

Valoores Rules and Regulations

Notebook

- A Notebook will be given to you when you start your training at [Valoores](#).
- You must keep your notebook with you at all times when you are working because you will invariably need to take notes and consult old ones.

Daily Report

- You are required to compose, at the conclusion of each workday, a clear report that follows a predefined standard format, describing all the tasks you worked on during that day.
- This report is to be e-mailed upon completion to management.

Work Calendar and Office Hours

- Valoores' work ***schedule*** is Monday through Friday and the work hours are from 8:00 a.m. to 12:30 p.m. and from 1:30 p.m. to 5:00 p.m.
- A one-hour break (12:30 p.m. – 1:30 p.m.) is provided for lunch.
- Personal matters are to be attended during the lunch break provided you are back at work on time.
- **Lateness and absences during the day will be deducted from the balance of the Annual Leave of the concerned employee. For those whose annual leave's balance is 0 or are still not eligible to Annual Leave, the lateness and unjustified absence, it will be deducted from the monthly salary.**

Accountability Monthly Report

- By the end of each month a report will give an accurate list of those who haven't covered the regular working hours.

Confidentiality

- Employees are required to maintain confidentiality regarding sensitive company information, proprietary data, their salary and personal information of colleagues or clients.

Communication Etiquette

Expected behavior in the workplace includes professionalism, confidentiality, and ethical behavior. Respectful communication with colleagues, supervisors and clients is essential. Employees are expected to use professional language, be courteous, and avoid disrespectful or offensive remarks. Use of inappropriate words and jokes will lead to receiving a warning.

Absence Types

1. Vacation

- Unscheduled absence from work should be reported to your supervisor **and to HR** as soon as possible before your normal starting time (no later than **8:30** a.m.)
- Every employee has to **fill out a leave request in Orange HRM System** for a vacation and get the confirmation of his team leader before leaving the company.

2. Sickness

- A medical report should be provided and validated by the appointed Vallores' doctor. Sick leaves are not considered during probationary period (sick days will be deducted).

3. Branch Visit

- When an employee is visiting another Branch or sent outside the company for a special reason, HR and the team leader should be informed in order to take the necessary action.

4. Missing Access Card

- For employees whose access cards are missing, a process is set according to the following steps:
 1. In case you forgot to bring your access card with you, please inform HR via email.
 2. HR will call and deliver to you an internal access card after considering the date and your name.
 3. HR will send an informative email to the HR group.

- By following the above steps, HR will be able to conduct a thorough follow-up on all your activities and make sure that the tracking is still available even without using your initial access card.
- At the end of the day, please hand over the temporary access card to HR since its use validity date is limited to **1 day**.
- ***In case of loss or destruction of your access card, a \$10 charge will be deducted from the salary to cover the price of a replacement card".***

University Courses

- With the start of the new academic year and for those who would like to ask for leave requests to be able to attend their courses, they will need to provide the management with the following documents:
 - A Copy of the course's registration.
 - A copy of the registration payment slip.

Absences to attend course will be deducted from the balance of the Annual Leave of the concerned employee. For those whose the annual leave balance is 0 or are still not eligible to Annual Leave, the absence will be deducted from the salary.

Dress Code

- The self-employee Access Card should always be worn around the neck during working hours.
- Valoores expects employees to dress appropriately in **business casual attire**. Because our work environment serves customers, professional business casual attire is essential. Customers make decisions about the quality of our products and services based on their interaction with you.
- Attire unless the day's tasks require otherwise.
- All employees are requested to consider each day's activities to determine what to wear (i.e., meeting with a client at VALOORES premises or at the client's office site).
- Employees should always present a clean and professional appearance.
- Clothing with offensive or inappropriate designs or stamps are not allowed.
- Clothing should not be too revealing.

Phones: Company Lines

- It stands to reason that the company's phone lines should be used primarily for work purposes. However, you may still be reached by outside parties, if need be, for brief notifications or urgent personal purposes.

Mobile Phones & Messages Exchange

- Communication related to work should be processed by email and not through WhatsApp messages in order to be documented and traced back if need be.
- Mobile phones should be used strictly for work or emergencies but not to play games.

Smoking

- This is a fairly straight forward entry: **Valoores** has a zero-tolerance policy towards smoking.
- Smoking is strictly forbidden anywhere inside the floors of the building – including the cafeteria - and only permitted out in the open.

Internet Use

- Internet access from the company is governed by the most rigorous security rules due to the potential system infection risks associated with it.
- Stations cleared for employee Internet access are independent of **Valoores** network.