



# EMPLOYEE HANDBOOK

Version 2

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## 1. INTRODUCTION

### 1.1 Welcome Note

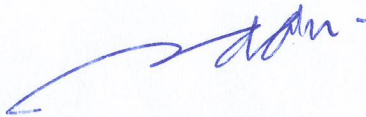
Dear Team member,

Maruhaba!

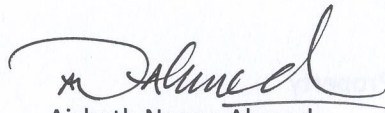
It is a pleasure to have you on our Team and thank you very much for being a part of Kaimoo! Kaimoo is an equal opportunity employer, and we invite you to build your career with us. Team Kaimoo will assist you in settling down, and we hope that this manual will help you in understanding our culture and guide you on life with Kaimoo.

If you are in doubt or have any questions, ask any of your HR/Accounts Department Colleagues and we will be glad to help you. Be a part, play a part and get to know your journey with Kaimoo.

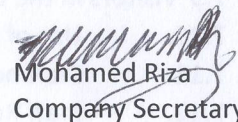
Welcome aboard, well wishes on your new position and more importantly, BE HAPPY.



Mohamed Manih Ahmed  
Managing Director



Aishath Neena Ahmed  
Executive Director



Mohamed Riza  
Company Secretary



## 1.2 History of Kaimoo

Kaimoo Travels and Hotel Services Pvt. Ltd was established in 1979 by Late Mr. Kandi Ahmed Ismail & Mrs. Moomina A. Ismail, entrepreneurs and visionaries in every sense of the word.

KAIMOO is an acronym developed from the names of our founders, KAI (Late Mr. Kandi Ahmed Ismail) & MOO (Mrs. Moomina A. Ismail).

Kaimoo is involved in managing and operating of tourist resorts and hotels in Maldives. With a humble beginning of opening Embudu Village with 30 rooms in 1979, Kaimoo has prudently expanded in the hospitality industry. As stakeholders in a service industry which operates round the clock, our aim always is to be the best service provider, and firmly believes that this can be achieved through mutual respect.

Resorts & Hotels, business ventures under Kaimoo:

### Resorts:

Embudu Village opened in 1979 with 30 rooms and expanded to 118 rooms.

Summer Island Village in 1996 with 110 rooms and then expanded to 115 rooms. Rebranded in 2015 as Summer Island Maldives with 156 rooms.

Equator Village – Gan, Addu City, Maldives in 1999 with 78 rooms.

### Hotels:

Kam Hotel with 27 rooms in 1995.

Mookai Hotel with 51 rooms and apartments in 2001 but currently has 33 units on offer.

Mookai Suites with 49 rooms in 2008.

### Other Ventures:

- OTIS Elevators Maldives in 1995 (not part of the group now).
- Environmental Pest Control in 1996.
- Ocean Air (Maldives' First Private Commercial Airline) in 2000 (not part of the group now).

## 1.3 Mission/Values/Strategy

**Values** - Our values that have underscored Kaimoo's success is known to be integrity and stability. We achieve this through working as Team Kaimoo.

**Strategy** - Our strategy is simple. We configure our resources within a changing environment, to meet the needs of markets and to fulfill stakeholder expectations.

**Mission** - Our mission is to grow in ways that are beneficial for everyone.

## 1.4 Purpose of Handbook

1. Offer general information and guidelines to enhance the relationship between you and the Company. As a team member, you are representing Kaimoo.
2. Help you on your journey with Kaimoo.

### Note:

New policies or procedures issued after this handbook will be part of this and will be communicated.

## 2. EMPLOYMENT

### 2.1 Employment Equity

Kaimoo is committed to equal employment opportunity for all, regardless of gender, nationality or age to the extent required by law.

### 2.2 Employment Agreement

Each Employee is issued an Employment Agreement for a fixed period and has to abide by the terms and conditions.

### 2.3 Job Description

1. It is a summary of job tasks. It will be used to evaluate performance both during probation and on confirmation of the job. It may be revised from time to time.
2. Read your job descriptions frequently.

### 2.4 Orientation

Orientation will be conducted to welcome and familiarize with the new positions and work environment.

### 2.5 Probation

1. Probation period is 3 months from the date of joining and cannot be extended.
2. Direct Supervisor will conduct on the job assessments regularly.
3. During probation, either party may terminate the contract without notice.

### 2.6 Attendance

1. Attendance to work on time is very important and must be punctual on daily attendance, meal breaks and prayer breaks. Frequent absence and tardiness places a burden on your colleagues and job performance.
2. Please mark the daily attendance as per the laid down procedure.
3. If you are unable to report, please notify your HOD and follow the procedure on reporting absence.
4. An absence without informing for 3 consecutive days will be taken as vacated post and voluntary termination of job.
5. No pay leave or unauthorized absence will have a negative effect leading to disciplinary action.

### 2.7 Working Hours

1. 48 hours a week based on a work schedule.
2. Being a resort hotel operator, the company may ask employees to work an additional two hours from time to time. These extra hours will be paid as overtime for non-exempt positions.
3. Work hours refer to actual working hours, excluding any breaks.
4. For every five hours of successive work, thirty minutes of break shall be given.
5. Fifteen minutes break for prayers is given before prayer time ends.
6. Employees must inform HODs before going on breaks.

### 2.8 Grooming & Dress Code

1. When you are neat, clean and dressed well, it boosts your confidence.
2. Personal cleanliness and hygiene must be observed at all times. Keep yourself free from unpleasant odors. Hair must be appropriately groomed. Appropriate footwear must be used.
3. Be professionally attired in appropriate office wear.

4. If designated a uniform, employees must wear uniform while on duty. Uniforms must not be worn outside of duty. It needs to be well maintained and changed daily. It is a property of the workplace and must be returned on leaving the job.
5. Jewelry and cosmetics may be worn in an acceptable and appropriate manner.

### 3. REMUNERATION & BENEFITS

Wage, salary and all other compensations and benefits paid are decided by the Company at the time of recruitment, based on a salary and benefit structure. This is confidential information of the Company and all team members must adhere to this confidentiality.

#### 3.1 Payroll

1. Monthly salaries will be paid on the last day of each calendar month.
2. For timely payment, a cutoff date is taken for calculation of payments such as overtime, public holiday pay, payroll deductions etc. Current cutoff period is from the 23rd of the previous month to the 22nd of the current month.
3. As per the Pension Act of Maldives -May 2011, contributions to the national retirement pension scheme is.
  - a. 7% of basic salary by employee.
  - b. 7% of basic salary by employer.
4. At present, pension contribution is mandatory only for Maldivians. Please register and check the pension contribution from the website of Maldives Pensions Administration Office.
5. By law all remunerations will ONLY be made to an account under Employees name in a registered bank in Maldives. Salary will not be paid to a third party. Please open an MVR and USD Account and give bank account details to either HR or Accounts Department before the second payroll is due.
6. Payroll deductions can be made under following circumstances:
  - a. Late attendance.
  - b. Unauthorized leave / absence.
  - c. Salary advances/loans
7. Advances on salary are generally not allowed. In case of emergencies, the Managing Director may be approached through the HR Department for such advances.
8. Salary Slip with payables and deductions shall be given each month. Please check the payslip thoroughly before signing for receipt. At the end of the calendar year, an annual remuneration sheet will be provided to all the employees.

#### 3.2 Service Charge

1. Service charge will be paid to all full time employees only for days worked and on approved leaves as declared on the employment act and off days.
2. Service charge of the previous calendar month will be paid with current month salary.
3. Service charge will not be paid for unauthorized leaves, absences and on No Pay Leave.

#### 3.3 Off Days

Kaimoo believes that all team members must be well rested and does not encourage to work on their day off.

1. One day off per six consecutive days worked.
2. Employees who work in the resorts, may accumulate off days as per the laid down procedure of the work place.
3. On special circumstances, you may be requested to work on off days. On such circumstances a day off will have to be given in lieu at the earliest.

### 3.4 Medical Benefit

1. The Employer may, at his sole discretion, decide on the payment policies and procedures of medical benefit from time to time.
2. Currently, full time employees are covered under a group medical insurance policy.
3. Group medical insurance policy enrolment conditions are:
  - a) Enrolment will be upon completion of probation.
  - b) Dependents (spouse under 65 years and children under 18) can be enrolled under the scheme as per the terms of Group Insurance Policy. For this, employee pays full cost of premium to the company.
4. Please go through the terms and conditions of the insurance coverage on the group policy. Available from HR or Accounts Department.

### 3.5 Ramazan Bonus

1. Permanent full time employees will be paid a Ramazan allowance in accordance with the Employment Act of Maldives, which is paid before the beginning of the holy month.

### 3.6 Accommodation

1. May provide accommodation free of charge or pay an allowance and is at the sole discretion of the management. Accommodation whilst on a leave is not provided. Please refer to Accommodation Policy for further details.

## 4. PERFORMANCE & DEVELOPMENT

### 4.1 Performance Management

1. Purpose: Guide the Employee to improve performance and build a career with Kaimoo.
2. Poor job performance may result in disciplinary action up to and including termination.
3. Performance reviews do not guarantee a promotion or salary increment.
4. Direct supervisors will continuously evaluate each employee's conduct and performance.
5. Employees who have no pay days/frequent absences for the period of evaluation may not be eligible for salary increment.

### 4.2 Training Development

1. On the job training, to enhance and improve skills.
2. Mandatory to attend any training sessions as per the training plan.
3. Encouraged to approach the company if interested in external development programs in a related field.

## 5. CODE OF CONDUCT

### 5.1 Conflict of Interest

1. Must not undertake any activity or have any interest (e.g. memberships, directorships, shares, or contract) with any person or in any organization which may constitute a conflict of interest.
2. Immediately notify the management upon becoming aware of any potential or actual conflict of interest.
3. Must have the approval of the company to ensure it does not interfere or create a conflict with your main employment with Kaimoo.

## 5.2 Confidentiality

You may have access to confidential and sensitive information of the Company and that of our clientele, and colleagues. Eg: Account Numbers, Room Numbers, Room Rates, Telephone numbers, remuneration and benefits etc.

Disclosing such information is a breach of the privacy and personal integrity of their colleagues, clients and the privacy policy of the Company, which may result in disciplinary action up to and including termination of employment.

## 5.3 Verbal & Written Communication

1. When at work you are communicating on behalf of the workplace.
2. Engaging in his/her private business at work place is not allowed.
3. Never raise your voice or argue with guests, clients or colleagues. Use polite language. Speak and engage with respect.
4. Be positive. Follow standard operating procedures in workplace.
5. We want the workplace to be pleasant and safe for all employees.

## 5.4 Media

Employees are not allowed to represent the company or speak to the media about the company's business or dealings. All such requests will be handled by a designated person from the Company.

## 5.5 Personnel Records

Please inform to HOD or HR , on changes of address, telephone number, marital status, emergency contact details, training enrollments etc

## 5.6 Copyright and protection of intellectual property

This includes any material, program, strategy or system you develop during your employment. Any copyright or merchandising rights in such work shall be the sole and exclusive property of the company.

## 6. DISCIPLINARY PROCEDURES/DISPUTE RESOLUTION

### 6.1 Disciplinary Action

1. Observe standards of common honesty, decency and integrity.
2. Be respectful, courteous and mindful of others feelings and needs.
3. Maintain a good record of attendance and punctuality.
4. Unfavorable conduct or poor job performance will result in disciplinary action Serious infractions may warrant immediate suspension or termination. Repeated infractions of a less serious nature may result in progressive disciplinary actions.

a) Verbal Warning	b) Written Warning
c) Demotion or suspension	d) Termination

5. The following are rule infractions or misconduct that may result in disciplinary action up to and including termination of employment.

a) Theft or inappropriate removal or position of property	b) Falsification of records or reports
c) Fighting or threatening violence in the work place	d) Possession, distribution, sale, transfer or use of alcohol or illegal substance in the work place
e) Negligence or inappropriate conduct leading to damage of property under company's care or possession.	f) Insubordination or other disrespectful conduct
g) Smoking in restricted areas	h) Sexual or other un lawful or unwelcome harassment
i) Excessive absenteeism, unauthorized absence and repeated tardiness	j) Using company belongings for purposes other than company business
k) Unauthorized disclosure of confidential information	l) Engaging in strike, or work stoppage or destabilizing the smooth running of operations
m) Failure to meet acceptable attire or grooming standards.	n) Violation of company policies, abuse of company properties
o) Employee provides false information and attempts to deceive the e,ployer	p) Violations of laws and regulations of the Republic of Maldives

## 6.2 Grievance & Dispute Resolution

1. Do talk, discuss grievances and work towards solutions. Many times, disputes arise due to misunderstandings and miscommunications.
2. Respect each other. Talk politely.
3. Find out, be clear. Be happy.
4. Dispute resolution lines are there on the Grievance Procedure
5. If an employee has a comment or concern, it is best to approach the Manager or Human Resources before seeking third party advice.

## 7. EMPLOYMENT RELATED POLICIES

All employees must read and follow our company policies, if you have any questions please ask the managers or Human Resources Department.

### 7.1 Gender Equality, Discrimination & Harassment

Kaimoo is committed to providing a work environment that is free of discrimination and harassment. Actions, words, jokes or comments based on an individual's personal characteristics, faith, gender, bullying, racial comments, will not be tolerated.

Management shall handle all matters in a timely and confidential manner. Depending on the nature of the incidents, they may even be referred to external counseling services or police.

The company has zero tolerance towards any sexual, racial, ethnic, age, bullying or other illegal harassment by any employee and can lead to immediate dismissal. All employees are encouraged to report any incidents.

1. Do talk, discuss, and always work professionally. Do not cross the line of professionalism.
2. If something happens, we encourage you to report. An independent Committee is formed for lodging Equal Opportunity, Discrimination & Harassment Complaints.
3. Adhere to Harassment Policy in order for proper investigation to be conducted and necessary actions will be taken accordingly.

## 7.2 Health & Hygiene

1. Observe safe and hygienic working practices at all times as per the adopted procedures.
2. Tools and equipment are to be kept clean and in safe working condition.

## 7.3 Safety

Precautionary measures are taken by the company to provide a safe working environment, to prevent any such incident, your vigilance is required. It is the employees' responsibility to follow safe working procedures

1. Always stay alert and be aware of what is happening around
2. Know the fire exits and assembly points
3. Check electrical equipment for damage before using. Switch off electrical appliances when not in use.
4. Do not store flammable materials near hazardous areas.
5. Do not block fire exits, tamper with fire extinguishers or create fire hazards
6. Report any on the job injuries to management and seek immediate medical attention.
7. In case of any emergency the numbers to contact is attached.
8. Be familiar with the Disaster Management Plan of the property

## 7.4 Workplace Security

Always be alert and aware of any potential dangers. Safeguard personal belongings and company property. Visitors are to be escorted at all times. Immediately report any suspicious activity to the Management. The resort/hotels are manned with a 24-hour security guard.

## 7.5 Illness & Injuries

Illness and injuries while on duty are reported immediately to the management and treatment obtained as soon as possible. Cuts, boils and septic wounds are covered with clean water proof dressing while on duty. For the safety of all, if you are down with a contagious illness, rest well and return to work once recovered.

## 7.6 Leaves & Absence

All types of leave will run for 12 months from your joining date and cannot be carried forward.

### 1. Annual Leave - 30 days with pay

- a) Eligible after completion of 12 months and taken before the end of the next 12 months.
- b) Must be preplanned and taken in consultation with HOD so work does not get interrupted.
- c) Lawfully recognized Public Holidays which falls during the annual leave period will be added. 30 days annual leave and public holidays which fall during this period will be added at the end of 30 days.
- d) Payment in lieu of annual leave not taken is not permitted by law. Exception is made only at the time of end of employment contract. Kaimoo believes that all staff must be well rested and must approach annual leave on time.
- e) Must apply minimum 2 weeks prior to starting date.

- 2. Medical Leave - 30 days within a period of 12 months with pay.**
  - a) If on Medical leave for 2 days successively, a medical certificate shall be submitted.
  - b) The Employees are entitled to maximum two consecutive days of sick leave without being required to submit a medical certificate to the Employer for 15 days out of the 30 days of sick leave which every Employee is entitled to per year.
  - c) Routine medical appointments are to be made outside of working hours except on emergency and other sound reasons.
  - d) If a person is on medical leave for 3 days from Thursday to Sunday or if an off day falls into a medical leave, medical certificate must state three days and not two days (the set-off against the entitlement will be two days).
  
- 3. Maternity Leave - 60 days with pay for female employees.**
  - a) Eligible from the date of birth of child. Must apply with proof.
  - b) Maximum of 30 days can be taken before the date of birth. Employee must submit a doctor certificate for eligibility.
  - c) Based on the medical certificate issued by a medical practitioner attesting the inability to work by the Employee or the baby's ill health, a further 28 days may be taken as leave without pay before and after birth.
  - d) 30 minutes break 2 times each day with pay, to attend to the child, until the child reaches 12 months.
  
- 4. No Pay Leave**
  - a) Upon completion of the maternity leave 1 year as no-pay leave as "parenthood leave". Every attempt will be made to return employees to a position of equal responsibility on return from leave status, however, no guarantees exists that the exact position will be available.
  
- 5. Paternity Leave - 3 days with pay for male employees**
  - a) Commencing from the date of birth of the child, Must apply with proof.
  
- 6. Medical Leave due to illness of a family member - 10 days with pay**
  - a) Given due to an illness of a family member, based on proof of such need on the production of a medical certificate issued by a registered medical practitioner. Family member is taken to be the parents, spouse or children of the Employee.
  
- 7. Circumcision of child leave - 5 days with pay**
  - a) Commencing from the date of circumcision of the Employee's child, Must apply with proof  
Take into consideration to avoid the high occupancy periods of the hotel when applying for this leave.
  
- 8. Out of work on business**
  - a) You may be required to attend to business away from your main work place.
  - b) Eg: trainings, conferences, workshops, sister properties etc.
  - c) Such work must be authorized and informed to HR/Accounts Department.

**9. General Provisions of leave**

- a) All leave must be applied in writing with supporting documents and approved.
- b) Combining of leave types is not allowed.
- c) Failure to return to work within 2 days from scheduled leave end date without informing will be considered a voluntary termination of job.
- d) Providing false or misleading information in connection with a leave or any unauthorized leave will be subject to disciplinary action, up to and including termination.
- e) Working for any other business or entity while on leave is a breach of employment agreement.

**10. Public Holidays**

Following days are taken as Public Holidays according to the Employment Act of Maldives and if worked will be paid half the days salary extra.

a) Fridays	b) Day of Eid-ul-Fitr
c) National Day	d) Victory Day
e) Day of Commemoration of the Birth of Prophet Mohamed	f) Republic Day
g) Day of Commemoration of the Maldives embracing Islam	h) Hajj Day
i) Independence Day	j) Eid-ul- Alh'aa
k) First day of Ramazan	

**7.7 Smoking in the workplace**

Special smoking spots are identified where staff may gather to smoke and is ONLY allowed in these areas.

**7.8 Violence in the workplace**

Kaimoo firmly believes in an honorable work place and has a zero tolerance for work place violence. You are expected to respect each other while at work. Any employee who infringes this will be dismissed immediately without prior notice.

**7.9 Visitors in the workplace and company properties.**

No visiting permissible unless on business purposes or authorized by the Manager/Management. Employees must refrain from entertaining friends and family at workplace and company properties.

**7.10 Use of Company Property**

The Company provides access to employees to use the company properties including its physical and technological properties to perform the job. Must be used only for business purposes. Unauthorized removal is strictly prohibited. You must immediately return all company properties that you may have at the time of leaving employment.

**1. Telephone**

- a) When you make or answer a call from a company phone, you are representing the Company. All employees must speak politely, in respectful language. Personal calls are not allowed. However, in an emergency, you might have to use the telephone for personal use.

**2. E-Mail**

- a) When you write an email on your designated email address, you are writing and representing the Company. Always use professional language. Do not use email for personal use. Be cautious of opening or forwarding mails which may be suspicious of viruses.

The following is taken as mis-use of email and is not all inclusive which is a gross violation that results in disciplinary action up to and including termination of employment.

- a) Writing false material about the company
- b) Signing on to any external websites unless permitted by the Management.

**3. Internet**

Use of internet by staff is allowed. Always use it in an acceptable and reasonable manner. The Company has the right to monitor the volume of network traffic and sites visited.

The following is taken as mis-use of internet and is not all inclusive which is a gross violation that results in disciplinary action up to and including termination of employment.

- a) Using internet for personal shopping, browsing, watching movies, booking holidays etc.
- b) Visiting internet sites of pornographic or illegal material
- c) Using the internet to send harassing messages

**4. Computer, fax, photocopier**

- a) Use of computer, fax, photo copier is restricted to business purposes only.
- b) Employees are not permitted to install, run personal programs or any other program that violates the licensing regulation.
- c) Usage of personal CD, DVD, USB stick etc.

**5. Social Media and other messaging applications**

- d) Posting about the company with negative connotations on any social media platforms is not allowed.
- e) Maintain a professional tone and language in all conversations within company made groups on all messaging applications.

**7.11 Staff notice Board**

1. Read the staff notice board regularly. Be well informed.
2. Once posted on the notice board we view that all communications is informed, read and understood by staff. Therefore, kindly pay close attention to all communications posted on the notice board.

**7.12 Staff Relations**

1. Have a problem free work environment through mutual respect. Be helpful to each other. However, employees are not encouraged to borrow money from their colleagues, clients, or any other party that the company may have any business dealings. The Company will not take any responsibility in such dealings that you may have.

**8. ENDING EMPLOYMENT****8.1 Non extension of Employment Agreement**

1. When Employer or Employee may not wish to extend the Employment Agreement. In such instances, notice has to be given in writing of the decision, as stipulated in the Agreement.

## 8.2 Termination of Employment

1. Termination of Employment includes an employee's resignation or termination of employment by Employer with notice as stipulated in the Employment Agreement.
2. Termination due to discontinuance of business or redundancy.
3. In such circumstances the initiating party must give notice to the other as stipulated in the Employment Agreement.
4. Deductions will be made for short notice and other entitlements as stipulated in the Employment Agreement.

## 8.3. Termination without notice

1. Dismissal without notice is when the company terminates your employment without notice or payment in lieu in cases of gross violation and probation.

## 8.4. Termination on Medical Grounds (Prolonged Absence)

1. If the Employee is unable to perform the duties due to excessive absence especially on medical grounds, the Employer may ask to provide a medical report to ascertain Employee's ability to perform the job. Upon the findings of the medical condition, every attempt will be made to find a position with suitable duties. If this is not possible, the Employer may terminate the employment on medical grounds.

## 8.5. Garden Leave

1. The Employer may ask you to stay away from work during the notice period at times if the Employer sees fit to protect the business by doing so. Employee will remain on the payroll.

## 8.6 General Provisions on ending employment

1. Prior to leaving, employees must hand over all company properties which was handed over in relation to job performance including any company documents or electronic data.
2. Must submit the Company Property Receipt and Exit interview form to Human Resources or designated person. Final dues will only be made upon receipt of same.

## 9. Policy Review & Notification

This Handbook may be reviewed from time to time to make changes as necessary by Kaimoo. Employees are responsible for understanding and seek clarification of any rules outlined in this and familiarize with the most current version of the Handbook.

Version : 2

Approved By: Managing Director, Executive Director

Approved date: 31<sup>st</sup> October 2023

Effective date: 01 November 2023

Policy Ownership: Corporate Office Managers, Resort Managers, Hotel Managers

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