



TIVOLI GROUP
مجموعة تيفولي

OFFICIAL ANNOUNCEMENT

To: All Tivoli Group Employees

Subject: Reporting Protocol to Line Manager and CEO

Purpose

This policy outlines the proper communication and reporting structure within the organization to ensure clear, efficient, and streamlined information flow.

Policy Statement

All employees under the Sales Team, Projects Team, Operations Team, Warehouse Team, and Corporate Division are required to report all work-related updates, concerns, and matters through their respective line managers. Line managers are responsible for reviewing, consolidating, and presenting relevant information to the CEO during the weekly management meeting.

Guidelines

- All employees must communicate work-related updates, concerns, and issues through their respective line managers.
- Line managers are responsible for reviewing, prioritizing, and escalating matters to the CEO during the weekly management meeting.
- Employees should avoid directly contacting or copying the CEO in emails or communications unless specifically instructed.
- Routine matters such as guest complaints, sales reports, follow up emails, and general emails should remain within the department and be handled by the line manager.
- Only critical, sensitive, or high-impact issues should be escalated to the CEO, as determined by the line manager.
- Urgent matters that require immediate attention should be raised promptly with the line manager, who will decide on further escalation.
- Proper documentation and records of reports should be maintained within each department for reference and accountability.

Compliance

All employees are expected to adhere to this reporting structure to maintain effective communication and avoid unnecessary escalation. Failure to follow this protocol may result in miscommunication and operational inefficiencies.

Thank you for your cooperation.

Sincerely yours,

Anwar Ghaida
Chief Human Resources Officer