse is responsible for receiving delivery of products, storage of products and other items, stock management and rotation, and shipment of products to *Darko* Sites.

Administrative support duties include – handling company mail, making and receiving telephone calls, sending fax messages, assisting with customer enquiries, photocopying, creating documents using word, Excel, Axiom processing software, creating simple spread sheets and charts, ordering and distributing stationery supplies, maintaining both paper and electronic filing systems.

Project Management Department

The Project Management Department is responsible for Execute Darko Projects in all its Processes starting from the initiating, planning, Execution & Close-Out Processes handling all in between.

Project Management Department Personnel represent Darko in Sites and responsible for meet or exceed stakeholders' expectations.

Administrative support duties include – handling company mail, making and receiving telephone calls, sending fax messages, assisting with customer enquiries, photocopying, creating documents using word, Excel, Axiom processing software, creating simple spread sheets and charts, ordering and distributing stationery supplies, maintaining both paper and electronic filing systems.

Technical Office Department

The Technical Office Department is responsible for Providing Construction Documents, Project Planning, Quantity Surveying, Projects Reports & Invoices

Technical

The Technical Office Department is responsible for monitor design work in sites, consultation approvals, Shop Drawings, quantities Survey, As-Built Works & work tickets.

Finance

The Technical Office Department is responsible for issuing currents/final invoices for projects following its approvals and payments.

Administrative support duties include – handling company mail, making and receiving telephone calls, sending fax messages, assisting with customer enquiries, photocopying, creating documents using word, Excel, Axiom processing software, creating simple spread sheets and charts, ordering and distributing stationery supplies, maintaining both paper and electronic filing systems.

Staff Directory

Head Office

Darko Constructions S.A.E	Tel/Fax : 02-33475421
4 El Nabwy El Mohandis st, Agouza, 12411 Giza, Egypt	Tel : 02-33040167
	Tel : 02-33055798
	Tel : 02-33038519
	Mobile : 0100-3494701
	Website: www.darko-eg.net : www.darko-eg.com
	Email: info@darko-eg.net : info@darko-eg.com

Head Office Staff Directory

Name	Job Title	Ext	E-mail
Ashraf Abu El-Fotouh	President	130	Ashraf_fotouh@darko-eg.com
Hany Abu El-Fotouh	Vice President	110	Hany_fotouh@darko-eg.com
Shady Abu El-Fotouh	Vice President	120	Shady_fotouh@darko-eg.com
VACANT	Construction Manager	---	
Ezzat Amin	Projects Manager	105	ezzat_amin@darko-eg.com
Hisham Abu Taleb	Projects Manager	106	Hisham_ab@darko-eg.com
Mohamed Husseiny	Projects Manager	108	m_elhoseny@darko-eg.com
Osama Sharaf	Executive Secretary	102	osama_sh@darko-eg.com
Amal Sharkawy	HR & Executive Secretary	103	amal@darko-eg.com
Mahmoud Tag	Logistics Manager	119	m_tag@darko-eg.com
Sayed Ibrahim	Warehouse Manager	122	sayed_ib@darko-eg.com
Amr Atef	Legal Affairs Manager	123	amr_atef@darko-eg.com
Mahmoud Sa'd	Receptionist	0	mahmoud_sa@darko-eg.com
VACANT	Technical Office Manager	---	
Hanafy Sa'd	Procurement Manager	203	hanafy_sa@darko-eg.com
Amgad Ahmed	Electro Mechanical Manager	200	amgad_sa@darko-eg.com
Mohamed Hamdy	Business Development Manager	222	m.hamdy@darko-eg.com
Ahmed El-Sayed	Purchasing Manager	216	ahmed_sayed@darko-eg.com
Sameh Morsi	Purchasing Specialist	219	sameh_sa@darko-eg.com
Amr Hamdy	Purchasing Specialist	218	amr_ha@darko-eg.com
Taha Hassan	Purchasing Specialist	217	
Taghreed Sa'dawy	Planning Manager	213	taghreed@darko-eg.com
Hend Helly	Technical Office Engineer	212	hend_aly@darko-eg.com
Ne'ma Ahmed	Technical Office Engineer	202	nema_ahmed@darko-eg.com
Maha Ahmed	Technical Office Engineer	207	maha_ahmed@darko-eg.com
Hend Alaa	Technical Office Engineer	209	hind_alaa@darko-eg.com
Mohamed Medhat	Administration & Finance Manager	310	m_medhat@darko-eg.com
Alaa Sami	Financial Manager	317	alaa_sa@darko-eg.com
Tarek	Accountant	316	tarek_ab@darko-eg.com
Ahmed Samhy	Accountant	---	
Mona Ahmed	Accountant	311	mona_ahmed@darko-eg.com
Radwa Yousef	Accountant	314	

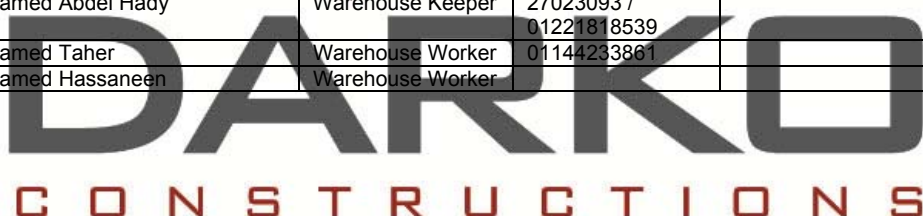
Out-Door Directory

Sites Engineers/Supervisors

Name	Pos	Tele	E-mail
Khaled Sayed	Site Engineer	01003494730	khaled_sa@darko-eg.com
Sherif Taha	Site Supervisor	01001472950	Sherif_taha@darko-eg.com
Mohamed Yosry	Site Engineer	01065549148	M_yosry@darko-eg.com
Tarek Hashim	Site Supervisor	01002866987	@darko-eg.com
Mina Badr	Site Engineer	01000018154	mina_badr@darko-eg.com
Ahmed Fathy	Surveyor	01098373404	@darko-eg.com
Mohamed Youssef	HSE Supervisor		@darko-eg.com
Ahmed Kheir	Electricity	01068735302	@darko-eg.com
Hany Abdel Khalek	Site Engineer		hany_abdelkhalek@darko-eg.com
Abd el Fattah Mohamed	Site Supervisor		@darko-eg.com
Mohamed Shemy	Site Supervisor		@darko-eg.com
Aly Yehya	Site Supervisor		@darko-eg.com
Sherif Yehya	Site Engineer		sherif_yehya@darko-eg.com
Ahmed Hafiz	Site Engineer	01000018153	@darko-eg.com
Arafat Hassan Mohamed	Surveyor	01096967753	@darko-eg.com
Ahmed Abdel Sattar	Electricity Engineer		ahmed_sattar@darko-eg.com
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Mohamed Hamed	Site Engineer	01148306001	@darko-eg.com
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Maha Farrag	Site Tech. Office Manager	01111082456	maha_farrag@darko-eg.com
Mona Ragab	Site Tec. Office Engineer	01277074396	
Mohamed Rabbah	Site Engineer	01061058131	mohamed_rabbah@darko-eg.com
Mostafa Khalil	Site Engineer	01066114797	mostafa_khalil@darko-eg.com
Tarek Agamy	Site Supervisor	0100344606	@darko-eg.com

WareHouse

Name	Pos	Tele	E-mail
Mohamed Abdel Hady	Warehouse Keeper	27023093 / 01221818539	
Mohamed Taher	Warehouse Worker	01144233861	
Mohamed Hassaneen	Warehouse Worker		



Professional conduct

Policy

All *Darko* employees are expected to perform their duties in accordance with the Company's standards relating to punctuality, attendance, safe work practices, honesty and courtesy in their interaction with co-workers, clients and suppliers.

Procedures

All staff will:

- Conduct all business with honesty and integrity
- Act in a manner which is fair and reasonable with due skill, care and diligence
- Comply with all industry rules and regulations that are applicable to their position
- Perform duties in a safe manner in accordance with job descriptions and comply with the Company's Health and Safety policies including the safe use of equipment provided and report any faulty equipment or unsafe work practices to their immediate superior
- Maintain confidentiality of all *Darko* business, employee and customer information.
- Report to work on time
- Notify their immediate superior of their absence within one-half hour of their usual starting time
- Abstain from the use of alcohol or non-prescribed drugs during working hours
- Comply with the Company's policy regarding Workplace Harassment and Discrimination
- Act to promote co-operation and mutual respect among all employees of the Company
- Make suggestions that will increase the efficiency of the work they do or the overall effectiveness and profitability of the company as a whole.

Equal Employment Opportunity

Policy

Darko is an equal employment opportunity employer and is committed to ensuring that job opportunities are available to all staff and advancement is based on merit. The policy of the Company prohibits discrimination in the workplace due to gender, race, marital status, sexual preference, pregnancy, disability, race, place of origin, religion or political conviction.

Procedures

In the event that an employee perceives there to be an equal employment opportunity issue, they will:

- Try to resolve the matter with their Manager first, keeping dated and signed documentation of the discussion
- If within five working days the problem is not resolved to their satisfaction, they will then put the complaint in writing and discuss the matter with the Human Resources Manager who will refer it to Top management if deemed necessary.

Workplace Harassment

Policy

Darko is committed to providing a work environment that is free from harassment and where the dignity and self-esteem of all employees are respected. The Company defines workplace harassment as "objectionable conduct which creates an intimidating or hostile work environment and interferes with an individual's work performance". Such harassment may include but is not limited to, comments, jokes, unwanted actions and the display of demeaning or derogatory materials.

The Company defines sexual harassment as "any conduct or contact of a sexual nature that is likely to cause offence or humiliation. Such harassment may be verbal or physical and aimed at someone of the same or opposite sex". Such harassment may include but is not limited to, suggestive remarks, sexual invitations, obscene telephone calls, unsolicited letters, faxes or email messages, offensive jokes and the use of language not suitable in the workplace.

Procedures

- Any employee who believes that he/she is being harassed by another person will immediately advise the harasser that his/her behaviour is unacceptable and unwelcome. A written record of dates, times, nature of the behaviour and witnesses will be kept
- If the behaviour persists, the incident will be reported to the immediate superior or the Human Resources Manager who will then meet with the employee within two working days of receiving the formal complaint. The complaint will then be investigated and brought to the attention of senior management if not resolved immediately.

Dress Code

Procedures

Head Office

The wearing of a business suit or equivalent for male/female staff is always acceptable and preferred. However, staff may wear less formal corporate attire as long as they present a smart business appearance at all times.

Jeans or Casual Wear are not considered at be suitable for our business, but all employees can freely wear at some times like Saturday and Thursday.

Wearing Jilbab or sportswear is not applicable.

Sites

The wearing of Jeans or Casual or equivalent for male/female staff is always acceptable and preferred in a manner that suitable for our business.

Wearing the Safety Tools in sites is mandatory.

Wearing Jilbab or sportswear is not applicable.



Working Conditions

Policy

It is the policy at *Darko* to abide by the employment conditions as described in the relevant industrial awards and legislation. All staff are issued with a statement of duties outlining the responsibilities and tasks related to their position on commencement.

It is the Policy to include a probationary period for each new appointment. The probationary period is for three months from the date of starting. At the end of this period there will be a performance appraisal and if successful the status of the probationer will be formalized.

Procedures

All staff will:

- Perform the tasks set out in their statement of duties to the best of their ability
- Abide by the Company's Code of Conduct
- Be at for work for 54 hours each week between the hours of 9.00 am and 6.00 pm and take a lunch break of at least 30 minutes. 9.20 : 9.29 = 25% day deduction, 9.30 : 9.59 = 50% day deduction & starting of 10.00 am = 1 day deduction
- Complete the *Time Sheet & Access Control Fingerprint* provided in Reception on arrival and departure from work (refer page 14)
- Seek permission from your Manager to use flexi-time
- Inform your Manager and the Receptionist if you need to leave the business premises for short time or near place
- Inform your Manager or HR by 9.30 am if you are likely to be absent from work on a particular day or within thirty minutes of your usual starting time
- Produce a doctor's certificate for sick leave if you are away from work for more than two consecutive days
- Make arrangements with your Manager before taking leave (recreational, maternity, military service or other). This must be done in writing at least one week before leave is planned.
- Complete a *Leave Form* and return it to your Manager (refer page 15)
- Gently give at least four weeks notice if you intend to resign from the Company.

Anti-Corruption Policy

At Darko Constructions S.A.E, the way we do things is just as important as what we do. Of course, we want to be the best in our industry... but not at any price. We want to create a workplace where each employee achieves the highest business and personal standards, and where everyone feels proud of our company and the job which he or she does.

Darko is a team with core values: Accountable, Clients Focused and Team Driven. These values guide how we work every day. We bring these values to life in the way we perform, giving our best effort every day, being accountable for what we do, delivering on our commitments to each other and to our Clients, setting objectives, meeting our goals, and working together to achieve business results. A core objective of our Company is creating a winning and inclusive culture that drives results.

By working as an employee at Darko, you are representing the Company to our Clients, Subcontractors and everyone else you come into contact with. As laid out in our Code of Business Conduct (COBC) in Darko Manual you are expected to adopt the highest standards of professional and personal behavior and demonstrate Respect, Integrity, Good judgment, Honesty and Trust, the RIGHT Way, in all your actions, no matter what the circumstances.

One of the guiding principles of the COBC is 'complying with anti-corruptions laws'. The Anti-Corruption Policy extends on this principle, and is applicable to all employees and everyone we do business with, including agents, representatives, consultants, independent contractors and anyone acting on behalf of Darko.

If you have any questions regarding Darko's Anti-corruption Policy, please contact your Company Legal Officer or your personal lawyer.

Purpose of the Anti-Corruption Policy

This policy outlines acceptable and non-acceptable behaviors to ensure compliance with anti-corruption laws; this includes compliance with all laws, domestic and foreign, prohibiting improper payments, gifts or inducements of any kind to and received from any person, including officials in the private or public sector, customers and suppliers.

Helpful Definitions

Bribe: Anything of value given in an attempt to affect a person's actions or decisions in order or to gain or retain a business advantage. Anything of value includes cash, entertainment or other gifts or courtesies.

Corruption: The misuse of a public office or power for private gain or the misuse of private power in relation to business outside the realm of government.

Facilitation payments: Small sums paid to government officials to facilitate or expedite routing. Non-discretionary government actions are considered facilitation payment.

Kickbacks: The return of a sum already paid or due as a reward for awarding of furthering business.

What Does 'Anti-Corruption' Mean to You?

Corruption can take place in many types of activities. It usually is designed to obtain financial benefits or other personal gain. For example, bribes are intended to influence behavior – they could be in the form of money, a privilege, an object of value, an advantage, or merely a promise to influence a person in an official or public capacity. Usually, two people are involved and both will benefit. Examples of a bribe include:

- Offer or receipt of cash in the form of a kickback, loan, fee or reward
- Giving of aid, donations or voting designed to exert improper influence

The areas of business where corruption, including bribery, can most often occur include:

1. Gifts, Entertainment and Hospitality
2. Facilitation Payments
3. Procurement Process
4. Political, Community and Charitable Contributions

1. Gifts, Entertainment and Hospitality

Gifts, entertainment and hospitality are acceptable if they are reasonable, proportionate and made in good faith and in compliance with our company policies. These activities must be in compliance with our Code of Business Conduct. Although no two situations are the same, the Corporate Hospitality Guidelines define what is usually acceptable and what is never acceptable.

Examples of gifts, entertainment and hospitality include the receipt or offer of gifts, meals or tokens of appreciation and gratitude, invitations to events, functions, or other social gatherings, in connection with matters related to our business. These activities are acceptable provided they fall within reasonable bounds of value and occurrence.

How do you know if an offered gift, entertainment or hospitality by Darko is acceptable? First, take a step back and ask yourself the following:

- What is the intent – is it to build a relationship or is it something else?

Darko Policy and Procedures Manual

- How would it look if these details were on Public?
- What if the situation were reversed – would there be a double standard?

If you find it difficult to provide a comfortable answer to one of the above questions, ASK your manager, Legal Department or your personal lawyer.

What to do when you doubt if you can accept? If you are unsure if you should accept something of value – ASK. Ask your manager. If your manager is participating, seek a higher-level manager. If you prefer, ask your Legal Department or your personal lawyer.

As a general rule, Darko employees and business partners should not provide gifts or hospitality to, or receive them from, a government or other public official (or their close families and business associates). You may give a modest gift to these parties when appropriate and allowed by local law provided you discussed it with and received written approval in advance from the legal department. Please refer to our Code of Business Conduct (Darko Manual).

2. Facilitation Payments

Facilitation payments are not allowed. If you are unsure whether certain payments represent facilitation payments, please contact your Legal Officer, or your personal lawyer.

3. Procurement Process

You must follow Darko processes/procedures and adhere to the system of internal controls around supplier selection. Supplier selection should never be based on receipt of a gift, hospitality or payment. When supplier selection is a formal, structured invitation for the supply of products or services (often called a ‘tender’), it is most important we maintain documentation supporting our internal controls. In the public sector, such a tender process may be required and determined in detail by law to ensure that such competition for the use of public money is open, fair and free from corruption.

A tender process includes an invitation for other parties to make a proposal, on the understanding that any competition for the relevant contract must be conducted in response to the tender, no parties having the unfair advantage of separate, prior, closed-door negotiations for the contract where a bidding process is open to all qualified bidders and where the sealed bids are in the open for scrutiny and are chosen on the basis of price and quality.

4. Political Community and Charitable Contributions

You are not allowed to make political contributions from Company funds without authorization. Political contributions, as permitted by law, must be approved in advance by our senior public affairs officer and legal counsel.

Contributions made by Darko to community projects or charities need to be made in good faith and in compliance with our Code of Business Conduct, this Anti-Corruption Policy and all relevant Darko's policies and procedures.

Books, Records and Internal Control Requirements

Expenses must never be hidden or purposefully misclassified. Many serious global bribery and corruption scenarios are found to involve inaccurate record-keeping. To prevent this, international anti-corruption laws generally require detailed and accurate accounting records for transactions, including cash and bank accounts. We must ensure we maintain accurate books, records and financial reporting.

All business units must maintain an effective system of internal control and monitoring of our transactions. Certain monitoring controls are identified in our policies, specifically regarding approval of travel and entertainment expenses. It is your responsibility to be knowledgeable of control procedures and ensure compliance.

You Are Responsible

Darko takes corruption and bribery very seriously. Any violation of this policy will be regarded as a serious matter by the Company and is likely to result in disciplinary action, including termination, consistent with local law.

Bribery is a criminal offense. As an employee you will be accountable whether you pay a bribe yourself or whether you authorize, assist, or conspire with someone else to violate an anti-corruption or anti-bribery law. Punishment for violating the law are against you as an individual and may include imprisonment, probation, mandated community service and significant monetary fines which will not be paid by Darko.

Questions or How to Raise a Concern

If you want to ask a question about the requirements in this policy or are concerned that an anti-corruption violation is occurring or has occurred, report it immediately to one of the following:

- Darko Legal Department
- Your manager
- Top Management

Combating Trafficking In Persons – Policy

Trafficking in Persons:

Trafficking in Persons (TIP) is an international crime involving the acquisition of a human being through the use of force, fraud, or coercion for the purpose of exploiting the individual for profit through forced labour or prostitution.¹

Thriving in the shadows of poverty and conflict, TIP victimizes millions of people worldwide. Although precise numbers are unknown, the scale of human trafficking is vast, affecting men, women and children in every country in the world. The root causes of TIP are linked to development challenges that USAID addresses every day, including limited education and employment opportunities, weak social safety nets, a tenuous rule of law, and ethnic and gender discrimination.

Objective:

Set forth Darko policy on forced labor and human trafficking and the requirements of Executive Order 13627 issued 9/25/2012 "strengthening protections Against Trafficking in persons in federal Contracts " as Well as the federal Acquisition Regulation; Ending Trafficking in persons (48 CFR Parts 1,2,9,12,22,42,and 52) (the "FARs")and Defense Federal Acquisition regulation Supplement : Further Implementation of Trafficking in persons (48 CFR Parts 203,204,212,222and252)(the "DFARs") all of which are an effort to address the crime of human Trafficking by setting forth the government's zero tolerance policy regarding Trafficking in persons and require affected employees to comply with it.

Defined Terms:

"severe forms of Trafficking in persons" means the recruitment, harboring, transportation, provision or obtaining of subjection to involuntary services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage or slavery and sex Trafficking source: section 103 of the Trafficking victims protection Act of 2000(22U.S.C.7102).

A "commercial sex act" means "any sex act on account of which anything of value is given to or received by any person." FAR22.1702 Terms not specifically defined herein shall have the meaning prescribed in the above referenced FARs and DFARs.

Policy statements:

Darko is opposed to human Trafficking and forced labor in any form. We are committed to working to mitigate the risk of human Trafficking and forced labor in all aspects of our business. The US Government has a zerotolerance

policy regarding any Government employees, contractor personnel and their agents engaging any severe form of Trafficking in persons. Navistar Defense employees and our agents are required to comply with the applicable provisions contained in the FARs and DFARs and Executive Order 13627. To the extent the FARs.

The DFARs. The Executive Order and this policy differ in their requirements; the stricter requirements must be followed.

Pursuant to the FAR, Government contractors, contractor employees, subcontractors, subcontractor employees, and their agents are prohibited from:

*Engaging in severe forms (i.e., using force, fraud or coercion) of Trafficking in persons during the period of performance of a contract;

Procuring commercial sex acts during the period of performance of a contract; *

*Using forced labor in the performance of a contract;

*Destroying, concealing, confiscating, or otherwise denying access by an employee to the employee's identity or immigration documents, such as passports or drivers' licenses, regardless of issuing authority;

*Using misleading or fraudulent recruiting practices during the recruitment of employees or offering of

employment, such as failing to disclose, in a format and language accessible to the worker, basic information or making material misrepresentations during the recruitment of employees regarding the key terms and conditions

of employment, including wages and fringe benefits, the location of work, the living conditions, housing and associated costs (if employer or agent provided or arranged), any significant costs to be charged to the employee,

and, if applicable, the hazardous nature of the work;

*Using recruiters that do not comply with local labor laws of the country in which the recruiting takes place;

Charging employees recruitment fees;*

*Failing to provide return transportation or pay for the costs of return transportation upon the end of

employment, for an employee who was not a national of the country in which the work is taking place and who

was brought into the country for the purposes of working on a U.S. Government contractor subcontract, or

portion(s) of contracts or subcontracts performed outside the United States; or

*Failing to provide return transportation or pay for the costs of return transportation upon the end of

employment, for an employee who is not a United States national and who was brought into the United States for

the purpose to working on a U.S. Government contractor subcontract, if the payment of such costs is required

under existing temporary worker programs or pursuant to a written agreement with the employee for portions of

contracts and subcontracts performed inside the United States;

*Providing or arranging housing fails to meet the host country housing and safety standards: or

*If required by law or contract, failing to provide an employment contract, recruitment agreement or other

Darko Policy and Procedures Manual

required work document in writing in a language the employee Understands. If the employee must relocate to perform the work , the work document shall be provided to the employee at least five days prior to the employee relocating. Any violations of the FARs, the DFARs, the Executive order and/or this policy could result in disciplinary action which may include but are not limited to, an employee's removals from the contract, reduction in benefits or termination of employment. Additional information about Trafficking in Persons at <http://www.state.gov/j/tip/>

Roles and Responsibilities:

- This policy shall be distributed and posted on Darko website
- All Darko departments shall be notified
- Compliance plan designated for projects shall be issued upon request
- Training program shall be issued and scheduled at a mannerly timing
- Employees are responsible for reading, understanding and complying with this policy.
- Employees should consult their Compliance Officer if they are uncertain whether a specific action would be in violation of the FAR, the DFARs, the Executive Order and/or this policy.
- Employees may, and have responsibility to ,report ,in good faith, without fear of retaliation and subject to protection under 10U.S.C.20409 , from reprisal for whistle blowing on trafficking in persons violations , any activity that violates the FAR . the DFARs, the Executive order or this policy to their management, the compliance Department, the law department or at Darko Darko m.hamdy@darko-eg.com; amr_atef@darkoeg.net. In addition, the hotline phone number of the Global Human Trafficking Hotline at 1-844-888-FREE and its email address at help@befree.org.





Time Sheet

Week commencing

Date 2013	Time – In	Time – Out	Employee’s Signature	Employee’s Department	Comments (if any)	Daily Hours Worked



Return this sheet to Human Resources Department at end of week	
For HR use only	
Date Time Sheet received	Date attendance data recorded
	Recorded by (HR / Assistant)

File Location\Filename: HR Department\Stationery\timesheet.doc



Leave Form

Surname First Name

Job Title Department

Extension

First Day of Leave Last Day of Leave

Type of Leave

- Recreation
- Sick (with Doctor's Certificate)
- Sick (without Doctor's Certificate)
- Other – please specify

DARKO
.....
C O N S T R U C T I O N S
.....
.....

Employee Signature Date

Manager Signature Date

For HR use only		
Leave recommended	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Employee Record updated	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Recorded by	(HR / Assistant)	

File Location\Filename: HR Department\Stationery\leave.doc

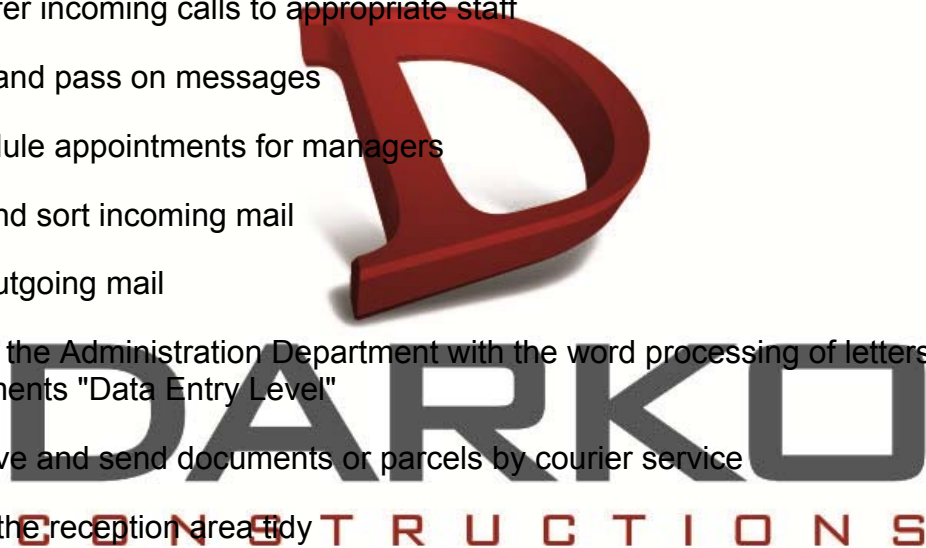
Duty Statement

Duties of the Receptionist

The Receptionist receives visitors and attends to phone enquiries in a friendly and helpful manner in order to promote the products and services of *Darko*

Key responsibilities

- Welcome and attend to visitors
- Receive and Log incoming calls
- Handle general enquiries
- Transfer incoming calls to appropriate staff
- Take and pass on messages
- Schedule appointments for managers
- Log and sort incoming mail
- Log outgoing mail
- Assist the Administration Department with the word processing of letters and documents "Data Entry Level"
- Receive and send documents or parcels by courier service
- Keep the reception area tidy
- Update staff Sites
- Take bookings for the Meeting Room and ensure that any equipment required for the meeting is delivered to the Meeting Room
- Assist the Administration Department team as required.



Duties of the Administration Assistant

The Administration Assistant is involved in generating documents for the Administration Department and providing general clerical support

Key responsibilities

- Collect the department's mail from the reception area and sort and distribute by 9.30 am
- Sort and dispatch the department's outgoing mail
- Operate a computer to produce workplace documents
- Operate a range of office equipment in accordance
- Order and process the stationery supplies for all departments
- File company and Clients documents in accordance with the Company's / Department Filing procedures
- Assist with the copying and collating of all material within the department
- Answer telephone enquiries
- Carry out routine maintenance on office equipment within the department
- Assist the Administration Department team as required.



Duties of the Human Resources Assistant

This position requires the Human Resources Assistant to provide administration support to the Human Resources Manager

Key responsibilities

- Collect the department's mail from the reception area and sort and distribute by 9.30 am
- Advertise vacant positions
- Assist with the preparation of job descriptions for advertised positions
- Receive, sort and register letters of application and resumes
- Schedule interview times
- Answer telephone enquiries
- Draft routine business correspondence / Forms
- Operate a computer to produce workplace documents
- Operate a range of office equipment in accordance
- File correspondence and other records on accordance with the company's / Department procedures
- Maintain the appointment diary for the Human Resources Manager
- Collect time sheets from Sites and check/Follow up for completeness
- Assist with staff training programs
- Organise meetings and prepare and distribute meetings documentation
- Assist with the copying and collating of all material within the department
- Order and manage the department's stationery supplies. A completed 'Request for Stationery and Supplies Form' must be forwarded to the Administration Department
- Organize travel arrangements for staff
- Assist the Human Resources team as required
- Process leave and resignation forms.

Duties of the Accounts Assistant

The Accounts Assistant's role is to perform general accounting tasks within the Accounts Department.

Key responsibilities

- Collect the department's mail from the reception area and sort and distribute by 9.30 am
- File tax invoices and records in accordance with the company's / Department procedures
- Prepare cheques for the manager's signature
- Record cheque details on cheque butts
- Enter payments into accounting system "Excel & ERP"
- Bank all cheques and cash received
- Prepare monthly profit and loss reports
- Prepare quarterly statements
- Answer telephone enquiries
- Maintain the petty cash
- Draft routine business correspondence
- Operate a range of office equipment in accordance
- File correspondence and other records in accordance with the company's / Department procedures
- Order and manage the department's stationery supplies. A completed 'Request for Stationery and Supplies Form' must be forwarded to the Administration Department
- Provide assistance to Clients, Consultants & Suppliers.



Duties of the Accounts Payable Clerk

The Accounts Payable Clerk's role is to perform data entry and general accounting tasks within the Accounts Department.

Key responsibilities

- Enter invoices into the accounting system
- Process invoices and check for accuracy
- Process purchase orders "Financially"
- Receive adjustment notes and enter into the accounting system
- Answer accounts payable queries
- Write cheques for payment of invoices
- Enter cheques into accounting system
- Check Tax entries on invoices, credit/adjustment notes received
- Process Electronic Funds Transfer payments
- Assist with monthly reporting
- Operate a range of office equipment in accordance with H&S requirements
- File correspondence and other records on accordance with the company's / Department procedures
- Assist the Accounts Department team as required

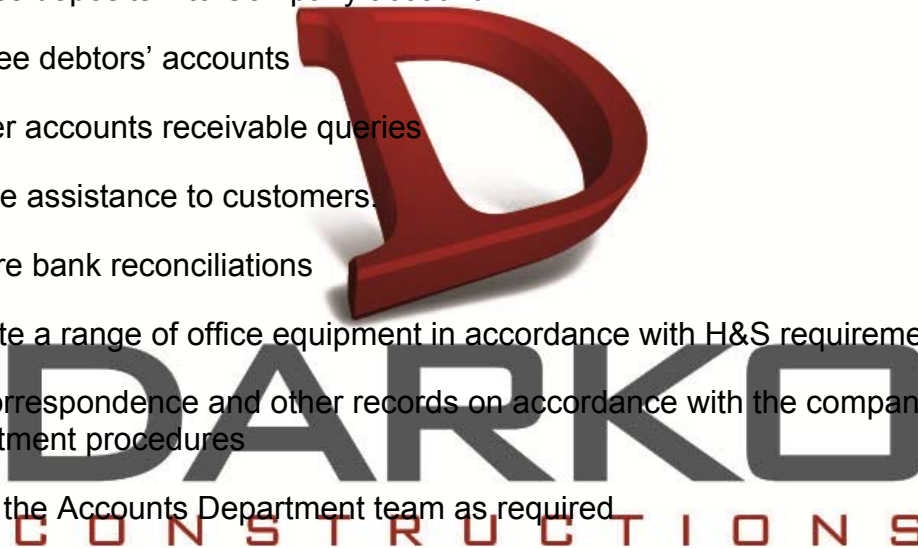


Duties of the Accounts Receivable Clerk

The Accounts Receivable Clerk's role is to perform data entry and general accounting tasks within the Accounts Department.

Key responsibilities

- Process invoices, adjustment notes and statements
- Reconcile adjustment notes to invoices
- Process payments received
- Contact customers regarding payment of accounts
- Follow Up Invoices
- Process deposits into Company account
- Oversee debtors' accounts
- Answer accounts receivable queries
- Provide assistance to customers
- Prepare bank reconciliations
- Operate a range of office equipment in accordance with H&S requirements
- File correspondence and other records on accordance with the company's / Department procedures
- Assist the Accounts Department team as required

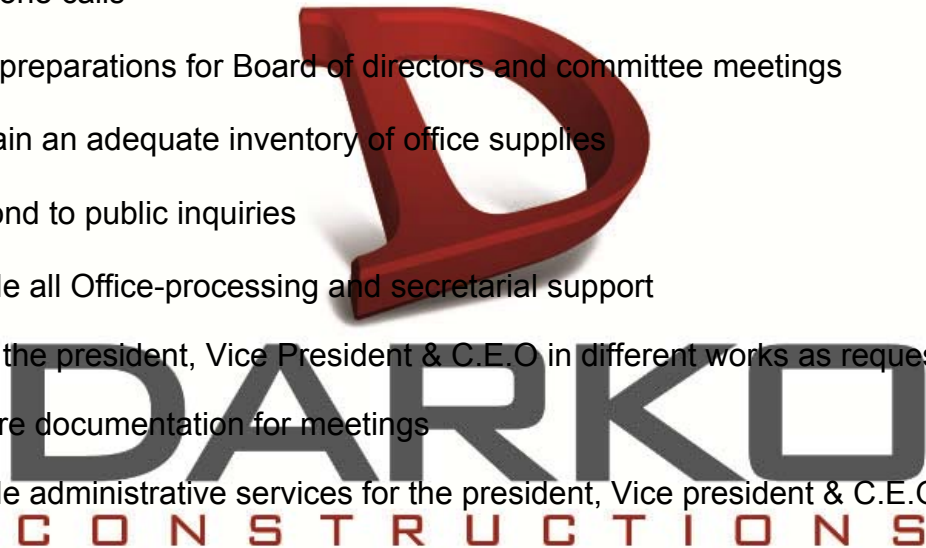


Duties of Executive Secretary

The executive secretary role is to provide secretarial, clerical and administrative support in order to ensure that services are provided in an effective and efficient manner.

Key responsibilities

- Collect the department's mail from the reception area and sort and distribute by 9.30 am
- Receive, direct and relay telephone messages and fax messages
- Direct the general public to the appropriate staff member
- Assist in the planning and preparation of meetings, conferences and conference telephone calls
- Make preparations for Board of directors and committee meetings
- Maintain an adequate inventory of office supplies
- Respond to public inquiries
- Provide all Office-processing and secretarial support
- assist the president, Vice President & C.E.O in different works as requested
- Prepare documentation for meetings
- Provide administrative services for the president, Vice president & C.E.O
- Operate a range of office equipment in accordance with H&S requirements
- File correspondence and other records on accordance with the company's / Department procedures
- Order and manage the department's stationery supplies. A completed 'Request for Stationery Form' must be forwarded to the Administration Department
- Answer telephone enquiries



Duties of Purchase / Procurement Officer

The Purchasing clerk daily work consists of accepting and editing purchase requests from various departments, corresponding with suppliers for quotations, preparing purchase orders and performing buying duties.

The Procurement clerk role is to deliver specific procurement processes of service, supplies and facilities management contracts.

Key responsibilities

- Collect the department's mail from the reception area and sort and distribute by 9.30 am
- Receive, direct and relay telephone messages and fax messages
- Maintain system of ordering materials, supplies, and equipment.
- Communicating with all department representatives for supplies and budget guidelines.
- Returns processing/credits & Invoice problem resolution.
- Coordinate Material Safety Data Sheet system with Environmental Services department.
- Confirmation of order quantity, pricing, and availability.
- Order follow-up (telephone/email communication).
- Ensures accuracy of all orders and Creation of purchase orders
- Work with accounts payable for closing vendors Invoices.
- Work with warehouse department for confirming quantities & availabilities of materials.
- Work with Business Development for new vendor, subcontractor or material set-up.
- File correspondence and other records on accordance with the company's / Department procedures
- Order and manage the department's stationery supplies. A completed 'Request for Stationery Form' must be forwarded to the Administration Department
- Answer telephone enquiries

Duties of IT Officer

The IT Officer role is to technically support all employees monitor and maintain the computer systems, Data and networks of an organization

Key responsibilities

- Collect the department's mail from the reception area and sort and distribute by 9.30 am
- Receive, direct and relay telephone messages and fax messages
- Installing and configuring computer hardware, operating systems and applications.
- setting up new users' accounts and profiles and dealing with password issues
- Website & Web mail server Management Designing & Development
- Networking, Internet Access and Data backups
- Troubleshooting Hardware, Software and general Network issues
- Technical Assistance to ERP Staff & Member
- Ensure the smooth IT operations at PNAC office
- Perform additional tasks as required
- Operate a range of office equipment in accordance with H&S requirements
- File correspondence and other records on accordance with the company's / Department procedures
- Order and manage the department's stationery supplies. A completed 'Request for Stationery Form' must be forwarded to the Administration Department
- Answer telephone enquiries



Duties of Warehouse Clerk

The warehouse clerk role is to Receive, stores, and distributes material, tools, equipment, and products within Darko Warehouse.

Key responsibilities

- Collect the department's mail from the reception area and sort and distribute by 9.30 am
 - Receive, direct and relay telephone messages and fax messages
 - Assist shipping and receiving, unloading trucks, checking in merchandise, matching purchase orders or sites orders.
 - Reading receives orders, shipping orders, or requisitions to determine items to be moved, gathered, or distributed and/or shipped.
 - Moving materials and items from receiving or storage areas to shipping or to other designated areas.
 - Sorting and placing materials or items on racks, shelves, or in bins according to predetermined sequence such as size, type, style, colour, or product code.
 - Ensuring warehouse is accessible and safe for workers and employees' traffic & organizing warehouse and work area for orderliness at all times.
 - Marking materials with identifying information using appropriate method.
 - Recording amounts of materials or items received or distributed via appropriate computer program.
 - Assisting in counting of physical inventory.
 - Ensure FIFO strategy is followed for all transactions.
 - Examine and inspect stock items for wear or defects, reporting any damage to warehouse Manager.
 - Verify inventory computations by comparing them to physical counts of stock, and investigate discrepancies or adjust errors.
 - Operate a range of office equipment in accordance with H&S requirements
 - File correspondence and other records on accordance with the company's / Department procedures
 - Order and manage the department's stationery supplies. A completed 'Request for Stationery Form' must be forwarded to the Administration Department
- Answer telephone enquiries

Duties of Site Supervisor

The Site Supervisor role is to overseeing every aspect of operations at sites performing human resources duties, maintaining relationships with suppliers and acting as a link between Project Manager and site subcontractors & workers.

Key responsibilities

- Responsible for the workers' monitor and worker-related administrative matters
- Responsible for all project-related matters, including resolution of project and technical issues, attending regular site meetings, and ensure accuracy and timely submission of all project-related documents
- Coordinate administrative, logistics and operational work, as well as liaise with Clients' project personnel to prepare, execute and fulfil project deliverables and schedules
- Delegate/assign tasks to workers as appropriate and supervise to ensure compliance with stipulated procedures, methods of statement and safety requirements
- Inspect work areas regularly for potential hazards and rectify, so as to maintain a safe working environment
- Report and assist in the investigation of safety violations, dangerous occurrences and accidents, where necessary
- Responsible for tools/Equipment issued
- Issuing Receive Orders of materials, tools & equipment comparing with ship order issued from warehouse or transfer orders issued from other site.
- Issuing ship or transfer orders with materials, tools & equipment when shipping.
- Perform additional tasks as required
- Operate a range of office equipment in accordance with H&S requirements
- File correspondence and other records on accordance with the company's / Department procedures
- Order and manage the department's stationery supplies. A completed 'Request for Stationery Form' must be forwarded to the Administration Department
- Answer telephone enquiries

Duties of HSE Supervisor

The HSE Supervisor role is to create and sustain a productive work culture and safe work environment in order to avoid and minimize HSE related problems. These problems include but are not limited to human injury, environmental degradation and unsafe working conditions/practices. This is done through health, safety and environmental training, programs, and processes with a visible and uncompromised commitment to the protection of the environment as well as the productivity of the Company's employees.

Key responsibilities

- HSE activities on large-scale projects, duties may include preparation of certification/classification programs, the preparation of the supporting HSE documents and implementation of project specific HSE initiatives.
- Ensures project site adheres to company and regulatory HSE standards and guidelines.
- Conducts onsite risk assessment and mitigation.
- Applies regulatory requirements to provide guidance to project management; participate in monitoring and controlling HSE standards, applicable laws and regulations; and design and review a project plan or schematic to ensure compliance with all governmental regulations and Company/Client requirements
- Plans, conducts and documents work requiring independent evaluation, selection, and adaptation/modification of standard techniques, procedures, and criteria
- Maintains and applies a working knowledge of the Company's HSE standards, programs and goals by learning and applying HSE procedures as established by the Company on a project site or in an office through departmental training
- Promotes and fosters Company HSE standards and goals with programs throughout the Company and/or project to ensure a safe and productive work environment
- Liaises as necessary in preparation of HSE responses to pre-qualification requests and HSE sections of proposals by providing technical write-ups and estimating work efforts of staff to execute scope of work as required
- Prepares, maintains, interprets and communicates records, reports, or documents that may be required to meet corporate or regulatory requirements, including monitoring application of HSE standards and goals through its programs
- Develops project compliance programs through an analysis of regulations.
- Provides input for HSE permit preparation on projects by maintaining knowledge of current guidelines and regulations.
- Establishes and maintains communications with client representatives and project staff through meetings, phone conferences and emails to provide for client satisfaction
- Establishes basic HSE design/performance criteria and specifications for executing work and reviews the project regularly to ensure compliance with Company, Client and governing authorities
- Assists in the preparation of estimates and the selection of materials required for HSE aspects of projects and evaluates materials for service life and suitability according to Company HSE and/or Client standards and regulations
- Perform additional tasks as required
- Operate a range of office equipment in accordance with H&S requirements
- File correspondence and other records on accordance with the company's / Department procedures
- Order and manage the department's stationery supplies. A completed 'Request for Stationery Form' must be forwarded to the Administration Department
- Answer telephone enquiries

Duties of Site Engineer

The Site Engineer role is to control and monitor the actual execution of all civil related works of the project, to ensure that the project will be done in accordance with all the approved construction drawings, contract documents, specifications and all applicable standards.

Key responsibilities

- Acting as the main technical adviser on a construction site for subcontractors, crafts people and operatives.
- Setting out, leveling and surveying the site.
- Checking plans, drawings and quantities for accuracy of calculations.
- Ensuring that all materials used and work performed are as per specifications.
- Overseeing the selection and requisition of materials and plant.
- Managing, monitoring and interpreting the contract design documents supplied by the client/architect.
- Liaising with any consultants, subcontractors, supervisors, planners, quantity surveyors and the general workforce involved in the project.
- Liaising with the local authority (where appropriate to the project) to ensure compliance with local construction regulations and by-laws.
- Liaising with clients and their representatives (architects, engineers and surveyors), including attending regular meetings to keep them informed of progress.
- Day-to-day management of the site, including supervising and monitoring the site labor force and the work of any subcontractors.
- Planning the work and efficiently organizing the plant and site facilities in order to meet agreed deadlines.
- Overseeing quality control, health and safety matters on site.
- Resolving any unexpected technical difficulties and other problems that may arise.
- Perform additional tasks as required.
- Operate a range of office equipment in accordance with H&S requirements.
- File correspondence and other records on accordance with the company's / Department procedures.
- Order and manage the department's stationery supplies. A completed 'Request for Stationery Form' must be forwarded to the Administration Department.

Duties of T.O.E

The Technical Office Engineer responsible for tendering document studying and developing coordinate with consultant to getting approval for all project issues.

Key responsibilities

Technical:

- Survey work for project site comparing with design work
- Timetable for projects drawings and forwarding for consulting approval
- Study design work in an efficient manner to develop shop drawing
- Coordinate with consultant to get approval
- Manage IR, MIR, NCR, and RFI....etc.
- Coordinate with sub-contractors
- Planning and follow up projects updates
- Quantity survey for finished works.
- As-Built Works
- Look Ahead View for project progressing "Work Tickets".

Financial:

- Issuing Current and final Invoices
- Following Invoices approval & payments.

Management:

- Coordinate with consultants & site engineers.
- Document control and Log Updates
- Coordinate with procurement & other managements for support in reporting
- Perform additional tasks as required
- Operate a range of office equipment in accordance with H&S requirements
- File correspondence and other records on accordance with the company's / Department procedures
- Order and manage the department's stationery supplies. A completed 'Request for Stationery Form' must be forwarded to the Administration Department

Duties of HSE Engineer

The HSE Engineer role is to provide effective support to all compliance with the HSEMS as well as to follow up and monitor to the adherence of contractors and service companies with Company's HSE standards.

Key responsibilities

- Participate in the development of an HSE emergency plan and ensure that sufficient preventive measures are in place and take immediate action, during emergency, so as to minimize the impact of incident / accident on public, environment and property.
- Participate in the development and follow-up of the HSE department Budget.
- Facilitate the implementation of Company's Health, Safety & Environment Managements System (HSE-MS) and, also promote awareness of its use among division & department personnel. To monitor the different works at site with emphasis on the proper implementation of the Company System.
- Conduct and coordinate Audit/ Inspection with other department recommendations to ensure timely implementation of recommended corrective action. Also to coordinate with concerned departments, Level 2 Audit and Level 3 Audit recommendations. Also, to review the closure of recommendation of Level a and Level 2 audits.
- Participate in root cause analysis of medium and high risk incidents investigation, risk assessment activities / sessions to provide eventual recommendations.
- Review and comment on contractor HSE documentation (Method statement and risk assessment and HSE plan) to ensure compliance with division / company HSE Standard and requirements.
- Conduct third party follow up for companies work at site to verify proper compliance with Company Rules and Regulations and Company system.
- Check incident / review reports developed by the employees and provide assistance for investigation and close-out and follow up on the recommendations.
- Edit and validate all HSE procedure facilitating development of a proactive approach to HSE risk management.
- Participate in HAZOP and HAZID studies, development of site safety procedures & guidelines providing necessary inputs to ensure HSE is not compromised and HSE requirements are met.
- Attend HSE division meeting and follow up the action items for close out
- Responsible for HSE Publications (life line) within HSE department
- Resolving any unexpected technical difficulties and other problems that may arise.
- Perform additional tasks as required.
- Operate a range of office equipment in accordance with H&S requirements.
- File correspondence and other records on accordance with the company's / Department procedures.
- Order and manage the department's stationery supplies. A completed 'Request for Stationery Form' must be forwarded to the Administration Department

Occupational Health and Safety

Policy

Darko is committed to the protection of all staff and visitors from injury and occupational disease and is committed to following all relevant state and federal legislation. The Company's commitment to OH&S includes:

- Preventing injury or illness to all staff members and visitors by providing a safe and healthy work environment
- Ensuring the work environment as well as work practices are safe and hazard free
- Providing staff with all necessary training and access to information to achieve a safe and healthy workplace
- Providing worker's compensation insurance as required by law
- Providing a rehabilitation program to assist staff returning to work after a work injury
- Ensuring that all workstations are equipped with high-quality ergonomically designed furniture to minimise health risks to staff.

Procedures

All staff will:

- Take reasonable care of the health and safety of themselves and others
- Co-operate with the Company in its efforts to comply with occupational health and safety requirements
- Make every reasonable effort to reduce the risk of injury by reporting faulty equipment and any unsafe work practices or potential health risks
- Complete an *Accident Injury Report Form* as soon as possible after an incident occurs (see page ...)
- Attend training sessions in emergency procedures and familiarise themselves with the Company's guidelines concerning manual lifting and handling, occupational overuse syndrome and stress management
- Use all equipment correctly and comply strictly with the manufacturer's instructions.

Emergency Procedures

Policy

Darko has established a list of Fire and Emergency procedures to ensure the safety of all employees and visitors.

Procedures

In case of fire staffs are directed to do the following:

- Alert everyone in the immediate area by shouting the word “Fire”
- Leave the fire area immediately, closing doors and windows if it is safe to do so
- Fight the fire only if you are confident it may be controlled with the fire fighting equipment available in your department or nearby corridor
- If you have to evacuate the area, use the nearest means of escape leading to the exterior of the building. Use the stairway and avoid using the lifts.

Emergency Evacuation Procedures

Procedures

In the case of all other emergencies staff will:

- Assist anyone at risk of injury
- Dial 122 and alert emergency services of the danger to the building, giving details of the location and nature of the emergency
- Evacuate the area when instructed and proceed quickly to the nearest exit but do not run
- Use the stairways not the lifts
- Meet with your area leader in the main parking lot
- Do not re-enter the building until authorised to do so.



Accident/Injury Report Form

Personal Details

Name

Address

..... State Postcode

Telephone ()

DOB

Male/Female

Employee/Visitor.....

Details of Accident/Injury

Date of Incident

Time of Incident

How Incident Occurred

Description of Accident/Injury.....

Name(s) of Witness(es).....

Action Taken

Name Position

Signature Date

File Location\Filename: [General Stationery\accident.doc](#)

Communication

Policy

Darko believes that good communication is the key to creating a successful Company. All written and verbal communication must be of the highest standard to project an image of friendliness, efficiency, accuracy and total professionalism.

At Darko staff will be required to deal with both Local and Foreign clients by telephone, mail, email or face to face. All staff will need to communicate effectively with a range of people including:

- Office and Sites personnel
- Consultants
- Clients
- Subcontractors
- Materials suppliers
- Government



Procedures

Darko depends on satisfying Clients & Consultants and keeping them satisfied. Good communication will be achieved by:

- Projecting a positive attitude of the Company at all times through verbal and non-verbal communication.
- Using the customer's Title & name. This helps to personalise the relationship with the customer. However, address customers correctly. Use Mr or Sir or ENG when addressing a male and Miss or Mrs or ENG when addressing a female. Use first names only when given permission to do so.
- Handling all incoming and outgoing telephone calls by competently using the features of the telephone system, for example, placing a call on hold, transferring a call and retrieving voicemail. Remember to refer to the operating manual if in doubt, or seek help from a more experienced colleague.
- Practising active listening skills and good questioning techniques. All staff should be familiar with the use of open and closed questions, paraphrasing, summarising and using attentive body language.
- Writing down important information and checking it for accuracy.
- Clarifying that all instructions given are understood.

Verbal Communication

The Telephone

Policy

The telephone is a means of promoting a positive image of Darko. It may be the first impression the customer forms of the Company so the service the customer receives must be of the highest standard. All staffs are to be trained in correct telephone etiquette.

Procedures

Answering the phone

- Be familiar with the functions of the telephone system.
- Answer the telephone in as few rings as possible. A maximum of three rings is Darko standard.
- Hold the mouthpiece of the telephone directly in front of the mouth so that speech can be clearly understood.
- Use the three answering courtesies:
 - Greet the caller – “Good Morning/Afternoon, Darko Constructions”
 - Introduce yourself – “This is <your name>”
 - Offer assistance – “How may I help you?”
- Give full attention to the speaker and avoid side conversations while talking on the telephone.
- Never eat or drink while talking on the telephone.
- If a caller needs to be placed on hold, first ask permission to do so. Say, “Would you mind holding please?”
- Do not leave a caller holding on a line for an extended period of time. Check back to see if they still wish to hold – offer to take a message or take details for the person they are calling.
- Always speak courteously with a warm and enthusiastic tone.
- Personal information concerning any employees of Darko is confidential and must not be disclosed to callers.
- Information regarding the business affairs of the Company is confidential and must not be disclosed to any one outside of the Organisation.
- Have pen and paper ready so that messages can be written down.
- Be aware of the time differences before placing Local or international calls.
- Keep in mind that the telephone is there for the use of the business. Please keep all private calls to a minimum and as short as possible.

Taking phone messages

All telephone messages should be written down as soon as a caller leaves a message. Message Slips can be accessed from the **General Stationery** folder. When taking a message record the following information:

- The name of the caller
- Company name of caller
- Phone number
- The name of the staff member to receive the message
- Date and time
- A brief message

Confirm all details of the message before hanging up.

Aggressive Callers

Difficult callers can be a good test of customer service skills. Use the following techniques when dealing with aggressive callers:

- Remain calm and don't argue with them
- Use active listening skills
- Offer understanding and sympathy
- Do not take hostile comments personally
- Involve the caller with suggested solutions
- Promise to take action if appropriate
- Remain courteous and provide assurance



Making outgoing calls

Before placing an external call make sure that the following details have been checked:

- The name and number of the Organisation
- The name & Position of the person you are calling
- The content of the call so that all information is clear and accurate
- All files and documents required are at hand so that you can access them easily.

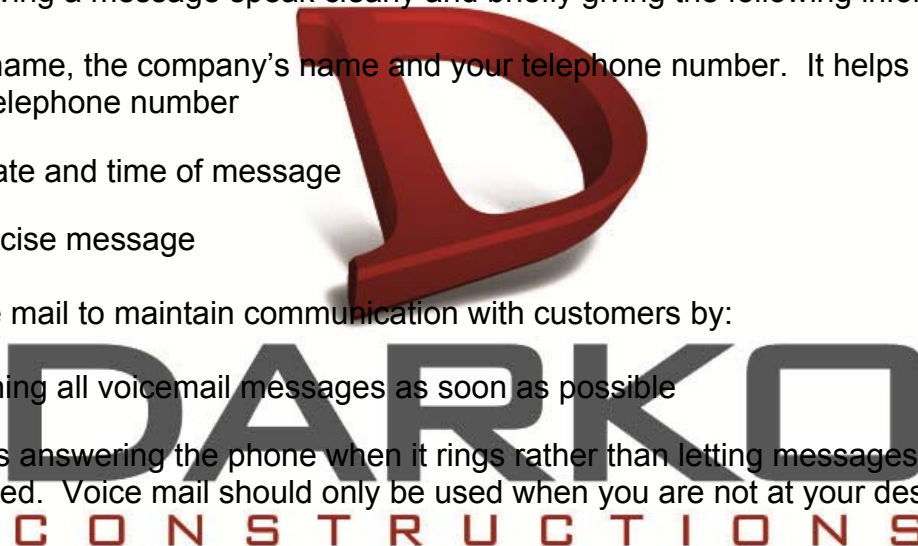
Voice mail

When leaving a message speak clearly and briefly giving the following information:

- Your name, the company's name and your telephone number. It helps to repeat your telephone number
- The date and time of message
- A concise message

Use voice mail to maintain communication with customers by:

- Returning all voicemail messages as soon as possible
- Always answering the phone when it rings rather than letting messages be recorded. Voice mail should only be used when you are not at your desk.



Written Correspondence

Policy

All written correspondence should reflect the attitude of excellence that Darko wishes to convey to all its customers. The Company wishes all staff to adopt plain Arabic/English principles, use correct spelling, grammar and punctuation in all documents and refer to the Company's Style Guidelines with regard to format.

Procedures

- Ensure that all written correspondence reflects the 5C's of business etiquette:

Clear - the message is understandable to the reader. The ideas are presented logically and the language is appropriate

Concise - use short paragraphs, get quickly to the point and convey a positive attitude

Correct – make sure that all information is confirmed, spelling and punctuation checked and any errors are corrected

Courteous – Use a polite tone throughout

Complete – Give the document a final check prior to signing

- Both an electronic and hard copy are required for all outgoing correspondence and filed according to departmental procedures
- Print all drafts on recycled paper whenever possible
- Use email and fax facilities where appropriate
- Use email for internal correspondence where possible to conserve paper and to achieve rapid delivery
- Use the correct form of address for all correspondence. All staff have access to the client lists, names of suppliers and Sites which lists the preferred titles and correct spelling of names.
- Refer to the section, *Style Guidelines*, for producing the following business documents:

Business letters

Memos

Facsimiles

Short Reports

Notice of Meeting

Meeting Agenda

Minutes of Meeting

Style Guidelines

Policy

Darko is committed to producing professional quality business documents. In order to maintain a professional and consistent image, staff must ensure Darko Style Guidelines are applied to all correspondence and promotional material.

Procedures

All staff will:

- Use Darko letterhead on all outgoing business letters and faxes
- Use *any* memorandum forms for all internal memos
- Use the standard format where appropriate. (See sample layouts provided)
- Use the closing notation of 'Yours sincerely' in all letters
- Spell-check each document before printing
- Ensure that all documents are electronically saved in the appropriate folder
- Print all draft copies on recycled paper
- Return draft copies to writer for checking
- Edit the checked documents, save and print
- Return final draft to writer for checking and signing
- Ensure that longer reports are bound
- Use *Darko Notice of Meeting, Agenda and Minutes of Meeting* forms for all meetings



Business letters

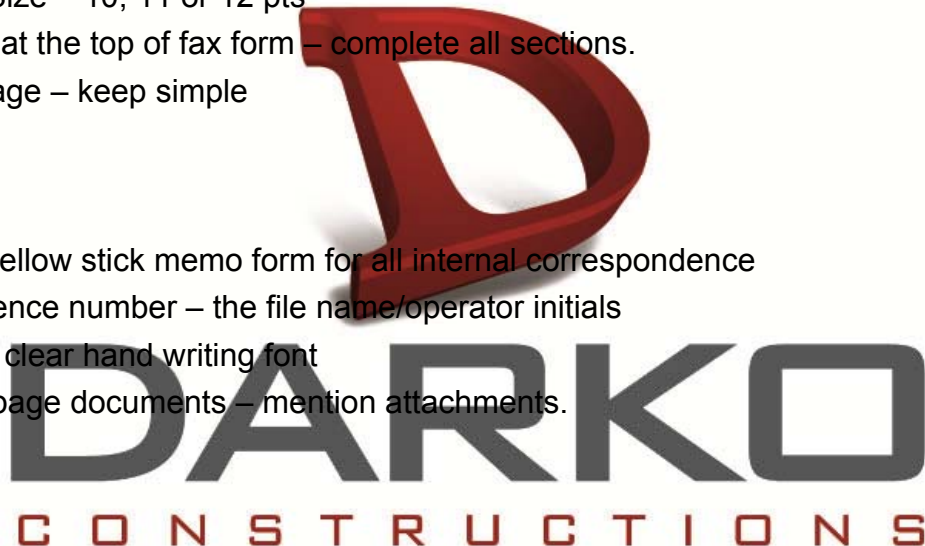
- Darko letterhead to be used for all business correspondence
- Fully-block, open punctuation
- Font – Arial
- Font size – 10, 11 or 12 pt
- Multi-page letters to contain a footer - page number 8 pts, at Mid margin, on all pages except the first page
- Layout – refer to example on page 33

Facsimiles

- Use Darko letterhead as fax form
- Font – Arial
- Font Size – 10, 11 or 12 pts
- Table at the top of fax form – complete all sections.
- Message – keep simple

Memos

- Use Yellow stick memo form for all internal correspondence
- Reference number – the file name/operator initials
- Use a clear hand writing font
- Multi-page documents – mention attachments.



Promotional Material

- Darko logo must be incorporated into all promotional material
- Darko full contact details must be included in all promotional material
- No more than two (2) font types should be applied within one document
- All promotional material must be visually appealing with appropriate formatting features applied
- Documents should be vertically and horizontally centred where appropriate

Meeting Forms

- Use Darko Notice of Meeting form to advise staff of forthcoming meeting
- Use Darko Agenda form to record agenda items
- Use Darko Minutes of Meeting form to record the minutes of the meeting.
- All meeting documents to be prepared for ease of access
- Please also refer to the section 'Meetings' in this manual.



Office Equipment

Policy

It is the policy at Darko to produce work documents of the highest possible standard. To achieve this, Company has invested in high quality office equipment including photocopiers, facsimile machines, telephones, binders and laminators.


The Company is also committed to maintaining the confidentiality of its customers and employees. All documents relating to Darko Clients, staff, suppliers and Sites will be shredded before removing to recycling bins.

Procedures

All staff will to use the following procedures in the use of office equipment.

Photocopiers

All staff will:

- 
- Attend a training session in the correct use and basic maintenance of the photocopier
 - Operate the photocopier in accordance with the manufacturer's guidelines and the operating manual available in each department
 - Comply with all copyright legislation
 - Check that the machine is working properly and clear any paper jams
 - Check that there is adequate toner and paper available and inform the authorised staff member if stocks are low
 - Note that authorised staff will complete a *Request for Stationery and Supplies* form if stocks are low and forward this to the Administration Assistant (refer page ...)
 - Report any faults that are not easily rectified to your manager and if directed complete a *Request for Servicing* form and forward to the Administration Department (refer page ...)
 - Note that high volume printing will be referred to the Company's preferred printing supplier *Perfect Prints*
 - Implement the Company's policy on paper conservation wherever possible.

Fax Machine

All staff will:

- Operate the fax machine in accordance with the manufacturer's guidelines and the operating manual available in each department
- Ensure that there is an adequate supply of fax transmittal sheets for all outgoing faxes and plain paper available for all incoming faxes
- Check the fax machine for incoming faxes and distribute these immediately
- Load the fax machine with paper and leave on at night to receive any incoming out of hours transmissions
- Keep the area around the fax machine uncluttered
- Report any faults that are not easily rectified to your manager and if directed complete a *Request for Servicing* form and forward to the Administration Department (refer page ...)

Binders and Laminators

All staff will:

- Attend a training session in the correct use of the binding and laminating machine
- Use the binding and laminating machines only for the formal presentation of Darko documents or as directed by your manager
- Check that the contents of documents are in the correct order and meet professional standards before binding
- Operate the binder and laminator in accordance with the manufacturer's guidelines and the operating manual available in each department
- Ensure binding and laminating machines are turned off after use
- Report any faults that are not easily rectified to your manager and if directed complete a *Request for Servicing* form and forward to the Administration Department (refer page)

Shredders

All staff will:

- Use the shredder for the destruction of confidential documents only.
- Operate the shredder in accordance with the manufacturer's guidelines and the operating manual available in each department
- Ensure the confidentiality of all documents relating to the Company's customers, employees, suppliers and Sites
- Ensure that confidential documents approved for shredding are shredded before removing to recycling bins
- Remove all paper clips and staples before shredding documents
- Empty shredded material into recycling bins as necessary
- Report any faults that are not easily rectified to your manager and if directed complete a *Request for Servicing* form and forward to the Administration Department (refer page 38)
- Turn the shredder off after use.

Telephones

All staff will:

- Attend a training session in the correct use and functions of the telephone system
- Follow the protocol for Verbal Communication
- Use the options provided by the system efficiently
- Refer to the User Guide Manual supplied by the Service Provider





Request for Servicing

DATE:

PRIORITY:

To: Administration Manager

Please request service for the following item of equipment

EQUIPMENT

DEPARTMENT

BRAND

SERIAL NUMBER

DESCRIPTION OF FAULT



Signature of Manager

Service No

Stationery Supplies

Policy

Only staffs who have been approved by the departmental manager may order stationery supplies.

Procedures

- A nominated person in each department will check paper supplies and other general stationery weekly, to ensure stock levels are adequate
- Authorised staff must use the *Stationery and Supplies Request Form* to request stationery (refer page ...). This form is to be forwarded to the Administration Assistant in the Administration Department
- All staffs are to implement the Company's policy on conservation and use paper efficiently.





STATIONERY AND SUPPLIES
REQUEST FORM

DATE:

PRIORITY:

FROM: _____

TO: ADMINISTRATION ASSISTANT
ADMINISTRATION DEPARTMENT

Please order the following items of stationery and supplies for the _____ Department

CAT No	DESCRIPTION	QUANTITY

Mail

Policy

All incoming mail must be sorted, processed and delivered promptly. Mail is to be collected from the Reception Area and delivered to each department. Staff should respond to incoming correspondence within two (2) working days.

Procedures

Incoming Mail

- Collect Mail from the Reception area by 9.30 am daily
- Record mail in the department's Mail-in Log. This form can be accessed from the **General Stationery** folder.
- Give priority to the distribution of any mail marked "urgent, certified post or express post"
- Sort and distribute mail to departmental in-trays
- Check fax machine regularly and distribute incoming faxes to staff members
- Report any suspicious mail to your manager.

Procedures

Outgoing mail

- Record mail in the Mail-out Log. This form can be accessed from the **General Stationery** folder.
- Use only Company envelopes and check that all envelopes are correctly addressed
- Bundle all Express and Certified Mail together
- Place all outgoing mail in the "Mail-out " pigeon hole in the Reception area
- Notify the Receptionist when the courier service is required
- Complete the booking sheet for *Complete Couriers* held at Reception. (This booking sheet can be accessed from the **General Stationery** folder.)
- Ensure that all couriered delivery items are correctly addressed and placed in the "Courier Service"

Email

Procedures

All staffs are requested to:

- Use email for most internal communication
- Reply to emails as soon as possible
- Be precise when addressing email and verify the details before mailing the message
- Include the topic of your message in the subject area and keep messages concise
- Use normal text case and check your spelling
- Use proper salutations and maintain a polite tone
- Clearly identify if your message is urgent
- Limit the size of attachments as problems may arise with large files
- Be alert to the problems of importing viruses and take all possible precautions including updating the virus scan on your computer regularly
- Delete messages no longer required or file in an appropriate folder
- Remember that email is admissible in a court of law



Don'ts

- Don't broadcast junk messages
- Don't send messages (or jokes) likely to promote feelings of sexual, racial or other harassment in the mind of the recipient
- Don't assume your message is private. It may be held on the system for some time or re-transmitted
- Don't send an email message if a face-to-face discussion would be more efficient

Petty Cash

Policy

Small purchases of less than 5000 EGP can be claimed through Petty Cash.

Darko is committed to ensuring accountability and security in all cash transactions and to minimise any risk of theft or fraud. All requests for petty cash are to be referred to the Accounts Department. It is *Darko* policy to reimburse all legitimate expenses incurred by staff on behalf of the Company.

Procedures

All staff will:

- Make arrangements with the departmental manager before incurring expenses
- Complete a *petty cash voucher*, giving all details of the expense including the amount and have this signed by the manager. Petty cash vouchers can be accessed from the **General Stationery** folder.
- Attach any invoices or receipts to the petty cash voucher and submit to the Accounts Assistant for reimbursement.



Conservation and Recycling

Policy

Darko is committed to the conservation of the environment. Staffs are requested to recycle materials especially paper and to avoid any unnecessary wastage.

Procedures

All staff will:

- Use the recycling bins provided for A4/A3 paper only
- Remove paper clips and staples from paper before placing in the recycling bin
- Sort waste materials into the appropriate bins provided
- Use shredded paper for packaging material if needed
- Use scribble pads supplied from recycled paper for notes
- Print draft copies on recycled paper whenever possible
- Use email for internal messages whenever possible
- Read email messages from the screen rather than printing a copy.



Office Records

Policy

Darko is committed to maintaining an accurate records management system for the easy retrieval of essential information. All financial records are to be kept in accordance with the Egyptian Taxation Office regulations. All staffs are required to keep accurate and up to date records and to be aware of the importance of security and confidentiality. Staff should follow their departmental guidelines for storing inactive or archived files and for records disposal.

Procedures

- Darko will keep a centralised database with details of all products, suppliers, customers and Sites which is available to related staff
- Each department will keep specialised electronic files which are available only to departmental staff
- All staff records will be kept strictly confidential
- Each department will manage its own paper based filing systems
- Back up copies of all electronic files will be made twice weekly and tapes will be couriered to the **Disaster Recovery Site** in a safe place outside Darko.
- All departments will recycle back-up tapes
- All staff will implement the Company's policy of paper conservation and recycling wherever possible.

Records Retention and Disposal of Paper Based Files

- Records that are no longer active must be removed from the current filing system and either stored as inactive files, archived, or destroyed
- Records will be destroyed by shredding only after strict adherence to the retention schedule
- All records concerning the establishment and ownership of *Darko* must be archived indefinitely to satisfy legal requirements
- Staff records kept in the Human Resources Department will be kept as active files for seven years and then archived indefinitely
- Financial records kept in the Accounts Department will be placed in inactive files after two years and destroyed after a further five years.
- Records kept in the Administration Department will be placed in inactive files after two years and destroyed after a further three years
- Records kept in the Purchasing Department will be placed in inactive files after two years and destroyed after a further three years.

Time Management

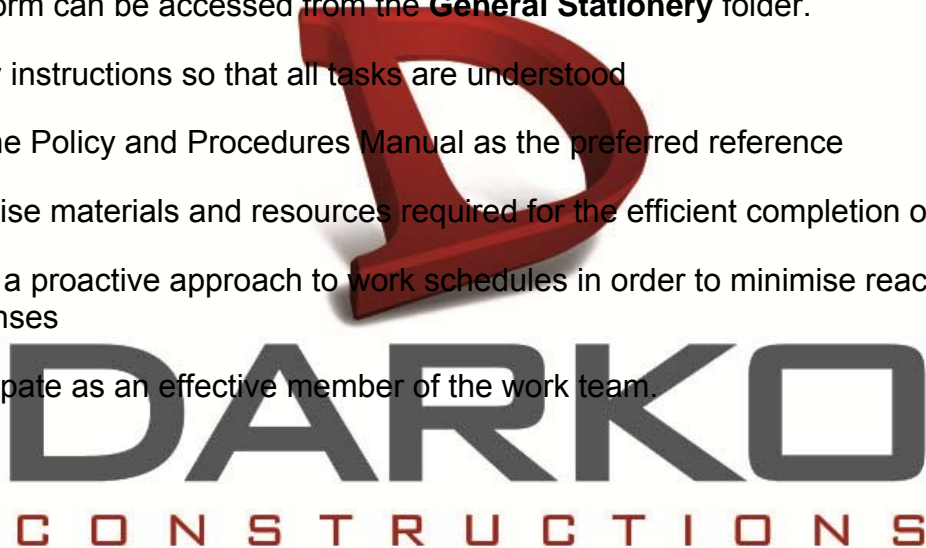
Policy

Each department at *Darko* is responsible for the implementation of time management procedures to ensure that department goals are met. Staff members are expected to organise their own work schedule and to be productive members of the work team.

Procedures

All staff will:

- Develop skills in the efficient use of time
- Keep a daily action plan 'To Do List' to keep them focused on prioritised tasks. This form can be accessed from the **General Stationery** folder.
- Clarify instructions so that all tasks are understood
- Use the Policy and Procedures Manual as the preferred reference
- Organise materials and resources required for the efficient completion of tasks
- Adopt a proactive approach to work schedules in order to minimise reactive responses
- Participate as an effective member of the work team.



Meetings

Policy

Staffs are required to attend all meetings organised by the Management. A *Notice of Meeting* and *Agenda* will be distributed to staff at least three working days before the meeting is scheduled. A member of staff nominated by the Chairperson will take the Minutes of the Meeting and circulate the *Minutes* to all staff who attended the meeting within five working days.

Team leaders need to inform their department managers of the purpose of any proposed meetings and the number of staff that will be attending.

Procedures

All staff will:

- Inform their Manager of any meeting arrangements
- Book the meeting room and any equipment required with the Receptionist
- Arrange catering with Reception if the meeting will take half a day or a full day
- Ensure that a *Notice of Meeting* and *Agenda* are distributed to staff
- Make certain that the minutes of the meeting are recorded on the *Minutes of Meeting* form.
- Ensure that the meeting keeps within the time allocated
- Tidy the meeting room at the conclusion of the meeting





Notice of Meeting

Department	
Type of Meeting	
Date	
Location	
Start/Finish Time	
Chairperson	
Note taker	

NOTICE OF MEETING ISSUED BY _____ ON _____

Folder Name\Filename: General Stationery\notice.doc

Agenda

Department	
Type of Meeting	
Date of Meeting	
Time	
Location	

Items for Discussion

- 1
- 2
- 3

AGENDA ISSUED BY _____ ON _____

Folder Name\Filename: General Stationery\agenda.doc



Minutes of Meeting

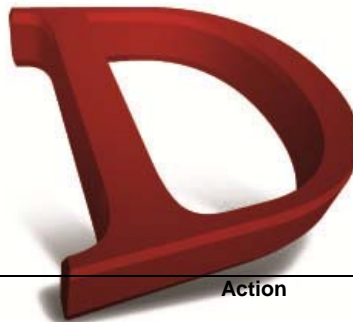
Department	
Type of Meeting	
Date	
Location	
Start/Finish Time	

Chairperson

Note taker

Attendees

Apologies



Item No	Item Description	Action	Date to be completed	Responsibility of
1				
2				
3				



MINUTES APPROVED BY _____ ON _____

Folder Name\Filename: General Stationery\minutes.doc

Computer Operations

Policy

Darko is committed to ensuring staff use computer technology in a way which promotes a safe work environment. Individual workspaces, furniture and equipment must be adjusted to suit the ergonomic requirements of the user.

All staff are expected to be able to use a variety of software programs in the course of their daily duties, manage computer data proficiently, and maintain computer equipment in good order and condition.

Procedures

Software programs

- Only registered software programs may be used. No staff member is permitted to load or upgrade any software program unless authorised by IT management
- Registered programs installed are
 - Operating system – *Microsoft Windows*
 - Anti-virus software – *Symantec Antivirus*
 - Office suite – *Microsoft Office Professional*
 - *ERP Axiom By ORACLE*
 - Internet browser – *Microsoft Internet Explorer*
 - Internet email – *Microsoft Outlook Express*
 - *WinZip* or *Winrar* – to zip and unzip compressed files
 - *Adobe Acrobat Reader* – to read .pdf format documents
- Remember to access the software's online Help files if you require assistance with the program
- Report any software problems immediately to the IT Manager

Virus Protection

- The IT Department is responsible for ensuring that the anti-virus program installed on the network is updated at least twice per week. However, this does not guarantee that all workstations will be virus-free, and staff are requested to exercise caution at all times

Virus Protection (cont'd)

- Do not open email attachments that are from an unknown source
- Do not copy/open files from another source until they have been scanned with the anti-virus software
- Keep up to date with information about viruses and their prevention – search the Internet for appropriate sites, read computer magazines/textbooks
- Report any suspected virus immediately to the IT Manager

Hardware

- Do not eat or drink at your computer
- Develop a routine to maintain your computer equipment. The keyboard, monitor and mouse should be cleaned regularly. Before cleaning, make sure the computer is turned off and disconnected from the wall plug
- Store the User Manuals for your computer system in a place where they can easily be accessed for reference
- For shared computer equipment, eg printers and scanners, keep User Manuals next to the equipment so that they can be quickly referred to if required.
- Report any suspected hardware problems to IT Manager
- Complete a *Request for Servicing* form if a service call has to be placed - refer page 38
- Complete a *Stationery and Supplies Request Form* when consumables have to be ordered or replaced - refer page 40

File Management

- Create a personal subfolder (using **your name** as the subfolder name) to hold your day-to-day working files
- 'Move' completed files to the appropriate folder in your department.

File Management (cont'd)

- File Log Sheets -
 - Record all files on a *File Log Sheet* form – refer page 53. This form can be accessed from the **General Stationery** folder and can be maintained online or by hand.
 - File a 'hard' copy of all completed *File Log Sheets*.
- Filenames -
 - Speak to your Manager regarding the file naming conventions used in your Department
 - For ease of operator identification, add your initials to the end of each filename.
- Backups -
 - Backup copies of all electronic files are made twice weekly. Refer to the *Office Records* section on page 45
 - Speak to IT Manager regarding the backup procedures carried out within your Department
 - At the end of each day, make a backup of the files in your personal folder and store in a safe place.

