

DAQ

Darat Al-Qahwa 1970

HR SOP Package - Batch 1

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Document Type	Controlled SOP Documents
Effective Date	May 2026
Prepared For	DAQ Library / Training Website

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Document Control Note

This package is designed as a controlled SOP-style reference for the DAQ Library. Branches and departments should use the latest approved version only. Any local updates must be reviewed and approved by management before use.

1. Employee Handbook

Document Title	Employee Handbook	Document Code	DAQ-HR-001
Department	Human Resources	Version	1.0
Effective Date	May 2026	Prepared By	Training Department
Approved By	Management	Status	Controlled Document

1. Purpose

- Provide employees with a clear understanding of Darat Al-Qahwa 1970 workplace expectations, conduct standards, and employment guidelines.
- Support consistent employee onboarding, daily behavior, and communication across all branches and departments.

2. Scope

- Applies to all employees, trainees, supervisors, managers, and temporary staff working under Darat Al-Qahwa 1970.

3. Company Expectations

- Act professionally and respectfully at all times.
- Follow all approved SOPs, food safety standards, and operational instructions.
- Protect company assets, information, equipment, and brand reputation.
- Cooperate with supervisors and support a positive team environment.
- Serve guests with care, accuracy, speed, and hospitality.

4. Work Rules

- Employees must report to duty on time, in proper uniform, and ready to work.
- Personal mobile phone use must not affect service, safety, or productivity.
- Company equipment must be used only for approved business purposes.
- Smoking, eating, or drinking is allowed only in approved areas and according to store rules.

5. Communication Standards

- Report operational issues, guest complaints, safety hazards, or maintenance needs immediately to the person in charge.
- Use respectful language with guests, colleagues, and management.
- Follow the approved escalation process for issues that cannot be solved at store level.

6. Employee Acknowledgment

- Employees are required to read, understand, and follow this handbook.
- Failure to follow company standards may result in corrective action according to the disciplinary process.

Approval: Prepared By _____ Reviewed By _____ Approved By _____

2. Company Policies

Document Title	Company Policies	Document Code	DAQ-HR-002
Department	Human Resources	Version	1.0
Effective Date	May 2026	Prepared By	Training Department
Approved By	Management	Status	Controlled Document

1. Purpose

- Define the core workplace policies that support safe, ethical, and consistent operations within Darat Al-Qahwa 1970.

2. Scope

- Applies to all employees, contractors, trainees, and management representatives.

3. Confidentiality

- Employees must protect company information, recipes, financial data, training materials, guest data, and internal documents.
- Company information must not be shared externally unless approved by management.

4. Company Property

- Uniforms, tools, devices, keys, documents, equipment, and training materials remain company property where applicable.
- Employees are responsible for proper use, safe keeping, and return of assigned assets.

5. IT and Communication

- Company communication channels must be used professionally.
- Employees must not post confidential or damaging information about the company, guests, or colleagues on social media.

6. Compliance

- Employees must comply with company SOPs, food safety requirements, local regulations, and instructions from authorized management.
- Any suspected violation must be reported through the appropriate reporting channel.

7. Responsibilities

- Employees are responsible for following policies.
- Supervisors and managers are responsible for monitoring compliance and taking corrective action when needed.

Approval: Prepared By _____ Reviewed By _____ Approved By _____

3. Code of Conduct

Document Title	Code of Conduct	Document Code	DAQ-HR-003
Department	Human Resources	Version	1.0
Effective Date	May 2026	Prepared By	Training Department
Approved By	Management	Status	Controlled Document

1. Purpose

- Establish ethical behavior standards and professional conduct requirements for all employees of Darat Al-Qahwa 1970.

2. Core Principles

- Integrity: act honestly and fairly.
- Respect: treat all guests, colleagues, and suppliers with dignity.
- Accountability: take ownership of duties, mistakes, and results.
- Guest Focus: protect the guest experience at all times.

3. Respectful Workplace

- Harassment, bullying, discrimination, threats, or abusive language are not tolerated.
- Employees must support teamwork and avoid behavior that creates conflict or damages morale.

4. Conflict of Interest

- Employees must avoid activities that may conflict with company interests.
- Any relationship, outside work, supplier interest, or personal benefit that may affect work decisions must be disclosed to management.

5. Guest Interaction

- Employees must speak politely, listen actively, and resolve guest concerns professionally.
- Guest complaints must be handled calmly and escalated when required.

6. Reporting Violations

- Employees should report conduct concerns to the supervisor, HR, or management.
- Reports should be handled confidentially and fairly whenever possible.

Approval: Prepared By _____ Reviewed By _____ Approved By _____

4. Attendance Policy

Document Title	Attendance Policy	Document Code	DAQ-HR-004
Department	Human Resources	Version	1.0
Effective Date	May 2026	Prepared By	Training Department
Approved By	Management	Status	Controlled Document

1. Purpose

- Ensure reliable staffing, smooth store operations, and fair attendance management across Darat Al-Qahwa 1970.

2. Scope

- Applies to all employees scheduled to work in stores, offices, training areas, or company facilities.

3. Attendance Requirements

- Employees must arrive on time and be ready to start work at the scheduled shift time.
- Employees must clock in and clock out accurately using the approved attendance system.
- Employees must not clock in or out for another employee.

4. Late Attendance

- Any delay must be reported to the supervisor as early as possible.
- Repeated lateness may lead to coaching, written warning, or further disciplinary action.

5. Absence and No-Show

- Employees must notify their supervisor before shift start if they cannot attend.
- Failure to report absence may be considered a no-show and may result in disciplinary action.
- Medical or official documents may be required according to company procedures.

6. Shift Responsibility

- Employees must not leave the workplace during working hours without supervisor approval.
- Shift swaps or schedule changes require prior approval from the responsible manager.

7. Records

- Attendance records must be reviewed and maintained by management or HR according to company requirements.

Approval: Prepared By _____ Reviewed By _____ Approved By _____

5. Grooming Standards

Document Title	Grooming Standards	Document Code	DAQ-HR-005
Department	Human Resources	Version	1.0
Effective Date	May 2026	Prepared By	Training Department
Approved By	Management	Status	Controlled Document

1. Purpose

- Maintain a clean, professional, and food-safe appearance that supports the Darat Al-Qahwa 1970 brand and guest confidence.

2. Scope

- Applies to all employees working in guest-facing, food handling, training, or operational areas.

3. Uniform Standards

- Uniform must be clean, complete, and in good condition at the start of every shift.
- Name tag or approved identification must be worn where required.
- Shoes must be clean, safe, and suitable for the workplace.

4. Personal Hygiene

- Hands must be washed according to food safety standards and whenever contamination may occur.
- Employees must maintain good personal cleanliness and avoid strong odors.
- Fingernails must be short, clean, and suitable for food handling.

5. Hair, Beard, and Jewelry

- Hair must be clean, controlled, and covered where required by food safety standards.
- Beard and facial hair must be neat and controlled according to hygiene requirements.
- Jewelry must be limited and must not create food safety or workplace safety risks.

6. PPE Requirements

- Required PPE may include gloves, face mask, hair net, cap, plastic apron, or arm sleeves depending on task.
- PPE must be clean, food-safe where applicable, and changed when damaged or contaminated.

7. Non-Compliance

- Employees not meeting grooming standards may be asked to correct the issue before starting work.
- Repeated non-compliance may result in corrective action.

Approval: Prepared By _____ Reviewed By _____ Approved By _____