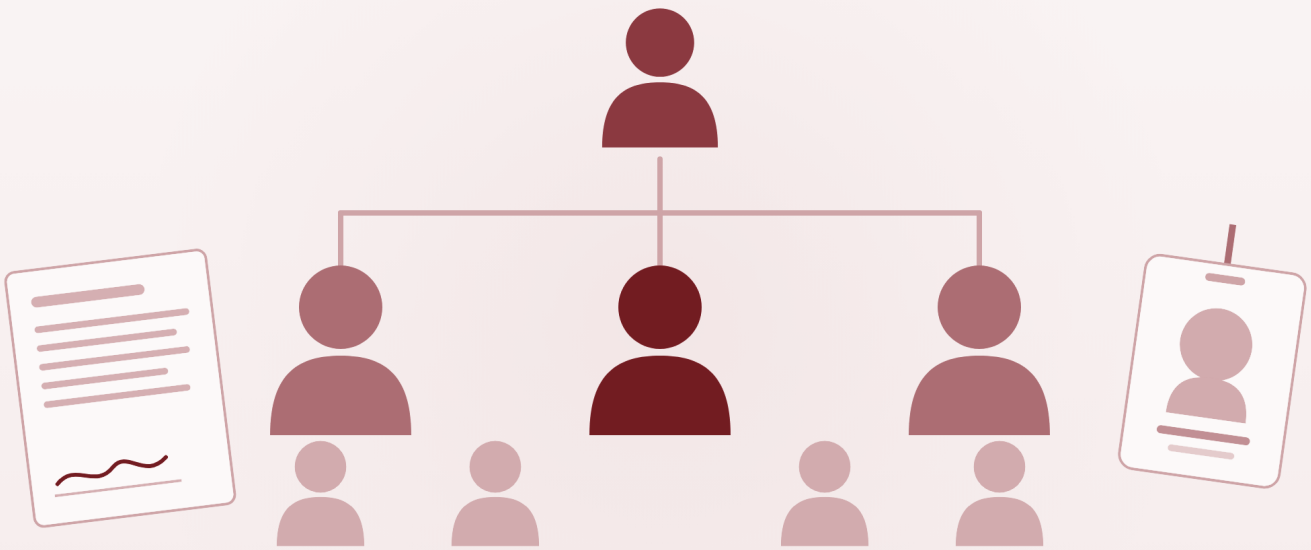
ETIHAD

PRACTICE OVERVIEW

Human Resources

RECRUITMENT · PAYROLL · HR MANAGEMENT · EMPLOYMENT LAW

People and employment services for employers in Iraq



Human Resources

We reduce employee downtime and administrative bottlenecks, so every team member starts work with confidence and full legal alignment.

Etihad combines HR operations with employment law advice. We recruit, mobilise, pay, train and manage staff for employers in Iraq, and make sure every step follows Iraqi law. Each service can be taken on its own or run for you as an outsourced function.

Our Hr Services

- **Recruitment**
  Job profiling, sourcing, screening and selection to place the right people quickly.
- **Manpower Supply**
  Local and expatriate staff for short-term, long-term and permanent roles.
- **HR Management**
  Policies, performance, compensation and employee relations.
- **Employee Self-service**
  Etihad Connect gives employees direct access to their HR and payroll data.
- **Relocation and Onboarding**
  Visas, arrival, medical checks and registrations, so new hires can start straight away.
- **Payroll**
  Monthly payroll with correct tax and social security deductions.
- **Training and Development**
  Leadership, HSE, project management and industry programmes.
- **Compliance and Disputes**
  Labour law advice, contracts, inspections, terminations and disputes.

Why Employers Work With Us

- **HR, Employment Law in One Team**
  Our HR specialists work alongside our employment lawyers, so day-to-day decisions stand on solid legal ground.
- **Arabic and English**
  Bilingual contracts, policies and HR systems for mixed teams.
- **Local and Expatriate Workforce**
  We source, mobilise and manage both Iraqi and expatriate staff.
- **Built For Project Sectors**
  Experience in oil and gas, construction, logistics and other project-driven sectors.

SECTORS WE SERVE

Oil and gas ◆ Construction ◆ FMCG ◆ Government ◆ NGOs ◆ Logistics ◆ Healthcare

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Employment Law Compliance

Iraq's labour laws and regulations can be complex. Our legal advisory services guide employers through every compliance challenge, reducing risk and avoiding penalties. We advise on the full employment relationship, from the first contract to the final settlement, and keep your policies and practices in step with changes in the law.

What We Cover

1 Regulatory Monitoring

We track new labour regulations, instructions and employment standards, explain what they mean for your business and help you put them into practice.

2 Employment Contracts

Drafting and reviewing employment contracts in Arabic and English for local and expatriate staff, including probation, working hours, confidentiality and termination terms.

3 HR Policies and Internal Regulations

Employee handbooks, internal work regulations, codes of conduct and disciplinary procedures that match Iraqi law and the way your business works.

4 Working Time and Leave

Working hours, overtime, annual and sick leave policies, applied consistently and recorded properly.

5 Foreign Employees

Work permits and residency for expatriate staff, coordinated with our relocation team so that permits, visas and contracts stay aligned.

6 Social Security and Tax

Registering employees for social security, calculating monthly contributions and withholding income tax on salaries.

7 Payroll Compliance

Payroll compliance audits that check pay, deductions and records, with remediation plans to close any gaps.

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Disputes, Terminations & Inspections

When issues arise with employees or the authorities, we act for employers from the first step to the final outcome.

Our employment lawyers handle sensitive matters quickly and discreetly, aiming to resolve them early and to protect your position if they escalate.

How We Help

1. **Terminations and Resignations**
   Lawful termination procedures, resignations and end-of-service settlements, documented step by step to reduce the risk of later claims.
2. **Labour Disputes**
   Support in labour disputes, from negotiation and settlement to representation before the courts.
3. **Employee Grievances**
   Fair, documented handling of employee complaints and grievances before they turn into disputes.
4. **Disciplinary Matters**
   Investigations, warnings and disciplinary procedures that are fair to employees and will stand up to scrutiny.
5. **Audits and Inspections**
   Preparing for and attending audits or inspections by local authorities, and responding to any findings.
6. **Redundancy and Restructuring**
   Planning redundancies, restructurings and offboarding, with the right notices and settlements.

LEGAL FRAMEWORK WE WORK WITH

- **Labour Law No. 37 of 2015:** Employment contracts, working time, leave, discipline and termination.
- **Workers' Retirement and Social Security Law No. 18 of 2023:** Social security registration and contributions.
- **Residency of Foreigners Law No. 76 of 2017:** Entry, residency and exit of foreign employees.
- **Income Tax Law No. 113 of 1982:** Income tax on salaries and withholding by employers.

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HR Management

We offer a suite of HR services that improve workforce productivity and operational efficiency, in line with your business goals. We work as an extension of your HR team, bringing structure to how you organise, pay, assess and develop your people.

Core Services

- **HR Consulting**
  Strategy development, organisational structuring and policy formation, built around your business goals.
- **Performance Management**
  KPI design, appraisal systems and coaching frameworks that link individual goals to business results.
- **Employee Relations**
  Mediation, conflict resolution and engagement strategies that keep teams working well together.
- **Policies and Handbooks**
  Clear HR policies and employee handbooks in Arabic and English.
- **Employee Lifecycle Management**
  From onboarding and retention to transfers, promotions and exit planning, with clear processes at each stage.
- **Training and Development**
  Tailored programmes for technical, leadership and soft skills.
- **Compensation and Benefits**
  Salary structures, allowances and compensation benchmarking against the market.
- **HR Reporting**
  Regular HR and management reports on headcount, leave, overtime and costs.

OUR HR SYSTEM

Our Arabic-English HR platform gives managers automated dashboards for leave balances and overtime, social security and tax compliance, and renewal alerts for passports, visas and contracts.

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Outsourcing Solutions

Free your organisation from the burden of non-core functions, so you can focus on innovation and growth while we manage your support functions with speed and expertise. We take over defined HR functions under an agreed scope and service levels, with regular reporting, so you keep control without carrying the workload.

Functions We Run For You

- **Payroll, Compliance Management**
  Monthly payroll, tax and social security handled for you, with records ready for inspection.
- **Administration and Document Control**
  Personnel files, contracts, permits and document renewals kept complete and up to date.
- **Recruitment and Onboarding**
  From the job profile to the first day at work, including contracts and registrations.
- **HR Service Desk Operations**
  One point of contact for employee questions and requests.

How We Work

1. **Review**
   Your current HR processes, records and risks.
2. **Agree**
   The scope, service levels and reporting.
3. **Transfer**
   Records and processes onto our systems.
4. **Run**
   The service, with a report every month.

Benefits To Your Business

- **Lower Costs**
  Lower fixed costs and operating overhead.
- **Flexibility**
  Staffing that scales with project demand.
- **Speed**
  Faster turnaround and operational agility.
- **Less Risk**
  Reduced exposure to regulatory and labour risks.
- **Access To Talent**
  Immediate access to skilled local and expatriate professionals.

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Manpower Supply

We source local and expatriate staff for short-term, long-term and permanent roles, and manage timesheets, attendance and reporting under local employment law. We act as your workforce partner: we find the right people, place them on your projects and manage the administration that comes with them.

Placement Types

1

Emergency and Project Hiring

Teams mobilised quickly for urgent or project-based work.

2

Short-term Contract Staff

Cover for peaks, projects and absences.

3

Long-term Consultants

Specialists for extended assignments.

4

Permanent Placements

Hiring for permanent roles in your organisation.

SECTORS COVERED

Oil and gas · Construction · FMCG · Government · NGOs · Logistics · Healthcare

What We Add

1

Local and Expatriate Workforce Sourcing

Candidates from Iraq and abroad, screened against your requirements and ready to mobilise.

2

Full Compliance With Local Employment Laws

Contracts, permits, social security and tax handled under Iraqi law, so you are not exposed.

3

Timesheets, Attendance and Reporting

Monthly timesheets, attendance records and reports for your managers and finance team.

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Payroll Management

We run your payroll every month, from attendance to payslips, with tax and social security deductions handled correctly. Our payroll service combines careful calculation with clear reporting, so employees are paid accurately and on time and your records are always ready for review.

Every Month

- **Attendance Tracking**
  Attendance and overtime data taken from your time records.
- **Payroll Processing**
  Salaries, allowances and deductions calculated and checked every month.
- **Tax and Social Security**
  Income tax and social security deductions made correctly.
- **Bank Transfers and Payslips**
  Salary transfers prepared and payslips issued to every employee.
- **Reports**
  Customised payroll reports for your finance and HR teams.
- **Dashboard Access**
  Digital access to employee time records.

WHAT YOU RECEIVE

Payslips for every employee ◆ Bank transfer files ◆ Tax and social security deduction reports ◆ Payroll reports for finance and HR

REGULATORY ASSURANCE

All payroll operations conform to Iraqi labour law, tax requirements and applicable social benefit rules, including the Labour Law No. 37 of 2015, the Income Tax Law No. 113 of 1982 and the Workers' Retirement and Social Security Law No. 18 of 2023.

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Recruitment

We find and place high-performing talent fast, using modern recruitment tools and deep industry knowledge to build strong, agile teams. We combine our networks in Iraq and abroad with structured assessment, so you see fewer, better candidates.

Process Coverage

1. **Job Profiling and Advertising**
   Role profiles, job descriptions and advertising in the channels that reach the right candidates.
2. **Sourcing, Screening and Interview Coordination**
   Candidates sourced from our networks, screened against your requirements and interviewed with your managers.
3. **Skills Testing and Cultural-fit Assessments**
   Technical tests and assessments of how candidates will fit your team.
4. **Final Selection and Offer Negotiation**
   Offers prepared and negotiated through to acceptance.
5. **Orientation, Onboarding and Probation Tracking**
   A structured start, with follow-up through the probation period.
6. **Ats-powered Pipeline Management**
   Every vacancy and candidate tracked in one applicant tracking system.

Post-Hiring Support

- **Redundancy and Offboarding Management**
  Fair, well-documented exits when roles change.
- **Legal Compliance In Contract Preparation**
  Offer letters and contracts that follow Iraqi law.
- **Compensation Benchmarking**
  Pay and benefits compared with the market.
- **HR and Management Reporting**
  Clear reports on hiring, headcount and costs.

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Relocation & Onboarding Mobilisation

Etihad makes sure your new hires are work-ready from the moment they arrive, with a fully managed onboarding programme for expatriate and local hires. We handle the logistics, paperwork and approvals that come with bringing people into Iraq, so your managers can focus on the work.

What We Handle

Visa Services

Multiple-entry work visas, renewals and compliance with residency rules under the Residency of Foreigners Law No. 76 of 2017.

Health and Safety Checks

Government-required medical examinations, health clearance certificates and vaccinations.

Banking and Insurance

Opening salary bank accounts and enrolment in health and accident insurance.

Airport Protocol

A personal meet and greet on arrival, with safe transport to housing or the office.

Legal and Background Documents

Criminal background verification, police clearance certificates and security clearance from local authorities.

Regulatory Set-up

Social security registration, income tax profiles and exit visa support.

> *Your new hires are work-ready from the moment they arrive.*

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Training & Development

Programmes built around your teams and your industry, delivered by certified trainers on site, remotely or in a hybrid format. We design training around the skills your people need on the job, from supervising a team to working safely on site.

Training Specialisations

1. **Leadership and Supervisory Skills**
   For team leaders and managers who lead, delegate and develop their people.
2. **HSE Certifications**
   Health, safety and environment training and certification for site and office teams.
3. **Project Management**
   PMP-based modules for planning, controlling and delivering projects.
4. **Cross-cultural and Soft Skills**
   Communication and teamwork skills for multinational teams.
5. **Industry-specific Training**
   Programmes for oil and gas, logistics and construction.

Delivery Formats

- **On-site, Remote Or Hybrid**
  At your premises, online or a mix of both.
- **Certified Trainers**
  Trainers with real industry expertise.
- **Custom-built Modules**
  Content designed around your roles, systems and sector.
- **Recognised Certifications**
  Internationally recognised certificates where required.

> *Training that fits your industry, your teams and the certifications they need.*

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Employee Self-Service

Etihad Connect is a mobile-friendly platform that lets employees manage their own HR and payroll interactions. Employees can check their information and submit requests at any time, and your HR team spends less time on routine questions.

Features

1. **Payslips and Balances**
   Real-time access to payslips, leave balances and tax information.
2. **Personal Records**
   Employees update their own personal information and documents.
3. **Requests**
   Online forms for vacation requests and travel applications.
4. **Secure Access**
   Secure, role-based access on desktop or mobile.

Employer Benefits

1. **Less Administration**
   Reduces the administrative workload on your HR team.
2. **More Accurate Data**
   Increases data accuracy, as employees keep their own records up to date.
3. **More Transparency**
   Enhances employee satisfaction, with pay, leave and requests visible at any time.

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Key Contacts

Our HR and employment team recruits, mobilises, pays, trains and manages staff for employers in Iraq, in line with Iraqi law. Please contact any of us to discuss your needs.



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Advises employers on employment contracts and workplace issues, and represents clients in labour, employment and compensation claims before the Iraqi courts.



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Advises on employment and recruitment arrangements for local and overseas personnel, manages legal teams, and designs and delivers training, coaching and capacity-building programmes.



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Advises employers on setting up companies and branches in Iraq, employment contracts and workplace policies, and represents them in employment and labour disputes.



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Advises on labour and social security obligations for Iraqi and foreign workers, social security registration and contributions, payroll tax, and workers' entitlements.



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Partner

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Supports employers with drafting employment contracts and workplace policies, obtaining work permits, managing employee benefits and termination procedures, and resolving employment disputes in Iraq.

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ETIHAD

Experienced Lawyers.
Unique Approach.

BAGHDAD (HQ) · ERBIL · BASRA · MOSUL
MANCHESTER · DUBAI

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