



UAEU Human Resources

Employee Handbook

2020



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1. Overview

The United Arab Emirates University Human Resource applies the Executive Regulations Of Human Resources Law in the Federal Government (Cabinet Resolution No. (1) Of 2018 Concerning the Executive Regulations of Human Resources Law in the Federal Government).

The current HR policies are posted on the following web site:

<https://www.fahr.gov.ae/Portal/Userfiles/Assets/Documents/73fe9523.pdf>

The Human Resources (HR) Department plays a key role in supporting the UAE University (UAEU), its managers and employees through the provision of high level strategic and transactional HR services. Primary roles include:

- **Workforce Planning and Recruitment**
This covers workforce planning, recruitment, internal transfer, job description, classification and evaluation, terms of appointment, acting and additional duties pay and secondment.
- **Performance Management and Salary Progression**
This covers employees" performance evaluation and progression through range.
- **Personnel Management**
This covers working hours, benefits entitlement and business expenses.
- **Grievance and Discipline Management**
This section covers grievance, discipline and code of conduct.
- **Separation Management**
This section covers employee resignation, termination, gratuity/pension and exit interviews.

The objectives of the employee handbook are as follows:

- Define the policies and procedures that govern all aspects of the employee's rights, benefits and workplace regulations;
- Protect the University's interest and safeguard its assets and operations by setting out clear and concise rules that will be followed by its employees.

Use of the Handbook

1. Human Resources is the owner of this Handbook. All inquiries and matters relating to the Handbook will be addressed to HR.
2. All policies and processes contained in the Handbook operate within the framework of the relevant Signing Authority Matrix.
3. The HR Director has the overall responsibility for initiating, implementing and making future updates to the UAEU's HR policies, processes and procedures and reporting to the Secretary General on any non-compliance by UAEU's staff. Responsibility may be delegated as appropriate.



4. Whenever an update concerns a policy, the HR Director will review the request and if deemed appropriate, the Handbook will be updated upon receiving the requisite approval from the Secretary General.
5. Copies of the Handbook, revision proposal and amendment notifications will be posted on-line.



2. Glossary of Terms

Unless provided otherwise, or irrelevant to the context, the following words and expressions will have the respective meanings assigned to them.

Adjusted Salary

Such part of the salary defined as basic in accordance with the terms and conditions of the Employment Contract, exclusive of any of the Allowances, Bonuses and Benefits such as overtime, etc...

Administrative Academic Appointment

Appointment into an administrative academic position shall be additional to employee primary position. It is generally for a specified period during which the Employee receives remuneration for the relevant position while occupying it.

Allowance

An amount of money paid in addition to the Adjusted salary (but not deemed as part thereof) according to the contract, policy or relevant procedures.

Assignment

Whereby Employee performs the principal duties of a position, higher or equal in salary, in addition to his original position on temporary basis.

Bonuses

Amount paid to the Employee (once or on monthly basis for a specific period) in consideration of doing Works for the University, additional duties or efforts or as financial consideration as a result of Employee performance evaluation on a specific period of time.

Complementary Allowance

A component of the Gross Salary that is paid monthly, but which does not form part of calculations for end of service gratuity or other benefits.

Commencement Date

Date from which an Employee commences his/her under a specific term contract as agreed with the University.

Contraventions Committee

Such committee formed under a resolution by the University's Vice-Chancellor to consider such contraventions committed by employees other than teaching staff and to impose disciplinary penalties against them.

Delegation

Whereby Employee undertakes the duties and responsibilities of another vacant position, where its incumbent is absent due to another full time position.

**Dependent Children**

Unless otherwise specified, the general definition of the dependent children is sons of the employee up to eighteen (18) years of age, unmarried or divorced daughters as long as they are sponsored by their father.

Eligible Children

Unless otherwise specified, benefit coverage applies to a maximum of three dependent children.

Employee

Any person working for a wage in the service under the management or at the disposal of the University.

Employee Class

Categorizations of Employees for the purpose of salaries, benefits and administrative subordination, including:

- A. Senior management jobs, including:
 1. Senior management, appointed under federal decrees (the University's Vice-Chancellor his deputies, and the Secretary General) in charge of taking strategic resolutions.
 2. Executive directors and departments' directors.
- B. Members of the teaching staff, and administrative academic jobs.
- C. Supervisory jobs: heads of sections, managers of offices and centers and Supervisors of the units.
- D. Executive, administrative and supportive administrative jobs, including administrative/operational jobs that do not require supervision and administration by a team of Employees.
- E. Technical specialized jobs: including jobs of technical nature of all degrees and job levels.

Employment Contract

Agreement made between the University and the Employee, under which the latter undertakes to Work for the University, under its management and at its disposal, in consideration of a specific wage/ salary that the University undertakes to pay.

Employee Type

Classification of Employee depending on the type of the Contractual Relationship of the job in terms of the Working hours and the type of wage, including the following categories:
Full time, visiting, monthly, lump sum and special contract.

Employer

United Arab Emirates University

**Employment Separation**

Cessations of an employee's relationship with the University due to resignation, termination, death, end of contract or retirement.

Executive Regulation

The Cabinet Resolution No. (1) Of 2018 Concerning the Executive Regulations of Human Resources Law in the Federal Government

Gender

The masculine gender "his", "him", "he", etc. are taken to apply equally to both male and female employees of the UAEU.

Government

The Government of the United Arab Emirates.

Grievance

Complaint lodged by an Employee upon feeling injustice from any matter, or upon receiving a resolution by the Contraventions Committee imposing a disciplinary penalty against such Employee, in which the employee believes that such resolution is unfair.

Gross Salary

Represents the Adjusted Salary plus Complementary and other Allowances.

Hiring Authority

The authority having the powers for appointment at the University.

Interview Committee

Any committee formed for the purposes of interviewing and selecting new employees. Such committee shall at least include the Direct Superior of the vacant position and a representative of the Human Resources Department.

Job Termination

End of service of an Employee as a result of resignation, termination of the service, death, end of the contract or retirement.

Medical Committee

Governmental medical committee as approved by the Ministry of Health / Health Authority of Abu Dhabi mandated to review medical reports.

Performance Evaluation

Such process through which the performance of Employee is evaluated by his Direct Superior under predetermined performance criteria and objectives, for the purpose of determining good performance or aspects of weak performance and determining the aspects of its development and improvement to fill the gap in the performance levels.

**Period of Service**

Period of time spent by the Employee in the service of the University in accordance with the provisions of these policies.

Prevailing Law

The employment laws of the United Arab Emirates.

Probationary period

Period as determined in the Employment Contract, on the satisfactory completion of which the services of the Employee is confirmed in the University.

Redundancy

The situation where a position commensurate with an employees' skills, knowledge and experience is no longer required by the UAEU.

Secondment

An agreement between the University and another entity, whether ministries, federal public authorities or corporations, local governmental bodies, around the territory or international organizations, under which the service of an Employee is temporarily transferred to such entity with which the agreement is made, for a specific period of time.

Spouse

The wife of a male Employee or the husband of a female Employee.

State

United Arab Emirates

Supervisor/ Direct Superior

The direct Supervisor to whom Employee reports.

Transfer

Whereby services of an Employee are transferred to an administrative unit within the University or to an external entity.

Work

Any effort, whether intellectual, technical or physical, performed in return for a wage /salary irrespective of whether such work is permanent or temporary.

Working Day

Official Working day as applicable at the United Arab Emirates University.

University

United Arab Emirates University.

Year

A calendar Year of 365 (three hundred sixty five) days.



3. Workforce Planning and Recruitment

This Section shall cover the policies relating to the workforce planning, internal transfer through recruitment, external transfer, job description, position grades, evaluation, appointment, training and development conditions Assignment by additional functions, Secondment and external Delegation.

3.1 Workforce Planning

This policy shall apply to all divisions, colleges and departments of the University. The University is committed to recruiting suitable employees, for the suitable positions in an efficient and effective manner. The objective of this policy is to outline how staffing requirements are planned in advance to achieve the University business objectives and assist in the University towards managing the employment of an optimum level of human resources with the required skills.

1. Planning the human resources requirements from the workforce is a major element of the assessed budget and as a result, attention shall be paid so that the assessed budget for human resources reflects the true needs of the University.
2. The policy of the University shall require planning of its future requirements of workforce every Year, so that the procedures for workforce planning shall rely on the strategic objectives of the University and the different plans of the departments and initiatives to achieve these objectives. The planning shall also rely, on a main basis, on the number of the students, the nature of the curricula and the scientific research activities of the University. The plan of the workforce shall determine the number, cost, required skill and the timeframe for each job, and highlight areas of future growth plan.
3. The scientific vision of the University shall be taken into consideration upon determining the financial budget and the annual discussions between the scientific and administrative sectors, and the anticipated future growth of the University is the basic drive to prepare the anticipated assessments for the future University Year (Years) requirements.
4. The heads of the organizational units shall determine and assess their needs from the workforce according to the Work plans laid and the objectives to be achieved and the development of administrative Works and the extent of effect thereof on the number of the personnel, the skills, experiences and levels of qualification as required to achieve such objectives, in addition to relying on promotions, job nationalization plans, replacement of personnel and any changes in the operations or introducing a new technology.
5. The University's Vice-Chancellor or his/her designate shall approve the workforce plan for each year, and the required budget allocated for the organizational units shall be determined by University's deputy vice-chancellor in each division according to the approved budget.
6. The applications for new positions or amendments to the current positions, whether by merging or deleting positions, shall be consistent with the approved plans of the workforce of each of the regulatory units of the University within the approved budget for these positions.



7. Exceptional circumstances, due to sudden unexpected resignation or new projects, may require ad-hoc recruitment to address these exceptional circumstances.
8. The recruitment requirements shall be approved according to the established signing authority, provided the Human Resources Department shall be notified thereof at the earliest. Upon such approval, such position shall be listed in the workforce plan for future planning purposes.
9. The Human Resources Department shall follow up the application of the workforce plan at all organizational units of the University.

3.2 Employment

This policy shall apply to all sectors, faculties and organizational units of the University. The recruitment policy shall aim to explain the applicable principles to ensure best-suited candidates for positions at the University and confirm that the scientific qualifications, service, skills and knowledge of the job requirements of such candidates are compliant to ensure efficiency and effectiveness in job performance.

1. All the required positions shall be listed in the approved budget of the workforce plan. In connection with the creation of a new unlisted job, this requires the approval of the University's Vice-Chancellor upon referring it to the University's Chancellor.
2. The University shall adopt fair and consistent methods for recruitment and selection to choose the most appropriate candidates who satisfy the job requirements. Within the scope of the cultural and legislative framework of the State, selection methods and employment shall be completely free of any discrimination.
3. When equally qualified candidates are being considered, the University shall give priority to hire UAE nationals over other candidates. Candidates inside the State shall be preferred to those abroad. The minimum experience requirements may be disregarded in exceptional circumstances when hiring UAE nationals. This is subject to the approval according to the respective signatory authority.
4. The Human Resources Department is the entity authorized to issue employment offers and Employment Contracts in accordance with approved templates, signed off by the respective signing authority, according to the Signature Authority Matrix.
5. The Human Resources Department shall coordinate the recruitment process, while the selection of the candidates shall be made on recommendation by the hiring section/department/college, subject to the approval of the respective signature authority.
6. No candidate shall be employed without being interviewed by the Interviews Committee. Personal interviews with the candidates are preferred, but TV or telephone conference means may be used to hold the interviews. The University shall bear the costs arising from the invitation of the candidates from abroad, including an economy return air ticket and accommodation for one day in a hotel in the State and the costs of using TV or telephone means for the personal interview.



3.3 Employment of Immediate Relatives

1. In no circumstances may an Employee work in an organizational unit under the management of his/her relative to up to relatives of the fourth degree.
2. New employees are required to disclose any potential conflict during the recruitment process.

3.4 Selection and offer of employment

1. The Hiring department shall request that Human Resources department issue an offer letter to the preferred/selected candidate, subject to the approval of respective signatory authority.
2. The proposed salary of the candidate shall be as per the salary schedule for the position, proposed by the hiring department, the recommendation of the Human Resources Department and the approval of the respective appointing authority. The budget at the relevant department shall be available for all job offers.
3. The Human Resources Department is the authority entitled to discuss benefits, accommodation allowances and other enquiries.
4. When a candidate signs the employment offer, the Human Resources Department shall issue the Employment Contract for signature by the respective authority and the candidates.
5. The Human Resources Department shall be responsible to coordinate with the hiring department to determine the commencement date of employment of the new Employee.

3.5 Probationary period

1. The probationary period of the Employees other than members of the teaching staff appointed for the first time, shall be for six months only, starting from the actual commencement date of work, extendable for other three months.
2. The direct superior shall meet the new employee during the Probationary Period regularly to discuss his/her performance, and the Employee shall be notified of any concerns on clear basis during the Probationary Period.
3. The service of the new Employee may be terminated during the Probationary Period if the Employees proves not to be fit for the job.
4. The dues of the Employee whose service is terminated during the Probationary Period due to unfitness for the job shall be calculated as follows:
 - A. The Total Salary payable up to the last working day.
 - B. If the service of an expatriate employee is terminated during the Probationary Period, according to the Employment Contract made with the Employee, the Employee shall be entitled to the repatriation shipping costs plus the air tickets for the Employee and his/her family to his/her country, provided that the residence visa is cancelled.



3.6 Internal/External Transfers

This policy is applicable to all employees of the UAEU. The objective of this policy is to lay such criteria in connection with the Transfer of Employees internally within the University and outside the University and to determine the regulatory terms and conditions so as to fill the new vacant jobs internally and to support the job development of the Employees and to open new horizons for them.

3.7.1 Internal Transfer

1. Under a resolution of the University's Chancellor, the deputies, vice-chancellor and the Secretary General appointed under federal decrees may be transferred to other organizational units within the University.
2. An Employee may be transferred to occupy another vacant position within the organizational unit where the Employee works, or in another organizational unit within the University.
3. If the application for Transfer to another job within the University is provided to the Employee, then the Employee shall have passed the Probationary Period successfully.
4. For the interest of Work and according to the Signatory Authority Matrix, an Employee may be transferred with the same position grade or a higher position grade from the Employee's organizational unit Employee to another organizational unit within the University. This is provided that all the requirements to be occupied are satisfied and without breach of the terms and conditions of promotion as provided by this policy.
5. An Employee may be transferred to another job fit for his health condition, based on a report of the respective Medical Committee.
6. The University may take such procedure in its best interest **if** the Employee refuses the job transferred thereto.

3.7.2 External Transfer

1. The University's deputies, vice-chancellor and the Secretary General appointed under federal decrees shall be externally transferred according to the hiring authority.
2. According to the Signatory Authority Matrix, an Employee may be transferred from his job to any other job at a ministry or another federal or local entity, without any change in the Total Salary of the Employee, other than Allowances and Bonuses related to the job, in accordance with the following provisions:
 - A. The Employee shall be transferred outside the University with the consent of the entity transferred thereto.
 - B. Seconded Employee may not be transferred during the Secondment period, unless transferred to the same entity seconded thereto.
 - C. The Transfer shall not lead to delay in the promotion of the transferred Employee, and his service shall be considered as continuous in terms of its effects.
 - D. The transferred Employee shall reserve his dues and balance annual leaves, payable by the employing entity transferred therefrom.



- E. The entity to which the Employee is transferred shall bear the amounts in connection with the Transfer, including the differences in the pension schemes contributions.

3.7 Job Descriptions, Classification and Evaluation

This policy shall apply to all positions within the University. It specifies the guidelines for developing and amending job descriptions and for classifying and evaluating positions for all University jobs.

1. For the new title, the Department or College entity in charge of preparing the job description for each position based on the approved job description format by Human Resources Department. The job description shall be developed based on the evaluation of the positions. If there is any desire to amend an existing position, it shall be recommended to approve the job description card by the Direct Superior of the job position and then the Human Resources Department shall approve it.
2. The job description shall include evaluation of the new positions or any significant change of the existing job description.
3. The job evaluation shall be based on the feedback received from the relevant college/department with collaboration with Human Resources Department and others relevant stakeholders.
4. The job description shall be rewritten or updated when there are significant changes in the organizational or job structure of the University or change in the duties and responsibilities of the various positions or in the event of creating new positions.
5. The job courses of the jobs at the University, other than the members of the teaching staff, shall be approved under a resolution by the University's Vice-Chancellor.

3.8 Terms of Appointment

This policy shall apply to all the employees of the University. Its objective is to explain the terms of appointment in the jobs according to the grades and Employee classes.

1. The Employees of the University shall be appointed by the respective authority in accordance with the Signatory Authority Matrix, the Position grades, terms of contract and the policies of the University.
2. In addition to the placement of the Employee on the 'Position Grade', the Employee other than the members of the teaching staff at the University shall be classified according to the following categories:
 - A Full time
 - B. Temporary Employment Contract
 - C. Monthly lump sum
3. The personnel of the University shall receive their salaries according to the position grades as appointed, according to the Schedule of Salaries and Benefits attached to this policy.



4. The Human Resources Department shall conduct a periodical review of the salary levels to ensure a competitive structure of the salaries at the University. Recommendations in this respect shall be provided to the Human Resources Department in order to be referred to the respective authority.
5. The Employment Contracts for the personnel other than members of the teaching staff and other than UAE nationals employed on a full time basis shall be for one Year, and for two Years for the Expert contracts, renewable according to the respective hiring authority and the Signatory Authority Matrix.
6. Experts and consultants shall be appointed under special contracts and with the approval of the University's Vice-Chancellor, upon reference to the University's Chancellor or his designate. The appointments shall be at monthly lump sum salary including allowances and other financial benefits agreed upon. The contract shall determine the conditions of appointment without consideration to the applicable schedule of salaries, allowances and benefits at the University.
7. Employees under temporary contracts may be appointed for a period of three months and extendable for other three months.
8. The Employee shall be entitled, under the temporary Employment Contract, to a paid sick leave under a medical report for no later than five working days, continuous or otherwise, and any extra days shall be without salary. The employee under the temporary Employment Contract is not entitled for any annual leave.

3.9 Training and Development

This policy shall apply to all staff employees other than faculty members and instructors of the University. The University shall retain qualified trained human resources and shall also train its personnel and develop their knowledge, skills and capabilities in the jobs they occupy or in the higher jobs positions they are scheduled to undertake duties and responsibilities thereof, in accordance with the training, development and performance system approved by the University.

1. The Human Resources Department shall lay annual plans for training and qualifying the personnel in all job levels, in the light of the results of the performance evaluation and the analysis of the training requirements, as required.
2. The annual training needs for all the personnel of the organizational units shall be determined and analyzed to achieve the objectives of the University.
3. The Human Resources Department shall prepare an annual training plan and the total budget for training and development, including that includes all the assessed costs of the training and development programs proposed to be performed during the year. The training plan shall be approved by the University's Vice-Chancellor.
4. The Human Resources Department shall be in charge of performing and assessing the annual training and development plan upon approving its budget allocations.



5. The Human Resources Department may amend the annual training and development plan at any time for any reason whatsoever, as per the job requirements and per approval from the relevant organizational unit in coordination with the Human Resources Department.

3.10.1 Staff Development and career planning

1. A professional development plan created by management aims to identify the necessary skills and resources to support the staff member's career goals and the university business needs.
2. The career development section is responsible for an ongoing process of gaining knowledge and improving skills that allow the employee when in alignment with the organization's need and individual career interests, the opportunity to advance their career.
3. The staff member's needs and interests must be applied to address the organizational objectives. The staff member's career path must align with the UAEU's workforce needs.

3.10 Financial Remuneration for those on Acting Duties and Assignment with Additional Duties or Delegation within the University

This policy shall apply to all staff employees of the University. The objective of this policy is to explain how to compensate Employees of the University when assigning them with additional duties or Delegation to positions on a full-time basis.

3.11.1 Occupying Jobs by Assignment with Additional Duties

1. The Allowance for Assignment aims to remunerate staff employees, assigned temporarily to perform main duties of a higher position grade or of a similar salary, in addition to his/her original job, i.e. that the employee performs the duties of his/her usual duties plus significant additional levels during his ordinary working day. In the event of Assignment with a job, an employee assigned to such job shall be granted 25% of the adjusted salary of the position grade assigned thereto or 25% of employee adjusted Salary, whichever is higher.
2. For payment of financial remuneration against the Assignment of an employee other than the teaching staff, it is conditional that the Assignment resolution is issued by the respective appointing authority, provided that the term of Assignment shall not be less than three months and no longer than six months, renewable.
3. The teaching staff, shall be governed by the policies and procedures concerning the academic personnel of the University.

3.11.2 Internal Delegation

The Employee shall be delegated inside the University on a full time basis to perform the duties of another vacant job or where the occupant is absent. An Employee may not be delegated other than to a single entity at the same time. Delegation shall be made in accordance with the following terms and conditions:

1. The period of Delegation shall be one year, renewable.



2. That the job delegated thereto is equal in grade of employee position or higher by two (2) grades maximum.
3. An employee may not be delegated during the probationary Period.
4. The delegation may be terminated at any time during the delegation period.
5. The employee delegated to occupy position within the University on a full time basis shall be entitled to the salary and the financial allowances of the job delegated thereto during the delegation period according to the hiring authority.

Notwithstanding the above, by the University's Chancellor Resolution, employees may be delegated to perform duties of senior jobs, for such periods and against such allowances as determined in the delegation resolutions. Payment of such allowances shall be stopped immediately upon the termination or cancellation of the delegation resolutions.

3.11.3 Secondment External Delegation

This policy is applicable to staff only. Faculty secondment is covered under a separate policy. The objective of this policy is to determine the basis and criteria through which Secondment/Delegation of an employee to a position outside the University for performing the required duties in certain specialties and for a specific period as determined.

3.11.4 Secondment

1. No Employee may be seconded without the approval of the University's Vice-Chancellor, upon reference thereof to the University's Chancellor.
2. The beneficiary shall bear the costs, salary and benefits of the position to which the Employee is seconded (including the leaves of all kinds and pension contributions). In special events and by agreement between the University and the entity seconded thereto and subject to the approval of the University's Vice-Chancellor upon reference and Allowances of the seconded Employee in full or in part.
3. The Secondment shall be for one Year, renewable by agreement between the University and the entity employee seconded thereto.
4. The period of Secondment shall be calculated as part of the period for which the Employee is entitled to any increment or promotion, and the end of service gratuity and pension.
5. The seconded Employee shall return to his original position prior to the Secondment or to a similar or higher position upon the completion of the Secondment period.
6. The University may procure the occupation of the seconded Employee's position on a temporary or full time basis.
7. Subject to the approval of the University's Vice-Chancellor upon reference to the Chancellor, an Employee may be seconded to territorial or international entities. In such event, the seconded Employee shall be entitled to his/her total salary from the University, in addition to any amounts, benefits or allowances received from the entity seconded thereto.



3.11. 5 External Delegation

1. Delegation to an external entity
 - A. Employees other than members of the teaching staff may be seconded to Work for a specified time at external entities, in accordance with such controls and procedures issued under such resolution by the University's Vice-Chancellor.
 - B. Subject to the approval of the University's Vice-Chancellor, an Employee other than members of the teaching staff, may provide consultancy, technical or other services to external entities outside the formal working hours.

2. Delegation from External Entities

Subject to the approval of the University's Vice-Chancellor, persons from outside the University may perform the duties of a vacant position or a position whose incumbent is absent at the University, or provide services, do expert works or a as a member of the permanent or temporary technical committees at the University. This shall for such times and under such conditions and procedures issued by the University's Vice Chancellor in this respect.



4. Performance Evaluation/ Job Promotion/ Financial Promotion/ Exceptional Job Promotion/ Bonuses

This section shall cover the policies in connection with the Performance Assessment and the increase of salary through the position grades. The Performance evaluation assists to create open channels of contact between the Employee and his Direct Superior by laying objectives and assessment of the performance. The Performance Assessment shall contribute to the transparency of the resolution to increase employee salary or to continue in the positions. Such assessment shall also concentrate on the mutual understanding of the assessment standards. In addition, the Performance evaluation shall be a good indicator to determine the required training and development opportunity.

4.1 Performance Evaluation

This policy shall apply to all staff other than members of the teaching staff. The objective of this policy is to lay such criteria in connection with the management of the performance of staff of the University, other than members of the teaching staff. This is according to specific fair, equal, transparent and objective standards, so as to reward good performance and correct weak performance.

1. The University shall adopt a performance management system as a means to encourage the distinguished performance culture and open contact. It aims to provide an objective assessment of the staff performance during the Year as an integral part of the Employee development process.
2. The Employees shall be evaluated annually according to the Performance Evaluation plan approved by the University, and the evaluation aims to achieve the following:
 - A. To set up a scientific methodology to reward achievements and distinguished results.
 - B. To develop the performance of the Employees by periodical assessment consistent with the objectives of the University.
 - C. To make the individual objectives of the Employees consistent with the objectives of the University.
 - D. To encourage individual achievements and the spirit of working as one team.
 - E. To encourage continuous learning and development.
3. The Employees shall be aware of the objectives of the University and those of its units and participate in the periodical discussions in connection with the evaluation of performance in an appropriate manner.
4. The Human Resources Department shall be responsible for supporting the Performance Evaluations by providing guidance to the Supervisors and the Employees in connection with the method of holding meetings, laying objectives and reviewing the performance. It shall also be responsible in providing the appropriate support to improve the performance, including training, guidance and correction of the performance.
5. The Performance Evaluation meetings should depend on the double contact method to discuss the job Performance Assessment, professional aspirations and the needs of training and development, the Direct Manager of the Employee shall lay applicable constructive objectives on the points of strength and weakness and the areas that need to develop the Employee's performance.



6. Employee evaluation results (periodical evaluations) shall be presented to the University's Vice-Chancellor.

4.2 Job Promotion/ Financial Promotion/ Exceptional Job Promotion/ Bonuses

This policy shall apply to all staff other than members of the teaching staff. The objective of this policy is to determine the rules that govern job and financial promotions.

The promotion of Employees shall include the following aspects:

4.2.1 Job Promotion

Job promotion shall be according to the following:

1. Promotion to a vacant position higher by a single grade, upon proposal by the Dean/Director of the department, a recommendation of the Human Resources Committee and the consent of the hiring authority.
2. That the Employee achieves the performance levels as required for promotion according to the performance management system and the procedures followed and that the conditions to occupy the job are satisfied.
3. That the promotion to a new vacant position due to restructuring or redistribution of the duties and responsibilities.
4. That the Employee is promoted by granting him/her the adjusted salary of the grade promoted thereto or granting him/her 10% of the adjusted Salary of the grade prior to the promotion, whichever is higher.
5. The job promotion may not be repeated, unless the former promotion is at least Two Years earlier.

4.2.2 Financial Promotion

1. An Employee may be granted a financial promotion, on the same position grade, provided that the Employee achieves the required performance levels according to the Performance Evaluation system and the procedures followed, on a proposal by the dean/ director of the department, a recommendation of the Human Resources Committee and the approval of the appointing authority. Such promotion may be repeated, provided the Adjusted Salary in a single position grade does not exceed the maximum range of that grade.
2. The percentage of increase as set forth in Clause 1 shall be calculated on the basis of the evaluation obtained by the Employee according to the Performance Evaluation, at the maximum rate of 15% of the current Adjusted Salary of the Employee.
3. The increase in the salary shall be calculated according to the applicable rates against each evaluation obtained according to the Performance Evaluation system.

4.2.3 Exceptional Job Promotion

Subject to the consent of the University's Vice-Chancellor and upon reference to the



University's Chancellor, a distinguished Employee may be promoted, exempting him/her from all or any of the conditions, as follows:

1. Promotion to a higher vacant position, maximum three grades higher.
2. That the job description, the objectives and the duties of the position promoted thereto have responsibilities higher than the responsibilities and objectives of the former position.
3. That promotion to a new vacant position due to restructuring or redistribution of the duties and responsibilities.
4. That the Employee is promoted by granting him the adjusted salary of the grade promoted thereto or granting him 20% of the adjusted Salary of the grade prior to the promotion, whichever is higher.
5. The exceptional job promotion may not be repeated, unless the former promotion is at least Three Years earlier.

4.2.4 Bonuses

1. The University's Vice-Chancellor may grant Bonuses to the Employees on works performed not within the nature of their job or within the scope of their original responsibilities, without exceeding the Total Salary of two months per Year.
2. Subject to the University's Vice-Chancellor approval upon reference to the University's Chancellor:
 - A. Financial Bonuses in excess of the maximum limit as provided by the preceding Clause may be granted;
 - B. A distinguished Employee may be granted a financial bonus according to the applicable Bonuses system at the University;
 - C. An Employee may be granted an annual bonus according to the requirements or conditions as determined by the performance management system, and according to the requirements and conditions as determined by the University's Vice-Chancellor; and
 - D. A distinguished Employee may be rewarded by granting him an excellence or honoring certificate or nominating him for the competition on approved distinction rewards, in accordance with such conditions and requirements issued by the University's Vice-Chancellor.

4.2.5 General Controls

1. The financial Allowance shall be available in the budget to any kinds of promotions or Bonuses and remuneration.
2. The job promotion may not be combined with the financial promotion.
3. An Employee may not be promoted during his/her study leave.



5. Individual Affairs Management

This part shall cover everything in connection with the rules of attendance, the management of the benefits and the reimbursement of the administrative expenses in such manner supporting the objectives of the University in connection with appointment, attraction and retention of experienced and qualified Employees.

5.1 Working Hours

This policy shall apply to all employees of the University. The objective of this policy is to lay such conditions in connection with the formal working hours and overtime of the Employees at the University.

1. The Working hours of the Employees at the University shall be seven working hours and a half per day from Sunday to Thursday.
2. The University shall adopt the flexible Working hours system, as follows:
 - A. From 7:00 AM to 2:30 PM; or
 - B. From 7:30AM to 3:00PM; or
 - C. From 8:00 AM to 3:30 PM; or
 - D. From 8:30 AM to 4:00 PM.
3. The weekend shall be Friday and Saturday.
4. The total applicable weekly working hours are 37.5 hours, and the deans and directors of the departments, organizational units and centers may coordinate to ensure effective operations process to enable employees to choose the working hours as set out in the preceding Clause 2.
5. For the interests of the work operations, the shift system may be adopted on the basis of the applicable working hours, subject to the approval of the University's Vice-Chancellor.
6. The working hours for the members of the teaching staff, shall vary according to the tables of lectures determined by the appropriate dean of each college.
7. The non-teaching units may change or vary the working tables of their personnel in accordance with the needs of the students and the visitors. Flexibility in the working hours is possible, provided that the operational needs of the University are met, and there are at least 37.5 working hours per week.
8. The Employees shall attend during the applicable working hours and the Direct Superiors shall follow up the employees' attendance.
9. The University's Vice-Chancellor shall issue a circular determining the working hours and times during the Holy month of Ramadan.
10. In cases of emergency, no Employee may carry out any additional work duties other than after obtaining the approval of his Direct Superior and the Secretary General and the relevant deputy prior to doing such additional work.
11. The Employee shall be entitled to the overtime payment or an additional leave according to the operational needs. This is applicable to employees in grades six and below.



5.2 Entitlement to Benefits, Allowances and Leave

This policy shall apply to all employees of the University. The objective of this policy is to outline the type and level of the benefits, allowances and leaves that the Employees are entitled thereto.

5.2.1 Benefits upon Arrival

Employees recruited from abroad, their spouse and three Eligible Children maximum shall be entitled to the following benefits:

1. Relocation Air tickets to the UAE
 - A. The University shall bear the cost of air tickets from the city of departure to the UAE on the Commencement Date of employment.
 - B. The class of the air ticket and the extent of entitlement thereto by the Spouse and Supported Children shall be determined according to the grade and employee class, as shown in the table below, and the air tickets shall be provided upon obtaining the residence visas as sponsored by the Employee.
 - C. The University shall arrange to book the air tickets for the Employee, or Employee may personally make his/her own travel arrangements. In such case, the University shall reimburse the Employee according to the costs incurred by him or the costs to be borne by the University in the event of providing the air tickets by the University, whichever is less.
2. Relocation allowance upon arrival: the members of the teaching staff, and employees of the grades seven (7) and above shall be entitled to AED 2,000 as relocation Allowance on the Commencement Date of the Employment.
3. Hotel Accommodation: Upon arrival in the UAE and commencement of employment, the University shall provide Employee and his/her spouse and Eligible Children with six nights hotel accommodation with meals. The Secretary General may extend such accommodation as necessary.
4. Medical examination and visa costs: Upon starting the recruitment process, the University shall bear the costs of entry and residence visa fees, medical examination and accommodation expenses of the Employee in the UAE.
5. Residence renewal fees: The University shall bear the fees for the renewal of the residence visas of the Employee and his dependents entitled thereto.

5.2.2 Annual air tickets: (cash in lieu of air tickets)

1. Unless stated otherwise in their respective Employment Contracts, Employees of grade seven (7) and above, their spouse and maximum three Supported Children between 18 Years and 23 Years, who are studying on a full time basis or up to the end of the University stage inside the UAE, shall be entitled to cash in lieu for annual air tickets for the university Year/ contractual Year outlined in the table below. At all events, it is conditional for the payment of the cash in lieu of the annual air tickets that a valid residence is obtained and to be resident in the UAE.

Category/ Degree	Entitlement
Deans and grades two (2) and above	Cash in lieu of business class return air tickets at current prices for the Employee and Spouse and eligible Children entitled thereto from the UAE to the country of residence that they are citizens thereof and return.
Members of the teaching staff, and employees from the Grades three (3) to seven (7)	Cash in lieu of economy return air tickets at current prices for the Employee and Wife/ Husband and Supported Children entitled thereto from the State to the country of residence that they are citizens thereof and return.

- The country of residence shall be specified at the start of the onboarding process. The country of residence is usually determined as the country where the Employee was residing prior to arriving to the UAE.
- The University shall annually obtain the prices of air tickets from the travel agencies in the UAE. Employees shall be granted the corresponding prices for the cities of their residence in the states which reflect their citizenship. The Employee shall be entitled to such annual air tickets during the contractual Year. Employee entitlement to the cash in lieu of the air tickets shall lapse in the event of not claiming it upon the expiry of the relevant Year. The new Employees shall be entitled to claim the cash in lieu after three months from the commencement date employment. He/She shall be also responsible to inform the Human Resources Department on any changes in the status of his/her family members' residency.

5.2.3 Repatriation Air Tickets/ Cash in Lieu of the Air Tickets

The members of the teaching staff, and the Employees, their spouse and three supported children of grades seven (7) and above who leave the UAE, whether due to the expiry of their term of employment or terminating their services for non-disciplinary reasons, shall be entitled to air tickets or cash in lieu of the repatriation air tickets as part of the final settlement and according to the employee class as outlined in the table above, provided that the residence visas are cancelled for departure.

5.2.4 Repatriation Allowance upon Final Departure

The members of the teaching staff, and the Employees from the grades seven (7) and above, who leave the United Arab Emirates, whether due to the expiry of the term of the Employment Contract or the termination of their services not for disciplinary reasons, shall be entitled to repatriation Allowance upon final departure, at the rate of Three Thousand Dirhams (AED 3,000) as part of the final settlement as provided in the employment contract.

5.2.5 Education Allowance

- The members of the teaching staff, and the Employees from grades six (6) shall be entitled to an education Allowance in consideration of the actual costs of tuition fees for their Supported Children at school from the year one in primary school until the end of the secondary school, according to the applicable system in the UAE. This excludes the study expenses at the kindergartens and nurseries. The allowance paid shall be within the limit of 15% (fifteen percent) of the Employee annual adjusted salary.



2. Employees of grade seven (7) and below shall be entitled to an education allowance in accordance with such terms and conditions for payment of the allowance as per the regulations of the Ministry of Education in the UAE.

5.2.6 Telephone Allowance

1. The University shall bear the telephone costs of the University's Chancellor, Vice-Chancellor, and Deputies, and the Secretary General.
2. Deans and holders of positions of grades two (2) and above shall be entitled to a monthly Allowance of AED 750.
3. The other Employees whose nature of Work requires the use of mobile phone may be granted a monthly Allowance of AED 500 maximum, subject to approval of the Secretary General.

5.2.7 Allowances for High Studies Degrees

1. UAE nationals employed in administrative jobs, who have completed their masters or doctorate degree during their work at the University, may receive a monthly Allowance of AED 1,000 for the master degree and AED 2,000 for the doctorate degree, respectively.
2. The calculation of such Allowance shall commence from the date of receiving the approval on their academic degree, and such Allowance shall be limited to those who obtain a degree in connection with the nature of their work as resolved by the Human Resources Committee.

5.2.8 Medical Insurance

1. The Employee and their spouse and three eligible Children, with valid residency in the UAE shall be entitled to a paid medical insurance scheme coverage.
2. Other children may be added to the insurance scheme optionally, at the cost of the Employee and in accordance with such conditions as set out in the contract of the insurance company.
3. Male dependents above 18 years old, married and working female dependents are ineligible for UAEU medical insurance scheme coverage.
4. The Employee shall be responsible for reporting to the Human Resources Department of any changes on his/her family members' residency status, work status, and marital status within 30 days.
5. The University may amend the conditions of insurance coverage.

5.2.9 Death Benefits

1. Where an employee dies naturally or as a result of an accident outside the place of work, but not by suicide, the employee's Federal entity will immediately pay in one installment the total salaries of three months, in addition to the total salary of the month in which death has occurred, and any entitlements stipulated in this Decree Law to the person nominated in writing by the employee before his/her death.
2. In case there is no nominee, the amounts mentioned in the above Article shall be paid to the deceased employee's dependents, provided that these amounts shall be distributed equally among the male and female dependents.



3. The payments mentioned in this Article shall be considered as ex-gratia (grant) and shall by no means be considered as a part of end of service entitlements or deducted from these entitlements. These payments shall by no means be used to offset or settle other amounts due on the deceased employee for the Federal entity.
4. If an expatriate employee dies while in service and **if** the family desires his/her burial at home country, the Federal entity shall bear the cost of repatriation of the deceased body to the nearest international airport in home country in addition to an air ticket for one person to accompany the deceased.

5.2.10 Accommodation and Furniture Allowance

1. The University shall provide such appropriate accommodation or an accommodation Allowance to the Employees. The type of accommodation and level of Allowance shall depend on the position grade / academic rank, and the freedom of choice between physical accommodation and accommodation Allowance shall be dependent on the Schedule of Salaries, Allowances and Benefits attached to these policies.
2. The Human Resources Department shall be responsible for the preparation and renewal of the lease contracts for residential units allocated to the Employees of the University, and for the follow up of the financial subsidies allocated to such contracts in the budget of the University and of the signature of such contracts by the competent authorities on such conditions issued under the procedures related to this policy. This do not include Municipality contracts like "Tawtheeq" which is the responsibility of occupant to manage according to Municipality regulations and to renew it on annual basis.
3. If an Employee is allocated an accommodation, its use shall be limited to the Employee and his/her family members. Such accommodation may not be subleased or used for any other purposes.
4. The Employee shall be demanded to evacuate his accommodation within one month from the expiry of the Employment Contract or within one month from the end of the semester examinations for members of the teaching staff. In the event of terminating the service, the Employee shall vacate the accommodation on such date as determined by the Human Resources Department, subject to the approval of University's Vice-Chancellor.
5. The University's Vice-Chancellor, the deputies, vice-chancellor and the Secretary General shall be entitled to an annual furniture Allowance according to the Schedule of Salaries, Allowances and Benefits attached to this policy.
6. The members of the teaching staff, and staff of grades five (5) and above shall be entitled to a furniture Allowance once only, as set out in the Schedule of Salaries, Allowances and Benefits attached to this policy.
7. Upon termination of the service of an Employee by resignation or for disciplinary reasons or ceasing to Work during the first three Years, the Employee shall repay the balance amount of the furniture Allowance as payable to the University. The University shall also recover the annually paid Allowances pro-rated to the remaining period of the Year.

5.2.11 Child Allowance

Employees shall be granted other governmental benefits such as the children Allowance.



5.2.12 Additional Benefits

Special additional benefits, consistent with the job, may be granted to the Employees of the University, subject to the approval of the University's Vice-Chancellor and upon reference to the University's Chancellor.

1. Benefits may not be granted to the Employee if the Spouse obtains similar benefits from his/her employer at the federal government. This provision shall not apply to the accommodation Allowance if the Husband and Wife Work together at the University or if the place of Work of the spouse is over 100 kilometers from the place of Work of the other spouse.
2. It is employee obligation to inform the Human Resources Department of any duplication of benefits or Allowances obtained by him/her or by his/her spouse from another governmental establishment. Failure to disclose it shall entitle the University to recover any amounts paid unrightfully with a retroactive effect, in addition to disciplinary penalty.

5.2.13 Leaves Entitlement

The approval of the respective authority shall be required for leaves due and for leave applications as follows:

1. Official Holidays

The University's Vice-Chancellor shall issue such circular determining the official holidays as resolved by the respective official authority in the State UAE and as required for the interest of Work at the University.

2. Annual Leave

- A. The members of the teaching staff shall be entitled to such leaves as set out in the University calendar. No official holidays or other leaves shall be indemnifiable if they fall within such period.
- B. To be entitled to the summer leave, members of the teaching staff, shall have completed the Academic Year up to the date of commencing the leave, as set out in the University calendar.
- C. In respect of the annual leave for the Employees other than members of the teaching staff, the following terms and conditions shall apply:
 - The Employees other than members of the teaching staff shall be entitled to an annual leave for each contractual Year: 30 working days for grades three (3) and above and the special contracts; and 22 days for grades Four to Ten (4-10) experts and advisors.
 - An Employee other than members of the teaching staff shall take his annual leave in the same Year in which the Employee is entitled to such leave. However, the leave not taken by the Employee shall be carried forward to the next Year, provided that it shall not exceed the leave of the Employee for two Years.
 - The Employee and his Direct Superior shall be responsible for the use of the leave allocated in the same Year in which the Employee becomes entitled thereto. The final resolution scheduling the leave shall be within the authority of Direct Superior to ensure that the Work needs of the University are satisfied.



- Employees other than members of the teaching staff are not permitted to use the annual leave during the Probationary Period, other than by such exclusion granted by the Direct Superior and the director of the Human Resources Department.
- Upon termination of the service of an Employee, the value of the balance leaves shall be paid with the final settlement of the financial dues of the Employee, calculated on the basis of the adjusted Salary plus the complementary allowance.

3. Com passionate Leave

- An employee is entitled to a paid compassionate leave as follows: a. For five days in case of the death of first degree relatives b. For three days in case of the death of second degree relatives
- Compassionate leave, annual leave and unpaid leave may be combined.
- In case compassionate leave occurs during weekends, public holidays or during days of approved leaves, the employee shall not be compensated for the compassionate leave days
- In case of the death of a relative, the employee shall report the incident and provide acceptable evidence on his return from the leave.
- Compassionate leave shall commence on the date in which the death occurs.
- The degree of kinship of one spouse is considered equivalent to the degree of kinship of the other.

4. Period of Waiting by Shari'a (Iddah) Leave

- A Muslim female employee whose husband dies is entitled to a paid Iddah leave for four months and ten days as of the date of the death.
- The employee shall inform her direct superior of the death of her husband as per the Federal Government's HR procedures and submit the death certificate of her deceased husband, duly approved and authenticated by the competent authorities within or outside the UAE depending on place of death.
- Accrual of entitlements such as end of service gratuity, pension and annual leave shall continue as usual during the Iddah leave

5. Leave Without Pay

- If there is no balance leaves for the Employee, other than members of the teaching staff, then subject to the approval of the dean/ Direct Superior of the Employee to obtain a fully paid leave, maximum one month per Year. Subject to the approval of the Vice chancellor.
- There shall not be entitlement to the balance of annual leave in the period of leave without pay, nor the University shall bear its determined ratio in the retirement contribution to the Pension Authority for the period of leave without pay to the UAE nationals Employee or the GCC nationals Employees, and the Employees other than the UAE national shall not be entitled to end of service gratuity for that period.

6. Examination Leave

- The Chairman of the Federal Entity, or his/her deputy may grant an employee who is registered for any distant-learning programs inside or outside the UAE, or a national employee who joins regular evening study within the UAE at any accredited university,

college, institute or school, a full paid leave to take end of semester or final examinations or to attend viva, in case of postgraduate studies, provided the duration of such leave is determined based on the examination timetable. The above is not applicable to monthly tests, admission interviews or project discussions held during the semester.

- B. A national employee may be granted an extra leave prior to the scheduled examination date mentioned in item (1) above for a period not exceeding one day, if the examinations are to be held within the UAE, and a period not exceeding three days, **if** the examinations are to be held in a foreign country, provided that the total number of days off shall not exceed 15 working days per year, excluding the examination leave.
- C. A national employee may be granted a two-hour leave daily to attend classes for an accredited study program until the completion of the course of study, such permission shall not be granted **if** the study timetable conflicts with official working hours.

A. Pilgrimage Leave

- A. A Muslim employee is entitled to receive a 15-working day leave on full pay to perform the hajj pilgrimage twice as a maximum throughout his service, provided that the period separating the two times is not less than ten years.
- B. An employee may combine Hajj leave and annual leave.
- C. Hajj leave may not be granted unless the employee successfully completes the probation period, and after return, he shall submit the supporting documents demonstrating that he performed Hajj.
- D. Hajj leave which the employee did not receive is not considered an acquired right and therefore shall not be counted part of the employee's service within the annual leave balance at the end of the employee's service.

B. Sick Leave

- A. An employee shall be granted a sick leave if his health condition prevents him from performing his duties or warding off any health risks from him and the others, subject to a medical report issued by an approved medical authority.
- B. The employee must inform his immediate supervisor, in accordance with applicable HR procedure, of the sick leave as soon as it is granted unless there is an excuse that prevents him from doing so.
- C. The maximum sick leave shall be calculated in one incident or during the year based on working days. Weekends and official holidays shall not be compensated with other days **if** they fall during the sick leave.
- D. The maximum sick leave for an employee shall be 15 working days in a year and will be granted as follows:
 - According to a medical report from an official medical authority **if** the sick leave does not exceed 5 consecutive working days in one time, and up to 15 working days per year.
 - If the sick leave exceeds the maximum limit referred to above, it shall then be granted as per an approved medical report by the medical committee.
- E. The first 15 working days of the sick leave shall be with full pay, and any period in excess of that shall be deducted from the employee's annual leave balance, **if** any; if not, it shall be considered leave without pay.
- F. If the employee exceeds the maximum sick leave of 15 working days per year, the Federal Entity shall refer the employee to the medical committee to decide on his health condition.
- G. The condition of a sick employee shall be reviewed if it lasts more than 6 months, and the medical committee may decide to extend the leave for a period not exceeding six months or recommend termination of his services on medical grounds.



- H. The provisions of paragraph (5) of this Article shall not apply to the following cases:
- Illnesses identified by the Ministry of Health and Prevention in coordination with the Authority. In this case, the sick leave for the employee shall be granted by the approval of the medical committee with full pay.
 - In cases where the medical committee decides to prevent the employee from practicing the functions of his job for a period determined by the committee with full pay.
- I. The employee may be granted a paid sick leave not exceeding one year **if** the sickness is a result of work-related injury. **If** the sickness continues for further periods, the employee shall be referred to the medical committee to check his health condition, and the leave may be extended for a period not exceeding further six months or he will be recommended for termination of service on medical grounds, in accordance with the provisions of the Pension and Social Security Law.
- J. For the purpose of implementing the provisions of the Decree Law, employment injury means any injury arising from an employee's work while performing his duties, or as a result of any occupational diseases as determined by the competent medical committee shown in the foregoing paragraph and as per Schedule No (1) attached to the Federal Law No. (8) Of 1980 regulating Employment Relations and amendments thereof. Any accident sustained by the worker on his way to or from work shall be considered an employment injury.
- K. The probationary period shall be extended to cover the period of sick leave granted to an employee during the probation period.

C. Medical Escort Leave

Patient Accompanying Leave outside UAE

- A. The Chairman of the Federal Entity, or his/her deputy may grant a national employee a full paid special leave for one month, to accompany a relative up to a second degree, travelling for medical treatment abroad, according to a medical report from an official medical authority. The special leave shall be granted in the following manner:
- The first 15 days with full pay.
 - The following 15 days shall be deducted from the employee's annual leave balance, if any; otherwise, it shall be considered unpaid leave.
 - The unpaid special leave may be extended up to one month based on a medical report duly authenticated by the UAE Embassy at the destination country.
- B. The employee shall submit the required documents and obtain the approval of his entity to be granted a patient accompanying leave before leaving the country.
- C. Notwithstanding the provisions of items (1) and (2) of this article, The Chairman of the Federal Entity or his/her deputy, may grant a national employee a special leave to accompany a relative up to a second degree abroad for treatment, upon recommendation by a medical authority for a period not exceeding two months. This period may be renewed for similar terms with full pay, **if** that patient conditions or requires as determined by the Ministry of Health and prevention in coordination with the authority.

Patient Accompanying Leave inside UAE

- A. The Chairman of the Federal Entity or his/her deputy, may grant a national employee a special leave for one month during the year on the recommendation of a medical authority, to accompany the other spouse or any of his relatives to the first degree, in case of being treated in a hospital within the country. The special leave shall be granted in the following manner:



- 1) The first 15 days with full pay
 - 2) The following 15 days shall be deducted from the employee's annual leave balance, if any; otherwise it shall be considered unpaid leave.
- B. Upon return of the employee, he shall submit to his entity a report issued by the medical facility where the patient receives treatment, including the name of the patient, the date of his admission to the hospital, the person accompanying him and the date of exit if he has completed the treatment; and any information requested by his entity. If the employee does not submit this report, the direct supervisor shall recommend to HR Department taking the necessary action, including referral to the Administrative Violations Committee.

D. Maternity Leave

- A. A permanent female employee is entitled to an uninterrupted paid maternity leave for three months, which may be taken two weeks prior to the expected date of delivery, subject to the submission of a medical report from her medical doctor. This provision shall not apply to temporary female employees.
- B. A female employee may, for four months from the date of delivery, leave the workplace for two hours daily to breastfeed her child, whether the leave is taken at the start of official working hours or before departure time. In all cases, this two-hour leave is fully paid.
- C. Maternity leave and leave without pay may not be combined.
- D. Weekends and official holidays that coincide with maternity leave shall be counted as part of the maternity leave, and also weekends and official holidays that occur at the beginning and/or end of the maternity leave.
- E. Accrual of entitlements such as the end of service gratuity, pension and annual leave shall continue as usual during the maternity leave.
- F. If an employee is granted sick leave during the period of maternity leave, the maternity leave shall not be extended to cover the period of the sick leave granted.
- G. An employee may be entitled to maternity leave while in probationary period. In such a case, the probation period is to be extended to account for the period taken up by maternity leave.

E. Parenthood Leave

A male employee to whom a live baby was born inside the UAE is entitled to a paid paternity leave for three working days to be taken consecutively or separately during the first month of the child's birth.

F. Study Leave

- A. Without prejudice to the provisions of Article (52) of this Resolution, a Federal Entity may, subject to the approval of the Chairman or his/her deputy, sponsor some of its national employees by granting them a paid study leave on a full-time or part-time basis, inclusive of all tuition and other fees, to complete undergraduate or postgraduate education or to obtain accredited professional certification, for a period of time equivalent to the prescribed educational program.
- B. The Chairman of the Federal Entity, or his/her deputy, may also grant a paid (gross salary only) full-time or part-time study leave within or outside the UAE to obtain a post-secondary school qualification for a period of time equivalent to the prescribed educational program.

In all cases, the qualification must be in line with the future requirements and needs of the Federal Entity.



6. Grievance, Disciplinary Procedures and Code of Ethics and Professional Conduct

This section covers the policies related to the Grievance, disciplinary procedures, code of ethics and professional conduct. When the Employees make sure of their ability to file Grievances and when the policies and disciplinary procedures are transparent and clear, the performance and morale of the Employee shall be in a better position.

The presence of the code of ethics and professional conduct under which the University operates and which govern the performance of the Employee makes misunderstanding among the Employees, the Supervisors and the visitors at the minimum.

6.1 Grievance

This policy shall apply to all staff other than members of the teaching staff. Its objective is to lay such requirements in connection with the Grievance process and determining such applicable means and procedures when an Employee feels any manifest injustice or abuse against him/her.

1. The Grievance shall be filed in the following circumstances:
 - A. When an Employee wishes to raise an issue related to the terms and conditions of his/her employment;
 - B. When an Employee wishes to raise an issue related to any aspect of personal Work relationships within the University.
 - C. When an Employee feels any manifest injustice or abuse against him/her, without any justifying reason.
 - D. When an Employee feels injustice based on a Performance Evaluation (requires improvement).
2. The Employee shall initially notify his Direct Superior if there is any grievance issue.
3. Where the issue is not resolved through the Direct Superior, the Grievance may be raised to the respective dean/ director immediately under the Direct Superior.
4. The respective dean/ director shall review the subject matter of the Grievance and shall reach a resolution in respect thereof within five working days. The relevant Employee shall be notified in writing of such resolution.
5. In the event the Employee is not satisfied with the result/ resolution or if such result/ resolution is not reached within the period as provided by the preceding clause, the Employee may appeal the Grievance before the Director of the Human Resources Department. Human Resources director shall refer the issue to the Human Resources Committee to provide its recommendation to the of the University's Secretary General, whose resolution shall be considered as final.

6.2 Disciplinary Procedures

This policy shall apply to all employees other than members of the teaching staff. Its objective is to acquaint all the Employees of the expectations of the University in connection with performance and conduct, whether inside or outside the workplace. The policy also aims at specifying the corrective disciplinary procedures which will be taken to address the unacceptable conduct.

The Employee shall behave decently in accordance with the standards of conduct as per the code of ethics and professional conduct (<https://www.uaeu.ac.ae/ar/employment/code-of-ethics-professional-conduct.pdf>), and comply with the applicable laws of the UAE. Any Employee that may breach the duties of his job as provided under these policies shall be subject to disciplinary measures according to the disciplinary penalties as provided by Clause 7 below, subject the civil or criminal liability, as applicable.

1. The Employee shall not be exempted from the disciplinary penalties unless the Employee proves that committing the job related breaches was in execution of an order issued by his/her Direct Superior despite drawing his attention in writing to such breach. In such event, the issuer of the order shall be responsible.
2. Any gross misconduct acts shall be subject to a preliminary investigation, whether listed in the "code of ethics and professional conduct" of these policies or not.
3. No disciplinary penalty may be imposed until a written investigation is made, whereby the Employee is given the appropriate opportunity to hear his statements and to investigate his defense.
4. No Employee may be punished for the same act and breach more than once and no penalty may be imposed against the Employee more than once.
5. Preliminary investigation
 - A. The Direct Superior shall hold a preliminary investigation in connection with such breach committed by any of his staff, known to him by way of complaint, inspection or otherwise, provided that such breach is questionable.
 - B. The preliminary investigation may be verbal, provided that its content is stated in the letter of reference. If the investigation is in writing, a photocopy of the letter of reference shall be attached.
 - C. If the direct Supervisor finds such evidences or presumptions that the Employee has committed the breach, the issue shall be referred to the University's Vice-Chancellor, according to the administrative hierarchy, to resolve either to set aside the breach or to refer it to such Investigation Committee formed for such purpose or to the Breaches Committee.
 - D. In application of the provisions of the preceding Clause (C), and except those appointed under federal decrees or under a resolution by the Cabinet, the University's Vice-Chancellor shall issue such resolutions in connection of the personnel of the grades two (2) and above, upon reference to the University's Chancellor.



6. A committee called the "Breaches Committee" shall be formed (Issued by Decree of the VC) to consider breaches committed by the Employees, the Breaches Committee shall solely impose the following disciplinary penalties except the penalty of dismissal from service:
 - A. Notice in writing
 - B. Warning in writing
 - C. Deduction from the Adjusted Salary for a period of time not exceeding 10 days per breach, and without exceeding 60 days in any Year; and
 - D. Recommendation for dismissal from service, reserving the right to pension on retirement or the end of service gratuity, or deprivation from either of them within the limit of one fourth. In such event, the committee shall refer its recommendations to the respective appointing authority.
7. At all events, no member of the Breaches Committee may be the Direct Superior or the person that conducted the investigation at any former stage or had clear conflict of interest.
8. Procedures on referring the Employee to the Breaches Committee:
 - A. The Breaches Committee receives a letter referring the Employee to the Breaches Committee by the University's Vice-Chancellor, stating the breach attributed to the Employee and the relevant evidences and presumptions.
 - B. The Employee referred to the Breaches Committee shall be summoned through a notice in writing and through email to the Employee. This to be signed by the chairman of the Breaches Committee, and sent to the Employee at his organizational unit, provided that the notice shall state the breach attributed to the Employee and the time and venue of the meeting to be held by the Breaches Committee, at least five working days prior to the scheduled date for of the meeting.
 - C. In the event the Employee fails to appear before the Breaches Committee, the Employee shall be re-notified through the same procedures and another date to be set for employee to appear before the Breaches Committee is scheduled, provided that the Employee is to be notified at least three working days prior to the date of the next meeting as scheduled.
 - D. If the Employee fails to appear before the Breaches Committee after the second notice, without any excuse acceptable to the Committee, it may dispose of the investigation in his absence, after ensuring that the Employee became aware of the notice.
9. The Breaches Committee shall, prior to imposing the penalty, clearly inform the Employee of all the facts attributed to him and the evidences confirming the occurrence of the breach. The Breaches Committee shall also enable the Employee to inspect all the papers and give him such adequate time to prepare his defense memorandum.
10. Dismissal of the investigation: the Breaches Committee shall dismiss of the investigation as follows:
 - A. To set aside the investigation as the Employee referred to investigation has not committed the breach, or if the breach attributed to him does not require a disciplinary penalty, or due to insufficient evidence.
 - B. To confirm the responsibility of the Employee referred to investigation for all or any of the breaches attributed to the Employee. In such event, the Breaches Committee shall issue its resolutions through the majority and shall be approved by its chairman. In the event of parity, the side of the chairman shall have the casting vote, provided that the resolution is reasoned and consistent with the incident as established against the Employee referred to investigation, and includes one of the appropriate disciplinary penalties as provided by this policy, excluding the termination from service.



- C. The Employee shall be informed/communicated with the resolution concerning the penalty. He/She shall sign the resolution acknowledging receipt, and the relevant authority notified thereof. A copy of the resolution shall be kept in the Employee's file.
11. The respective hiring authority may suspend the Employee referred to investigation from Work, for no later than three renewable months as required for the interest of investigation. The temporary suspension of the Employee from work involves the suspension of payment of half of his/her Adjusted Salary effective until the ends of investigation. If the investigation is resolved to be set aside, the Employee shall resume work and the suspended part of his salary shall be paid to him.
 12. If the Employee referred for investigation is found to be responsible in full or in part for the breaches attributed to him and is thereby referred to the Breaches Committee, and upon the Breaches Committee decision to impose the penalty of written notice or written warning, the Employee shall resume work and the suspended part of his salary shall be paid to him. However, if the disciplinary penalty involves deduction from the salary or termination of services, the Breaches Committee shall determine such procedures in connection with the salary suspended.
 13. The Employee may object to the resolution issued by the Breaches Committee by filing a Grievance in writing to the Grievance Committee, within two weeks from the date of receiving the Breaches Committee's resolution.
 14. The Employee may raise an appeal/objection against a decision taken by the Grievance Committee on penalties other than written caution and written warning, by presenting a written complaint to the Objections Committee formed by the Federal Human Resources. The appeal shall be within three weeks from the date of receiving Grievance Committee's notification; otherwise, the decision shall be considered final.
 15. Employee resignation shall not prevent the university taking disciplinary procedures against him/her. The resignation shall not be accepted **if** the Employee has already been referred to the Breaches Committee.
 16. The disciplinary penalties imposed on an Employee shall be cancelled upon the expiry of the following periods:
 - A. Six months in the event of written notice/ written warning or
 - B. One Year in the event of deduction from the salary.
 - C. The cancellation shall be approved by the Vice-Chancellor if he sees that the reports on the Employee as provided indicate that his/her conduct and performance from the date of imposing the disciplinary penalty were satisfactory. Upon cancellation of the disciplinary penalty, it shall be considered as **if** it is never been raised.
 17. The University's Vice-Chancellor may, for special cases at his sole discretion, form Investigation Committees, provided that the resolution shall determine the authority and procedures of such committees and its members.



6.3 Code of Ethics and Professional Conduct

This policy shall apply to all the employees of the University. It aims to establish the principles of ethical professional conduct through which the Employees perform their jobs at the University as representatives of the University.

1. The University shall perform its Work honestly and faithfully and shall observe the interest of the parties that deal with the University.
2. The University shall attract and encourage the recruitment of such Employees having such skills, qualifications and capabilities as required to do the Work assigned to them, without discrimination, whether in sex, age, race, religion, nationality or physical capabilities.
3. The University shall provide a safe, healthy and educational Work environment free of any kind of discrimination.
4. The University believes in the necessity to maintain direct and clear contact with the Employees through participation in the internal information, feedback and consultation.
5. The University expects its Employees to avoid any personal activities or private financial interests in conflict with their obligations to perform their job duties at the University effectively. Any conflict of interest shall be disclosed during the period of recruitment to the relevant bodies at the University.
6. The University expects its Employees to act honestly, conscientiously and reasonably at all times in connection with their responsibilities and the interests of the University, the students and their Work colleagues.

6.3.1 Quality Standards

1. Every Employee recruited by the University shall read these policies and comply with it. If such Employee needs any clarification, he/she shall report the same to his Direct Superior or to his/her designate.
2. Any claim of ignorance of the policies, the Work instructions, the job description or any other directions published as excuse for employee unsatisfactory performance shall not be acceptable.

6.3.2 Tools and property of the University

1. Any property of the University may not be removed from the facilities without first notifying the Direct Superior or the respective authority of the relevant department and receiving its approval. Such properties shall always be returned within the period of time as agreed upon.
2. Employees shall be responsible for adequate care and use of the tools, devices, equipment, vehicles, etc., as made available by the University. In the event of any damage and/or loss of tools and devices, the superior director shall be notified immediately.
3. Telephones, fax machines or express postal services.



4. Employees may not use the telephones, fax machines or express postal services of the University for personal communications. If such Employee uses them for his own interest, the Employee shall bear the relevant costs.

6.3.3 Use of the Email and Internet System of the University

1. The email system aims to facilitate Work at the University and it is a fundamental tool to carry out duties, but not for personal purposes.
2. Employees are responsible for the security of their emails on the website of the University.
3. Employees are prohibited to download any programs without authorization. Any Employee that may breach the instructions of this policy shall be subject to the applicable penalty and disciplinary procedures.
4. Employees must request assistance from the information technology department at the University if there is any doubt about the use of the Internet or email facilities.

6.3.4 Attendance and Compliance with the Working Hours

1. The presence of an Employee at his/her workplace is essential to serve the students, visitors and other Employees of the University and to carry out duties assigned to such Employee in due time. It is expected that the Employee shall arrive at his/her workplace prior to the commencement time of Work and to be ready for Work as per the announced working hours. If an Employee is late or absent from Work, his/her Direct Superior or the relevant persons shall be notified thereof prior to the scheduled date for commencing the Work, or as soon as possible.
2. In the event of illness, the Employee shall notify his Direct Superior prior to the commencement time of Work, and the days of illness of the Employee shall be registered. In the event of recurrence of absence due to illness, the Employee shall be interviewed to determine the reasons.
3. In the event of recurrence of absence or continuous late arrival, the University shall reserve its right to take such procedures as it may consider appropriate to ensure the continuity of Work in an efficient and regular manner. Such procedure may involve termination of service and replacement.

6.3.5 Confidential Information

1. Employees that may have access to confidential information shall properly deal with such information to keep them confidential.
2. Employees may not keep for himself/herself any confidential document of the University or a photocopy or copy thereof or make it available to any person inside or outside the University.

6.3.6 Conflict of interests

Employees shall comply with the standards of honesty, integrity, faith and conduct to avoid such positions that may create or lead to conflict of interests.



6.3.7 External Work

1. Employees shall comply with the official working hours of the University, and they may not do any external Work that may affect the working hours or their performance and quality of their Work at the University.
2. Work for any third party during the applicable Working hours at the University is deemed as professional misconduct and may result in immediate termination of service at the University.
3. Employees of the University may not do any additional Work outside the working hours in favor of third parties, whether voluntary or with cash consideration, without the prior approval of the University's Vice-Chancellor. The members of the teaching staff shall be governed by the policies and procedures of academic personnel in this respect.

6.3.8 Personal Appearance

Employees are expected to have a clean and decent look according to his/her professional position.

6.3.9 Breach of the Code of Ethics and Professional Conduct

1. Professional misconduct means the breach of the obligations as above, while the gross misconduct means the recurrence of the same breach of the above obligations.
2. Professional misconduct may result in written notice or written warning while the gross misconduct, if any, may result in imposing such penalties that may reach termination of service.
3. Gross professional misconduct is a conduct that undermines the Contractual Relationship between the Employee and the University or threatens the safety of the University, its personnel and the students. Gross professional misconduct includes, but is not limited to:
 - A. That the Employee rejects to perform the applicable duties properly or to execute the instructions issued by the directors and Direct Superiors;
 - B. Actual or threatened assault of any of the Employees, the students or the visitors within the premises of the University;
 - C. Sexual misconduct;
 - D. To behave in a manner representing threat of risk to the safety and security of the students and the Employees;
 - E. To be under the influence of alcoholic drinks or drugs while in the workplace
 - F. To misappropriate any of the properties of the University or the properties of any of the Employees, students or visitors or to remove any properties unrightfully;
 - G. To willfully provide false statements about the performance of any duties to be paid in cash for such duties, or to provide false information or statements deliberately in the records of the University;
 - H. To misconduct willfully or carelessly or not to be aware of the proper manner of the right conduct, resulting in considerable loss or damage to the interest of the University;
 - I. Disclosure of confidential information;
 - J. Payment or accepting bribes; and
 - K. Repeated non-compliance to the code of ethics and professional conduct.



Formal disciplinary procedures shall not be handled lightly, and in the event that the University confirm the occurrence of such breach of the code of ethics and professional conduct of the personnel at the University, the formal disciplinary procedures shall apply.

In addition to the mentioned above, employees should read, understand and follow the following Code of Conduct (<https://www.uaeu.ac.ae/ar/employment/code-of-ethics-professional-conduct.pdf>).

7. End of Service

This section covers the policies in connection with the employee resignation, termination of his/her services and the payment of the end of service gratuity/ pension on retirement and dues upon resignation.

7.1 Resignation or no Intention to Renew the Contract

This policy shall apply to all the personnel of the University. It provides the general directions and controls that govern the voluntary resignation by the Employee from his/her positions at the University or his unwillingness to renew the contract.

1. An Employee that decides to resign from his job at the University shall give a notification in writing to this effect. The Direct Superior shall sign the request for resignation prior to referring it to the competent authority, as per the Table of Signatories Powers.
2. Unless provided otherwise in their contracts, employees shall submit their resignation as follows:
 - A. Members of the teaching staff and shall submit their resignations at least six months prior to the effective date of such resignations, and the effective date of the resignation shall coincide with the end of the semester of the academic Year.
 - B. Employees of grades two (2) and above shall submit their resignation at least three months prior to the effective date thereof, and they shall be approved by the University's Vice-Chancellor, upon reference to the University's Chancellor.
 - C. The Employees of grades three (3) through grades six (6) shall submit their resignation at least two months prior to the effective date thereof, and the Employees of grades seven (7) and below and those appointed under a lump sum contract shall submit their resignation at least one month prior to the effective date thereof, that shall be approved as per the Signature Authority Matrix.
 - D. If an Employee insists on resignation or on not renewing his/her contract, without observing the preceding terms and conditions, the right to the repatriation allowance upon final departure shall lapse and the employee shall be deprived from the end of service gratuity.
 - E. In exceptional cases, the University's Vice-Chancellor may cancel all or any of the required period for the notification.
3. Employee shall not be granted a periodical leave upon applying for resignation, and any balance periodical leaves shall be settled in cash as part of the final settlement. And the



Employee may be exempted from such condition in these exceptional cases with the approval of the university's Vice-Chancellor.

4. Payment of Employee salary shall be stopped one month prior the effective date of resignation until the final settlement procedures are completed. The salary shall be paid as part of the final settlement.
5. Employees resigning from the University shall refund all their payable financial dues prior to their last working day, subject to the discharge of such Employees from liability by all formal parties at the University.
6. To take the end of service procedures or completing the resignation procedures or any other measures related to departure of the Employee, the Direct Superior shall complete the relevant form published through the Human Resources Department website, for the termination of the service of the Employee according to the applicable procedures.

7.2 Termination of Employee Services

This policy shall apply to all the personnel of the University. It aims to determine the conditions in connection with the termination of an Employee services at the University and to state the events of terminating an Employee services, in addition to familiarizing the Employee with the applicable rules, provisions, rights and duties.

1. An Employee services shall terminate upon any of the following reasons:
 - A. Resignation;
 - B. Retirement;
 - C. Death;
 - D. If an Employee, other than members of the teaching staff, is absent from work without any acceptable reason for ten continuous working days or twenty discontinuous working days during any one year;
 - E. Termination of service through a resolution due to an administrative breach or dismissal by a court order;
 - F. Withdrawal or loss of the UAE nationality for a national Employee;
 - G. Removal under a resolution by the Cabinet for UAE nationals;
 - H. Non-Functionality;
 - I. Unfitness for the job;
 - J. Restructuring;
 - K. Non-renewal of contract or early termination thereof;
 - L. Replacement in accordance with the Emiratization plans of positions held by non UAE nationals, provided that the employee is given such time as provided by the contract for the termination of his/her services;
 - M. Termination of service resulting from directions issued by the Government.
2. In addition, the services of the members of the teaching staff shall terminate for any of the reasons as provided under the policies of the academic personnel.



3. The relevant Employees shall receive a notification in writing terminating their services from the University according to the period of notice as defined in their Employment Contracts. The University shall reserve its right to cancel the notice period and to indemnify the Employee by payment of the salary (as adjusted salary in addition to the complementary allowance) for such notification.
4. The notice period to terminate services of employees in grades five (5) and above shall be three months or the Employee shall receive the salary (Adjusted salary in addition to the Complementary Allowance) at the rate of three months instead of notice period. The notice period to terminate services of employees in grades six (6) through ten (10) shall be two months or the Employee shall receive the salary (Adjusted salary in addition to the Complementary Allowance) at the rate of two months instead of the notice period. The notice period to terminate services of the employees in a lump sum contract or the remuneration system shall be one month or the employee shall receive the salary at the rate of one month instead of the notice period. The notice period to terminate services of the members of the teaching staff shall be six months or they may receive the salary (Adjusted salary in addition to the complementary allowance at the rate of six months instead of the notice period.
5. The Employees of the University shall retire when they reach the age of sixty-five years of age, excluding on exceptional cases as approved by the applicable signatory authority. In such event, such authority may confirm that they are physically fit as determined by the Medical Committee.

7.3 End of Service Gratuity/ Pension on Retirement

This policy shall apply to all the personnel of the University. It provides guidelines for the payment of the end of service gratuity, the pension on retirement of the Employees whose services are terminated by the University and the contributions in the pension scheme.

1. The end of service gratuity shall be payable to all Employees other than UAE nationals and other than GCC nationals, who have completed one contractual year for staff or one academic year in respect of the members of the teaching staff according to the contracts made with them.
2. The Human Resources Department shall be responsible for the calculation of the end of service gratuity.
3. The end of service gratuity shall be paid by cheque in favor of the Employee, except if bank clearance has not been obtained, in which case, the cheque shall be deposited into the Employee's bank account.
4. Employees shall be entitled to the end of service gratuity at the rate of the salary of one month per clear contractual year/ academic year and based on the final month last adjusted Salary of the service. Upon completion of the first year, the Employee shall be entitled to the end of service gratuity for any term of service less than one full year pro rata to the number of working days of such Employee during the Year.



5. In application of the provisions of Clause 4 above, a member of the teaching staff, who commences his/her work within one month from the date scheduled as the beginning of the academic semester as per the University calendar shall be considered to have commenced from the beginning of the academic semester.
6. The days of absence from work without pay shall not be calculated in the term of service.
7. The University shall deduct any amounts owing to the University from employee end of service gratuity.
8. All or any of the end of service gratuity of the Employee may be deducted under the end of service policy.
9. The UAE and other GCC Employees shall be entitled to a pension on retirement or an end of service gratuity in accordance with the regulation of the General Authority for Pensions and Social Securities and the regulation of extending insurance protection to the GCC nationals.

7.4 Exit Interviews

This policy shall apply to all the personnel upon the termination of their services at the University. It outlines the directions in connection to the exit interviews to be held

1. Upon leaving the University voluntarily, the Human Resources Department shall request the Employee to complete an exit questionnaire and/or exit interview to explain reasons for resignation.
2. The Human Resources Department shall be responsible to arrange the exit interview.
3. The reasons for resignation of the Employees and their opinions concerning the University shall be discussed during the exit interview.
4. A copy of the exit interview shall be kept by the Human Resources Department.
5. The discussions during the exit interview may include the answers of the Employee in the exit questionnaire form and any of the following issues that the resigning Employee may wish to discuss:
 - A. Working hours
 - B. Working experience
 - C. Performance Assessment
 - D. Colleagues and/or Direct Superior
 - E. Job Satisfaction
 - F. Salary Satisfaction
 - G. Personal Issues



6. The exit interview data shall be examined and compared periodically and reviewed with the senior management.
7. Exit interviews are confidential.
8. The trend and analysis of the exit interviews shall be discussed and shared only with the concerned Direct Superior and the senior management, as appropriate.

8. Employee Services

8.1 Employee Housing Services

(<https://my.uaeu.ac.ae/en/hr/Pages/housing.aspx>)

Some employees are provided with unfurnished accommodation, depending upon UAEU policies and individual employment contracts. Although the housing is at no cost to the employee, the employee is responsible for utilities, window coverings and home furnishings. In addition, the employee will be responsible to issue a Municipality contracts like "Tawtheeq" which is the responsibility of occupant to manage according to Municipality regulations and to renew it on annual basis.

The University does not own housing units, but leases units from landlords. **It** is the responsibility of the University to maintain and pay the lease, and it is the responsibility of the employee to work with their landlord to arrange for housing maintenance. **It** is the responsibility of the landlord to perform reasonable maintenance.

For "House Maintenance Request" and "Housing Transfer Request", the employee can follow these steps:

1. Fore-services website click here.
2. Login using your UAEU email user name & password.
3. Click on "Employee".
4. Click on "Housing Maintenance Request"/ "Housing Transfer Request" (this will open for entitled employees only, if it fails to open please contact the Housing Section as mentioned below)
5. Fill the empty spaces, then click on "Submit".
6. Employee will receive an automated email reply confirming the maintenance request.

Maintenance requests will be processed as per priority decided by Housing Section.

For list of important topics and services offered by the Housing Section, please visit <https://my.uaeu.ac.ae/en/hr/Pages/housing.aspx>.

Contact Information:

Housing Unit

+971 3 713 5830

housing_section@uaeu.ac.ae

For Maintenance inquiries:

Rinu Yohannan – Housing Maintenance Worker

+971 3 713 5821

rinu@uaeu.ac.ae

8.2 Employee Health Insurance Services

(https://my.uaeu.ac.ae/en/hr/Pages/HI_page.aspx)

The Health Insurance Section is in charge of registering UAE University faculty, staff and their respective eligible family members with the UAE University Medical Insurance Scheme. In addition, the Section, through close coordination with the insurance carrier, assists with processing the medical claims related to any faculty, staff or their family members enrolled in the Medical Insurance Scheme.

The UAEU Employee Health Insurance Plan consists of hospital/specialty care coverage that includes, but not limited to, the following services:

1. Ambulatory surgery
2. Hospitalizations
3. Diagnostic labs/radiology services
4. Emergency room visits
5. Specialty care outside of Network (limited)
6. Gynecology/Obstetrics
7. Dental Treatment

In-Network or Out-of-Network Providers

Network is the list of hospitals, clinics, dentists and diagnostics centers have agreement with carrier to provide healthcare services to the enrollees as direct billing without need paying their medical expenses upfront. Deductible and co-insurance fees are the only amounts they would have to pay.

In most cases, members receive the highest level of benefits when they choose a preferred provider. These are called "in-network provider" benefits.

Members can also choose non-preferred providers, but out-of-pocket costs are higher. These are called "out-of-network provider" benefits. For most out-of-network services, members must first pay in full, then they will be entitled to claim 80% of itemized paid cost upon providing of adequate detailed medical reports as detailed in SOB and our webpage within 120 days of treatment date.

Medical tele-consultation services

The Abu Dhabi Telemedicine Center is an innovated consolation services where highly qualified physicians provide world-class healthcare around the clock without having to visit a clinic or hospital. The center is staffed by Swiss trained medical professionals delivering sound medical consultations over the telephone in confidence when you need it, for routine pediatric conditions or simply medical queries.

For complete details on coverage and to find a preferred providers network, you may visit our webpage: <https://my.uaeu.ac.ae/en/hr/Pages/HI.,J?age.aspx> for all information about:

1. Benefits and exclusions of the UAEU Group Medical Insurance Scheme
2. List of health service providers within carrier network.

3. Claim forms & reimbursement processing.
4. Enrollment & Membership Processing.
5. Report lost cards and request duplicates. "Via eservices"
6. Request Cancellation of membership cards. "Via eservices"

Contact Information:
Health Insurance Unit
+971 3 713 5823
medical.insurance@uaeu.ac.ae

8.3 Employee Immigration Services

(<https://my.uaeu.ac.ae/en/hr/Pages/immg.aspx>)

Employees and their families are required by law to acquire and maintain the proper immigration documentation to work and reside within the UAE. The Employee Services Immigration personnel provide services to assist employees and their families on the necessary employment, residence and sponsorship visas, to renew those visas upon expiration, and to cancel visas upon leaving the country. The costs related to visas are the responsibility of the UAEU and employee, as stated here on.

Certificate of Good conduct is new mandate requirement for all new employees

UAEU bears the following costs:

1. Employment Medical Checkup Screening.
2. Medical Checkup Screening for Renewal of Residence Permit Purposes for Employee only.
3. Issuance and Renewal of Emirates identity card for Employee only.
4. Employment Entry and Residence permit.
5. Renewal of Residence permits for The Employee and his eligible dependents (Except; Male dependents above 18 years old, married and working female dependents)

Costs related to immigration and paid by the employee:

1. Issuance and Renewal of Emirates identity cards for Employee's dependents.
2. Issuance of Entry permit and New Residence Permit for the Employee Family
3. Medical Checkup Screening for Renewal of Residence Permit Purposes for Employee's dependents.

Immigration Services provides a list of available employee immigration services along with the required documentation and fees.

The immigration section also sends email messages to alert Expat employees on their Visa or Passport renewal.

For any further enquiries, employees may contact immigration services at:

Immigration Unit
+971 3 713 4144
imm@uaeu.ac.ae



8.4 Information Resources and Forms

The HR Information Resources webpage on SharePoint (<https://my.uaeu.ac.ae/en/hr/Pages/resources.aspx>) contains guidelines for using HR services to help answer some of the general questions most frequently asked by employees. In addition, the HR Department has provided a list of frequently used forms (<https://my.uaeu.ac.ae/en/hr/Pages/forms.aspx>) to notify HR of actions to take concerning employees. Please click on the HR Forms Guide page for the proper procedures to accomplish the following tasks.

8.5 Employee Information Technology Services

(https://uaeu.service-now.com/sp?id=sc_category)

The University Information System Sector (UITS) provides support to all university employees on the following services:

- Accounts and Passwords
- Mobile
- Network
- Multimedia
- Hardware and Software
- Communication
- Administrative
- Email and Calendaring
- Educational Technology
- WEB
- Security

Please visit the UITS SharePoint website for more details on the services provided.

The UITS has a **Centralized IT Helpdesk**, which is the single point of contact for all IT related requests/incidents. Users can log in on campus and off campus to the Online Ticketing System at <https://mysupport.uaeu.ac.ae> and submit their requests. Users will be able to track the progress of their submitted request.

For any further enquiries, employees may contact the UITS helpdesk during working hours at:

Tel: +971 (0)3 7136111

Fax: +971 (0)3 7136999

Email helpdesk@uaeu.ac.ae

8.6 Parking Services

- The e-Parking Permit Request System automates the process of vehicle parking requests for UAEU employees (Staff and Faculty).
- Employees can request permits (car sticker) quickly and easily through e-Services.
- Easy for employees to follow up with or amend requests.
- **It** helps the General Services Department to manage and process requests quickly and with reduced paperwork.
- Notify the employees with their request status through automatic email notification.
- After submitting the online request for parking permit at https://ssb.uaeu.ac.ae/prod/bwykprmt.p_display_opt, the employee will receive an email message confirming that his/her request has been submitted to the Auxiliary Services Department.
- The parking permit(s) will be delivered to the employee's work location within three working days.
- The online parking permit requests may be cancelled or amended before they are approved by the Parking Permit Section.
- Approved requests cannot be cancelled or amended unless the employee contacts the General Services Department through the email: eparking.system@uaeu.ac.ae.
- Rental car users should send the car permit application and copy of vehicle registration card and copy of car lease directly to the eparking.system@uaeu.ac.ae without going through e-services.
- Employee notifications of approval, rejection or amendment are done through email.

For any further questions or enquiries, employees may contact the Auxiliary Services Department at:

Tel: +971 (0)3 7134 506 or (0)3 7134 547

Email: eparking.system@uaeu.ac.ae

8.7 Transportation Services

The Transportation Section provides internal and external transportation services to the UAEU community through its modern fleet of light and heavy vehicles, which are driven by highly qualified and responsible drivers to ensure the safety of all our passengers.

Transportation services for UAEU employees include:

1. Car with driver requisition
2. Car without driver requisition

The transportation requisition requires the approval of the immediate supervisor (College Dean and/or Department Director).

For further enquiries contact:

General Services Department
Transportation Services Section
United Arab Emirates University
P.O. Box 15551
Al Ain, U.A.E.
Phone: +971 (0)3 7134500
Fax: +971 (0)3 7134954
Email: as.office@uaeu.ac.ae

The Car Pool Center contact details are:

Crescent Building: Tel: +971 3 7135817,

Sanaiya Garage: Tel: +971 3 7134503, Tel: +971 3 7134515

Email: CPC@uaeu.ac.ae

8.8 Libraries

The University Libraries were founded early in the establishment of UAE University and the aim is to achieve –

- World class academic support for the UAEU as a research-intensive university,
- Excellence in support for life-long learning through access and use of e-resources and other research publications, and
- Enhanced reputation and standing for the UAE University through its libraries being recognised as innovative, activated and engaged with its university communities.

Since 2016, the Libraries management team have been working on a plan to redefine and revitalize the libraries to align with the strategic goals of the University and to position the University Libraries at the forefront of libraries in the UAE.

The plan includes a number of priority initiatives including consultation and policy development, development of library staff capability, enhancement of budget for collection development, support for research activities and space planning including the redesign and redevelopment of the Main Library building and off-site store.

In the 21st century the role of the university library is evolving from a resource and service provider to a center of collaboration across all disciplines, becoming the hub of the community that supports and participates in creative discovery and innovation, and making the most of digital technology and creative media.

The Main Library is located in the Crescent Building, D2 and is currently accessed through the central basement level of the Crescent building (next to Gloria Jeans Cafe); and via two entrances from the female and male campuses respectively. The University College of Medicine and Health Sciences Library (known as the National Medical Library - NML) is located in the College of Medicine and Health Sciences at the Tawam hospital campus. Both libraries are open to all UAE University faculty, staff and students, as well as community users. Once you have your University ID card, you can use the UAEU libraries. Check with public services staff to ensure your card is activated in the system.

For current library hours see the link to <http://www.library.uaeu.ac.ae/en/libraryhours.shtml>. For inquiries on services, check the Library homepage at <https://www.library.uaeu.ac.ae/en/> or call (03) 713- 6862 or -4684.



Resources

The Library holdings contain substantial resources, which include diverse e-journal and e-book packages, as well as discovery tools, enhancing access to the various e-resources available to the university community. The Library, currently, subscribes to more than 125 databases, holding over 73,000 e-journals and more than 300,000 e-books. All these resources are portable and simultaneously accessible 24/7 to multiple users through mobile devices from smartphones to tablets.

Services

Just as we have made information resources accessible to our students, faculty and staff from anywhere and anytime, we have also made a range of electronic services available:

- All library users can ask reference questions online (and through email and telephone) and promptly get answers to their questions.
- Users can borrow books through self-checkout machines, and can renew the loan period of borrowed books online.
- If there is an item not found in our collection, faculty and students can request such an item through our online document delivery service.
- Faculty members can (electronically) arrange library instruction sessions for their students. The Library provides an information literacy program and instruction sessions for students.
- Students and faculty can also suggest or request purchase of new books through an electronic form.
- The Library informs the University community when a new database is on trial for potential licensing, and gets their feedback through an online form.
- The Library has a variety of equipment for all users, including book and microform scanners, 3D printers, photocopiers and printers, and a robotic book scanner for digitizing books for blind or visually impaired students, and for other projects.

Library instruction

Giving information literacy instruction to the UAEU and general community on how to find and use library resources is an essential service of the Library, and includes providing tours, direct instruction, and structured Information Literacy sessions to faculty, undergraduate and graduate students across all disciplines. Single sessions or a series of sessions may be requested by faculty using an online request form.

8.9 Internet Access and E-mail

Wired Network

UAEU maintains a high-performance, fully redundant data network. All campus academic and administrative buildings are serviced by Wired and Wireless connectivity. UAEU campuses, irrelevant of their geographical location, are joined together with a wired network infrastructure, which comprises of various cutting-edge network technologies.



The wired/Wireless network delivers Internet access to the entire staff, faculty and student body. Access provides a minimal 1 Gbps connection to the UAEU network and beyond, including the UAEU web server and web-based University applications such as Banner, Webmail, eServices, BlackBoard, the portal at my.uaeu and many more.

My UAEU Account

Your UAEU Account gives you access to many IT services at United Arab Emirates University through UAEU's Single Sign-On service (SSO). SSO means that after your initial login, you can use the associated services without having to re-enter your user name and password. The IT services that can be accessed are:

Webmail, [My.uaeu Portal](#), Computer Labs, desktop computers, Mobile Application, Blackboard, Shared Folders, eFax, SMS, Helpdesk/Support Portal, Faculty Home Page, Virtual Private Network (VPN), Unified Communication, SharePoint portal and e-services.

Your account credentials will be the primary information you will be using to access all available services, systems and computer labs on campus. Your UAEU account may be referred to as your Single Sign-On account (or SSO account), your Webmail account, your email ID, Your Library account, etc.

All UAEU employees will receive their unique UAEU account detail from the Division of Information Technology (DoIT) once they join the university. All UAEU IT Services are accessed using this account.

Email System

The email system is user friendly and allows better and faster communication as it offers many features such as:

- Access to your e-mail, calendars and contacts using a variety of clients (Outlook, Entourage, Web) and devices (Workstations, Laptops, Mobile Devices) anywhere and anytime.
- Familiar Microsoft Office Outlook experience using different devices and clients with no requirement for extra software or services.
- Ability to share your Calendar with anyone.
- The e-mail environment is fully redundant (highly available 24/7).
- Integrated Antivirus solution that will detect viruses, even those in the mailbox.

8.10 Sports Facilities

Whether you are looking to get in shape or participate in team sports, the sport complex is the place to go. The sports facilities are open to all university employees for a variety of recreational and competitive athletic activities. The Health Club management continuously seeks to develop and improve the level of sports in the UAE through athletic championships, symposia and training courses. The sports facilities at UAEU include:

Fitness Centers

-The UAEU fitness centers are located in both the male and female campus. They have a wide range of exercise equipment that include free weights, and weight training and cardio machines, along with classes and fitness programs designed to suit individual needs. Friendly and qualified



fitness trainers are available daily to provide guidance and supervision, as well as to answer all questions regarding fitness, nutrition and safety.

Through this program the best elements will be chosen to represent the university in the official external competitions

- The cross fit center located in G1 sports hall/Male campus: Designed to develop the physical fitness for the members of sports teams throughout their daily training.

Swimming Pools

A 50-meter Olympic indoor swimming pool is available on both the male and female campus for lap swimming, training sessions and competitions. Men's and women's facilities featuring storage lockers, showers and restrooms are available in the pool area. Lifeguards are available during operational hours and make the final decision on all safety and hygienic matters.

Sports Courts and Multipurpose Halls

The UAEU the sport complex features two indoor courts that can be used for playing basketball, volleyball, handball, badminton or tennis in both organized sports and free recreation. Outdoor courts are also available. They can also be used for a variety of activities such as aerobics classes, martial arts training and much more.

Exercise Hall

Aerobics sessions and circuit training are conducted in our exercise hall, which has all the relevant equipment such as mats, exercise balls and a built-in sound system and radio for listening to music. The exercise hall also offers members of the community a large space to exercise individually.

Health Club membership

Anyone intending to use the Health Club facilities must complete a medical checkup in the club, and complete the application form for Health Club membership in order to receive the membership card to enter the club.

Sport Complex contacts:

Male Campus

Phone: +971 (0)3 7134847

Email: ycm@uaeu.ac.ae

Female Campus

Phone: +971 (0)3 7136680

Email: fitnesscenter@uaeu.ac.ae

8.11 Food Services on campus

The Food Services unit provides a wide range of dining options for UAEU students, employees and visitors, including oriental, middle-Eastern, Asian, and European menus from eight restaurants and more than ten cafes. The Food Services unit strives to provide a high quality food service to students following a structured plan which is improved according to their needs and satisfaction as well as spreading the awareness of good nutrition habits. Regular health inspections are carried out at all outlets to ensure that food safety standards are met at all times.



1. Menus

Food Services share with the UAEU the value of improving employees' health and potential. Dining at UAEU campus restaurants brings employees an enjoyable experience of having fresh healthy menus offered in a friendly atmosphere. Catering menus, which include an extensive range of well-balanced and appealing national and international cuisine, are updated regularly by the Food Services department to include a great variety of healthy options and ensure that daily nutritional requirements are well met.

2. List of cafeterias and coffee shops

Many dining experiences are available to choose from; some of those are:

Two food court for various outlet in a lot of options (B3 female food court, G2 male food court).

Momento Bowling City (located on the ground floor of the Information Technology College in Al Maqam Female Campus) is specialized in sandwiches, pasta dishes and beverages.

Raslaan Cafeteria (located in the Faculty of Medicine and Health Sciences Male/Female Campus) is specialized in continental food.

Gloria Jeans Coffee shop located in the basement area of the Crescent Building.

3. Health Requirements

In order to ensure the provision of healthy and safe food for employees, students and visitors, regular health inspections are carried out to make sure that companies participating in exhibitions and events comply with the approved health requirements and specifications for food and food businesses.

4. Food Services Contact Information

If you would like to contact food services staff, here is our contact information:

Tel: +971 (0)3 713 5980

Email: food.services@uae.ac.ae

8.12 *Banking on Campus*

The following banking services are available on campus:

1- Banks

A branch of Abu Dhabi Commercial Bank is on campus on the female side, ground floor, of the B3 Building.

The bank is open from 8:00 a.m. to 3:00 p.m. Sunday to Thursday and is closed on Friday and Saturday.

Abu Dhabi Commercial Bank

Female Campus B3

P.O. Box 68430

Fax: +971 (0)3 767 6223



Tel. No.: 7670602-03

To contact all branches call our Customer Service Centre on 600-566-665.

2- ATM machines

There are three ATMs on campus:

- ATM machine adjoined to the Union National bank (24-hour access via your bankcard) on female campus.
- UNB ATM machine at the main entrance of the Crescent Building
- DIB ATM machine at the main entrance of Building F3 on male campus.

8.13 *Minimarts*

There are two on-campus grocery stores that offer a wide range of general items including fresh fruit and vegetables, snacks and household items. One is located B3 female Student Village ground floor and one at the G2 male Student Village ground floor. Both stores accept *payment by cash or credit card*.

8.14 *Security and Safety on Campus*

UAEU Safety and Security section coordinate with Khadamat FM about all security and safety services.

For Security, services please call 03 7136899, or mail to: sulaimany@uaeu.ac.ae/Mr. Sulaiman.

For Health and Safety, services please call 03 7134033, or mail to: fmdhs@uaeu.ac.ae / Mr. Iain.

Khadamat provides a high profile and visible Security Services that creates a safe and secure environment for the UAE University students, staff and visitors 24 hours a day, seven days per week. The primary objective of the Security Service is "To prevent unauthorized access to the UAEU New Campus".

Security Services are managed from a Central Security Control Room at the Khadamat FM Building (P2). Khadamat provides access control cards for all the UAEU students and staff which are processed and issued from the Khadamat FM Building (P2), and an extended Passes and Permits office is located in Building E1 - B1001B.

Khadamat along with its security subcontractor provides Security Services on a continuous basis, which include the following elements:

- Responding to security incidents
- Mobile and Foot Patrols
- Surveillance and monitoring systems e.g. closed circuit television, access control system, elevator system, fire alarm system
- Access Control
- Responding to security related emergency incidents
- Incident reporting
- Responding to fire alarms

**Operating Hours:**

Security- 2417

Passes & Permits Office timings – 8:00 to 17:00, Sundays to Thursdays

8.15 Campus Telephones

Below is a list of some of UAEU key contact numbers and website links.

Please note the country code for the UAE if dialing from abroad is +971. The city code for Al Ain is 3.

UAEU operator number is 767 3333

Please visit the UAEU Contact Us directory at <http://www.uaeu.ac.ae/en/contact.shtml> for contact information of the main administrative units.

8.16 Campus Service Desk

Khadamat Service Desk is a single point of Contact for inquiries, requests or complaints relating to the services provided by Khadamat. Our team of professionals ensures that requests are managed with precision 24 X7. All calls received by the Service Desk will be logged into the system and handled in accordance with the agreed service levels. Each new request generates a unique reference number which is used to track and follow up on requests.

Occupants of the Building are encouraged to report all defects or concerns in the Building, no matter how small. In this way, Khadamat will be able to maintain the Building to the highest standards possible ensuring that the reputation of the University and Khadamat is maintained to all visitors.

For inquiries related to any of Khadamat services or to log requests or complaints you may contact the Service Desk at +971 (0) 3 7138000 or at servicedesk@khadamat.ae or the following web address: <http://www.khadamat.ae/what-we-do/service-desk.aspx>

9. Online Information Resources and Forms**9.1 Information Resources**

The HR. [Online information resources](#) contain guidelines that provide answers to the most frequently asked employee questions. These include:

- [Annual Vacation E-Ticket](#)
- [E-Clearance and End-of-Service Guidelines - English](#)
- [E-Clearance and End-of-Service Guidelines - Arabic](#)
- [Leave system tutorial - English](#)
- [Leave system tutorial - Arabic](#)



- [Leave guide- English](#)
- [Leave guide- Arabic](#)
- [Personal and Dependent Information - English](#)
- [Personal and Dependent Information - Arabic](#)
- [Education Allowance Guide- English](#)
- [Education Allowance Guide- Arabic](#)
- [Tutorial of To Whom It May Concern Letter- English](#)
- [Tutorial of To Whom It May Concern Letter- Arabic](#)
- [E-Recruitment system guideline- Final Approver](#)
- [E-Recruitment system guideline- Hiring Manager](#)
- [E-Recruitment system guideline- Reviewer- Interviewer](#)

9.2 HR Forms

The HR Department provides a list of frequently used forms that are necessary to notify HR of actions concerning employees. These include

Form Type	Actions Required
Use Electronic Services via "E-Services"	<ul style="list-style-type: none"> • Leave • Overtime • Personal & Dependent Information • Recruitment • End of Service • Health Card
Employee Placement Form	Recruitment
Position Change Form	Change in Job title Change in organization/fund code Change in position grade
Contract Renewal Form	Contract renewal for Expat Staff
Employee Separation Form	Contract non-renewal Resignation Retirement Termination

10. UAE University Archiving System

UAEU implements the Archiving Policies and Procedures issued by the National Archive Authority, which manages and organizes Archiving Systems in Federal Organizations following international best practices. The last Decree issued in this purpose is No. (47) 2017.

UAEU owns an organized manual and electronic Archive for all documents and files of its employees (Staff & Faculty). All employee files are stored as paper documents as well as electronic documents. Electronic and paper documents are bound by the same legislative requirements and are subject to the same degree of confidentiality and care. In terms of security, records are made accessible only to authorized users, for instance, employees can at any time, contact Human Resources Department to request or check personal documents.

Human Resources Department provides higher quality storage for employees' documents' as they are considered of great value, and thus records are stored in safe conditions that are clean and secure, with low risk of damage from fire, water, dampness, insects, strong source of heat and light etc. Destroying or disposing of records is in accordance with the bylaws of the National Archive.

II. UAEU Committees and Governance

Committees play a central role in UAEU governance. The university is committed to the principles of openness and shared governance, and the system of committees provides a mechanism for the university community to participate in decisions that affect them. As many committee records are available online to university faculty and staff, the committee structure also ensures that decisions are made and communicated in an open and transparent way.

The role of committees at UAEU needs to be understood in the context of overall institutional governance. The University Council is the governing body of the university, and the law charges the council with responsibility for the management of the university's resources, strategic directions, and operations. The University Council discharges its governance responsibility through delegation of authority to the Chancellor as its chair and to the Vice Chancellor who, as the CEO, has the responsibility for administering the operations of the university and for the implementation of the policies of the university council. The Vice Chancellor, in turn, delegates responsibility, as appropriate, to members of the management team and to representative bodies on campus in a way that ensures effective and efficient management of the university and

provides opportunities for all campus constituencies to participate in decision-making. The University involves employees in different committees based on their field of expertise, to participate in the decision making process through their ideas, recommendations, competencies and experience. These committees have responsibilities, accountability and the authority to raise proposals and/ or decisions for final approvals/implementations.

Further details concerning UAEU Governance are available at: Standing Committees

Handbook _ link: https://www.uaeu.ac.ae/en/about/organizational_charts.shtml

12.HR Counselling Services

The counselling process is about providing a sounding board for an employee, giving them a safe place to talk about issues that trouble them, and allowing counsellors to help them find their own solutions to problems or develop better ways to manage issues. It is not about giving advice, but about providing a non-judgmental, empathic and accessible means to allow an employee to find a way forward.

The HR Department offers counselling services to employees, but does not have a counseling unit. However, each unit of the HR provides counseling as per their specialty. For example, the Employee Affairs Unit counsels employees regarding their contracts and leaves and the HR Training and Development Unit counsels employees regarding their performance evaluation grievances or training needs.

13.Definitions of Staff and Academic Administrative Appointments:

13.1 Senior management:

Appointed under federal decrees (the University's Vice- Chancellor his deputies, and the Secretary General) in charge of taking strategic resolutions.

13.2 Staff:

Any employee working for a wage in the service under the management or at the disposal of the University. A staff member can be hired on Regular Contract, Lump Sum Contract, Temporary Contract. They are hired in supervisory, administrative, executive, technical and supportive roles.

13.3 Academic Administrative Appointments

(i) Deans

The Dean is the chief academic and operating officer of the College with responsibility for the academic, administrative and financial management of the College and compliance with UAEU Policies and Procedures. Deans are appointed by the Signatory Authority, normally for a four-year renewable period or as agreed upon in the contract. Deans report to the Provost.

(ii) Vice Deans

With authority to act on behalf of the Deans in their absence, the Vice Dean is appointed by the Signatory Authority for a renewable period of two years, to fulfill administrative duties assigned by the Dean. The Vice Deans report to the Dean.

(iii) Assistant Deans

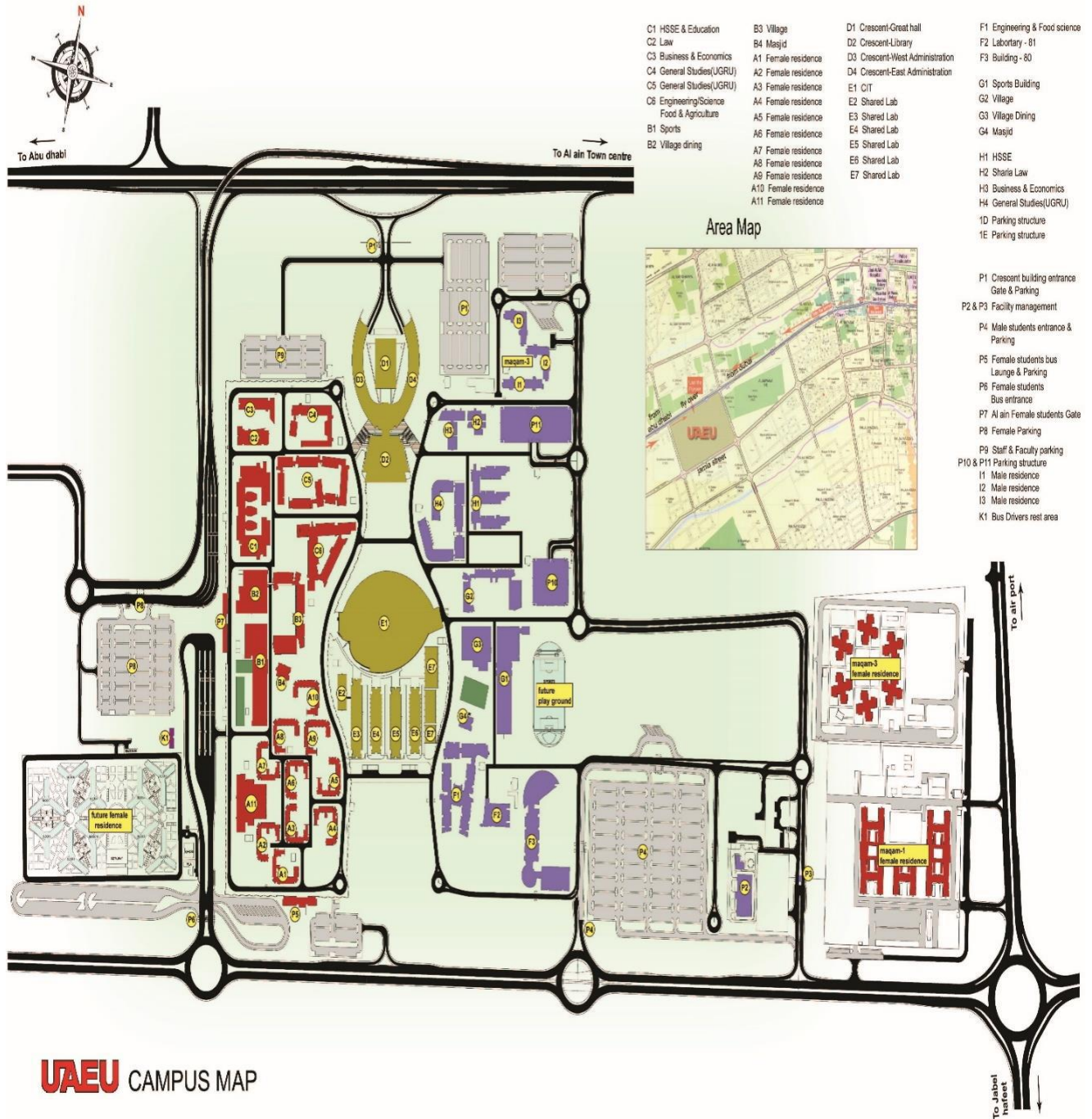
The Assistant Dean is appointed by the Signatory Authority for a renewable period of two years to fulfill administrative duties assigned by the Dean. The Assistant Deans report to the Dean.

(iv) Department Chairs

The Department Chair is responsible for the academic, administrative and financial management of the Department, ensuring compliance with UAEU Policies and Procedures, maintaining a collegial environment, and securing equitable distribution of workload among faculty members. As a regular faculty member, the Chair is appointed by the Signatory Authority for a renewable period, normally two years. Following completion of the term of office the Department Chair returns to his/her status as a regular faculty in the Department. The Department Chairs report to the Dean.



14.UAEU Campus Map



UAEU CAMPUS MAP