

Process ID

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ENGINEERING CONTRACTING COMPANY

Systems & Processes Department

BPM Policy

SYSTEMS & PROCESSES DEPARTMENT

BPM Policy

Business Process Management

1. Purpose

This policy outlines the standardized rules and regulations for the creation, management, and maintenance of process documentation within ECC Group Companies. It aims to ensure consistent and efficient process mapping, documentation, and adherence to company-wide standards.

2. Scope

This policy applies to all Process Owners, Task Owners, and employees within ECC Group Companies who are involved in process mapping, documentation, and management activities.

3. Process Documentation Creation Protocol

3.1 All Process Owners and Task Owners are required to fully cooperate with the established As-Is Process Mapping Protocol outlined in this policy. Non-compliance is strongly discouraged, as it may result in consequences or escalation for disciplinary actions, if deemed necessary.

3.2 The primary objectives of this Business Process Management Protocol are to emphasize the importance of compliance with standard processes and procedures, and to establish a Company Standard Protocol that all staff must follow. This ensures the efficient and seamless development of process mapping.

3.3 The protocol is subject to periodic review. It is the responsibility of all ECC Staff to actively review the latest revision and ensure strict compliance with its provisions.

4. Business Process Mapping

Business Process Mapping is a recognized practice designed to identify, map, document, and disseminate current processes across various departments within the organization.

5. Employee Cooperation

5.1 Employees at all levels are expected to actively cooperate and provide necessary support to the Systems and Processes Department. This collaboration ensures the smooth and efficient execution of Process Mapping Projects.

5.2 Process Owners and Task Owners are obligated to promptly provide accurate and complete information to the Systems and Processes Department. The accuracy of this information lies within the purview of the Process and Task Owners.

6. Ethical Conduct

Any deliberate misrepresentation, deviation, concealment of facts, misleading actions, failure to respond to queries, or avoidance of meeting requests, whether due to negligence, ignorance, or deliberate intent, will be treated seriously by the Company. Depending on the gravity of the offense, disciplinary actions may be taken as deemed necessary by Company Management.

7. Process Changes

Employees must adhere to the approved Standard Processes and Procedures. If changes are necessary due to business requirements, the Process Owner and Task Owners are responsible for reporting such changes to the Systems and Processes Department. This is essential for reviewing and amending the Standard Process prior to implementing any alterations.

8. Process Sign Off

The sign-off process for completed mapping and document development should not be delayed by signees. If additional reviews are necessary, the Process Owner should promptly communicate with the Systems and Processes Department to determine an agreeable timeline. All involved parties must respect the agreed-upon sign-off deadline.

9. Document Storage

The Systems and Processes Department will designate a specific electronic repository, such as the Systems and Processes SharePoint Page, for storing documents related to Standard Processes. The link to this repository will be shared with all relevant staff members.

10. Sharing of Documentation

The link to the document repository should not be shared with others after obtaining explicit permission from the Systems and Processes Department. Unauthorized sharing of this link is prohibited.

This policy is subject to periodic review and updates. It is the responsibility of all employees to remain informed about the latest version and fully comply with its provisions.

11. Process Continuous Improvement:

Process Continuous Improvement is a widely recognized practice that organizations adopt to analyze and enhance their business processes. This practice is essential for business continuity, market competitiveness, and ongoing efficiency improvements. Therefore, it's crucial for all employees, regardless of their level, to familiarize themselves with the current Standard Processes relevant to their work. Employees are also encouraged to contribute genuinely to process improvements whenever they identify areas in need of enhancement. Ensuring full compliance with the Standard Processes and Procedures is the responsibility of every employee.

12. Role of the Systems and Processes Department:

The Systems and Processes Department bears the responsibility of providing necessary support, supervision, guidance, control, and management at various levels and stages of Business Process Management and Improvement.

13. Collaboration with Other Departments:

The Systems and Processes Department collaborates closely with all other departments and companies within the ECC Group to ensure effective support for Business Process Management and Improvement.

14. Documentation and Access:

The Systems and Processes Department is tasked with appropriately storing all business processes using the available means and technologies. Moreover, the department is responsible for providing a link to accessible Business Processes and Procedures for all employees within the Group. Should an employee encounter difficulty in locating the link or accessing specific processes, they should communicate the issues in writing to the Systems and Processes Department, explaining the challenges faced and the necessary requirements.

15. Confidentiality and Usage of Standard Processes:

Documents related to the Group's Standard Business Processes are the intellectual property of the ECC Group. These documents are intended for use by concerned employees during their work to ensure the highest level of efficiency. It is crucial to emphasize that the documents outlining Standard Business Processes and Procedures must never be shared, distributed, or made available to any external parties, whether competitors or non-competitors, without explicit written permission from ECC Group's Top Management. The ECC Group reserves the right to take necessary disciplinary actions as per applicable rules, regulations, and UAE laws against individuals found in non-compliance with this provision.

16. Cooperation with Systems and Processes Department:

Employees are expected to collaborate effectively, offering necessary support and assistance to the Systems and Processes Department and its staff for the seamless and efficient completion of Continuous Improvement Projects or Tasks.

17. Timely Provision of Information:

During Process Mapping or Continuous Improvement Projects, Process Owners and Task Owners are expected to provide comprehensive and accurate information to the Systems and Processes Department in a timely manner, without unnecessary delays, and considering the workload.

18. Process Changes and Revisions:

Whenever a change in a process is deemed necessary by a Change Initiator, which could be the Process Owner, Task Owner(s), Department/Company Manager, or any other responsible individual, it may range from minor amendments to significant process improvements. Such changes trigger a revision of the process.

19. Change Proposal and Justification:

The Change Initiator is required to formally propose the requested change in writing to the Systems and Processes Department, including a copy to the Manager of the concerned Department or Company. The written request should be accompanied by a clear justification explaining the need for the proposed change and the value it will add to the business.

20. Implementing Process Changes:

In all cases of Process Changes, whether minor amendments or major process improvements, should not be implemented until the Process Change has been officially completed and the revised process has been reissued as a Revised Standard Process. The responsibility lies with the Process Owner and Task Owners to ensure adherence to the applicable Standard Process and to initiate any changes only once the revised process has been officially issued.