

HCSH Policies and procedures Manual

Draft version

About Hadramout Consulting and e-Solutions House

For more information please refer to our services catalog at

<http://www.hadramouthouse.com/Brochures/HCSH-Services-Catalogue.pdf>

Our Values

Values are things we care of; our values considered as high-value things we should care of and never break any of them at any time or under any conditions.

The values are:

1. **Planning:** Nothing should be done without any planning; the planning is to facilitate our activities and helping simplify our work.
2. **Timing:** everything should be done on time and never ever exceed the timeframe we assigned in planning phase, each activity must be done on time and closed on time assigned to this activity.
3. **Quality:** Work quality is the value of work delivered by an individual, team or organisation. This can include the quality of task completion, interactions and deliverables. Work quality is a common consideration in managing the performance of programs, projects, vendors and individuals.
4. **Performance Review:** The purposes of the performance review is to promote communication and provide useful feedback about overall performance, to enhance the business processes and personal skills.
5. **Learnt lessons:** learnt lessons are information we gathered by running business; learnt lessons tell us how to act with some circumstances and with some clients to NOT repeat mistakes that caused some problems to the company or clients such as longer execution time, lower quality, less profits ...etc. Learnt lessons must be included as steps stated in policies and procedures.

General Rules

1. Communication methods and languages

1. Informal communication will be over WhatsApp application (Arabic /English languages are accepted),
2. Formal communication will be held over emails and online system (Arabic /English languages are accepted),
3. The communication with clients is always formal and it should be carefully reviewed to ensure clarity and free of grammatical errors; other instructions will be described under **Roles and Responsibilities**.
4. Internal meetings must be held at least once per week among all branch staff; in this meeting, branch manager should describe all activities, difficulties and closed tasks, Branch manager should make sure operations are in the line with strategic plan and strategic direction as per documents he/she has.
5. Branch manager should direct and manage minor challenges and help staff resolving obstacles and report to the steering committee about the progression including problems and his recommendations.

2. Time Attendance

1. At Hadramout Consulting and e-Solutions House we have two shifts,
2. Morning shift starts from 8:00 till 12:00
3. Evening shift starts from 16:00 till 20:00
4. The working days are from Sunday through Thursday, the Friday officially is an off-day and Saturday is a rest day.
5. All attendance records must be inserted in time attendance sheet and updated on weekly basis via online system.

3. Contact with Clients

1. Contact with clients is vital so you should take care of the language you use when speaking to the clients.
2. You should make sure the conversation is in the line of reason of call and meeting.
3. Don't talk about personal things unless to support the company's objectives.
4. Never share/tell clients about our news and any activities, what we want to tell them will be in our website and in public events only.
5. Be straight with clients and go to the point direct.
6. Do not lie and be gentle.
7. When receiving a call or interrupted during speaking, listen more than speaking, understand what does client want to say; then respond to his/her points.
8. In case you cannot answer a question, do an escalation to the next management level and tell the client that his/her inquiry / notes is kept in our consideration and will be answered as soon as possible.

4. Responding to calls

1. When answering telephone calls, start with **“Hello and welcome to Hadramout House, How may I help you, مرحبا بكم في بيت حضرموت كيف يمكنني أن أساعدك”**
2. If are you on call and need to ask someone about information, tell the caller “please wait, I’ll be right back soon” and put him/her on-hold,
3. If you answered a call after three rings start with welcome statement and then **“Sorry for making you wait”**
4. If you returned to the client after asking him/her for waiting, resume conversation with **“Thanks for waiting”** then go to the point directly.

5. Reply to emails

1. Make Sure you email format is as follows

Format #1: for specific persons or bodies

To: 1.	Date:.....
2.	
Dear All / Person’s or body’s name	
Email topic goes here.	
Your sincerely	

Format #2: for unspecific persons or bodies

Dear Sir or madam
Email topic goes here.
You’re faithfully,

2. Make sure you have the following signature in all emails you send at the end of each email.

Your name
Position

Hadramout Consulting & e-Solutions House

Landline:(+967)(5) 360 930

Free Call: (+965) 993 606 24

Your business Email @ HadramoutHouse.com

Website: www.HadramoutHouse.com

Address: 4th Level, AL OMQI EXCHANGE BUILDING, Masaken Al Motadarereen, Fouwah, Mukalla, Yemen.

DISCLAIMER

The information in this email and in any files transmitted with it, is intended only for the addressee and may contain confidential and/or privileged material. Access to this email by anyone else is unauthorized. If you receive this in error, please contact the sender immediately and delete the material from any computer. If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is strictly prohibited. Statement and opinions expressed in this e-mail are those of the sender, and do not necessarily reflect those of the company.

3. Make sure you add branch manager (in **CC** field) to all external correspondence.

6. Gathering information about current clients / prospective clients

7. Gathering requests from current clients / prospective clients

8. Before starting a project.

9. During a project execution

10. Working at daytime

11. Working at evening shift

12. Templates used

13. Sick & Annual leaves and absences

1. Every coworker has the following annual vacations
 - a. Annual paid leave of (15 days)
 - b. Annual paid sick leave of (10 days)
 - c. Annual urgent leave of (10 days)
2. If employee feels that he needs a vacation or unable to continue doing his job for any circumstances then, he or she has all rights to request an unpaid vacation for not more than 60 days (**NOT BUSINESS DAYS**)
3. If the employee is unable to return from the vacation for any circumstances, he /she must report to his manager and request an extension.
4. Any leave request must use the Leave application (hereinafter) forms must be approved before it take place; otherwise the total days will be deducted from employees annual leaves / salary (the equation is : $\text{daily working fees} = \text{salary} \div 26$ days).
5. The company has all rights to terminate the contract after 3 business days if
 - a. Employee did not return on-time or
 - b. The excuses provided were not accepted by the manager.
 - c. The vacation balance is not enough to cover the delay in vacation.

Leave Application Form

Employee Name: _____ Request date: ____/____/____

Vacation Type:	<input type="checkbox"/> Sick Leave	<input type="checkbox"/> Annual leave	<input type="checkbox"/> Urgent Leave	<input type="checkbox"/> Extension
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Financial Area:	<input type="checkbox"/> Paid	<input type="checkbox"/> Unpaid
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Start Date: ____/____/____

Till: ____/____/____

Number of Days: ()

Employee Reasons: _____ _____ _____	Employee Signature goes here
Manager Decision: _____ _____ _____	Manager Signature goes here <input type="checkbox"/> Approved <input type="checkbox"/> Unapproved

After return from vacation:

After return	Return Date: ____/____/____	Late Days: ()
Manager Notes	Employee Notes	

Approved Unapproved

Roles and responsibilities (Job Description)

1. The Executive Secretary Role (job description)

1. Answer calls and recording them all in call register template.
2. Reply to emails and inquiries
3. Registering time attendance information
4. Use the Time organiser template, review it and update it at all the time.
5. Follow up with marketing team to document employees' daily-work and link tasks to approved activities in schedule.
6. Update online system with appropriate information
7. Summarise information in weekly report including time attendance and projects progress.
8. Attend and documenting weekly meetings using a standard template and distribute action items among all participants.
9. Share all results on WhatsApp group.
10. Review Company's email every day at least twice at early morning and before leaving the office; reporting when required must be in less than 24 hours for each email.
11. Reply to direct messages as soon as being online.
12. Translate documents from English to Arabic , or vice versa , where required

2. The Marketer Roles (job description)

1. Gathering information about the market and prospective clients.
2. Reply to emails and inquiries
3. Conducting Assessment and visit clients (based upon daily scheduled activities)
4. Use the Time organiser template, review it and update it all the time.
5. Attend a weekly meeting to review and discuss the business performance
6. Writing business quotations using the standard template
7. Update online system with appropriate information
8. Summarise weekly report.
9. Working in two shifts (at morning and evening).
10. Share all results on WhatsApp group
11. Write a monthly article about one of the following issues
 - a. Trainings

- b. Consulting
- c. Technology
- d. Outsourcing

Note: Focus on four keywords (importance of, effective changes in, danger of missing, successful business stories) when you write an articles.

- 12. Review Company's email every day at least twice at early morning and before leaving the office; reporting when required must be in less than 24 hours for each email.
- 13. Reply to direct messages as soon as being online.
- 14. Translate documents from English to Arabic, or vice versa, where required.

Standard Templates

1. Calls / Emails Register

Date DD MM YY	Time HH : MM	Call/ Email	Person/body	Request details / or Response with	Timekeeper
/ /					

2. Time Attendance Register

Date DD MM YY	Shift #1		Shift #2		Employee	Notes	Timekeeper
	Time In HH : MM	Time Out HH : MM	Time In HH : MM	Time Out HH : MM			
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3. Time Organiser

Employee's Name: _____

Week	Date DD MM YY	Morning From 8:00 till 12:00	Afternoon From 14:00 till 16:00	Evening From 17:00 till 22:00
Week # 1 From dd/MM/YYYY To dd/MM/YYYY	/ /	• • • • •	• • • • •	• • • • •
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4. Weekly Meetings Report

Meeting Date DD MM YY	Meeting Time :		Venue
	From HH : MM	To HH : MM	
/ /	:	:	

Attendees	Absents	Notes

Discussed topics in details

Topic	Owner	Reasons	Decision	Action Items	Next Review Date DD MM YY
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Distribution List:

To	Via

