



MANNAI
CORPORATION

HEAD OFFICE GUIDELINES

VERSION 1 | FEBRUARY 2020

TO CREATE AN ENVIRONMENT WHICH WILL ATTRACT AND RETAIN
A COMMITTED TEAM OF TALENTED PROFESSIONALS WHO WILL
PLACE MANNAI AT THE FOREFRONT IN OUR CHOSEN MARKETS



Contents

- Foreword 3
- Office Area..... 5
- Clean Workplace 7
- Open Office Concept 9
- Information Security 11
- Meeting Rooms & Creative Areas..... 13
- Sit & Dines and Lounges..... 17
- Seamless Office 21
- Employee Parking 23
- Building Access 25
- Visitors..... 27
- Other Areas..... 31
 - a. Prayer & Ablution Rooms 31
 - b. Smoking 31
 - c. Restrooms 31
 - d. Canteen & Cafeteria 31
- Floor Layouts..... 33
- Environment..... 35
- Safety and Emergency 37
- Important Contacts..... 39



Foreword

Dear Mannai Employees!

Welcome to your new offices. The Mannai Head Office is a masterpiece and was designed to provide the best possible work environment to our Mannai employees. The entire office, with its lounges, meeting rooms and creative areas, has been designed to inspire you brilliantly and to give you the best of the best. I trust you will all enjoy the wonderful environment we have created, and use it as a spring board to bring your very best to your job.

Having such a great work environment, everyone is requested to treat the office with thoughtfulness, care and respect. In order to maintain the cleanliness and orderliness of our facilities let us all be mindful and considerate of the resources provided to us. We need the support from all of you to keep the office looking its best.

In order to maintain the quality of the finishes and the look and feel of the new office, we have provided the following guidelines. The management expects and appreciates your full cooperation.

Yours sincerely,
Alekh Grewal
Group CEO

Welcome



Office Areas

All furniture, decoration and equipment in our new Head Office have been carefully chosen and arranged in order to create the best possible work environment and look. None of the items or layouts shall be changed now or in the future without written approval from the Design Team.

In order to keep all office furniture and walls in mint condition for as long as possible, please avoid resting on the furniture, touching the walls or leaning against walls and acoustic panels.

Please do not touch or manipulate any of the plants or water features in the office as there is a dedicated team in charge of this. If you find any issue, please report this to the Office Facility Manager (see contacts on last page).

Should you lose a key to your desk drawer or cabinet, there will be a replacement charge of QR 200 for the first time with an increase of QR 100 for each further loss.

When moving any heavy items inside the building (e.g. printers), these must be loaded on a trolley and taken to the new location only by authorized Facilities' staff. Never push any heavy items over the tiles.



Clean Workplace

Only water (no tea, coffee or any food) in reusable and sealable bottles shall be consumed at the workstations or any managers' offices. You may have tea and coffee in the Lounges. Enjoy using the Sit & Dines while consuming food and drinks on any floor. Please don't forget to use coasters under all your drinks.

Personal photographs, paintings, wall/door hangings or religious artefacts are not allowed on desks or inside the premises. Please use your mobiles/monitors for personal pictures.

Before you go home please file your paperwork and place it inside the provided drawers and cabinets. No personal items, such as cardigans or shawls shall be left draped on workstation chairs when leaving the office. Please put these away in your personal space, or take them home.



Open Office Concept

The absence of walls or other physical barriers in open-plan office spaces makes it easier for employees to interact with each other on a regular basis. This intermingling not only generates a sense of camaraderie among personnel, it also enhances the flow of information and teamwork.

Do not make it a habit to walk into peoples' space just because you can see them or you have made eye-contact and both have smiled. Restrict your non-official contact to the minimum, so as to finish your work on time and get back home.

Some conversations can be quite confidential, emotional, or lengthy. These must be identified and take place in a meeting room, phone booth or in one of the lounges.

When speaking on phone calls, be aware that your voice will travel in the open office and that it will add to the ambient noise. Keep your mobile phone preferably on silent or vibrate mode. Refrain from speaking loudly on the phone, in corridors or in open areas.

Open offices get 'one temperature' for all. You may feel warm or cold depending on your body type. If you feel cold, do carry a light sweater for yourself.



Information Security

Trusting your colleagues is an important attribute. However, many times we handle a lot of confidential information that is meant only for 'our eyes' or 'for within the department'. Ensure that these documents are in the cabinet when you are not working on them and that all files are under lock-and-key by end of day (remember that access within a floor is not restricted and things may go missing).

Printers are secured and only when you punch in your personal code or swipe your employee access card at the printer can you get your document printed out. With this security feature, you can print confidential documents in an open space environment without the risk that an unauthorized person having access to restricted information.



Meeting Rooms & Creative Areas

Most meeting rooms are equipped with screens. You will find a user manual in each meeting room that will explain how to use the screen and how to make a call using the provided equipment. PDFs of this user manuals are available on the next page.

All meeting rooms on the mezzanine floor (MF) and first floor (FF) are available to all departments that reside in the Mannai Head Office. Meeting rooms can be selected and booked based on seating capacity and required meeting equipment through Outlook.

It is the responsibility of the employee who booked a meeting room to ensure that the booking is accurate and kept updated to avoid idle bookings that prevent others from using unoccupied rooms. Bookings that are no longer required are to be cancelled in Outlook to make the room available for others to use. Avoid blocking of meeting rooms if they are not required – bookings should be purpose-bound. Bookings for recurring meetings can only be made for up to three months and will have to be renewed after that time.

Employees using a meeting room are responsible to keep the room in perfect condition, clean and presentable and **everyone should do his or her share to leave a tidy room for the next colleagues to use (e.g. do not leave trash/papers behind, and move chairs back into position).**

The Deck is a beautiful lounging area on the first floor overseeing the East Industrial Road and is reserved for employees with grade 9 and above.

ROOM NAME	FLOOR	SEATING CAPACITY	EQUIPMENT	USER GUIDE(S)
Board Room	MF	16	Screen, AV Conferencing, Whiteboards	Type 2
Lisbon	MF	8	Screen, AV Conferencing, Whiteboards	Type 2
Florence	MF	8	Screen, AV Conferencing, Whiteboards	Type 1
Brussels	MF	8	Screen, AV Conferencing, Whiteboards	Type 2
Detroit	MF	8	Screen, AV Conferencing, Whiteboards	Type 1
Luxemburg	FF	8	Screen, AV Conferencing, Whiteboards	Type 2
Singapore	FF	5	-	
Rio	FF	5	-	
Paris	FF	10	Screen, AV Conferencing, Whiteboards	Type 2
Warsaw	FF	10	Screen, AV Conferencing, Whiteboards	Type 1
San Fran	FF	8	Screen, AV Conferencing, Whiteboards	Type 2
Qatar	FF	16	Screen, AV Conferencing, Whiteboards	Type 2
Jo'burg	FF	8	Screen, AV Conferencing, Whiteboards	Type 1
Zurich	FF	8	Screen, AV Conferencing, Whiteboards	Type 1
Madrid	FF	10	Screen, AV Conferencing, Whiteboards	Type 1
Boston	FF	12	Screen, AV Conferencing, Whiteboards	Type 1
Auditorium/ Training Room	FF	72	Screen, AV Conferencing, Wireless Mic, Event Recording System, Whiteboards	

Meeting Room Information

Besides meeting rooms, you also have creative areas that do not require booking:

Mezzanine Floor

Think Tank

Mental Gym

The Huddle

First Floor

The Connection

Zone In

High Five

Meeting Room User Guides:

[Type 1 - Download PDF](#)

[Type 2 - Download PDF](#)



Sit & Dines and Lounges

The Sit & Dine and Lounge areas are equipped with the best equipment, such as cookers, ovens, fridges, ice cube machines and dishwashers. Here you can enjoy your snacks and meals. High-end water filtration systems have been installed to provide you with the purest possible water. Besides, you have a machine that provides you with different kinds of hot beverages. Although all of the provided interior and equipment is of the highest standard, all of it needs to be treated with care to ensure it lasts long and serves you well.

There are dishwashers and sinks available in each Sit & Dine, Lounge and Pantry, which shall be used only by the office boys to wash your dirty dishes, mugs and glasses. All used items that need washing need to be placed in the dishwasher after rinsing. Should you have a wet mug or glass, please use the tea towel to dry it before putting it on the shelf.

EAT HEALTHY STAY HAPPY

HEALTH AND HAPPINESS

Happiness and health are a state of mind.
Happy thoughts cultivate a healthy body.

Do's

Kindness
Helpfulness
Humility
Inner Peace

Don'ts

Envy
Selfishness
Ego
Vanity





You may bring your own mug to the office and leave it in the Sit & Dine or Lounge. Please refrain from using someone else's items or misplacing mugs and glasses from the Sit & Dine areas as well as the Lounges; instead return them to their respective areas after use.

We have hot and cold filtered water on tap. Before using the tap please be instructed about the use as you could severely burn yourself, overflow water or damage the equipment. Anybody who wants to store food in the fridge for the next day, please ensure to keep it in a proper container (not in plastic bags). Do not store your leftover foods in the fridge if you are not planning to consume it the next day. Foods kept more than 2 days in the fridge will be automatically disposed to avoid contamination.

Sleeping and dosing in any of the areas during working hours (including lunch break) is not allowed. Please be courteous to your fellow co-workers by replacing furniture in the right way after using it. Please vacate the Sit & Dine areas after consuming your meal so that others can use the space. You may want to migrate to the Lounges to spend the remaining part of your lunch break.



Seamless Office

All aspects of the new Head Office were designed and built to connect people and we want to be sure you use the office to its maximum. We are ONE MANNAI and the open atmosphere and space of the Head Office shall move its departments and people even closer together.

Please be encouraged to:

- Use meeting rooms also on other floors and make use of the state of-the-art equipment
- Conduct your brainstorming sessions in the creative areas for fresh ideas
- Break out of your habits and have your tea or coffee at different lounges
- Browse through the books in the lounges that others brought and share your own
- Invite your customers and business partners to the Mannai office and share the passion



Parking

The parking area in front of our Auto Showrooms and Head Office is reserved exclusively for the following personnel:

- Visitors/Customers to the Head Office and the GMC/Cadillac Showrooms in the building.
- Heads of Business Units like Travel, Gulf Labs, Manweir etc. (operating outside this premise) during their visits to Head Office.

Staff or managers working in this building are not allowed to park their cars in the front.

Employee parking

A dedicated carpark building is located next to the Auto Service Center and is conveniently accessible from the last gate along the Mannai premises off the East Industrial Road. The carpark is exclusively for employees with Mannai-franchise cars as well as visitors (no brand restriction for visitors). Employees with non-Mannai cars are requested to find parking outside. Do not leave your car overnight or during your vacation.

Manager parking

All managers, grade 10 and above, have an allocated parking spot behind the main office building.





Building Access

The Building Access Policy implements and sets minimum access standards that must be maintained throughout the Mannai Head Office to protect the organization's property and assets, as well as to maximize personal safety. Defined door access procedures are in place to ensure authorized access. A building access control system is installed to ensure the safety and security of all employees, external staff and visitors of the Mannai Head Office.

Providing proper access will help Mannai achieve its business and employment goals by promoting personal health and safety, ensure that liability exposure is adequately controlled and minimized, and allow those involved in granting and gaining access to understand their individual responsibilities. The safety and security of Mannai's physical space and assets is a shared responsibility of all employees.

Access control privileges are determined and assigned by the departments and the Facilities Department based on the specific needs and requirements of Mannai and its employees.

Individuals are prohibited from holding access-controlled doors open for others. A card holder may not permit any other person to use the access card assigned to the card holder.



VIP Visitors

Whenever you expect VIP guests, please send an email to the main reception (HO. Reception@mannai.com.qa) well before time and mention the name of the visitor and the department and person that will be visited. The reception team will inform security to allow them parking. VIP guests have access to parking in front of the building as well as entry through the main lobby. As access through the main lobby is restricted to VIP guests only, the receptionist will direct the VIP guests to the appropriate floor where they will be received by the relative department/individual.

Non-VIP Visitors

Although all customers, vendors and partners are important to us, please limit the access through the main lobby to VIPs as both parking space and elevator capacity are limited.

All other guests and visitors can use the Mannai carpark and should be informed which entry door (doors no. 1-4) they can enter through (see following table).



Life
IS NOT ABOUT
WAITING FOR THE
STORM TO PASS.
IT IS ABOUT
LEARNING TO
DANCE
IN THE RAIN

WILL ATTRACT AND DETAIN
FINAL WHO WILL
AND SO ONWARDS

WILL ATTRACT AND DETAIN
FINAL WHO WILL
AND SO ONWARDS

	DEPARTMENT TO BE VISITED	DESIGNATED ENTRY POINT(S)
MF	VIP Visitors	Main/VIP Lobby (with lift)
MF	Executive Floor	Main/VIP Lobby (with lift)
MF	Group Accounts, Group Procurement	Staircase 1 (no lift) or Staircase 2 (with lift)
MF	HR, Immigration, Facilities	Staircase 1 (no lift) or Staircase 2 (with lift)
MF	Internal Audit	Staircase 1 (no lift) or Staircase 2 (with lift)
MF	Marketing	Staircase 1 (no lift) or Staircase 2 (with lift)
MF	PRO	Staircase 1 (no lift) or Staircase 2 (with lift)
MF	Legal	Staircase 2 (with lift)
MF	Credit Control	Staircase 2 (with lift)
MF	E&I/M Group (Direct Sales, HVAC, Building Materials, Oil & Gas)	Staircase 4 (no lift) or Staircase 3 (with lift)
MF	Auto Group	Staircase 4 (no lift) or Staircase 3 (with lift)
MF	ICT – Travelport	Staircase 4 (no lift) or Staircase 3 (with lift)
FF	ICT – Networking & ELV	Staircase 4 (no lift) or Staircase 3 (with lift)
FF	ICT – Infotech	Staircase 2 (with lift)
FF	ICT – HP Solutions	Staircase 4 (no lift) or Staircase 3 (with lift)
FF	ICT – IT Solutions	Staircase 1 (no lift) or Staircase 2 (with lift)
FF	ICT – Office Equipment Solutions	Staircase 1 (no lift) or Staircase 2 (with lift)
FF	ICT – Medical	Staircase 1 (no lift) or Staircase 2 (with lift)
FF	ICT – Data Center	Staircase 2 (with lift)
FF	ICT – General Management	Staircase 2 (with lift) or Staircase 3 (with lift)

Visitors



Prayer & Ablution Rooms

For men, including all male customers: Ablution and prayer room are on the ground floor of the Head Office.

For women:

Prayer Room is located next to Mannai Clinic room in the next building.

Smoking

There is no smoking inside the Head Office at all. You may go downstairs to the back of the building and use the smoking room.

Please use garbage bins provided outside and do not throw your cigarette on the floor when finished. If the smoking room is full, please refrain from smoking outside and use the smoking room once available.

Restrooms

All toilets, water faucets and towel dispensers inside the restrooms are sensor-driven. Be thoughtful of the next user and leave the toilet the same way that you

received it, or ask a cleaner to come clean it or if it is in need of sanitizing.

Only the Ablution Rooms and not the restrooms shall be used for ritual washing.

Canteen & Cafeteria

The Canteen (Mezzanine Floor above Auto Service Center) is for all grade 1, 2 and 3 employees and staff wearing uniforms and overalls (e.g. security, cleaning staff, drivers and office boys).

The Cafeteria (Ground Floor opposite of Head Office) is for all employees, grade 4 and above wearing smart business attire, and accommodates up to 160 persons at a time. You are encouraged to use it. The above guidelines for Sit & Dines also apply to Cafeteria and Canteen.

All-day training sessions can break out for lunch, dinner or tea using the Cafeteria across the Head Office. The hosting department should inform the Office Facility Manager if the number of persons exceeds 20.





Floor Layouts

Ground Floor Map - [Download PDF](#)

Mezzanine Floor Map - [Download PDF](#)

First Floor Map- [Download PDF](#)



Environment

Energy

- I turn off my PC/ laptop when I am not using it
- I switch off my PC/ laptop when I go home (no standby mode)
- I turn off lights when I go home or finish meetings

Carbon

- I carpool whenever possible
- I don't use my car for walkable distances
- I drive my vehicle in a way to minimize fuel consumption and emissions

Waste

- I separate waste correctly
- For the office, I only choose reusable materials and never use or bring disposable plastic bottles
- I try to avoid waste and spillage wherever possible

Paper

- I think before printing
- I print double-sided
- I reuse paper for notes
- I use paper towels sparingly

Water

I don't let the water run mindlessly when washing my hands.

Sit & Dine

- I use one-way dishes only if absolutely necessary
- I don't use paper cups

The Mannai Head Office is free of any disposable plastics and packaging wherever possible!



GFT Informatics
Asian Telecom
Gulf Laboratories
GFT India
Engine Safety Mannai
Qatar Logistics
Damas
Mannai
Mannai Corporation
Mannai Trading
Energy And Industrial
Home Appliances And Electronics
Information And Communication Technology
Heavy Equipment
Automotive
Knawar

Safety and Emergency

Mannai's Environmental, Health & Safety mission and goals are to developing, implementing, and administering comprehensive environmental, health and safety services, policies, and procedures throughout the entire organization.

Emergency evacuation procedure

1. Report any emergencies, whether human or natural, to the respective supervisor immediately;
2. Assist the Emergency Response Team (ERT) members if required, during an evacuation. They are recognizable wearing a yellow safety vest;
3. Listen and wait for directions from the ERT members, security, police, or fire personnel on how and when to evacuate the facility;
4. Follow the assigned escape route procedures to avoid crowding at the exits;
5. Assemble at the designated muster points upon evacuating the facility;
6. Never go back into the facility to retrieve personal belongings.



Important Contacts

Office Facility Team:

If you have a concern related to any of the following areas, please contact the Office Facility Manager right away (call or WhatsApp 6674 5043):

- o Technical (e.g. A/C, drinking water taps, lights, power, etc.)
- o Security (e.g. security incident, unauthorized person in a secure area, etc.)
- o Cleaning & sanitary (e.g. office, toilets, soap, paper towels, etc.)

Emergency:

In case of fire or required ambulance, please call the emergency number 999 immediately and also inform the Office Facility Manager under 6674 5043. The best way to provide the exact location to any emergency service is to share the zone and building number with the 999 operator:

- o Building No: 72
- o Zone: 57
- o Street: 100

Main Lobby/Reception:

You can reach the main lobby/reception under 4455 8888 and
HO.Reception@mannai.com.qa

GMC



MAN
CORPO



INAI
RATION





Mannai Corporation QPSC
P.O. Box 76, Doha, Qatar,
T: +974 4455 8888 F: +974 4455 8880
E: info@mannai.com.qa
W: www.mannai.com