

# Darat Al-Qahwa 1970

## HR Policies & Employment Documents SOP Style Package - Batch 2

Included Documents	Document Code
Leave Policy	DAQ-HR-006
Overtime Policy	DAQ-HR-007
Disciplinary Action Process	DAQ-HR-008
Performance Review Forms	DAQ-HR-009
Warning Letter Templates	DAQ-HR-010
Employment Documents Pack	DAQ-HR-011

For internal use within Darat Al-Qahwa 1970. This package is a standard operating procedure reference and must be aligned with approved company rules and applicable local labor requirements before official rollout.

# Leave Policy

<b>Document Title</b>	Leave Policy	<b>Document Code</b>	DAQ-HR-006
<b>Version</b>	1.0	<b>Effective Date</b>	May 2026
<b>Prepared By</b>	Training Department	<b>Approved By</b>	Management / HR

## 1. Purpose

- To define the process for requesting, approving, tracking, and recording employee leave in a fair and consistent manner.

## 2. Scope

- Applies to all employees of Darat Al-Qahwa 1970, including store, support, training, and management teams.

## 3. Policy Statement

- Employees must submit leave requests through the approved company process before taking leave.
- Leave approval depends on business needs, staff availability, employee balance, and management approval.
- Leave entitlements and payments must follow the employee contract, company policy, and applicable labor requirements.

## 4. Leave Types

- Annual leave: Planned time off requested in advance.
- Sick leave: Medical absence supported by an acceptable medical document when required.
- Emergency leave: Unplanned absence due to urgent personal circumstances.
- Unpaid leave: Leave without pay, subject to management and HR approval.
- Public holidays and special leaves: Managed according to company announcements and applicable requirements.

## 5. Procedure

- Employee submits a leave request with dates, reason, and expected return date.
- Direct manager reviews operational coverage and employee leave balance.
- HR records the approved leave in the attendance or HR system.
- Employee must return to work on the approved return date unless an extension is approved.

## 6. Responsibilities

- Employee: Submit requests early and provide supporting documents when needed.
- Line Manager: Review staffing impact and approve or reject according to business needs.
- HR: Track leave balances, maintain records, and ensure policy consistency.

# Leave Policy - Form / Template Section

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<b>Version</b>	1.0	<b>Effective Date</b>	May 2026
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## Leave Request Form Fields

Field 1	Field 2	Field 3	Field 4
Employee Name	Employee ID	Department/Branch	Leave Type
Start Date	End Date	Total Days	Reason
Manager Approval	HR Review	Employee Signature	Date

Approval: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_\_\_

# Overtime Policy

<b>Document Title</b>	Overtime Policy	<b>Document Code</b>	DAQ-HR-007
<b>Version</b>	1.0	<b>Effective Date</b>	May 2026
<b>Prepared By</b>	Training Department	<b>Approved By</b>	Management / HR

## 1. Purpose

- To control overtime work, ensure proper approval, and maintain accurate payment or compensation records.

## 2. Scope

- Applies to all employees whose working hours are tracked by the company attendance system or approved schedule.

## 3. Policy Statement

- Overtime must be approved before it is worked, except in urgent operational situations approved by management.
- Unauthorized overtime may not be accepted for payment or compensation.
- Overtime calculation must be based on approved attendance records and company payroll rules.

## 4. Eligibility

- Employees may be eligible for overtime when work is required beyond scheduled hours and approved by the manager.
- Managers must avoid unnecessary overtime by planning schedules effectively.

## 5. Approval Process

- Manager identifies business need for overtime.
- Employee is informed of expected additional hours.
- Manager approves the overtime before or immediately after urgent situations.
- HR or payroll validates overtime using attendance records.

## 6. Controls

- Overtime should not be used as a replacement for poor scheduling.
- Repeated high overtime must be reviewed by operations and HR.
- Any manual adjustment must be documented and approved.

# Overtime Policy - Form / Template Section

<b>Document Title</b>	Overtime Policy	<b>Document Code</b>	DAQ-HR-007
<b>Version</b>	1.0	<b>Effective Date</b>	May 2026
<b>Prepared By</b>	Training Department	<b>Approved By</b>	Management / HR

## Overtime Request Fields

Field 1	Field 2	Field 3	Field 4
Employee Name	Employee ID	Date	Shift
Start Time	End Time	Total Overtime Hours	Reason
Manager Name	Approval Signature	HR Validation	Payroll Period

Approval: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_\_\_

# Disciplinary Action Process

<b>Document Title</b>	Disciplinary Action Process	<b>Document Code</b>	DAQ-HR-008
<b>Version</b>	1.0	<b>Effective Date</b>	May 2026
<b>Prepared By</b>	Training Department	<b>Approved By</b>	Management / HR

## 1. Purpose

- To provide a fair, documented, and consistent process for addressing misconduct, performance issues, attendance violations, hygiene violations, and safety breaches.

## 2. Scope

- Applies to all employees and all work-related conduct at branches, offices, training areas, and company events.

## 3. Principles

- Disciplinary action must be based on facts, documentation, and fair investigation when needed.
- Employees should be given an opportunity to explain before serious action is taken.
- Confidentiality must be maintained throughout the process.

## 4. Standard Action Levels

- Coaching or verbal reminder: Used for minor first-time issues.
- Written warning: Used for repeated or more serious violations.
- Final warning: Used when behavior does not improve or the violation is serious.
- Suspension or termination recommendation: Used for severe misconduct or repeated failure after warnings, subject to management and HR review.

## 5. Procedure

- Identify and document the issue with date, time, location, and evidence.
- Discuss the concern with the employee privately.
- Select the appropriate action level according to severity and history.
- Issue the required form or warning and obtain signatures where possible.
- Follow up within the stated improvement period.

## 6. Recordkeeping

- All disciplinary documents must be kept in the employee file.
- Managers must not keep unofficial or personal disciplinary records outside the approved system.

# Disciplinary Action Process - Form / Template Section

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<b>Prepared By</b>	Training Department	<b>Approved By</b>	Management / HR

## Disciplinary Action Matrix

Issue Type	Example	Typical First Step
Attendance	Late arrival or no-show	Coaching or written warning
Hygiene	Uniform or PPE violation	Coaching or written warning
Conduct	Disrespectful behavior	Written warning or higher
Safety	Unsafe act or ignored procedure	Written warning or higher
Serious Misconduct	Theft, violence, major breach	HR investigation and escalation

Approval: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

# Performance Review Forms

<b>Document Title</b>	Performance Review Forms	<b>Document Code</b>	DAQ-HR-009
<b>Version</b>	1.0	<b>Effective Date</b>	May 2026
<b>Prepared By</b>	Training Department	<b>Approved By</b>	Management / HR

## 1. Purpose

- To evaluate employee performance, identify strengths, highlight development needs, and agree on improvement actions.

## 2. Scope

- Used for probation review, quarterly review, annual review, promotion readiness, and performance improvement follow-up.

## 3. Review Criteria

- Job knowledge and technical skill.
- Guest service and communication.
- Attendance and punctuality.
- Teamwork and attitude.
- Compliance with SOPs, hygiene, and food safety.
- Productivity, speed, and quality of work.

## 4. Rating Scale

- 5 - Excellent: Consistently exceeds expectations.
- 4 - Very Good: Often exceeds expectations.
- 3 - Meets Expectations: Performs required duties correctly.
- 2 - Needs Improvement: Performance gaps require action.
- 1 - Unsatisfactory: Immediate improvement required.

## 5. Review Procedure

- Manager completes the evaluation form based on records and observation.
- Manager discusses results with the employee in a private meeting.
- Employee comments are recorded.
- A development plan is agreed with target dates.
- Completed form is signed and submitted to HR.

# Performance Review Forms - Form / Template Section

<b>Document Title</b>	Performance Review Forms	<b>Document Code</b>	DAQ-HR-009
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<b>Prepared By</b>	Training Department	<b>Approved By</b>	Management / HR

## Performance Review Form

Criteria	Rating 1-5	Comments
Job Knowledge		
Guest Service		
Attendance		
Teamwork		
SOP Compliance		
Quality and Speed		
Overall Rating		

## Development Plan

Area for Improvement	Action Required	Target Date	Responsible Person

Approval: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_\_\_

# Warning Letter Templates

<b>Document Title</b>	Warning Letter Templates	<b>Document Code</b>	DAQ-HR-010
<b>Version</b>	1.0	<b>Effective Date</b>	May 2026
<b>Prepared By</b>	Training Department	<b>Approved By</b>	Management / HR

## 1. Purpose

- To provide standard warning letter formats for common HR and operational violations.

## 2. Scope

- Used by managers and HR when a formal written warning is required.

## 3. General Rules

- Warning letters must be factual, clear, and based on documented incidents.
- The letter must include the violation, date, expected improvement, and consequences of repeated violations.
- Employee signature confirms receipt, not necessarily agreement.
- If the employee refuses to sign, the manager should note refusal and request a witness signature.

## 4. Available Templates

- Attendance Warning Letter.
- Conduct Warning Letter.
- Performance Warning Letter.
- Hygiene or Grooming Warning Letter.
- Food Safety / Safety Violation Warning Letter.

## 5. Standard Warning Letter Text

- This letter is issued to formally notify you of a violation of company policy. You are required to correct the issue immediately and maintain the required standard going forward. Repeated violations may result in further disciplinary action according to company policy.

# Warning Letter Templates - Form / Template Section

<b>Document Title</b>	Warning Letter Templates	<b>Document Code</b>	DAQ-HR-010
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## Warning Letter Template

Field	Details
Employee Name	
Employee ID	
Branch / Department	
Violation Type	
Incident Date	
Description of Issue	
Required Improvement	
Follow-up Date	
Manager Name and Signature	
Employee Signature	

Approval: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_\_\_

# Employment Documents Pack

<b>Document Title</b>	Employment Documents Pack	<b>Document Code</b>	DAQ-HR-011
<b>Version</b>	1.0	<b>Effective Date</b>	May 2026
<b>Prepared By</b>	Training Department	<b>Approved By</b>	Management / HR

## 1. Purpose

- To standardize employee hiring, onboarding, acknowledgment, asset handover, and recordkeeping documents.

## 2. Scope

- Used for new hires, internal transfers, training completion, asset assignment, and employee file updates.

## 3. Required Documents

- Offer Letter.
- Employee Information Form.
- Emergency Contact Form.
- Confidentiality / NDA Acknowledgment.
- Asset Handover Form.
- Training Acknowledgment Form.
- Policy Acknowledgment Form.
- Uniform and PPE Receipt Form.

## 4. Document Control

- HR must keep signed employment documents in the employee file.
- Managers must ensure employees sign required operational acknowledgments before working independently.
- Any outdated forms must be removed from active use and replaced with the latest approved version.

## 5. Onboarding Usage

- The employment documents pack should be completed before or during the first working day.
- Training acknowledgment should be updated after each completed course or practical assessment.
- Asset handover must be signed when employees receive company property.

# Employment Documents Pack - Form / Template Section

<b>Document Title</b>	Employment Documents Pack	<b>Document Code</b>	DAQ-HR-011
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## Employment File Checklist

Document	Completed	Notes
Offer Letter		
Employee Information Form		
Emergency Contact Form		
Confidentiality Acknowledgment		
Policy Acknowledgment		
Training Acknowledgment		
Asset Handover Form		
Uniform / PPE Receipt		

Approval: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_\_\_