

The Yammine

EMPLOYEE HANDBOOK

Employee handbook

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January 2005

Dear Staff Member,

I take great pleasure in welcoming you to the Yammine Trading family and sincerely hope your career with us will be quite rewarding for yourself and the company.

This handbook will be an informative tool for you to get acquainted with the company procedures, rules and regulations and general information. Refer to it when appropriate, and let it be your guidance to success. Apply whatever is required and you will surely create magic.

We, at the Yammine Trading, strongly believe that "Customer Satisfaction comes from Staff Satisfaction". Therefore, our commitment is to attend to your needs, train you, develop you to your utmost potential and create a healthy working environment for you.

In you lies the real wealth of the Company and you are greatest asset. Our expectation from you is quite high. We have excellent facilities and innovative ideas, we expect from you to provide impeccable service and reveal loyalty and pride to the Owner, the Company and your Manager.

Have a great faith in the company and your capabilities, this way we will be the Market Leader in Lebanon.

I wish you all the best for the future and welcome you on board.

The Management

Yammine Trading Co. sarl

A name that guarantees top-grade technology in the compressed air sector. YAMMINE has emerged from a company with a long tradition whose products in the compressed air industry have always stood for quality, innovation and consideration of its customers.

Today YAMMINE is an extremely flexible company which can react fast to special customer requests. It stands by its customers as a competent partner, giving advice and practical support.

It goes without saying that as one of the leading suppliers of advanced compressed air systems, our commitment to continuous research and development forms the basis for all the plants we supply.

Our motto is: If you have stopped improving, you have stopped being good!

YAMMINE TRADING supplies:

- COMPRESSORS
- CONTROLS
- COMPRESSED AIR TREATMENT
- AIR TOOLS
- COMPONENTS FOR PNEUMATIC AUTOMATION
- VACUUM SYSTEMS
- SERVICES

WHO'S WHO AT Yammine Trading Co. sarl

- Managing Director
- Financial Controller
- Marketing Manager
- Director of Sales
- Sales Manager
- Senior Sales Manager
- Manager of Showroom
- Director of Workshop
- Manager of Workshop
- Chief Engineer
- Human Resources Manager
- Assistant Human Resources Manager
- Purchasing Manager
- Assistant Purchasing Manager
- Executive Housekeeper
- Assistant Executive Housekeeper
- Chief Security

THE MISSION STATEMENT

WE HAVE THE RIGHT PRODUCT FOR ALMOST ANY APPLICATION!

In line with the customer's needs.

With our innovative system concepts we offer customized solutions for almost all applications.

Our endeavor lies not only in supplying compressors, we offer ourselves as a competent system provider capable of offering solutions to all users of compressed air.

That does not only apply to the consultation and installation phase of your new compressor(s), but naturally continues in all areas of service, maintenance and visualization.

Our quality standards mean you can rely on our machines

High performance products. Designed for you!

COURTESY TO THE CUSTOMERS & EMPLOYEES

Being courteous and polite at all times is an important part of service to our customer and fellow employees. If there is a misunderstanding with a customer or employee, call your supervisor or manager. Utilize employee facilities and work areas but do your part to keep these areas clean and safe for other employees.

- The first impression a customer receives creates the mood for his entire visit. Smile and welcome him.
- Give all customers the same attention. Never judge a customer by his appearance, age or manner.
- Always use courtesy phrases – Thank you, Please, Yes sir, etc...
- Learn your customer's name. Calling customers by name goes a long way towards making them feel at home. Recognizing your customer will please them.
- Speak slowly and clearly to customers. Not everyone speaks the same language. Patience is more important.
- Never argue or lose your patience with a customer or employee in the presence of either one.
- Do not raise your voice to attract another person's attention. Please no gum chewing, smoking or eating in areas where customers can see you.
- Do not discuss politics, religion or any controversial subject with customer. Instead, discuss the company and its services.
- Do not gather in groups to discuss personal matters and if its business, conversation should end immediately in the presence of customer.

YOUR EMPLOYMENT

Expectations

All employees are an investment. The best working relationship is based upon a clear understanding of what you can expect from your employer and what your employer expects from you.

This handbook is not a contract with our company. If you have any difficulties understanding any section, contact your head of department or the Human Resources Manager.

Equal Job Opportunity

Our Company always selects the most qualified individual for the job regardless of race, color, sex, national origin, age, or any other categories protected by law. Personnel policies related to recruiting, hiring, training, compensation, benefits, promotions, transfers, disciplinary action, layoffs, and terminations are administered on a non-discriminatory basis.

Our company will protect every employee's "right to work" free from discrimination and unwarranted outside interference, but no employee is allowed to hold another job than the one he holds at the Yammine Trading. If you have a problem in this regard please report it to the Human Resources Manager.

You and Your Supervisor

No one wants you to succeed at your job more than your supervisor. He selected you from among a number of candidates because he/she believed you to be the best qualified for the job. In the first weeks or months you are on the job, he/she and others in our organization will invest their time in training you for your new position. Your performance and your supervisor contribute to the success of our company operation, help your supervisor and your supervisor will help you.

Probation Period

The first 90 days of employment is known as the probationary period. During this time, you will have a chance to determine your satisfaction with the company and your job. At the same time, your department manager will evaluate your work and behavior to determine if you are in the right job and are able to meet the job requirements. At any time during this 90 days period, should your performance or behavior not meet our standards you may be released without notice or further obligations.

Released or voluntary resignation during this period will not have an adverse effect on your employment record. The probationary period may be extended at the discretion of your supervisor. Your continued employment naturally depends on successful periodic evaluation.

Departmental Training

A) After the end of your probation period, a "trainee performance appraisal" form will be evaluated by your department head and accordingly, you may have the chance to join us permanently.

B) Your department manager will review special rules and regulations which relate to your department. He/she will explain your job responsibilities and will train you to perform to company standards. If you have any questions concerning any aspect of your job, be sure to ask. We want you to do the best possible job.

C) On-going training sessions are scheduled by department managers and supervisors according to their need. Training may consist of job skills, change of policies and/or procedures, and general customer courtesy training. Sessions will be conducted in your work area or in the training room.

Performance evaluation

We know that it is very important for you to receive feedback from your supervisor regarding your job performance and other job related factors such as attendance and punctuality, behavior, personal appearance and work habits. You will have an opportunity to discuss your evaluation with your supervisor your performance evaluation will become a permanent part of your personal life. A copy will also be made available to you. Please bear in mind that a performance evaluation should not be confused with a salary review, salary increases are not automatic, increases are based on annual reviews.

Progressive Discipline

It is our intention to provide an environment in which each of you will have the opportunity to know what is expected of you. This is done so that you will be able to achieve the goals you have set for yourself, and so we can provide the best possible facilities and services for our customers.

We feel it is important for you to know, understand and accept as you're own, the standards and conditions for your employment with us, so that you will be free to concentrate your efforts on doing the right job that will give to the greatest sense of personal and professional satisfaction. Should there be a situation in which you fall short of achieving our mutually agreed upon standards of job performance and conduct, you will be creating a situation where corrective action becomes necessary. The types of action you can expect may be depending upon a determination based on a fair and objective investigation of the facts and circumstances of the specific incident.

RULES AND REGULATIONS

Unethical or illegal conduct

If you are asked to participate in any conduct that you feel is unethical or illegal, you should contact your supervisor. A confidential investigation into your charge will be conducted and appropriate corrective action taken.

Sexual Harassment

We will not tolerate any form of harassment of employees by anyone including supervisor, other employees or customers. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Any of these actions or any overt sexual passes forced on any employee or any reference to sexual favors as a possible means to promotion, wage increase, or threat of termination may result in the immediate termination of the employee guilty of sexual harassment. Should you encounter any problem in this area, immediately report it to the Personnel Manager.

Solicitation

Working time is for work. No solicitation allowed. Distribution of literature is prohibited during working hours but is permitted only in non-working areas (employee's staff canteen, break stations) and only during breaks, meal periods, or other approved non-work periods. Fund raising, selling lottery tickets or merchandise, soliciting donations or any other type of money-raising on company premises is also prohibited unless specifically authorized by the General Manager. Persons who are not employed by our company not solicit or distribute for any purpose, anywhere, at any time on the company premises.

- Immoral, indecent or immature conduct
- Parking in any area other than one assigned for use Employee's
- Unauthorized disclosure of information to the media regarding any aspect of the company
- Any time you receive a written communication you will be asked to sign it to acknowledge that you have received notice. You do not necessarily have to agree with the notice in order to sign it. If you feel that the written communication is unjust or unwarranted, you may schedule a meeting with the Human Resources Manager to discuss the problem. Our progressive procedures are aimed toward your improvement and relation rather than discharge.

Smoking

Smoking in other than designated areas is expressly forbidden i.e. public areas/food and beverage preparation areas/or in the company elevators.

Package passes and inspection

An authorization pass, signed by your department manager, is required in order to remove any items from the building. On a periodic, unscheduled basis, company security will conduct inspections of all packages, purses, brief cases or other personal containers leaving the company. The removal of any unauthorized item from the company premises will subject the employee to immediate discharge.

Lost and found

As part of our responsibility to our customers and fellow employees it is required that all articles found on company premises be turned in immediately to the lost and found department in the security office. All articles will be logged in a control book and maintained in security for a reasonable length of time, depending upon the value of the article. Should the article not be claimed within the specific time, it will be returned to you. Should you not wish to keep the article, it will be donated to a charitable organization.

Telephone calls and Mobile phones

Company telephones must necessarily be restricted to business use and may not be used to make personal calls unless specifically authorized by your department manager. Employees may not receive personal calls while working unless it is a bonafide emergency. Mobile telephones are not to be brought to the working place leave your mobile in a drawer or in your locker before you start your work.

Change of status

It is important that the Human Resources office maintain an up-to-date file on each of you. Please notify your supervisor and the Human Resources office if you change any of the following:

- Name
- Address
- Marital status and/or number of dependents
- Person to notify in case of emergency
- Beneficiary for life insurance

Employment of relatives

To promote harmonious working conditions without apparent or actual favoritism, to avoid the embarrassment of any possible conflict of interest, and to make sure that the employment opportunities are made available to as many different families in the community as possible, it is our policy not to employ or promote individuals into positions where their work could be influenced by a "close" relative.

A close relative includes: spouse, children, parent, parents in-law, brothers, sisters, grandparents or grandchildren.

Funeral Pay

A regular full-time employee bereaved by the death of an immediate family member, will be granted a pay leave as prescribed by the Lebanese Labor Law and Regulations. Payment will be made only for regularly scheduled workday. Immediate family members include: spouse, children, parents and grandparents.

To be eligible for excused absence and funeral pay, you must request approved funeral leave no later than the first scheduled workday following the death of an immediate family member.

The personnel department reserves the right to request proof of death.

Sign in and out

The success and smooth running of our operation depends to a great extent on your being at work on time each day you are scheduled to work. If you are absent, or even late, you place an extra burden on your fellow employees and your supervisor.

If a situation arises which makes it impossible for you to work for any reason, you are expected to notify your immediate supervisor personally, at least two hours in advance of your shift reporting time, or as soon as you determine you will be late. You should explain the reason for your absence/lateness and state when you expect to be able to return or report to work.

You are responsible for properly notifying your supervisor of any absence or tardiness. Do not depend on friends, relatives or fellow employees to report your absence for you.

Absences for more than one day must be reported daily unless arrangements have been made with your manager. Absences due to illness or injury (including on the job injuries) for more than one day, require an approval from your manager.

Sick leave would only be recognized if it is accompanied by a valid certificate from the company doctor or appropriate medical authority. Any employee who fails to work for three consecutive days without calling in as outlined above, will be removed from the payroll as a "voluntary quit"

Time Keeping

You must enter through the employee entrance and punch no more than 15 minutes before the beginning of your shift and you must punch out and leave the premises no more than 15 minutes after your shift has ended, unless you are instructed to do otherwise by your supervisor. You must sign the sign-in/out sheet located at the security department at the beginning and end of your work day. Punching the time card or signing the in/out sheet for anyone other than yourself is a serious violation and will subject the employee to immediate discharge.

Work schedules

Your department manager will post a schedule in your work area for the upcoming week. It is your responsibility to be aware of your scheduled hours each week. Do not assume that your hours or days off will always be constant. Scheduled hours need to be adjusted to meet the fluctuating demands of business. Be sure to check your work schedule regularly.

DISCIPLINARY PROCEDURES

We sincerely hope that all employees will enjoy their work and will observe the rules and standards that have been set. However, in the event of the employee failing to fulfill company policies, standards of performance or rules of conduct, the following principles and procedures will be adopted by the company. Dependent upon the circumstances and severity of an offense, the following range of disciplinary sanctions may be taken:

- **Verbal warning:** will be given to you by your supervisor if there is any indication of unsatisfactory work or behavior, repetition will lead to a written reprimand.
- **Written warning:** to let you know where you have fallen short of the standards of conduct agreed upon. This will include recommendations for what you need to do to meet standards, and in many cases will set a time which you are expected to achieve that goal. You will also have an opportunity to know. If you have created a situation in which your job is in jeopardy.
- **Final warning:** may be issued for extremely serious violations whether or not previous warnings have been issued in written form, or for repeated violations of a less serious nature. An employee who is issued a final warning will be subject to a suspension and/or probationary period.
- **Suspension without pay:** will be for a specified period of time (1-3 days), and should not exceed 5 days in one month as per Lebanese Labor law and Regulations.
- **Dismissal:** the employee will be given the appropriate notice as per the Lebanese Labor Law and Regulations and his contract will be terminated. Dismissal is reserved for serious offenses or failure to improve following a final warning. Authority to dismissal rests with the General Manager.

Resignation

We sincerely hope that all employees joining the company will remain with us. If you decide to resign, notify your supervisor in writing at least one month before your last work day. Employees who do not provide proper notice will be eligible for rehire status. Your vacation benefit is also contingent upon proper resignation notice. You are responsible for the return of all company property on your final work day.

SAFETY

Right to know

Our company recognizes its obligation to inform all employees of the toxic substances to which they may be exposed to in their areas, and to provide training in safe handling practices and emergency procedures within the first 30 days of employment and at least annually, thereafter.

Emergency procedures

Management has formulated emergency action plans. In the event of an emergency such as fire, robbery, or bomb threat, you are to immediately notify the company operator. In the event of a life threatening situation, i.e. fire, heart attack, choking etc., make sure you give the exact location of the incident by dialing the reception phone number.

Safety

We want to provide the safest and most secure working environment. Each of us is responsible for working safely and for maintaining our company in the safest conditions for ourselves, our fellow employees and our customers.

All employees must be safety conscious. Please report to your supervisor immediately any unsafe or hazardous condition. Every effort will be made to correct safety problems as quickly as possible.

Accidents are serious to you and your family in that they reduce your earnings and cause physical discomfort. On-the-job accidents are also serious to us because your skills are lost when you are not available at work.

The company will provide safety services as they are necessary to implement its policy and the following items are of particular importance at our company: fire, machinery and other equipment's, chemicals and electricity.

First Aid

Adequate first aid supplies will be provided in most work areas. Do not abuse the items that are placed in the boxes. The supervisor in the area will be responsible for insuring that the box will always be fully stocked.

INITIAL EMPLOYEE BENEFITS

Time clock procedure

All employees and management are expected to clock in-out at the employee entrance.

Name Tag

All employees will be provided with a name tag at the time of hire. You are required to wear your name tag as part of your uniform at all times. It will help our customers as well as your co-workers know you on a first-name basis. Broken name tags will be replaced by the Human Resources Manager. The first name tag will be issued free of charge. Should you lose it, you will be charged a nominal replacement fee.

Uniforms

You are representing our company to our customers. It is essential that you take pride in your personal appearance at all times. Most of you will be issued uniforms from the first day of his work. Your uniform must be clean and pressed at all times.

Lockers

Uniformed employees will be provided with a locker and one key will be issued per locker. Any valuable items kept in the locker are the responsibility of the employee. Please keep the locker room clean and vacate it as soon as possible to make way for others.

Meals

Our company will provide you with a meal break each time you are working during lunch and dinner. Your job classification at the company determines your meal privilege entitlement. Removal or consumption of food outside the designated area is not permitted so that the highest standards of sanitation and good housekeeping may be maintained. Meal times will be scheduled in advance and no food will be served after working hours.

Leave of absence

It is the policy of our company to grant time off, without pay, to regular, full-time employees for specific reasons, without loss of benefit eligibility or seniority. Leave of absence may be provided to employees who find it necessary to be absent from their jobs for a period in excess of five (5) working days but no longer than six (6) months. Your request must state the date you will begin your leave and the date you will return to work. Requests for extension of any leave of absence must be requested either verbally or in writing to the Human Resources

Manager at least of absence will be extended beyond six months. Should you fail to report to work on the first day subsequent to the expiration of the leave of absence, the company will consider you to have resigned from employment. Leave of absence may be granted for the following reasons: illness, injury, maternity, military training, compelling, emergency and personal reasons.

Job Opportunities

We believe in promoting from within. Positions will be posted on the bulletin board at the Human Resources department. If you are interested in applying for a transfer, you are to notify your immediate supervisor and the Human Resources Manager will schedule an interview for you with the hiring office.

Transfer requests are considered according to:

- Job skills
- Evaluation of present job performance
- Attendance and punctuality
- Personnel record
- Attitude and grooming

Our goal is to help you grow with the company. We are available to discuss advancement opportunities with you.

Staff mail

Mail for employees will be distributed by department from the executive office. Outgoing mail is the responsibility of each employee.

Employee of the month

Each month the executive committee will select one employee who will be honored as the EMPLOYEE OF THE MONTH. It could happen to you. In order to be selected, you must demonstrate an outstanding job performance including:

- Courtesy to customers and/or fellow co-workers
- Cleanliness and grooming
- Attendance and punctuality
- Job skills
- Performing company's standards

The monthly winners will receive recognition gifts from the company. Employee of the month is eligible for nomination for the Employee of the Year award each December.

Employee of the Year

The employee who is selected as EMPLOYEE OF THE YEAR will be honored at the annual holiday party. The employee of the year will receive a special recognition award from the company management as well as special gifts.

GENERAL

Bulletin Board

One way of keeping informed of upcoming events, educational opportunities, or information of general interest is via the employee bulletin board. Classified ads may also be posted on the bulletin board, but you must first receive approval from the Human Resources office. Only approved items will be posted.

General meetings

Periodically, general meetings will be scheduled during which employees may express any suggestions or complaints about the job, work environment, etc. This type of communication is very effective as you are able to share some of your day-to-day experiences and view situations objectively. This is also a good way to keep the lines of communication open and to create a better understanding of the importance of all job functions within the company.

Opinion survey - We think

We are concerned with your welfare and are interested in your opinion and feelings with regard to your job, working conditions in the company, the quality of the supervision you are receiving, the type of services we are providing for our customers, and the training opportunities being offered to each of you. In order to determine how you feel about all of these things, the company has designed a questionnaire, the employee opinion survey, which is administered on an annual basis.

Your participation in this survey will assist management in identifying problem areas which might exist and in coming up with new ways to better serve the needs of our customers and employees. The opinion survey is, of course, both confidential and anonymous so that you can feel comfortable in communicating your true feelings.

Suggestion of the month

Your suggestion and comments are welcomed and encouraged if you have any ideas on ways to save time or energy, to improve working conditions, or quality of food or services, please feel free to complete a suggestion form and submit it to a pride committee member of the training office. The suggestions are reviewed at the weekly pride committee meetings. Suggestions which are meritorious will be mentioned in staff meetings and in the company happenings. Special awards will be given to employees whose satisfaction as well as any suggestions which favorably impact operating expenses.

Customer Comments

We are very proud of the service you provide to our customers. When we receive letters from customers which mention an employee by name, the letters will be posted on the employee bulletin board. Your department manager or supervisor will also mention customer comment cards or letters during department meetings.

HEALTH, HYGIENE AND GROOM

To comply with the company policy and local requirements make sure that you wear protective clothing supplied to you including gloves, masks, hats and eye glasses at all times especially staff involved with maintenance and stock-keeping.

Observe the notices concerning the use of equipment, tools, merchandise and products comply with any instructions and training given for hygiene matters by your supervisor.

Grooming

We are all professionals. Acknowledge in behavior, dress and total appearance that you have come to the company to work. Always practice good personal hygiene. Your hair and fingernails must be clean and well-trimmed at all times. Clothes and uniforms should always be clean, pressed, and in good taste. Hairstyles for both men and women should always be neat and well-trimmed.

No employee will be permitted on the floor with unkempt or outstanding styles. Jewelry should be kept to a minimum. No excessive rings, necklaces or bracelets will be permitted. Jeans, T-shirts, halter tops or other revealing clothing are not permitted.

Shoes must be conventional and business-like for safety reasons. Sandals, moccasins, or platform shoes are not acceptable.

CONCLUSION

In Yammine Trading Co. sarl, we believe that our employees are the core of our business. You are our most important asset. That is why we are committed to support you in every way we can.

This Employee Handbook was solely made for you and this will be your personal guide as you take your first steps into the Yammine Trading World.

We certainly hope that you have understood all policies, benefits and other related matters that you need to know with regard to your employment conditions.

Good luck and we hope that you will have a remarkable and successful journey with us.

Welcome to the Yammine Trading Family

ACKNOWLEDGEMENT RECEIPT

EMPLOYEE HANDBOOK RECEIPT AND “AT WILL” EMPLOYEE STATUS ACKNOWLEDGEMENT

The undersigned employee hereby acknowledges that he has received and read a copy of YAMMINE TRADING Co. sarl Employee Handbook.

The undersigned further understands and agrees that:

1. YAMMINE TRADING Co. sarl has the right, without prior notice, to modify, amend or terminate or implement additional information, policies, procedures and benefit plans.
2. The Employee Handbook is not an employment agreement or guarantee of employment.
3. The employee is an “at will” employee, which means either the employee or YAMMINE TRADING Co. sarl may terminate the employment relationship, for any reason or for no reason.
4. The employee’s status as an “at will” employee can only be changed through a written agreement duly authorized and executed by the President of YAMMINE TRADING Co. sarl and the employee.
5. There have been no statements, agreements, promises, representations or understandings made by any officer, employee or agent of YAMMINE TRADING Co. sarl inconsistent with this Acknowledgement form.

ACKNOWLEDGEMENT RECEIPT

This is to acknowledge that the undersigned personally received the YAMMINE TRADING Co. sarl Employee Handbook with serial number: **Iss. # 1**

This is a Company property and must be treated with utmost confidentiality. Upon the employee’s departure from the Company he/she must return this handbook to HR.

- I hereby declare that I have carefully read and understood all the contents, veracities and implications of the Company policies, directives, rules and regulations. I shall accept the responsibility for the custody of the handbook all throughout my employment in the Company. I also acknowledge my accountability for any non-compliance that I might commit within my employment duration.

Baouchrieh, Date: / / 20

Employee’s Full Name:

Employee’s Signature:

FEEDBACK FORM

Staff Handbook

Please Complete and Return To Personnel Department Right Away

1 - My first thoughts when I read the handbook were:

2 - The changes / topics I would like to be incorporated in this handbook are:

3 - My suggestions to improve this handbook are:

4 - The things I liked in this handbook are:

5 - The things I did not like in this handbook are:

Employee's Name:

Division: