



## COMPANY INFORMATION QUESTIONNAIRE: 1.6.7

Q: Please upload: 1) details of your Health & Safety Policy, 2) details of Corporate Social Responsibility (CSR) Policy, 3) details of your Equality and Diversity Policy

A: (1) The following is an extract from ARK's Human & Capital Management Manual:

### **6.5. Health and Safety Reporting**

The policy of the Company is to regard the promotion of health and safety measures as a mutual objective for management and employees at all levels. In the event that an employee is involved in an accident, injury or exposure, the following procedure(s) must be followed:

- Incident is reported to the Line Manager
- Line Manager determines the required information from the individual and witnesses (where applicable)
- A report must be submitted to the HCM office within 24 hours of the incident
- Follow-up investigation is conducted by a nominated staff member
- Investigation findings and recommendations are made and disseminated to all parties necessary
- Medical insurance claims will be executed when required throughout the process

### **6.7. Security**

It is important that all ARK personnel are aware of any known risks and threats within the cities or regions in which they work and are encouraged to stay well-informed by means of the available information. The Company will endeavour to keep employees updated on any significant threat level changes or security issues. It is the responsibility of all employees to comply with any security warnings, guidelines or advice issued by ARK or the local authorities.

Security SOPs (Series 2) are displayed in all ARK buildings and all employees should ensure they have read and understood them.

It is critical to ensure that contraband, drugs, weapons and other unauthorised or illegal substances or materials, or substances or materials to be used for illegal purposes, do not enter Company premises, and other facilities with any such products or materials. Further, staff must ensure that tools, files, equipment, products, materials, substances and other property of the Company are not removed from Company premises and other facilities without management authorisation. The Company reserves the right, at its discretion, to question, inspect, and search any employee or other person before they enter or leave any of these facilities.

This policy also applies to any employee while on Company business, whether or not on Company premises and other facilities, along with any packages or other items that the employee may be



carrying. All vehicles, lockers, brief cases, handbags, and other parcels and personal belongings of employees thus are subject to inspection and search by the Company or its designated outside investigators at any time.

It is important that employees take necessary precautions regarding their personal safety, as well as the safety and security of their equipment and residences (whether it be a personal residence or hotel). In the unfortunate occurrence of a security incident, it should be reported immediately to the ARK CM and the Office Manager, who will advise any further action, which may include reporting of the incident to local police authorities.

These procedures are necessary for the safety, health and security of everyone at the Company and the protection of Company property and facilities. Compliance with this policy is a condition of continued employment and non compliance may result in disciplinary action, including dismissal.

A: (2) ARK's Corporate Social Responsibility policy is currently under development. An initial CSR activity has been identified and the company is currently engaged in the creation of a Syrian Civil Defence benevolent fund to support former programme trainees wounded or killed while conducting their duties.

A: (3) The following is an extract from ARK's Human & Capital Management Manual:

## **7. Codes of Conduct**

The highest level of professionalism is expected from all personnel, including respect for the company, fellow employees, and its clients.

As a recipient of funds from governments and international donors, ARK is held to the highest possible standards. This industry is highly regulated, and implementers are under scrutiny to ensure compliance with the laws, policies, regulations, and grant and contract terms from a variety of funding sources.

Standards for business ethics can be difficult to define, but they are critical to ARK's ongoing success. The goal of a code of conduct is to establish standards of ethical and personal conduct that are applied uniformly at all locations and followed by all employees. However, no code of conduct can tell every employee how to behave in all situations, and no code of conduct can be exhaustive. The code of conduct is therefore to be considered a guide to working ethically and honestly.

The code is divided into a number of subsections. In each area, there is a focus on some of the main issues that may arise and provide basic guidance that will enable all staff to be in compliance with the code.

### **7.2. Equal Employment Opportunity**

ARK is an equal opportunity employer. ARK does not discriminate based on race, colour, sex, religion, national origin, sexual orientation, physical handicap or disability, age, marital status, family



responsibilities, level of education, or any other areas of discrimination prohibited by applicable law. This policy applies to all terms, conditions, and privileges of employment, including hiring, probation, training, placement and development, promotion, transfer, compensation, benefits, educational assistance, layoff and recall, social and recreation programs, termination, and retirement. ARK will not tolerate any unlawful discrimination and any such conduct is prohibited. Any employee who believes that he or she or any other employee has been subjected to unlawful discrimination should report the occurrence promptly in accordance with the procedures set forth in the policy prohibiting workplace harassment.

ARK employees are encouraged to bring EEO-related questions and complaints to the attention of their Line Manager, or the Country Manager.