



# EMPLOYEE HANDBOOK

INTERNAL POLICIES AND PROCEDURES

## **WELCOME TO OUR TEAM!!!**

We welcome you to “ALP İŞ” (translated as “The Great Job”). We look forward to the opportunity to work with you and want you to know that we recognize our employees as our most valuable resource. Our continued success in providing the highest quality of food, beverages and service to our customers depends on having quality people like yourself and your fellow employees.

In our company we proudly take employee with us to higher standards of living, therefore we call everybody an “alper”. We want you to become one of our alpers and climb up to the mountain of success and prosperity.

We want you to enjoy your time here and are committed to helping you succeed in your new job.

We have prepared this handbook to answer some of the questions that you may have concerning “ALP İŞ” and its policies. This handbook is intended solely as a guide. Read it thoroughly. If you have questions about anything, contact your manager for assistance.

We hope you find your time with us to be an enjoyable and rewarding experience.

Once again, welcome to “ALP İŞ”!

Sincerely,

**Hudaynazar Atageldiyev**

General Director



## EMPLOYEE HANDBOOK

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## ABOUT THIS HANDBOOK



This handbook is designed to help you get familiarized with “ALP IŞ”. We want you to understand how we do business and how important you and every employee is in helping us take care of our guests and making this a fun and rewarding place to work.

The policies stated in this handbook may change from time to time. It isn't flawless either. We've done our best to include as much information as possible in an easy-to-understand manner.

We wish you the best of luck in your position and hope that your employment with “ALP IŞ” and as we expressed earlier in this handbook, will be a very enjoyable and rewarding experience.

## CONFIDENTIAL INFORMATION



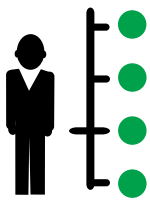
It is illegal to steal, copy, communicate or transmit a former employer's confidential or proprietary information. Proprietary information is defined as “the whole or any part of any scientific or technical information, design, process, procedure, formula, or improvement that has value and that the owner has taken measures to prevent from becoming available to persons other than those selected by the owner to have access for limited purposes.” Our internal business practices, procedures and recipes are of great value to “ALP IŞ”. Employees are not to disclose any proprietary processes or recipes to any person unless directed to by “ALP IŞ”'s senior management.

## OUR MISSION



We strive to be the acknowledged leader and preferred partner of delivering quality in a competitive market thru highest standards of food safety, employee satisfaction and meeting unique needs and expectations of each customer.

## OUR CORPORATE STANDARDS



Below listed essential values and principals of “Alp Iş” company which drown by our mission. They found basics of our corporate culture and therefore, so called corporate standards. They are being practiced by everyone including top management and low level employee.

### Standard 1: Customer satisfaction

I know that the criteria of quality service is **satisfied customer** and as result, he will return to make a business with us. I believe that my partners are acting the same way.

### Standard 2: Quality

I know that low quality work from my side leads to bad performance of overall company. The measurement of effectiveness of my job is the result. I believe my partners are share the same viewpoint.

### Standard 3: Plan

I understand that I am more productive when working organized and according to the plan rather than working at the edge of chaos. Therefore, I always plan my day according to the tasks given by my management. I keep my supervisor posted and always meet the deadlines. I believe that my partners are acting the same way.

### Standard 4: Problem is resource for new ideas

I understand that I may not solve every issue; however, each problem will help me to think differently and create alternative approach in problem solving. I need to focus on particular tasks which lead company towards its goals.

Therefore, I work to following principle:

**problem > challenge analysis > goal > task > search for resources > solve.**

I believe that my partners are acting the same way.

### Standard 5: Company reputation

I will never say anything negative regarding the company and its clients, because I realize that it might damage the reputation of "Alp İş". Reputation of the company is my personal reputation. I understand that any words said regarding the company is advertising. Every employee is responsible for advertising, not only the department of marketing. Therefore, I serve every customers in a way, so he will become our add agent. I believe that my partners are acting the same way.

### Standard 6: Continues training

I know that company invests its time and assets in trainings, therefore, I learn and practice given knowledge that will benefit both the company and me. Moreover, I am trying to share my experience with my partners. I believe that my partners are acting the same way.

### Standard 7: Personal productivity

I know that to increase my productivity I set goals and accomplish them. Whenever I am successful, the company is successful as well. My personal achievement is the achievement of the company. I believe my partners share the same viewpoint.

### Standard 8: Speak up

I know that anything that is not moral or ethical must be reported to HR or supervisor. I believe that my partners are acting the same way.



We believe in our core values:

1. Treat all with respect
2. Delivering quality
3. Benchmark in customer service
4. Supporting team members
5. Continuous training
6. Individual discipline
7. Always Moral & Ethical
8. Social responsibility

## EMPLOYMENT POLICIES



### Hiring

#### *Non-Discrimination*

“ALP IŞ” is an equal opportunity employer. We will not tolerate discrimination based on race, sex, age, national origin, religious or political views, or disability. Employment decisions, such as hiring, promotion, compensation, training and discipline will be made only for legitimate business reasons based upon qualifications and other nondiscriminatory factors.

# 16+

#### *Age Requirements*

According to labor law of Turkmenistan (Chapter 12, article 179), all employees must be at least 16 years of age. Employees under the age of 16 cannot work at our facilities.



#### *Document Requirements*

Once you have passed the interview and were chosen to work for “ALP IŞ”, you will have to bring necessary documents to the Human Resources department in order to start your employment. Only once all employee files are present, will be able to begin your job, no exceptions. The following is a list of required documents (Labor law of Turkmenistan, chapter 3, article 21):

- ✓ Copy of the passport
- ✓ Photo 3x4 (4 photos)
- ✓ Medical statement
- ✓ Sanitary book (for those who handle food)
- ✓ Copy of high school or university diploma
- ✓ Copy of military service certificate (if served)



### Orientation Period

You have been through our employee selection process, have been selected for employment and appear to have the potential to develop into a successful employee. However, we want the opportunity to begin the training period, get to know you, see how you fit in with your co-workers and determine if you are willing and able to carry out the responsibilities for the position in which you were hired.

It's also important for you to get to know us and become familiar with how we operate to find out if this job is for you. We, therefore, have a week of Orientation/Training for that purpose referred to above. The day period allows both you and the "ALP IŞ" to see whether or not it's a good fit and if not, part company as friends. During the Orientation/Training day you will begin your training and be observed by management. Also, during this time if you feel you do not understand what's expected of you or that you need additional training, we encourage you to ask questions and seek additional help from our management staff.



### Training

To help you be successful in your job you will receive adequate training. You will not be expected to be on your own until you are ready. You will participate in detailed training programs and receive training materials to help you perform your job the right way. Your trainers are considered our "best" and have been chosen to train for that position. We spend considerable time and money educating our trainers to prepare each new employee for their job. You will be given brief information about company structure and trained for your specific position as well as the Health, Safety and Environment standards of "ALP IŞ". We want you to be a knowledgeable and productive member of our staff.



### Performance Evaluations

All employees receive written and/or verbal performance evaluations once in a year before salary assesment. The evaluation process is intended to let you know how well you're performing and help you be more effective and productive. The evaluation also gives you the opportunity to share your thoughts about your performance and future goals with your manager.

The evaluation process is an opportunity to identify accomplishments and strengths as well openly discuss areas and goals for any improvement. Depending on your position and performance, you may be eligible for a pay increase. Pay increases are not guaranteed. Rewards are based solely on a person's job performance and results.



### Schedules

Schedules are prepared to meet the work demands of the company. As the work demands change, management reserves the right to adjust working hours and shifts. Schedules will be arranged by immediate supervisor and will have to be approved by Human Resources department. Each employee is responsible for working their shifts.

You should arrive for your shift with enough time to make sure you're ready to work when your shift begins. We suggest that you arrive 10 to 15 minutes before your shift begins so that you have time to get settled and ready for your shift. You should let your supervisor know when your shift begins and be ready to start work immediately. Employees must enter through the employee entrance and check in with security.

Schedule changes may be allowed only if you find a replacement and get a manager's approval. To be valid, the manager must indicate and initial the change on the posted schedule. Our business usually requires high levels of staff on or around holidays, weekends and special events. We understand that you have a life outside the work and will always try to find a way to work with you on your schedule requests. We do, however, ask you to remember just how crucial each position is to the proper functioning of the company. Please remember that even though we will try to comply with your requests, there is no assurance that you will get the requested time off.



### **Paid Vacations**

Paid vacation days are determined according to labor law of Turkmenistan by Human Resources and approved by General Director. Vacation days are varying by every individual position and its level of commitment. Employee can take paid vacation days after eleven months of the start of the employment. All employee positions have vacations; however, not all of them are paid.



### **Payment Procedures**

#### ***Salary Payments***

Salary payments of worked month are available at "ALP IŞ" the following month during the main office work hours. Please understand that the salary payment date may vary.

#### ***Salary Deductions***

Unless you have been financially penalized according to chapter 9, article 139 of labor law or must pay for your sanitary inspection, you will be able to get your full salary. Any deductions will be notified in advance.

#### ***Advance Payments***

There will be no advance payment unless you have given a day notice indicating the amount and reason of payment. Advance payments are available only if approved by Department of Finance.

#### ***Change of Phone Number***

We ask that you report any phone number changes to your supervisor and Human Resources as soon as possible so in case of emergency the company is able to get in touch with you.



## Medical Information



### ***Sanitary Book***

You are required to bring valid sanitary book when you are hired to “ALP IŞ”. During your employment, you will have to extend the validity of your sanitary book.

### ***Family and Medical Leave***

An employee may resign from the job for one or more of the following family/medical reasons:

- Birth of son/daughter and in order to care for such son/daughter.
- To care for a spouse, son, daughter or parent who has a serious health condition.
- A serious health condition that renders the employee incapable of performing the functions of his/her position.

Medical leave payment consideration is up to Human Resources according to labor law of Turkmenistan (Chapter 3, article 14 and chapters 4 and 5) and history of the employee. You must provide as much prior leaving notice as reasonably possible.



## Benefits

### ***Holidays***

Due to the nature of the food business you may be required to work on holidays. It is currently our policy to keep business open every day unless there is a specific need for closing.

### ***Vacations***

Vacations are provided by “ALP IŞ” to enable employees to leave their work environment for a period of time and must be taken after the year of employment.

Employees who are eligible for vacation and have been with the company for a consecutive 11 month period is eligible for paid vacation. Request forms (Employee Vacation Request) for vacation are available from the Human Resources department and must be approved prior to granting vacation leave. Employees are asked to submit requests for vacation at least one week prior to the scheduled vacation date, unless the request is due to an unexpected situation. Efforts will be made to grant vacation time as requested, but business needs may require an employee to adjust his or her vacation time.

### ***Worker's Compensation***

Worker's compensation provides benefits for employees who suffer personal injury from accidents or illnesses arising out of, and in the course of, their employment with "ALP IŞ". An employee who is injured on the job, regardless of the severity of the injury or illness, should:

- Report the occurrence to the supervisor.
- The supervisor will need to obtain information as to exactly what happened, how the injury or illness occurred, the exact time and location, as well as any witnesses to the occurrence.

If an employee experiences a disabling work injury, the nature of which necessitates an absence from work, the Human Resources department, will provide the employee with information of labor law (Article 247) concerning his or her benefits.

### ***Employee of the month***

"Employee of the month" is given to the employee who was productive, attended all trainings and followed the rules and procedures of the company.

### ***Employee Meals***

Employees will receive free lunch. Employee meals must be eaten on a scheduled break and in specifically maintained employees room.

## OPERATION POLICIES & PRACTICES



### Customer Service

Our company exists only because of customers, and in particular repeat customers who voluntarily choose to return here and spend their money on our food and beverages. Without the customer we don't have a company, they are the only reason we are here. As a result, taking care of our customers is our highest priority, in fact a privilege, never an interruption. At "ALP İŞ" we strive to be a benchmark in customer service!

### Customer Complaints

Nobody enjoys being the recipient of customer complaints, but complaints are to be expected as part of being in the hospitality business. Complaints can even be viewed in a positive light if they are handled properly. Complaints can give us insights as to how to make our company better, demanding customers force us to be our best and resolving complaints satisfactorily can even increase customer loyalty IF they are handled properly.

When faced with a customer complain:

- Don't get defensive and try to explain.
- Remove the offending item immediately.
- Apologize and tell the customer you will take care of the problem.
- If you need the assistance of a manager, don't hesitate to ask.

Do everything you can to let the customer know that you care and that this isn't the kind of experience you want them to have at our facility.

### Telephone Courtesy



It is everyone's responsibility to answer the phone. Always answer the phone promptly, within two-three rings. Always answer in a friendly, polite manner:

*"Good (morning, afternoon, evening), "ALP İŞ", may I help you?"*

Respond to any questions that you are absolutely certain. If you are uncertain, ask the person if you may put them on hold for a moment and quickly refer the call to a manager. Always thank the person for calling. Always ask the caller for their name when they ask to speak to a manager or customer.



## Management / Employee Relations

Our managers are committed and trained to provide you with the tools and positive working environment for you to do your job to the best of your ability with minimal distractions. You will be treated with respect and dignity by all of our management personnel and we will try our best to recognize and reward your hard work and accomplishments.

We recognize there may be occasions for misunderstandings and problems do come up. We want to clear up these types of situations in a fair and timely manner and in order to do this we need your help in bringing them to our attention. We want you to know that *“management is never too busy to be informed of work-related problems, complaints or disputes of any employee.”*

If you have such a problem, you should promptly talk to your manager. They will listen in an open, objective and courteous manner. We want to understand and solve, if the problem is not resolved to your satisfaction, you should take up the matter with the Human Resources.

Every necessary action will be taken to resolve a problem or settle a dispute in a fair and equitable manner. As we said in the “Welcome Letter,” we recognize our employees as our most valuable resource and we take all employee problems and complaints very seriously. No problem is too small or insignificant and each issue will be given the most attention and consideration.

### **Meetings**



Staff meetings are held on a regular basis for your benefit as well as for the company. Meetings are held for a variety of reasons and can include new menu offerings, upcoming promotions and events, training, policies, etc. Such meetings are treated as a shift and attendance is mandatory. Only manager approved absences will be accepted. Most meetings offer employees the opportunity to provide valuable input for feedback and provide suggestions to enhance our working environment and the operation of “ALP IŞ”.

### **Teamwork**



We cannot achieve our goals and provide the highest levels of service to our customers without working together as a team. Teamwork basically boils down to common courtesy and common sense. If a co-worker is overloaded and you're not, help them in any way you can. It's only a matter of time before they will return the favor. Pitch in to help a customer whether they are technically yours or not. If another employee hasn't quite caught on to something and you have, ask if you may suggest another way to do it. Genuine teamwork makes for a much more enjoyable and satisfying work experience and results in happier (and more generous) customers.

## Communication

It is important for every employee to have a good sense of “what’s going on” in “ALP IŞ”. It is management’s responsibility to keep everyone informed of ongoing changes and news affecting the company and our people. Such communication takes place primarily in the meetings and by posting notices and information to the “bulletin board” of operation units.

## Safety



“ALP IŞ” is committed to maintaining a safe workplace for all of our employees. The time to be conscious about safety is before an accident happens. Safety is everyone’s responsibility and is a regular, ongoing part of everyone’s job. You will receive more specific, detailed information and training on safety issues as an ongoing part of your employment. However, here are some basic guidelines and safety rules to always keep in mind:

- Wipe up spills immediately.
- Never run in hallways or the kitchen, always walk carefully. Even when it’s busy, take small steps and pay attention.
- Wear shoes with non-slip soles. They cost no more than standard shoes.
- Report defective equipment or tools to a manager immediately.
- Never operate equipment unless you have been trained how to use it properly.
- Pay special attention when using slicers. They are very sharp and move very fast.
- Never try to catch a falling knife. Knives are easier to replace than fingers.
- Let people know when you’re carrying anything hot. Don’t be shy, yell out something like, “HOT STUFF COMING THROUGH.”
- Don’t put hot food or plates in front of small children.
- Use proper lifting techniques. Never lift too much. If it’s uncomfortable, make two trips or get some help. Remember to always bend at the knees, lift with you legs, not your back.

## Sanitation



We are obsessed with sanitation and food safety! Due to the nature of the food business, it is **ABSOLUTELY ESSENTIAL** that **EVERYONE** follows safe food handling procedures. This is one area of the company where there is absolutely no compromise. **NEVER** take shortcuts on food safety and handling. Every day we are entrusted with the health and even lives of our customers. This is a huge responsibility, one that we must never take lightly.

While you will receive additional and ongoing training on food safety issues following are some of the basic rules we **ALWAYS** follow and enforce:

### ***Keep your hands washed***

Always wash your hands after using the restroom, smoking, touching your hair, eating, sneezing or coughing.

### ***Sanitize everything***

Besides clean hands, use sanitizing solution to constantly keep counters, cutting surfaces, and utensils. This helps to keep food handling areas and preparation tools free of bacteria.

### ***Prevent cross-contamination***

Cross-contamination occurs when raw meat comes in contact with other food that will be served without further cooking. For example, never place raw chicken on a cutting board and then cut vegetables for an uncooked product on the cutting board without first washing and sanitizing the cutting boards first. The same for utensils like knives and portioning tools always wash and sanitize them after every use.

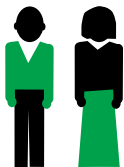
### ***Keep food at the proper temperatures***

Potentially hazardous foods like meat, poultry, dairy and fish should always be stored below 4°C. Food that is cooking or in holding should always be above 60°C. Bacteria count on food grows rapidly between 4°C and 60°C so it's imperative that our food products spend a minimum amount of time in the "temperature danger zone."

### ***Store food correctly***

Raw meat should always be stored below cooked or prepared food. Raw poultry is always placed on the bottom shelf of the walk-in. Keep chemicals and cleaning products away from food products.

### **Dress Code**



To maintain our image as an exceptional, high quality company we need to dress in specific uniforms. Each operation unit will provide uniform that needs to be worn all the time. Employee obligated to keep uniform clean and ironed. Following are examples of dress for the server and kitchen positions. If you have any questions regarding our dress code please ask your immediate supervisor.



### ***Server Dress Code***

**Shoes** - Black shoes only with non-slip soles that permit walking safely on wet or greasy floors. Shoes must be clean. Socks must be dark, preferably black.

**Pants** – Solid color pants only. Pants must be long enough to touch the top of the shoe.

**Shirts** - Long sleeve white shirts. Shirts must be in good condition, not soiled or stained. Shirts must fit at the sleeve.

**Uniform** – “ALP IŞ” issued server uniform must be worn.

**Appearance** - Clean and well groomed hair. Hair pulled back off the shoulder. Well groomed hands, fingernails. Facial hair should be neat and well trimmed.

**Accessories** - No excessive cologne, perfume, make-up or jewelry. No earrings longer than 2 sm. No hat or unauthorized buttons can be worn.



### ***Kitchen Dress Code***

**Shoes** - Work shoes with non-slip soles that permit walking safely on wet or greasy floors. No sport shoes.

**Pants** - “ALP IŞ” issued kitchen pants only. They must always be clean and well maintained.

**Shirts** - “ALP IŞ” issued jackets only. They must always be clean and well maintained.

**Appearance** - Clean, well groomed hair, hands and fingernails. Facial hair should be neat and well trimmed. Head covers must be worn as well.

**Accessories** - No excessive cologne, perfume, make-up or jewelry. Only wedding rings are allowed.



## Accidents and Emergency Situations

Report all accidents, no matter how minor they seem, to your supervisor and nurse. In the event of an emergency, like an apparent injury or choking situation, notify a manager immediately.

### ***Crime and Robbery***

Please keep your valuable belongings at home. “ALP IŞ” is not responsible for any personal items stolen.

### ***Fire Protection***

All employees must know the specific location and operation of fire protection in the “ALP IŞ”. In case of fire, assist guests to the nearest fire exit and out of the building immediately. All facilities are equipped with fire-extinguishers.



## No Alcohol Policy

As a culture of Turkmen nation and keeping in mind the fact that our target market is families and children, “ALP IŞ” has alcohol free environment and does not serve alcohol in its facilities. Therefore, no alcohol serving is allowed, no exceptions. If you see customer who brought alcohol with him you must notify your immediate supervisor.



## EMPLOYMENT DISCIPLINE



### Standards of Conduct

Consistent with our Mission and values, it is important for all employees to be fully aware of the rules, which govern our conduct and behavior. In order to work together as a team and maintain an orderly, productive and positive working environment, everyone must conform to standards of reasonable conduct and policies of the “ALP IŞ”.

**AN EMPLOYEE INVOLVED IN ANY OF THE FOLLOWING  
CONDUCT MAY RESULT IN DISCIPLINARY ACTION  
(SUCH AS WARNING NOTICE OR FINANCIAL PENALTY)  
UP TO AND INCLUDING IMMEDIATE TERMINATION  
WITHOUT A WRITTEN WARNING.**

1. Lack of employee documents upon hiring.
2. Supplying false or misleading information to the company, including information at the time of application for employment, and leave of absence.
3. Not showing up for a shift without notifying the Manager on duty. (No call, no show, no job)
4. Using cell phone during the work hours.
5. Leaving your job before the scheduled time without the permission of the manager.
6. Arrest or conviction of a felony offense.
  - Theft of customer, employee or company property including items found on “ALP IŞ” premises.
  - Theft, dishonesty or mishandling of “ALP IŞ” funds. Failure to follow cash, guest check or credit card processing procedures.
  - Use, distribution or possession of illegal drugs or alcohol on “ALP IŞ” property or being under the influence of these substances when reporting to work or during work hours.
7. Use of foul or abusive language.
8. Disorderly or indecent conduct.
9. Gambling on “ALP IŞ” property.
10. Refusal to follow instructions.
11. Engaging in harassment of any kind toward another employee or customer.
12. Failure to consistently perform job responsibilities in a satisfactory manner within the week of orientation period.
13. Waste or destruction of “ALP IŞ” property.
14. Actions or threats of violence or abusive language directed toward a customer or another staff member.
15. Excessive tardiness.
16. Failure to go through training program and seminars.
17. Disclosing confidential information including policies, procedures, recipes, manuals or any propriety information to anyone outside the “ALP IŞ”.

18. Rude or improper behavior with customers.
19. Smoking or eating in unapproved areas or during unauthorized breaks.
20. Failure to follow the Health, Safety, and Environment standards.
21. Not entering and exiting the facilities through approved entrance.
22. Failure to comply with "ALP İŞ"'s personal cleanliness and grooming standards.
23. Failure to comply with "ALP İŞ"'s uniform and dress requirements.
24. Unauthorized operation, repair or attempt to repair machines, tools or equipment.
25. Failure to report safety hazards, equipment defects, accidents or injuries immediately to management.
26. Low work quality and productivity.
27. Sharing information about salaries.
28. Lack of relationship with other employees.



### Harassment

It is this "ALP İŞ"'s policy to treat all personnel with dignity and respect and make personnel decisions without regard to race, sex, age, color, national origin, religion or disability. We strive to provide everyone a workplace that is free of harassment of any kind. Employees are encouraged to promptly report incidences of harassment.

### ***Sexual Harassment***

All of our employees have a right to be free from sexual harassment. "ALP İŞ" does not condone actions, words, jokes or comments that a reasonable person would regard as sexually harassing or coercive.

### ***Definition of Sexual Harassment***

Sexual harassment encompasses any sexual attention, from either gender, that is unwanted and is defined as unwelcome advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- Submission is made an express or implied term or condition of employment.
- Submission to or rejection of the behavior is used to make an employment (such as hiring or promotion).
- The conduct has the purpose or effect of unreasonably interfering with a person's work performance or creates an intimidating, hostile or offensive environment for work including harassment in the workplace from an outside party, such as a vendor.



Sexual harassment may take many forms, for example:

- Physical assault.
- Direct or implied threats that submission to sexual advances will be a condition of employment, work schedule, promotion, job assignments, evaluation, salary or any other condition of employment.

- Direct propositions of a sexual nature.
- Comments of a sexual nature.
- Sexually explicit statements, questions or jokes.
- Unnecessary touching, patting, hugging or brushing against a person's body.
- Remarks of a sexual nature about a person's clothing, body, sexual activity or previous sexual experience.
- Employees need to be concerned not only with the intent of their actions of this kind but also the effects; while sexual harassment involves repeated, unwanted sexual attention, persons involved in isolated or inadvertent incidents demonstrate insensitivity toward others. Repeated occurrences will be considered intentional violations of the policy.

Anyone who feels it necessary to discuss what may appear to be sexual harassment should report the harassment promptly to at least two people who are in a supervisory or management capacity. Your report will be kept as confidential as possible. A prompt and thorough investigation will be made. If a claim is substantiated, "ALP İŞ" will take immediate and appropriate action, including discipline and possible termination.



### Absences

All employees are expected to work on a regular, consistent basis and complete their regularly scheduled hours. Excessive absenteeism may result in disciplinary action, up to and including termination. Disciplinary action taken because of absenteeism will be considered on an individual basis, following a review of the employee's absentee and overall work record.

- If your request is due to an unexpected emergency. The nature of the emergency should then be shared with the Human Resources.
- To return to work from an accident or medical leave, all employees must present a doctor's release.
- Any employee who fails to return to work at the expiration of a personal leave of absence will be deemed to have abandoned their job, unless "ALP İŞ" is notified of a reason, satisfactory to management, for not returning to work at the end of the leave of absence.
- Going to be late or miss work, employees are expected to call and notify your immediate supervisor or manager.
- Any employee who does not call or report to work for two consecutive shifts will be considered to have voluntarily resigned employment at "ALP İŞ".
- Prior to taking a leave of absence for purposes of vacation, personal leave, military, or other planned absence, an Employee Leave Request Form, available from your Manager or Supervisor, should be submitted to and approved by the Human Resources.

- Employee Leave Requests should be submitted at least one week prior to the scheduled leave date.

Employees must be prepared to start work promptly at the beginning of the shift. Always arrive to the work 10 to 15 minutes before your shift. Your scheduled time is the time you are expected to be on your job, not arrive to the “ALP IŞ”. Repeated tardiness is grounds for termination. If it is not possible for you to begin work at your scheduled time, call the “ALP IŞ” and speak to your immediate supervisor.



### Resignations

You are requested to give a two-week notice of your plan to leave the “ALP IŞ”. A notice is important so that we have time to hire someone to take your place. Giving a two-week notice is a professional courtesy and assures that you are eligible for re-hire and will have a good background history of the employment.



### Employee Use of Social Media Websites

While “ALP IŞ” encourages its employees to enjoy and make good use of their off-duty time, certain activities on the part of employees may become a problem if they have the effect of impairing the work of any employee; harassing, demeaning, or creating a hostile working environment for any employee; disrupting the smooth and orderly flow of work within the company; directly or indirectly disclosing confidential or proprietary information; or harming the goodwill and reputation of “ALP IŞ” among its customers or in the community at large. Be respectful to “ALP IŞ”, co-workers, customers, clients, partners, and competitors. Your online presence can reflect on “ALP IŞ”. Be aware that your comments, posts, or actions can affect the image of the company. In the area of social media (print, broadcast, digital, and online), employees may use such media in any way they choose as long as such use does not produce the adverse consequences noted above.

The employee(s) responsible for such problems will be subject to counseling and/or disciplinary action, up to and potentially including termination of employment, depending upon the circumstances.



## HANDBOOK RECEIPT

This Employee Handbook does not constitute a contract of employment either in whole or in part. However, each employee must obey the rules and procedures stated in handbook.

"ALP IS", reserves the right to add, delete, or change any portion of the Employee Handbook with or without notice.

### FOR THE EMPLOYEE'S INFORMATION:

Your full name: .....

Your position title: .....

Manager's Name: .....

Your starting date: .....

I acknowledge receipt of, and have read, the Employee Handbook that outlines my obligations as an employee of "ALP IS". I understand the Standards of Conduct and each of the rules and regulations which I am expected to follow, as well as the additional policies. I agree to abide by all of them.

All employees are expected to conform their conduct to the rules and regulations as set out in this handbook, and understand that they are at-will employees. The contents of any Employee Handbook, including this one, that may be distributed during the course of their employment shall not be construed to be a contract or in any way binding.

### POLICY STATEMENT

This handbook is a general guide and provisions of this handbook do not constitute an employment agreement (contract) or a guarantee of continued employment. It is simply intended to outline the benefits and work requirements for all employees. It is further understood that the "ALP IS" reserves the right to change the provisions in this handbook at any time. It is policy of the "ALP IS" that employment and compensation of any employee is at will and can be terminated with or without cause, at any time, at the option of the employee or at the option of the company.

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Manager's Signature

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Date

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Employee's Signature

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Date



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