

National Computer Company- OPTIMIZA

Human Rights and Labor Standards Policy



Introduction from the CEO: Majed Sifri

OPTIMIZA has had the privilege to work with a large number of different parties in Jordan and around the world. We have complete faith in OPTIMIZA's effectiveness as a good global corporate citizen, maintaining the highest respect for Human Rights and strictly following International law and best practices. OPTIMIZA has values and a clear vision to lead the attitude, behavior and decisions of all OPTIMIZA employees as we interact with our customers, our partners, our suppliers, and the communities with whom we work and live.

We believe that business and relations can only be enhanced in societies where human rights are protected and revered. We recognize that companies have the responsibility to respect human rights and therefore the ability to positively contribute to the protection of human rights.

We are always working on creating an environment of growth for our employees, workers, shareholders, investors, customers, the communities where we operate and civil society groups. We see that there is both a business and a moral case for ensuring that human rights are sustained across our operations and our value chain.

Finally, this Human Rights and Labor Standards Policy is an important and critical part of our commitment to these values, as its focus is to ensure that our employees are treated with dignity, fairness and respect.

Majed Sifri



Policy Statement:

Our Business Principles state that we “conduct our operations with honesty, integrity and openness, and with respect for the human rights and interests of our employees and that we shall similarly respect the legitimate interests of those with whom we have relationships.”



As part of this Policy, the Company recognizes the United Nations Declaration of Human Rights, and the Jordanian labors laws for the protection of these rights.

We are committed to respecting all internationally recognized human rights as relevant to our operations. We prohibit discrimination, forced, trafficked and child labor and are committed to safe and healthy working conditions and the dignity of the individual.

We recognize the importance of dialogue with employees, workers and external stakeholders who are or could potentially be affected by our actions. We pay particular attention to individuals or groups who may be at greater risk of negative human rights impacts due to their vulnerability or marginalization and recognize that women and men may face different risks.



Our business is managed inline with this belief and we strive to foster similar ideas in those with whom we do business.

This Human Rights Policy Statement consolidates our existing commitments and brings increased clarity to our processes and procedures. Its principles are implemented across our operations and value chain.

This document was approved by OPTIMIZA’s Board of Directors and executive management and all employees are informed about the contents of this document.

Policy Scope:

This policy applies to all OPTIMIZA employees including full time, part-time, and fixed-term employees; as well as consultants, temporary workers, business partners and other parties directly linked to our operations, products or services.

Policy containment:

Our commitment to the human rights and labor standards policy is reflected on our own business operations and business relationships, the following standards and policies define the framework for our actions:

1. Freedom of expression, reach and our Anti-Corruption Policy

OPTIMIZA continues to build the awareness and knowledge of employees and workers on human rights, including labor rights, encouraging them to speak up, without retribution, about any concerns they may have, including through grievance channels to conduct business honestly, and without the use of corrupt practices or acts of bribery to obtain or receive an unfair advantage.



2. Code of Conduct

OPTIMIZA has published its Code of Conduct and Ethics which is communicated to all employees. The purpose of the Code is to ensure that all OPTIMIZA employees and those acting on OPTIMIZA behalf are aware of the standards of ethical behavior and integrity in all business dealings. These standards both protect us from business risk and support the development of trust and positive relationships with all business associates, colleagues and partners.

3. OPTIMIZA bylaws

OPTIMIZA is committed to the local labor law in all its human resources policies and procedures with the employees. This Internal bylaw is approved by the Jordanian Ministry of Labor and communicated to all employees.



4. Performance Management Policy

OPTIMIZA seeks the transparency by giving the employees a clear understanding of the work expected from them, to receive ongoing feedback regarding how they are performing relative to expectations, to distribute rewards accordingly, to identify development opportunities, and to address performance that does not meet expectations. A comprehensive performance management system empowers employees to have greater input to their personal career progression and enables managers to better identify, recognize, and reward individuals based upon an agreed set of criteria.



5. Recruitment Policy

OPTIMIZA strives to attract, engage and retain employees who can help deliver business strategy in a way which aligns with OPTIMIZA's core commitment to its core values, ethical conduct and integrity in all we do. We recruit highly competent individuals on the basis of appropriate education, training, skills, and experience. OPTIMIZA's commitment to employees is to respect and uphold their rights in all aspects of their employment and engagement with OPTIMIZA.

OPTIMIZA's approach to creating an ethical working environment stems from a basic appreciation and respect for core internationally accepted labor standards.

OPTIMIZA embraces employees from all possible backgrounds representing different dimensions of diversity which include gender, race, color, religion, nationality, age, disability, marital status, and other aspects of diversity. OPTIMIZA aim to ensure that workplace is free of all forms of discrimination, harassment, violence and other behaviors which might negatively impact the workplace experience.



6. Health insurance policy

OPTIMIZA aims to provide all employees with a workplace which is healthy and safe, and free from all known health and safety risks. OPTIMIZA observes all laws and regulations regarding employee safety and nominate Safety Officers in key locations to ensure safe working practices are upheld.



7. Leaves & Vacations Policy

OPTIMIZA gives the employees their right to schedule a time away from work as OPTIMIZA is convinced that time off can stimulate creativity beyond just helping team members maintain their productivity and improve their performance. Taking time away from the office can bring a wealth of benefits for their health and productivity.

