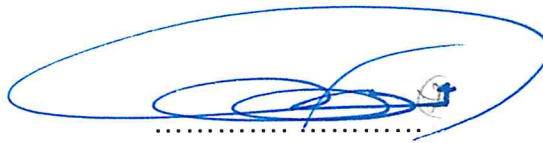




CORPORATE SOCIAL RESPONSIBILITY MANUAL

(SR – 01)

ISO 26000:2010



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COMPANY PROFILE

Diyar United Company PARTNERS IN TECHNOLOGY

MARKET

Diyar United is one of the leading and largest Solutions integrators in Kuwait and has proven its presence for 30 years since its inception in 1980 during which Diyar has been able to expand regionally establishing offices in KSA, UAE, Qatar, and Jordan. The IT sector is still relatively unsaturated in the region and with a growing economy regionally and the rapid advancement in technology IT has become an essential part of business and life.

ACHIEVEMENTS

Diyar United's success in the early 80s was due to their Arabisation programme and R&D in which Diyar successfully launched the first specialized structure enabling IBM PC and IBM compatible PCs to be used as an intelligent Arabic/English terminal connected to the central computer system. Through Diyar's persistence in investing in advanced technologies, such as RFID, Diyar was able to patent its own RFID technology for smart fuel systems. Hence Diyar continued investment in series management ISO 20000 and became the first IT Company in the Middle East to adopt ISO 20000.

Alongside Diyar also incorporates the following standards to add to its flagship as CMMI – Level 5 (Capability Maturity Model Integration), ISO 27001 Information Security Management System, ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System, and ISO 45001:2018 Occupational Health and Safety Assessment Management System.

HISTORY

Diyar United Company (DUC) was founded in 1980 in Kuwait. With almost three decades of presence in the Middle-East, Diyar United Company has established itself as a leading Information and Communication Technology company with vast experience spanning over numerous and diverse segments. Diyar is known for providing the most innovative information and communication technology solutions and services, thus branding itself as a regional company with a global perspective. Diyar believes that market leadership is earned through strong customer partnership built on trust and respect so Diyar adopts a client focused strategy to build long term "value-based" relationships with clients and alliance partners. With over 1000 employees Diyar offers a range of expertise to help clients re-engineer and re-invent their business to gain a competitive advantage in an ever transforming market place.

PRODUCT

SOLUTIONS

With a world-class technology portfolio and in-depth experience in markets around the Middle East Diyar have emerged to provide, as well as deliver, solutions according to processes and procedures that have been matched up to the most demanding information and communication technology standards. Diyar integrates the latest technology into business solutions which enables organizations to achieve optimum results that drive them closer to their business goals. Diyar provide industry specific solutions for the following industry segments: -

Government Solutions

The advancement in Information and Communication Technology (ICT) is changing the way governments conduct their businesses. On the Homeland Security front, security agencies are adopting ICT to help them in protecting lives and assets. ICT is also playing a major role with regards to automating government internal processes and government services provided for citizens and businesses.

Oil & Gas Solutions

Operating in a region whose main business is based largely on the oil and gas sector, has enabled Diyar to gather extensive experience, and proficiency in making itself unique in providing oil and gas industries with effective solutions that dramatically simplify and streamline the entire business lifecycle in the upstream and downstream areas.

Telecommunication Solutions

Telecommunication nowadays is playing a major role in bridging the gaps between customers and organizations in many different ways. Diyar is actively working with clients in order to provide them with state-of-the-art technology solutions to overcome the challenges they are facing and to keep them abreast with the latest in technology advancements.

Transportation Solutions

The transportation sector, which encompasses both public and private transport, is faced with numerous challenges which prevent them from improving the efficiency of their operations. Diyar's Transportation Solutions combine strong business knowledge with deep technical expertise to deliver successful complex projects that ensure proper management and smooth operations in the field of private and public transportation. Diyar has taken into consideration the various challenges faced by transportation organizations and offers numerous solutions that will aid them to ensure their optimal performance such as Smart Fare Collection, Fleet Management and Mobile Computing systems.

Health Solutions

The integral factor determining the effectiveness of a health institution includes sound management of patient care and utmost patient satisfaction. All healthcare institutes that aim to establish as well as enhance their credibility in the market need to add value to their services. Diyar facilitates the accomplishment of this objective by providing healthcare institutions with a comprehensive and integrated information system designed to manage the administrative and clinical aspects of a hospital. Diyar's Hospital Information System provides fast, accurate and timely information to the hospital's staff, which help hospitals deliver better healthcare services to its patients.

Cross Industry Solutions

Diyar's main focus is to work with customers and help them achieve high performance by effectively leveraging technologies and advancing overall business value. There are many solutions that are used across many industries that solve general business issues and are not tied to any particular industry or method of doing business; these kinds of solutions come under the spectrum of cross industry solutions.

Infrastructure Solutions

Diyar offers value-added infrastructure solutions that are put together with products and services from leading networking, hardware, software storage and security vendors in the IT industry. Diyar provides the latest technology infrastructure solutions customized for each client in the most cost-effective and secure way. Diyar is uniquely positioned to help customers deploy cost effective infrastructure solutions, which are tailored to meet their business needs and allow them to access their data and applications anytime and anywhere in a highly secure manner.

SERVICES

Being the foremost information and communications service providers in the Middle East, Diyar offers the best services coupled with the latest technology to ensure the business continuity of Diyar's clients in the most efficient way possible. Diyar's wide array of services includes: -

System Integration Services

Organizations are challenged with finding numerous solutions and technologies to address the requirements of their projects. Diyar, having established itself as a leading system integrator company in the region, provides customers with solutions that are catered to meet the requirements of various projects. Diyar's adoption of open standards, Service Oriented Architecture (SOA), strategic relationships with various technology providers and in-depth experience in Middleware technology, has enabled Diyar to effectively implement solutions that have led clients to take advantage of the advancement in ICT technology and to effectively implement these solutions thereby greatly adding value to their businesses.

ITIL Services

ITIL is the international, best practice, framework for IT Service Management that organizations worldwide try to acquire. Diyar facilitates this acquisition, primarily because of its ITIL certification, as well as being an ITIL services provider so offering a wide breadth of ITIL education, training and consultancy to give organizations the knowledge and skills they need to be successful in the IT Service Management sector.

Outsourcing Services

With long term investment in building diversified technical and management talent within Diyar, Diyar has proven to be a valuable outsourcing partner capable of offering cost effective services to the clients. Diyar's services simplify IT management and facilitate the ongoing alignment of IT with the overall business strategies of any organisation. Diyar assist the clients in improving their service levels thereby increasing customer satisfaction, while staying focused on core-competencies, reducing costs and freeing up of internal resources to focus on strategy as opposed to being overwhelmed with various operational issues.

Managed Services

Diyar's Managed Services has successfully emerged as the ideal solution to several organizations through its remote management services. Diyar has modeled its service offerings according to the international ISO 20000 accredited service model. Diyar's Managed Services has also attained the ISO/IEC 27001 certificate, which is critical for ensuring security of information assets. With this accreditation Diyar is sure to relieve clients of a host of technological problems which threaten the normal functioning and profitability of the organisation.

Maintenance Services

Diyar implement maintenance services through a fully functional support framework. The provision of support services are pre-defined with configurations and processes that cover every aspect of IT support including hardware, software, network security and others. This approach allows the customers to leverage their extensive experience in this area, while gaining assurance that the support services are aligned with the clients' support and maintenance requirements. Diyar has partnered with world-class technology providers to provide the best solutions and services to their clients.

BRAND VALUES

"Adding value to clients' businesses" Diyar offers solutions and service to companies enabling them to make better and faster decisions that drive growth and profitability. With Diyar's 'best in class' technology Diyar can help the clients view their business from a perspective never before seen and drive them closer to success.

"Being the preferred technology and service partner to clients" Diyar's vision and determination to embrace and develop talent within the organisation are engraved in the hearts and minds of all Diyar's employees. Diyar constantly seeks newer and more innovative technologies and solutions in order to always exceed the clients' requirements and aspirations.

Diyar's culture and work ethics are built on the fundamental values of openness, transparency, and team work, guiding the way in which Diyar conducts its business dealings.

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REVISION HISTORY					
Revision	Description of Change	Author	Reviewed By	Approved By	Effective Date
01	Addition of retention period	MR [Q,H&S]	MR [Q,H&S]	President	15/08/2017
02	<ul style="list-style-type: none"> Edition of Achievements Edition of Clause 9 Sustainable Use of Resources Edition of Clause 11.3 Quality, Health, Safety, Environmental Policy Edition of 11.3.2 Health, Safety & Environment Policy 	MR [Q,H&S]	MR [Q,H&S]	President	01/07/2018

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1. Introduction

1.1 Nature and Purpose of Diyars Corporate Governance Policy

Diyar's policies are developed to provide guidelines that it has found to be appropriate in line with conducting Fair business practices and in line with the Interest of the stake holders, society & Environment, customers and the employees; thereby adhering to the countries Laws and regulations.

2. Recognizing Social Responsibility

2.1 Social Responsibility Policy

In providing the best solutions and services, Diyar united company is committed to conduct its business in a socially responsible manner, ensuring adherence to fair business ethics, legality and safety. Diyar United Company proactively supports initiatives leading to the well-being of the community and environment, while striving toward highest standards of professionalism.

2.2 Promoting Social Responsibility as Information Technology Leaders

We at Diyar ensure making the best utilization of Information Technology; by promoting effective usage of technology at workplace, as well by creating educational opportunities for aspiring IT talents that bridge the digital divide, improve business ethics, and help society.

Supporting Documents: F-SR01-01-00 List of CSR Initiatives

3. Stakeholders

3.1 Shareholders Identification and Engagement

Diyar drives to develop a balanced and amicable stakeholder relationship with a long-term approach based on the strong stakeholder trust by identifying key stakeholders, analyzing key interest and impact of the stakeholder group and leveraging the analysis results for its business, addressing a range of stakeholder concerns in a responsible manner and improving transparency and productivity of its business on a sustained basis.

Supporting Documents: F-SR01-02-00 Stakeholders Identification Analysis & Engagement

3.2 Accountability, Transparency and Respect for Stakeholders

Diyar thrives in the direction of infusing every aspect of Social responsibility in the culture of the organization including transparency and respect towards all the stakeholders. Diyar as well is committed to behave in a transparent and ethical manner ensuring we follow an effective approach that helps protect the long-term success of society and the environment.

Diyar's commitment and Involvement towards Annual Audits (Financial – IFRS: International Financial Reporting Standards followed, QHSE), conducting Customer Satisfaction Surveys, Employee Satisfaction Surveys, Performance

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Appraisals, abiding by the Fair and Ethical operating practices, Other Corporate Social Responsibility initiatives and ensuring all parties related understand their roles and responsibilities are key indicators explaining the transparency and respect for the Stakeholders.

The organizations full flagged website allows all the concerned parties to understand Diyar's transparency, vision, mission, and values.

Diyar is committed to making relevant information about its Operations and Management Systems available to the stakeholders. Confidential Information is not subjected to disclosure unless otherwise deemed necessary by the projects or upon a request by the stakeholder.

For Employees usage Diyar has established an Internal Company Portal which is accessible to all the employees and acts as a platform for laying all the organizations policies and procedures and related important news regarding Diyar.

Diyar's 24x7 helpdesk ensures business continuity for the clients, by providing fast and accurate responses to their queries and acting as a platform to log their concerns.

Supportive Links: Website: www.diyarme.com
Internal Portal: <http://diyarportal01/Pages/Default.aspx>

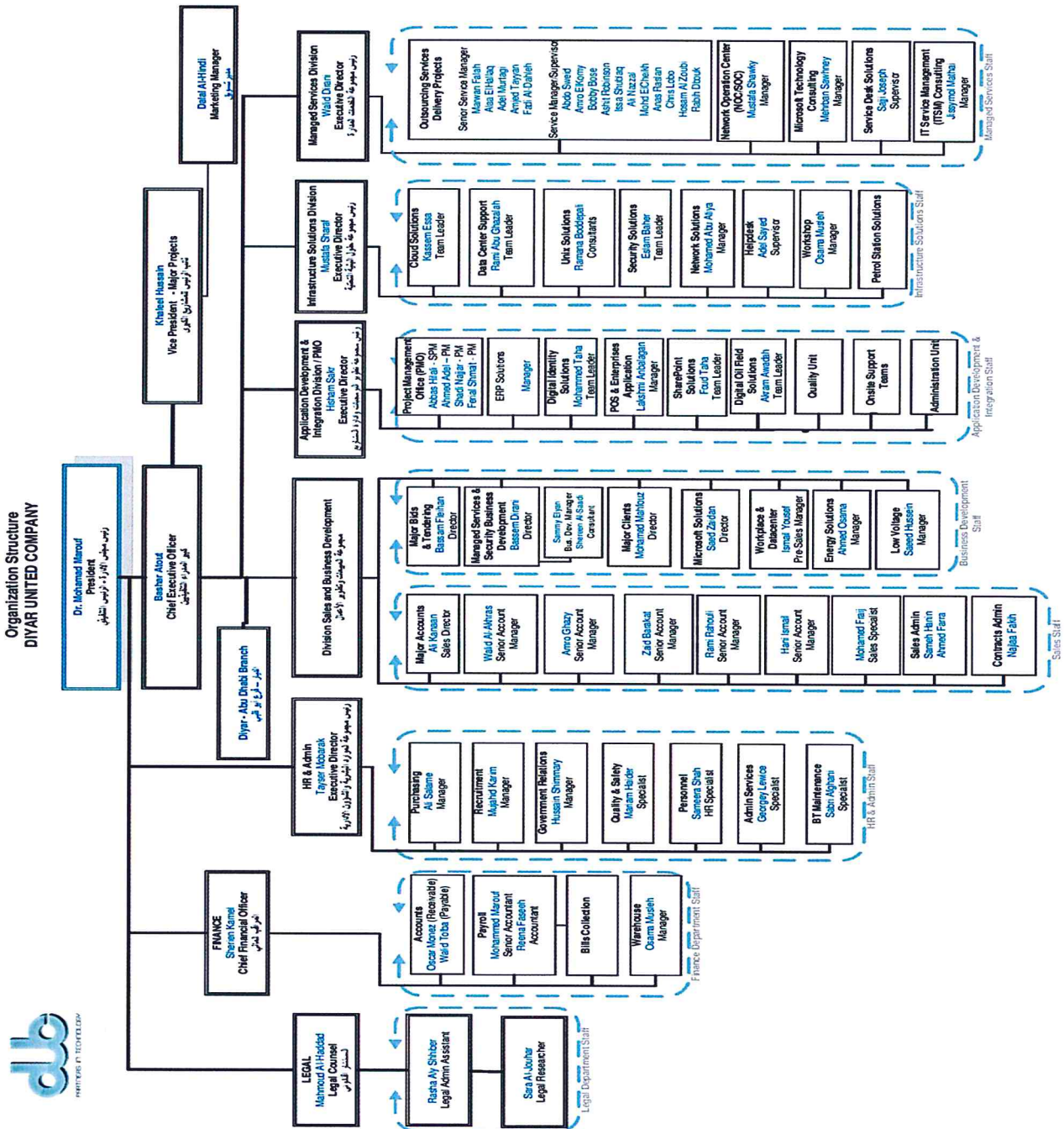
4. **Organizational Management**

Diyar's Governance is a framework of organizational controls outlined in the Organizational Structure; along with the policies and procedures ensuring sustainable growth in the presence of fair and ethical corporate practices thereby striking a balance with the Stakeholders.

The "customer partnership" culture, The mission of "adding value to our client business", The vision of "being the preferred technology and services partner to our clients" and the determination to "embrace and develop talent within the organization" are engraved in the hearts and minds of all personnel's of Diyar United Company thereby adhering to the moral, social and professional conduct.

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4.1 Organizational Structure



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4.2 Management Committee

The Board of Directors are the governing bodies in Diyar and are responsible to the members for managing the business and affairs. Their role and commitment is essentially strategic.

Operational management of Diyar is the responsibility of the Executive Directors, who works along with the Board to develop Diyar strategy.

The Management committee has been assigned by the rights to:

- Appoints senior management of the Company, who are responsible for conducting business and operations effectively;
- Provides oversight of management and offers strategic direction to the Company; and
- Forms Teams to assist in fulfilling its obligations.

[Supporting Documents: Diyars Organizational Structure](#)

4.3 Corporate Social Responsibility Committee (CSR)

Diyar incorporates an established and focused CSR Committee responsible for mapping out CSR strategies and measuring key performances. The CSR Committee cuts across all corporate and operational units throughout the organization.

It initiates, drives and monitors various aspects of CSR best practices, ensuring that that they are integrated into the business operations and complement corporate and social objectives; along with catering towards serving the society as a whole.

The CSR Committee comes under the direct supervision of the Vice-President of the company; demonstrating commitment and involvement from the Top Management. Above this Committee, at the Board level, is a Management Committee accountable for an advisory role for Diyar's CSR strategy and objectives.

4.4 Diyars Authority Matrix

Diyar exhibits a strong Quality, Health, Safety & Environment Management System. The QHSE System documentations entails all the divisional procedures highlighting every aspect of the division along with the flowcharts depiction of their respective authorities and responsibilities.

Apart from the above Diyar believes in holding a clear understanding of employee's roles and responsibilities. The same is reflected in the employees Job Descriptions.

[Supporting Document: Divisional Authority Matrixes
Job Descriptions](#)

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4.5 Social Responsibility Objectives

Diyar's objectives provides a framework for each divisions and their businesses to establish targets that reflects broad goals. Also Diyar has an overall CSR objective (Inclusive of the Quality, Health, Safety & Environment); that mirrors organizations commitment towards Corporate Social Responsibility.

The Objectives are reviewed on an annual basis, and where appropriate revised thereby allowing us to achieve set goals and continually improve on the targets set.

4.5.1 Societal and Community Objective

To establish effective partnerships with charitable groups and other stakeholders that share organizations drive and allows us to make a difference by exhibiting Diyars knowledge in the sphere of influence and support to help people and society.

Diyars priorities include but not limited to organize Blood Donation Camps, to support and improve the health and wellbeing of children/people in the society, to support the local communities through employee volunteering initiatives and to encourage awareness of these activities amongst the employees.

4.5.2 Quality, Health, Safety & Environment Objective

To practice and abide by the Quality & Safety standards and work instructions established; targeting towards achieving the ultimate goal of achieving customer satisfaction and maintaining an ill Health free organization along with prevention of pollution and reducing the waste of resources and minimizing disposal and maximizing reuse and recycling of waste.

[Supporting Document: HSE Quality Objectives](#)

4.5.3 Supply Chain Objective

Diyar is a leading regional Information and Communication Technology Company. We have built this success and reputation through partnering with esteemed stakeholders.

The objectives include but not limited to build reputation for ethical and sustainable sourcing in the framework of supply chain and to improve and ensure that human rights within the supply chain process are respected and promoted consistently thereby maintaining overall supply chain integrity.

We strongly believe in providing the stakeholders with transparency into the products and services that we offer and customized as per their requirements. Diyars culture and work ethics are built on Homegrown values of openness, transparency and team work.

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4.5.4 Workplace

Diyar aims to reinforce the robust approach towards Occupational Health and Safety throughout the Company, consistent with the organizations structures and business processes.

Diyar's goal is to proactively support the health and wellbeing of the employees and all related personnel's.

We ensure to deliver commitment to equality of opportunities across the employment practices, policies and procedures and to bring benefit to the stakeholders and the communities in which we work. Through diversity, we aim to ensure that changes are recognized, understood and valued thereby upholding effective grievance communication methodology.

Supporting Document: QP-05 Human Resource and Admin Procedure
WI-01-01-00 Office Safety Instructions

5. Due Diligence

Diyars due diligence process ensures that we have a consistent & reasonable approach to screening all stakeholder's relationships. There are multiple methods in which Diyar conducts its due diligence activities.

Timely management review meetings are conducted in the organization which apart from the CSR issues also addresses other inputs as –Changes and recommended improvements to the organizations policies and procedures, Customer feedbacks, Employees Feedbacks, Results of management systems Internal and External audits and the annual financial audits.

The Vendor due diligence activities; commencing from creating of a new supplier until the evaluation and reevaluation of the suppliers is clearly stated in the purchasing procedure.

Furthermore, for effective monitoring of the activities; we have a team of certified Internal Auditors who practice the due diligence annually ensuring the procedural compliance with the laid down SOP's.

Supporting Document: QP-02 Internal Audit
QP-03 Control of Non Conformity, Corrective & Preventive Action
QP-06 Purchasing Procedure
HSP-06 Monitoring and Measuring OHS Performance

6. Law Compliance

Diyar complies with legal requirements in all jurisdictions in which the organization operates. The organization does respects international norms of behavior; thereby assuring fair and ethical code of conduct is followed.

Diyar ensures that its relationships with all the stakeholders and activities comply with the intended and applicable legal and commercial framework of the country. The Legal compliance procedure ensures keeping the organization updated with all legal obligations, thereby conducting periodic review of the compliance with applicable laws and regulations.

Supporting Document: QP-11 Legal Procedure

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QP-05 Human Resource
HSP-02 Legal & Other requirement and Evaluation of Compliance
F-HSP-02-01-01 (List of legal & Other Requirement)

7. **Respect for Intellectual Property**

Diyar respects the intellectual property of other companies alongside making appropriate use of its own intellectual property. By strategic usage of the intellectual property we aim to increase corporate value and to strengthen corporate competitiveness in the market.

Diyars commitment towards safeguarding the Intellectual Property can be gaged from the SLA's and Third party agreements signed with the suppliers; along with the Confidentiality Statement. *(This document contains proprietary and confidential information. All data and material enclosed are Diyar United Co. sole property and not to be reproduced in any way without Diyar United Co. written consent.)*

8. **Ethical & Anti Bribe Code of Conduct**

Diyar practices fair and transparent ethics management and does not encourage lobbying.

The organizations Code of Conduct is centered on the Code of Ethics including ethical attitude of employees, the responsibility towards the employees, business partners, customers, shareholders and the community.

Based on the Code of Ethics, Diyar has implemented guidelines for ethics & compliance and following Fair trade practices, which is clearly reflected in the HR policy, Sales Policy, and Employee handbook. The Code of Conduct also stipulates the obligations and responsibilities for ethics & compliance, in accordance with the applicable laws.

Supporting Document: Ethical & Anti Bribe Code of Conduct
Employee Handbook

9. **Sustainable Use of Resources**

Diyar strengthens its Quality, Health, Safety and Environmental structure following the guidelines set out by the International ISO Management. Diyars strong corporate QHSE system enables agile and efficient management of resources. The organizations E-Waste policy ensures environmental friendly disposal of the electronic waste.

Diyar has introduced a QHSE Monitoring Framework based on ISO 9001, ISO 14001, ISO 26000 and ISO 45001.

Objective for sustainable sourcing in the framework of supply chain ensures procurement of sustainable resources from suppliers along with ensuring effective communication of appropriate usage instructions to the customers.

Diyar ensures Environmental awareness amongst all personnel's; thereby adhering to the environmental policy to prevent pollution and obey the law.

Diyar also incorporates a procedure in place to identify the various environmental aspects and their impacts; playing a prominent role in serving the environment and the community. The QHSE objectives are aligned in a manner to achieve environmental friendly goals.

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Supporting Document: ESP-01 Environmental Aspect and Impact Assessment
Electronic Waste Policy
QP-06 Purchasing Procedure
Health, Safety & Environmental Objectives

10. **CSR Committee Involvement and Development**

Diyar strives to fulfil the commitments and responsibilities to the societies and communities in which we operate.

We demonstrate the commitment by Engaging with community and other stakeholders. The established CSR Committee ensures all the community objectives and activities are accomplished successfully and with integrity in order to enhance the cooperation with communities and provide the best possible support towards social contribution activities.

The Annual CSR Activity reports serves as an indicator of the performance for the past year and the goals for the upcoming year.

Supporting Documents: F-SR01-01-00 List of CSR Initiatives

11. **Policies**

11.1 **Human Rights Policy**

At Diyar, we passionately believe that people are the most valued assets. We trust, inspire, and empower the people to set and achieve high expectations, standards and challenging goals; working together towards accomplishing our vision.

Diyar aims to accomplish its business goals while fulfilling its social responsibilities and codes of conduct. The social responsibilities defines the human rights duties towards customers, employees, partner companies, and the community.

The Human Resource Procedure manual has been developed to guide the actions & govern the rights of the employee ranging from parameters related to Recruitment, Employee Appraisals, compensation and benefits, Monetary Increase, Employee Promotion and Transfer, Employee Leaves (Contractual, compassionate, Hajj, Maternity, sick etc), Business Travel, Training and Development, conclusion of Services, Employee Relations (Grievance Handling / Discipline), and all other Administrative services. (Maintenance, Security, Leasing of Vehicles etc)

Diyar ensure embedding Ethical behavioral conduct in its culture; thereby avoiding any kinds of complicity and discrimination activities.

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The organizations suppliers Code of conduct requires for the suppliers to provide safe and healthy working conditions, use fair hiring practices, treat their workers and employees with dignity and respect, and adhere to environmentally responsible and ethical practices.

Diyars Employee Handbook is a part of the organizations regulations. The handbook is signed when employees sign their contract. The standards of conduct (Attendance,Punctuality,Harrassment,Violence in workplace, ethical Standards etc) in the handbook are developed ensuring complete justice to human rights.

Supporting Documents: QP-05 Human Resource & Admin Procedure
Ethical & Anti Bribe Code of Conduct
Employee Handbook
Supplier Code of Conduct
WI-05-01-00 Safety Rules For guidance of contractors

11.2 Sales and Marketing Policy

Diyars Sales and marketing team is committed to the success of the stakeholders and operates in an ethically professional manner to Integrate latest Technologies and Implement Solutions that add value to our client's business; yielding trust and partnership as the output.

Diyar has an established framework of Sales procedure along with a code of conduct; which outlines ethical selling behavioral requirements that the internal Sales team follows; thereby using professional approach towards customer, competitors and other related stakeholders

Supporting Documents: QP-12 Sales Procedure

11.3 Quality, Health Safety and Environment Policy (QHSE)

DIYAR is committed to the continual improvement and excellence in providing its technology services, solutions and products; abiding by all respective country' laws and other requirements. It's commitment to quality, health & safety and environment extends to an on-going development program to ensure services are up to the expectations and guarantee excellent performance. It is the policy of the Company to develop, maintain, revise, enhance and monitor execution of Company's quality and Health & Safety and Environmental objectives.

Risk thinking is at the heart of our QHSE management system: identifying, assessing, mitigating and managing risks. We continuously strive to improve our QHSE performance by embedding risk awareness and management thereby transferring best learning practices.

All concerned in Diyar act responsibly, intervene and report any unsafe acts and conditions. We donot engage our employees in unsafe operations without proper risk mitigation and assessment.

The Quality, Health & Safety and Environmental policy is maintained through implementation of ISO 9001:2015 Quality Management System, EN ISO 14001:2015 Environmental Management System and ISO 45001:2018 Occupational Health and Safety Management System.

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11.3.1 Quality Policy

DIYAR's Management ensures that the quality policy is appropriate to the purpose of DIYAR's mission statement, includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system, provides a framework for establishing and reviewing quality objectives, is communicated and understood within the organization, and is being reviewed for continuing suitability.

11.3.2 Health, Safety and Environment Policy

DIYAR is committed to:

Implement a Health, Safety and Environmental management system in compliance with ISO 45001:2018 and EN ISO 14001:2015 requirements

Integrate occupational health and safety and Environment in all aspects of our business activities and Prevent impact of our processes on the community

Eliminate Hazards and reduce occupational health & safety risks

Comply with relevant legal and other requirements, continual improvement and prevention of pollution.

Achieve an accident and ill health free operation.

Periodic Review of Policy for improvement

Establish a frame work for setting & achieving our HSE Objectives

To accomplish this, **DIYAR**:

Sustains a high level of occupational health and safety performance in addition to complying with all relevant legislation

Attains continual improvement through the implementation of effective health and safety management system

Encourage Our employees consultation & participation to achieve an effective health & safety management system in the work place

Ensures commitments in pursuing an excellent occupational health and safety performance from employees, contractors and supplier

No.	Form	Code	Retention Period
1	List of CSR Initiatives	F-SR01-01-00	2 Years
2	Stakeholder Identification Analysis & Engagement	F-SR01-02-00	2 Years

