

Employee Handbook

"Your Guide to Growth, Culture, and Collaboration."



About Us



Volumec Interiors is a specialist contractor delivering end-to-end fit-out solutions across commercial, hospitality, retail, and mixed-use sectors. With a strong foundation in technical excellence, project management, and client collaboration, we focus on delivering high-quality, efficient, and sustainable projects across the UAE.

Company Story

Founded in the UK by a leadership team with over 15 years of shared experience, Volumec brings a flexible, client-focused approach to every project. Our Dubai team contributes over 60 years of regional expertise, delivering high-quality fit-out solutions. We are driven to build projects we are proud of while fostering long-term partnerships through trust, collaboration, and consistent delivery excellence.

Table Of Contents



When perfection becomes obsession, extraordinary things arise.

Message from the CEO

Straight from the boss

Your First Week

Your first steps here

Our Team

Whos on your side

Meet The Team

The crew behind Volumec Interiors

Key Contacts

Who you gonna call

Onboarding Requirements

The rules of engagement

Working With Us/ Volume Up!

Your guideline inside the company.



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On behalf of Mark, Richard, the wider leadership team, and myself, we are delighted that you have chosen to join the Volumec team.

The journey we are embarking on will not be an easy one. We are committed to make Volumec a success, and you have the opportunity to play a huge part of that. None of us can create the success we are striving for on our own, but as a team, supporting each other, and with the commitment we have all pledged, I have no doubt that we will achieve great things together.

Message from the CEO

Simon Rawson

CEO

It's important that we celebrate the wins as a team but also learn from experiences as a team. We need to consistently uphold our values, have fun along the way, and make winning a habit.

I wish you every success on your journey with us and look forward to watching you grow.

Your First Week

Your first week at Volumec Interiors is designed to provide a structured and supportive introduction to the business, ensuring you gain clarity on your role, responsibilities, and team dynamics. It is an opportunity to understand our processes, culture, and expectations while setting a strong foundation for your success.

01. Meet your team and key stakeholders
02. Introduction to company structure, systems, and processes
03. Overview of current projects and responsibilities with your line manager
04. IT setup, access to systems, and communication tools
05. Health & Safety induction and compliance briefing



We are committed to helping you settle in quickly, build connections, and gain confidence in your new role.

Our Team



Our team combines regional and international experience across construction, fit-out, project delivery, and business support. Working together through collaboration, clear communication, and shared accountability, we are committed to delivering high-quality projects while building strong relationships with our clients and partners.

Our Company

At Volumec Interiors, we are committed to professionalism, collaboration, and delivering quality in everything we do. We believe successful projects are built through trust, strong relationships, and teamwork. Guided by shared values and a clear vision, we continue to create a positive environment that supports growth, accountability, and continuous improvement across the company.



Our Mission

To deliver on a promise of quality & compliance on time and to budget.



Our Vision

To create lasting relationships with clients & end users while delivering a product we are proud of.



Our Core Values

Trust
Communication
Quality
Relationships



Our Culture

People are our greatest asset.

Leadership Team

Dubai



Simon Rawson

CEO

✉ simon.rawson@volumec.ae
☎ +971 50 306 2984



Mark Crump

General Manager

✉ mark.crump@volumec.ae
☎ +971 58 531 9880



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Commercial Director

✉ richard.croton@volumec.ae
☎ +971 50 906 1452

International



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Finance Director

✉ rebecca.coleman@volumec.ae



Simon Beaston

Non-executive Director

✉ simon.beaston@volumec.ae



Jim Harding

Non-executive Director

✉ jim.harding@volumec.ae

Meet The Team

Behind Volumec Interiors — working together to deliver quality, collaboration, and project excellence.



Simon Rawson
CEO

Simon is an experienced CEO and construction leader who brings energy, vision and a deep rooted passion for the industry to his role.

His understanding of how projects are built, delivered and experienced by clients and end-users ensures delivery is underpinned by technical precision, consistency and strong client relationships.



Mark Crump
General Manager

Mark has substantial leadership and team development experience gained over 15 years in Dubai; delivering sumptuous hospitality projects such as Sushisamba and the AURA Skypool lounge, as well as landmark commercial and residential projects at EMAAR Headquarters and MAF's Serenity Mansions.

This experience allows him to challenge assumptions, add clarity to scope development and establish robust risk mitigation strategies – vital to the pre-construction period.



Richard Croton
Commercial Director

An accomplished commercial leader with a wealth of experience in senior roles in the UAE, Qatar and the UK. Having lived and worked in the Middle East for many years, his international perspective and calm, pragmatic approach ensures Volumec projects are delivered with certainty and value for clients.

Meet The Team



Luke Pycroft
Project Director

Luke brings over 15 years of construction experience delivering complex projects for Tier 1 contractors across the UK. His expertise spans commercial, healthcare, residential, mixed-use, and data centre developments.

Combining technical knowledge with strategic leadership, he drives project delivery, stakeholder collaboration, and operational excellence, ensuring projects are completed safely, efficiently, and to the highest quality standards.



Chace Cowlin
Project Manager

Chace is a Chartered Construction Manager (MCIOB) and holds a Masters in Construction Management with over 13 years' experience delivering commercial, hospitality, retail, and mixed-use projects across the UK and the Middle East, including 3.5 years in the UAE.

He brings strong expertise across the full project lifecycle, he is known for his strategic, detail-driven approach, combining commercial acumen with a strong focus on quality, collaboration and execution.



Girish Kumar
Site Manager

Girish has over 22 years of experience in construction and interior fit-out, including 17+ years in the UAE. He has delivered commercial, hospitality, healthcare, and residential projects with leading firms.

With a strong background in site management, QA/QC, and engineering, he excels in team coordination, problem-solving, and ensuring quality, safety, and timely project delivery from execution through to handover.

Meet The Team



Marlven Oribiana
Lead Estimator

With nearly a decade of specialized experience in interior Fit-out estimation across the UAE, Marlven has a proven record of accuracy, strategic cost management, and value-driven project delivery.

His expertise spans commercial, hospitality, retail, and bespoke residential projects, consistently ensuring that every tender and budget aligns with design intent, scope, and client expectations.



Gayathri
Estimator

With over 7 years of experience in civil and interior fit-out projects across the UAE, India, and Qatar, Gayathri specializes in estimation, quantity take-offs, and tender documentation.

She brings a strong foundation in BOQ preparation, RFQ coordination, and cost control, consistently supporting accurate budgeting and efficient project delivery across residential and commercial developments.

Meet The Team



Abi Waqaas
Quantity Surveyor

With over 6 years of experience in quantity surveying and commercial management, Abi has contributed to the successful delivery of residential, commercial, and mixed-use developments across the UAE, Qatar, and Sri Lanka.

His expertise spans cost planning, tendering, contract administration, and commercial reporting, ensuring effective cost control and commercially successful project delivery throughout every stage of the project lifecycle.



Eden Corpuz
Procurement Manager

With over 14 years of procurement experience, including more than a decade supporting interior fit-out projects in the UAE, Eden has built a strong reputation for strategic sourcing, supplier management, and efficient procurement delivery.

Her expertise spans commercial, hospitality, workplace, and residential developments, ensuring quality materials, cost-effective procurement, and seamless project execution.

Meet The Team



Jay Loyola
Marketing Manager

A results-driven marketing professional with over 12 years of experience, Jay specializes in integrated campaigns, brand positioning, and strategic communications.

He has a strong track record in supporting project-driven businesses through impactful marketing initiatives, enhancing brand visibility, driving stakeholder engagement, and delivering measurable results aligned with commercial and project objectives.



Rebecca Wood
Business Development Manager

With over 15 years of experience in construction and interior fit-out across the UK and UAE, Rebecca specializes in business development and strategic partnerships.

She has a proven ability to secure high-value tenders, build strong industry networks, and convert opportunities into successful project outcomes, aligning client vision with commercial objectives and delivery excellence.

Meet The Team



Rebecca Coleman
Finance Director

A highly-experienced Finance Director known for her pragmatic and hands on leadership style, Rebecca brings clarity and confidence to financial management.

An enthusiastic and warm presence, her approach builds trust at every level, from board investors through to operational delivery teams.



Mark Woods
Finance Manager

Mark brings over 20 years of accounting and financial management experience across the construction, education, public, and private sectors.

Having worked alongside Volumec's leadership team for more than seven years through multiple business ventures, he offers a deep understanding of operational finance, commercial controls, and business performance. His practical, solutions-focused approach ensures robust financial oversight, accurate reporting, and effective support for strategic decision-making across the business.

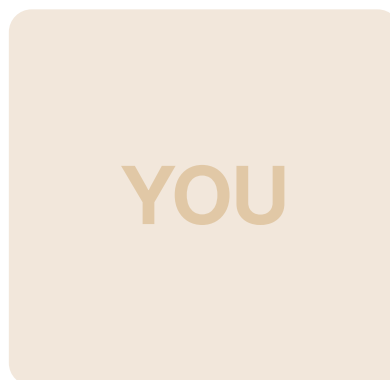
Meet The Team



Roxanne Francisco
Office Coordinator

Roxanne brings solid experience in administrative coordination, client servicing, and operational support across banking and service industries. She excels in managing documentation, coordinating stakeholders, and ensuring efficient daily operations.

With strong organizational skills, attention to detail, and a proactive approach, she consistently delivers accurate reporting and supports seamless workflow execution in fast-paced environments.



Your Name
Your Designation

About you...

Key Contacts

The following contacts are essential for your day-to-day operations and overall support within the company. Whether you require assistance, approvals, or guidance, these key individuals and departments will help ensure clear communication, efficient coordination, and smooth execution of your responsibilities across all projects.

01. General Enquiries for Internal & External

 letsbuild@volumec.ae
 +971 56 680 7147

02. Office Administration

 roxanne.francisco@volumec.ae
 +971 56 680 7147

03. Finance

 mark.woods@volumec.ae
 +44 7730588141

04. Management & Escalations

 mark.crump@volumec.ae
 +971 58 531 9880

05. IT & System Support

 servicedesk@supportops.net

Workplace Communication

Maintaining clear and professional communication within the company is essential to ensuring efficient operations and successful project delivery. Employees should familiarize themselves with key departments and personnel responsible for administration, project coordination, finance, IT, HR, and health and safety matters. Knowing the appropriate point of contact helps streamline approvals, resolve concerns promptly, and improve overall collaboration across teams. Open communication and timely coordination contribute to a productive working environment and support the company's commitment to professionalism, accountability, and operational excellence.



Onboarding Requirements



As part of the onboarding process, all new employees are required to submit the necessary documentation to support HR registration, employment processing, and UAE visa formalities. Timely submission of complete and valid documents helps ensure a smooth onboarding experience and avoids delays in employment procedures. Employees are requested to ensure that all copies provided are clear, up to date, and compliant with UAE regulatory requirements.

- ✓ Passport copy (valid for more than 6 months)
- ✓ Passport-sized photograph
- ✓ Visit visa / cancelled visa / visa on arrival copy
- ✓ Attested degree certificate
- ✓ Previous or current visa copy (if applicable)
- ✓ Previous or current Emirates ID copy (if applicable)
- ✓ Completed Employee Onboarding Template

Building Strong Foundations For Your Journey With Volumec Interiors

Your onboarding experience is designed to help you transition smoothly into the company, understand our culture and processes, and complete all essential requirements efficiently. We are committed to providing the guidance, support, and resources needed for a successful start.

The screenshot shows the 'c-uae' logo at the top, followed by a form titled 'Employee Onboarding Template'. The form is divided into several sections:

- Application:** Includes fields for Work Permit, Visa Renewal, and Employment Visa.
- Employee Details Required:** Includes fields for Employee name as per EID/Passport, Designation, Total Salary (In AED), Salary Breakdown (In AED) - Basic / Accommodation / Transport / Others, Inside or outside of UAE, Weekly Off, Notice Period, Probation Period, Contract Duration, Annual Leave Entitlement, Email ID, UAE Mobile No., and Dependents (If applicable) Yes / No.
- Employee Documents Required:** Includes fields for Attested degree/diploma (If applicable), Visa copy / visa cancellation copy (If applicable), EID copy (If applicable), Passport Copy, Digital photo copy (Studio quality, with white background), National ID/Home Country ID (If applicable), and External Passport Cover Page Copy.

At the bottom, there is contact information: +971 43 316 688, City Tower 2, Floor 8 and 9, Dubai, United Arab Emirates, and the website www.c-uae.ae. Social media icons for Facebook, Instagram, LinkedIn, and Twitter are also present.

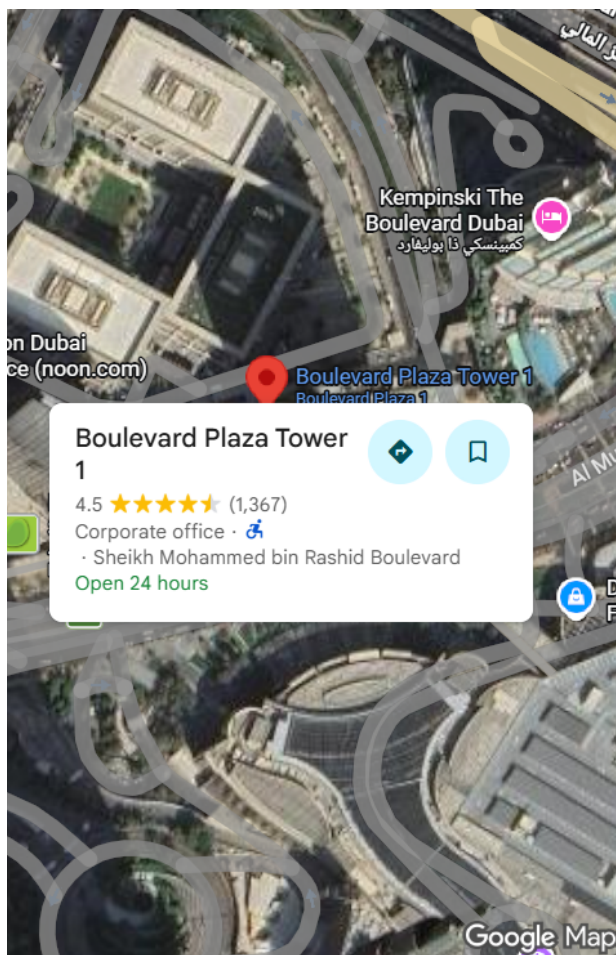
Working With Us

Volumec Interiors fosters a flexible, high-performance working culture focused on productivity, collaboration, and efficient project delivery. As a start-up, success relies on the collective commitment of the team, with everyone contributing the time and effort required to meet objectives. Employees are expected to demonstrate punctuality, professionalism, and adaptability, ensuring responsibilities are managed effectively while supporting operational needs and aligning with company goals and project commitments.



Operational Working Hours

- Flexible working hours, with an expected 8-hour workday (Monday to Friday).
- Site roles may follow project-specific schedules
- Flexibility will be required based on workloads



Office Location

Office #9, Regus, Boulevard Plaza, Tower 1, Level 9, Sheikh Mohammed Bin Rashid Blvd, Dubai

Parking Guide

Parking is free at Boulevard Plaza Parking, formerly Dubai Opera Green Parking. A few minutes walk to our office.

Commute Guide

If travelling by Metro, please disembark at Burj Khalifa/Dubai Mall Metro Station. From the station, walk through Dubai Mall and proceed towards the access entrance for Boulevard Plaza Tower 1. Follow the directional signage leading to the tower entrance and reception area.

Volume Up!

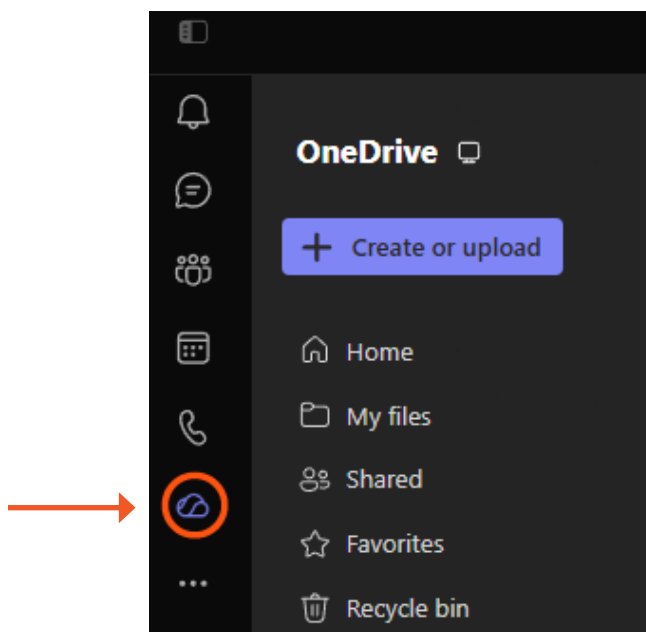
We want to help you stay connected, informed, and aligned with the way we work at Volumec Interiors. From accessing internal systems to communication standards and digital collaboration tools, these guidelines will support your day-to-day workflow and team coordination.

Accessing the Internal Server

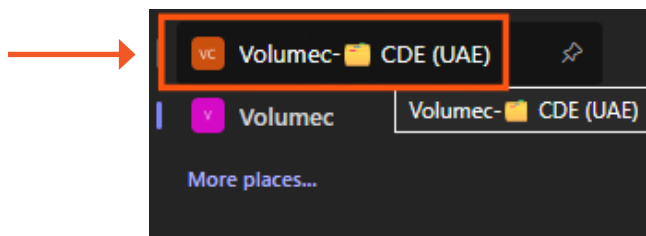
Our internal server stores important company documents, project files, templates, and shared resources. Employees will receive access during onboarding and are expected to handle all company information responsibly while maintaining confidentiality and proper file organization.

Quick access:

01. On your **Microsoft Teams**, look for the **OneDrive** icon at the top left corner.



02. Click OneDrive icon and access the **Volumec- CDE (UAE)**, click CDE (UAE) folder → UAE.



Once access has been granted, you will be able to view the folders and resources assigned to you. If you experience any access issues or technical difficulties, please contact the IT Support team for assistance.



Weekly Updates & Meeting Etiquette

At Volumec Interiors, we believe great work happens when we communicate clearly, respect each other's time, and work together as a genuine team. This section covers how we stay connected, run meetings, and maintain professionalism across all our interactions.

Weekly Updates

We hold two structured team meetings each week to keep everyone aligned, focused, and motivated.



Monday Weekly Start Up - Top 3 Goals

- Departmental alignment meeting led by your team leader
- Set weekly goals, discuss upcoming priorities, and identify any support required
- This keeps everyone informed, aligned, and focused on shared goals.
- Be clear and specific (e.g. Complete site inspection, Deliver cost estimate, Confirm supplier quotes, meetings booked etc.)



Friday Weekly Recap - Top 3 Positives

- Share 3 wins or positive moments you've experienced this week
- This could be projects completed, great teamwork, positive client feedback, personal achievements, or any accomplishment worth celebrating
- Celebrating wins builds team morale and reminds us of the great work we're doing

Meeting Etiquette

Meetings help us collaborate, make decisions, and stay aligned as a team. Good meeting etiquette means we respect everyone's time and create space for meaningful conversation.

Virtual Meeting

- Logged in 1 minute before
- Keep your camera on, mute when not talking, pay attention and show respect to your colleagues

Client Meeting

- Arrive atleast 3-5 minutes early on meeting location



EXPENSES CLAIM FORM									
Name: _____		Date: _____							
Approved By: _____									
Date	Receipt No.	Project	Description	Category	VAT Receipt	Gross	VAT	Net	
1									
2									
3									
4								AED	-
5								AED	-
6								AED	-
7								AED	-
8								AED	-
9								AED	-
10								AED	-
11								AED	-
12								AED	-
13								AED	-
14								AED	-
15								AED	-
16								AED	-
17								AED	-
18								AED	-
						Total	VAT Total	Net Total	
						AED	AED	AED	

Expenses Process:

1. Complete the above form, inputting as much detail as possible
2. Please label and photograph your receipts and attach when sending your form
3. Receipts must be VAT receipts and/or showing the detail of the purchases. Card receipts will not be accepted
4. All expense forms must be approved before being submitted for processing

Please send it to invoice@volumec.ae

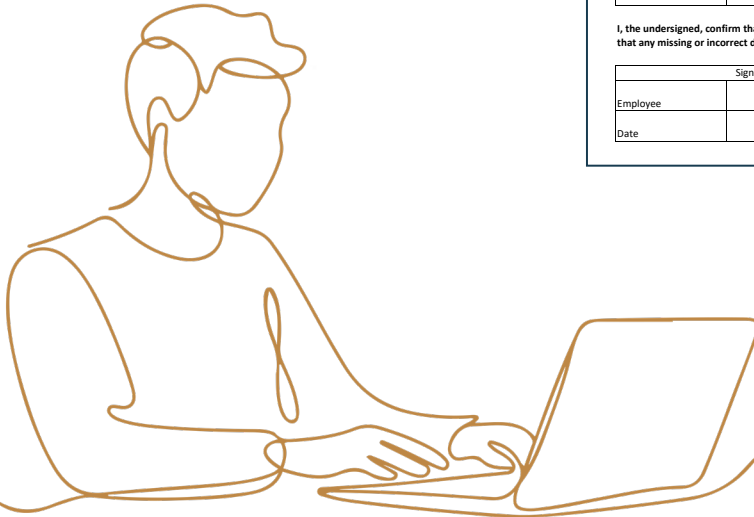
Expenses and Claims

Business expenses incurred on behalf of the company may be reimbursed through the approved claims process. Employees are required to submit valid receipts and supporting documentation promptly to ensure accurate processing and timely reimbursement.

A brief procedure can be found below. For detailed guidance on what can be claimed, approval requirements, and the reimbursement process, please refer to the ***Expense Policy***.

- Staff member to complete **Expense Claim Form**
- Expense Claim to be emailed to Line Manager and invoice@volumec.ae for approval, including VAT receipts where possible
- Line Manager to approve expense claim
- Accounts to process claim and pay when due

Expenses are paid twice monthly on the 15th and the final working day of the month, following the submission and approval of expenses by the 5th & 20th of the month respectively.

**Employee Bank Details Form**

To ensure accurate and timely salary payments, all UAE-based employees are required to provide their up-to-date bank account details. These details allow our payroll team to process monthly payments correctly, comply with UAE banking and WPS requirements, and maintain secure financial records for all staff members.

Please complete the information below carefully.

If you need to amend these details at any point, please email mark.woods@volumec.co.uk before the 20th of the month.

TO BE COMPLETED IN BLOCK CAPITALS

Employee Name	
---------------	--

Bank Details

Bank Name:	
Branch:	
Account Name:	
Routing Code:	
IBAN:	

I, the undersigned, confirm that all information provided above is accurate and complete. I understand that any missing or incorrect details may result in delays to my salary payment.

Signed:	
Employee	
Date	

Salary & Payroll

To ensure your salary is processed on time, all new employees must submit their bank account details to Roxanne, Office Coordinator as part of the onboarding process. Please email your bank details to roxanne.francisco@volumec.ae as soon as you can.

Salaries are paid on the last working day of each month and are transferred directly to your registered bank account. If you change your bank account details at any time, please notify Roxanne promptly to ensure there are no interruptions to your payroll.

If you have any payroll-related questions, please contact Mark Woods, Finance Manager at mark.woods@volumec.ae



Email Usage & Etiquette

Email is Volumec Interiors's official communication tool for business correspondence, approvals, and project coordination. All employees are expected to use email professionally and follow company communication standards.

- Use your company email for all official business communications.
- Apply the approved email signature with accurate employee information.
- Use clear subject lines, professional language, and clean, easy-to-read formatting.
- Keep emails concise, proofread before sending, and ensure attachments are included where required.
- Copy (CC) only relevant recipients and use "Reply All" only when necessary.
- Maintain confidentiality and verify recipients before sending sensitive information.
- Do not alter previous email correspondence, forward confidential information without approval, or share passwords via email.
- Avoid using company email for personal matters and always communicate respectfully and professionally.

WhatsApp Groups & Social Media

WhatsApp groups are used for quick coordination and action requests; however, email remains the primary communication tool for official matters. Employees are expected to communicate professionally and ensure all messages and social media activity align with company values while maintaining respect for colleagues, clients, and projects.

- New employees will be added to the relevant company WhatsApp groups during onboarding.
- Follow all Volumec Interiors's social media channels to stay connected.
- Employees are encouraged to engage positively with company contents by liking, commenting on, sharing or reposting updates where appropriate.
- Use the official Volumec Interiors LinkedIn banner on your personal LinkedIn profile to support and promote our brand
- Always ensure social media activity reflects the company's values and maintains respect for colleagues, clients, and projects.

Follow all our Social Media channels.





Welcome to **Volumec Interiors!**

We are delighted to have you join our growing team and become part of a company built on trust, collaboration, and excellence. Every individual at Volumec plays an important role in shaping our culture, strengthening our relationships, and delivering projects we are proud of.

As you begin your journey with us, we encourage you to embrace new opportunities, share your ideas, and continue developing both personally and professionally. We are committed to providing a supportive environment where teamwork, respect, and continuous growth are valued every day.

This handbook has been created to guide and support you throughout your onboarding experience and beyond. Should you require assistance, guidance, or support at any stage, our team is always here to help.

We look forward to working with you and achieving great success together.

