



**S.J. Abed & Al Sulaimi Catering Group SAOC**

*"We Cater to Your Needs"*

## **WORKER REPRESENTATION & INCLUSIVE COMMUNICATION POLICY**

### **Purpose:**

This policy affirms the organization's commitment to promoting and safeguarding workers' freedom of association and ensuring inclusive representation across its diverse workforce.

SJAbed Group respecting workers' freedom of association while addressing challenges posed by legal and cultural barriers, including local labour laws that prohibit collective bargaining or labour unions. The policy establishes alternative channels for inclusive worker representation and ensures that employees' voices are heard in a fair and equitable manner.

### **Scope:**

This policy applies to all employees, contractors, and laborers of the organization, ensuring representation and advocacy across a diverse multinational and multicultural workforce.

### **Principles:**

**1. Respect for Freedom of Association:**

The organization respects workers' rights to express their concerns and collaborate on workplace improvements, within the limits of local labour laws.

**2. Inclusive Representation:**

Provisions are made to ensure that all workers, regardless of nationality, cultural background, or employment status, have equal opportunities to participate in representation and feedback mechanisms.

**3. Non-Retaliation Policy:**

Workers will not face discrimination, retaliation, or adverse consequences for participating in representation activities or voicing their concerns.

### **Guidelines:**

**1. Establishment of Worker Representation Committees:**

- Worker committees will be formed to facilitate dialogue between employees and management. These committees will serve as an alternative to labor unions and collective bargaining where such practices are strictly restricted by local law.
- Committees will include representatives from all major cultural and demographic groups in the workforce to promote inclusivity.

**2. Multilingual and Accessible Communication Channels:**

- Regular meetings will be held in multiple languages to ensure all workers can participate effectively.



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- Written communication and feedback forms will be provided in accessible formats for diverse linguistic and educational backgrounds.

**3. Feedback Mechanisms:**

- Workers will have access to anonymous feedback systems, such as suggestion boxes or digital platforms, to express their concerns without fear of reprisal.
- The organization will conduct periodic employee surveys to gather input on workplace conditions and policies.

**4. Cultural Sensitivity Training for Management:**

- Supervisors and managers will receive training to better understand and address the cultural norms and values of the workforce.
- This training will emphasize the importance of active listening, empathy, and unbiased decision-making in responding to worker concerns.

**5. Ongoing Monitoring and Improvement:**

- The effectiveness of the representation structures will be reviewed annually. Adjustments will be made to address any shortcomings and to align with evolving workforce needs.

**Responsibilities:**

• **Management:**

Provide resources to support worker representation mechanisms and ensure policy implementation.

• **Worker Representation Committees:**

Act as a bridge between workers and management by consolidating and presenting collective concerns, suggestions, and feedback. Collective Bargaining strictly prohibited by Local Labor Law

• **Human Resources Department:**

Develop, implement, and monitor feedback mechanisms, as well as provide necessary support for committees and employee engagement initiatives.

**Review and Amendment:**

This policy will be subject to annual review to incorporate worker feedback and any changes in local laws or organizational priorities.

**Joseph J. Abed**  
Director



**Date: 10-03-2025**