

Dakkak DMC Office Policies

At Dakkak DMC, we are committed to maintaining a professional, efficient, and sustainable working environment. This document outlines the key policies that guide our day-to-day operations and ensure that we uphold the best practices.

These policies are designed to foster a culture of transparency, fairness, and continuous improvement within our office, contributing to the overall success and sustainability of our business.

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Energy Reduction Policy

At Dakkak DMC, we are dedicated to minimizing our environmental impact by actively reducing energy consumption. This commitment is integral to our sustainable business practices and reflects our responsibility toward future generations. This policy outlines our goals, objectives, and immediate actions to enhance energy efficiency across our operations.

• Commitment to Energy Reduction:

We are fully committed to reducing energy consumption and managing our energy resources responsibly. Our commitment extends to all aspects of our operations and is embedded in our corporate culture

• Saving Energy:

1- Heating and Ventilation:

- Educate employees about efficient heating, cooling, and ventilation practices.
- Follow a switch off policy to switch off equipment and heating/cooling systems during non-operational hours.
- Optimize heating/cooling system settings for different time periods (daytime, nighttime, weekends, holidays).

2- Lighting:

- Maximize natural daylight by ensuring clean and accessible windows.
- Replace conventional light bulbs with energy-efficient options such as LED lights.
- Eliminate the use of halogen lights.

3- Technical Equipment:

- Prioritize the purchase of energy-efficient computers and printers.
- Configure screens to enter standby mode after periods of inactivity.
- Pre-set all equipment to energy-saving modes.

Equipment Switch-Off Policy

At Dakkak DMC, we are committed to reducing energy consumption and minimizing our environmental footprint. One of the ways we contribute to this goal is through our Equipment "Switch-Off" Policy, which encourages all employees to actively participate in conserving energy during and after office hours.

• **Switching Off Equipment:**

Employees are required to switch off all equipment (e.g., computers, monitors, printers, lights) when leaving their workstations or office spaces at the end of the workday.

• **Air Conditioning:**

Our air conditioning systems are set to energy-efficient modes during office hours. However, employees are encouraged to open windows and take advantage of natural ventilation whenever feasible to reduce the need for air conditioning.

• **Assigned Responsibility:**

To ensure compliance with this policy, we have an office boy conduct rounds and check that equipment is switched off on end of office hours. Staff members that stay after hours a required to turn off their stations, electricals, and lights upon leaving the office.

Health & Safety Policy

We comply with all requirements of our applicable national laws and regulations that help protect visitors and employees. We demand a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position.

Our main commitments are as follow, in our company we dedicate necessary resources to:

- Ensure safe working practices are set up and followed
- Prevent risks to health and hazards
- Ensure that the right warning signs are provided and looked after
- Ensure that ventilation, temperature, lighting, toilet, washing and rest facilities all meet health, safety and welfare requirements

1. Office safety

We make the workplace safe by:

- Making sure premises are properly ventilated with clean and fresh air
- Keeping temperatures at a comfortable level (e.g. a minimum of 16 degrees Centigrade where the work involves physical activity)
- Making sure facilities are well lit, to allow employees to work and move safely
- Keeping the workplace and equipment clean
- Ensuring that areas are big enough to allow easy movement
- Providing workstations suitable for the employees and their tasks
- Keeping the equipment in good working order and ensuring it is regularly maintained
- Storing things properly to avoid them to fall and cause injuries
- Providing suitable washing facilities and clean drinking water
- Giving access to resting areas for breaks and lunches

2. Drug & alcohol policy

We have a zero tolerance policy in regards to the use of illicit drugs. We do not tolerate employees attending work under the influence of alcohol. Contravening either of these points may lead to instant dismissal.

At times, we make alcohol available to staff over the age of 18 during employee outings, parties or celebrations. Limiting the consumption of any alcohol made available is the responsibility of the employee.

3. Emergency procedures

It is one of our priority to set up emergency plans. The purpose of an Emergency Plan specifies procedures for handling sudden or unexpected situations. The objective is to be prepared to prevent fatalities and injuries to human beings and reduce damage to buildings, stock, and equipment in such situations.

Communication is critical during an emergency situation. It should be well-timed and clear to the recipients. Following methods of communication will be in use. Please ensure that all emergency contact details are up-to-date.

We have set up the following evacuation procedures, indicating the course of action to be taken in our company, in case of:

- Fire
- Medical emergency

FIRE Emergency plan:

If you see smoke or flames: Use CARE

1. Report the fire to the nearest Fire Brigade (Call 911)
2. Evacuate or extinguish (In most cases, it is best to Evacuate)

Use a Fire Extinguisher, *only if*:

- You have been trained
- You have your back to an unobstructed exit
- Everyone else has left the area
- You have a fully charged and proper type unit for the fire you are fighting
- The fire is contained, and you have reported the fire to the fire brigade
- There is little smoke or flames

If you can't control the fire within 30 seconds, abandon your efforts, close the door(s) and evacuate immediately.

Building Evacuation

- Establish the exact location of the fire
- Establish the extent and trend of the fire
- Establish if there are any persons immediately at risk
- Contact Emergency Services (911) & provide the name and contact details of the informant
- Ensure that all persons are evacuated from any threatened buildings

MEDICAL Emergency Plan

If someone is deceased, injured or ill:

- Remain calm
- Isolate the site where the Incident has occurred
- Segregate any witnesses in private area away from Incident scene
- Segregate any friends/colleagues of the deceased in private area away from Incident scene
- Call 911 and report the incident
- Avoid contact with blood and other body fluids by using personal protective equipment
- If practicable, ensure that the body cannot be disturbed until emergency services arrive
- Confirm that Emergency Services have been notified (Call 911 again)
- Do not interfere with any evidence
- Comfort witnesses/colleagues.
- Collect accurate information about the Incident

4. Accident / incident reporting

All our employees must report any accidents, injuries, diseases and dangerous occurrences. The direct witness of the accident/incident must write an injury report and report to its manager. This standard report must include:

- names of the concerned parties
- time and date of injury
- exact location the injury/incident occurred
- how the injury/incident happened
- details of the injury/illness and the part/s of the body injured
- names and contacts of any witnesses
- name and contacts of the person entering details
- date the employer was notified

Disposable Goods Reduction Policy

Objective:

To actively reduce the use of disposable and consumable goods, particularly paper and single use plastics in internal office operations, thereby minimizing environmental impact and promoting sustainability.

1. Paper Usage Reduction

- **Digital First Approach:** Encourage the use of digital documents and communications to reduce paper consumption.
- **Double-Sided Printing:** Where printing is necessary, default to double-sided printing to reduce paper waste.

2. Disposable Goods

- **Minimizing Disposable Items:** Eliminate the use of single-use plastics like plastic cutlery and plastic cups and other disposable office supplies where possible.
- **Reusable Alternatives:** Promote the use of reusable office items such as water bottles, mugs, and non-plastic cutlery.

3. Purchasing Practices

- **Sustainable Sourcing:** Give preference to suppliers offering environmentally friendly, reusable, or recyclable products.

Disciplinary Procedures

At Dakkak DMC, we maintain clear and fair disciplinary procedures to address employee conduct and performance issues. These procedures are designed to align with our company values and mission.

Fair and Non-Discriminatory: We treat all employees fairly and equitably, ensuring that our procedures are free from discrimination.

Timely Resolution: Matters are addressed promptly and without unnecessary delay.

Transparency: Employees are informed of complaints against them, along with any supporting evidence, before any disciplinary meeting.

Confidentiality: We maintain the confidentiality of information throughout the process.

Right to Response: Employees have the opportunity to express their perspective before any decisions are made.

Appeal Process: We offer an appeals process, allowing employees to challenge disciplinary decisions.

Thorough Investigation: We fully investigate matters before taking any disciplinary action.

Explanations: Employees receive clear explanations for any sanctions imposed.

Our commitment to these procedures ensures a fair and respectful work environment for all.

Equal Opportunity and Anti-Discrimination Policy

At Dakkak DMC, we are committed to fostering a diverse, inclusive, and equitable workplace where every individual is treated with dignity and respect. We recognize the inherent value of a diverse workforce, and we believe that it enriches our organizational culture, drives innovation, and contributes to our collective success.

Foundational Commitment:

- We affirm our commitment to equal opportunity, non-discrimination, and the principles of diversity, equity, and inclusion in every aspect of our operations.

Employee Recruitment and Retention:

- We promote fair and equal access to employment opportunities for all individuals, regardless of their racial/ethnic background, ability/disability, neurodiversity, language, socioeconomic status, citizenship or land of origin, faith/religion/spiritual affiliation, gender identity/expression, sexual orientation, age, or marital status.
- We actively seek to attract and retain a diverse talent pool, ensuring that our workforce reflects the communities we serve.

Fair and Consistent Pay and Benefits:

- We provide fair and equitable compensation, benefits, and opportunities for career growth to all employees, irrespective of their backgrounds or characteristics.

Discipline, Complaints, and Feedback:

- We have an open door policy to address any complaints related to discrimination, harassment, or unequal treatment promptly and impartially.
- Employees are encouraged to provide feedback and report any incidents of discrimination, harassment, or unfair treatment through multiple, directly to upper management.

Harassment:

- We maintain a zero-tolerance policy for any form of harassment. Harassment includes but is not limited to bullying, name-calling, threats, jokes, gossip, insults, unwanted physical contact, and any behavior that creates a hostile or offensive environment.

Water Reduction Policy

Our company has a responsibility to reduce the office's water consumption and promote sustainable practices.

Key Guidelines:

1. Water Leaks:

- Report any leaks in pipes, faucets, or toilets promptly to maintenance.
- Ensure that all faucets are turned off completely after use.

2. Toilet Usage:

- efficiently use the dual-flush system.

3. Handwashing:

- Use a moderate amount of soap.
- Turn off the faucet while lathering.
- Make sure the faucet is off when done.

4. Kitchen Practices:

- Avoid leaving faucets running while washing dishes or rinsing fruits and vegetables.

Waste Reduction Policy

At Dakkak DMC, we are committed to reducing waste, promoting sustainable practices, and minimizing our environmental impact. This Waste Reduction Policy outlines simple, practical steps that help our office reduce non-reusable or recyclable waste, with an emphasis on making waste management easy and achievable for all staff. We encourage everyone to contribute to these efforts by following the guidelines below:

1. Minimizing Waste Production

- **Refuse & Reduce:** Avoid unnecessary items, such as excessive packaging or promotional materials. Where possible, reduce the use of disposable products like plastic cutlery or paper cups.
- **Switch to Reusable:** Prioritize reusable products, including coffee mugs, water bottles, and reusable shopping bags. Staff are encouraged to use their own reusable containers for meals and beverages.
- **Repair Over Replace:** Extend the life of office equipment by repairing instead of replacing it. When items are no longer usable, they should be donated or sold for reuse.

2. Recycling

- **Separate Waste:** Ensure proper waste segregation by separating recyclables (paper, plastic, glass) from non-recyclable waste. Recycling bins are clearly labeled and easily accessible throughout the office.
- **Recycle Paper:** Use double-sided printing wherever possible, and recycle used paper in designated bins. Aim to reduce brochure printing and move towards digital alternatives.

3. Reducing Office Consumables

- **Bulk Purchasing:** Purchase office supplies in bulk to minimize packaging waste, especially for commonly used items like paper and cleaning supplies.
- **Digital Documents:** Where possible, switch to digital documents instead of printed ones to reduce paper consumption. Encourage staff to use cloud-based storage and communication tools.
- **Minimal Packaging:** Choose suppliers and products that use minimal or eco-friendly packaging.

4. Goals

- **Setting Targets:** We reach a target of 100% double-sided printing and a 90% reduction in reliance on single-use plastic.

This policy encourages all staff to take simple, manageable actions that contribute to a greener, more sustainable workplace. By following these guidelines, we aim to create an office environment that supports environmental responsibility and long-term sustainability.