

STAFF HANDBOOK

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OVERVIEW

Welcome to Institute of Management Technology Dubai (IMT Dubai). IMT Dubai is licensed and accredited by the United Arab Emirates (UAE) Ministry of Higher Education and Scientific Research. It mainly offers undergraduate and post graduate programs in Business Administration.

This Staff Handbook has been designed to provide additional information and guidance to its staff members. It outlines policies and procedures at IMT Dubai and the opportunities and resources that are available to you as a staff member of IMT Dubai. It is intended to assist you build a successful working relationship as a part of IMT Dubai. These pages should serve as a guide in understanding what IMT Dubai expects from you as a staff member and what should be your expectations from IMT Dubai.

DISCLAIMER

IMT Dubai reserves the right to revise or amend any portion of this handbook without prior notice from time to time as it deems appropriate on its sole discretion. This handbook supersedes and replaces all previous internal personnel policies, manuals and guidelines.

This handbook is for information purposes and is not an employment agreement or a confirmation of continued employment.



1 ORGANIZATIONAL STRUCTURE

1.1 Governing Entity: Board of Directors

The Board of Directors is the governing body for IMT Dubai mainly responsible for collectively directing IMT Dubai's affairs. It oversees the functioning of IMT Dubai's financial, operational and administrative aspects.

1.2 Members

The Board of Directors includes the following members which may likely to change from time to time:

1. Mr Kamal Nath,
Chairman of the Board
2. Mr Bakul Nath
Vice President
3. Mr. Dipankar Chatterji
Vice President
4. Dr. François Therin
Director IMT, Dubai



2 DEFINITION OF STAFF & RANKS

2.1 Staff Definitions

- A full-time employee - Works for 40 hours a week.
- A part-time employee - Works less than 40 hours a week.

IMT Dubai recruits both full-time and part-time staff members according to its requirements.

Jobs at IMT Dubai are divided into three categories:

- Administrative,
- Professional / Technical
- Classified Jobs.

2.2 Staff Duties

All staff members at IMT Dubai are expected to:

- a) Perform all their duties effectively as outlined in their job description and any additional job as assigned by the department head.
- b) Behave appropriately in all situations. Deal people with respect and abstain from any verbal or physical offence against colleagues, students, parents or other visitors to the Institution.
- c) Be loyal to the institution.
- d) Make sure that the property of IMT Dubai is well maintained and kept in good shape.
- e) Inform the administration about any delinquent act which might defame IMT Dubai.
- f) Provide constructive ideas for improvement of the institution.

Staff members are strictly prohibited from:

- a) Disclosure of confidential information.
- b) Immoral behavior which may affect IMT Dubai's reputation.
- c) Taking advantage of his / her position to serve personal benefit.
- d) Involvement in any political activities that are prohibited in the UAE.
- e) Working outside IMT Dubai premises without the permission of the Director in writing.



3 STAFF RECRUITMENT POLICIES

IMT Dubai adheres to the rule of transparency and principles of non-discrimination in the recruitment of its Staff.

- i. Staff appointments are made in accordance with the UAE employment laws and regulations.
- ii. All Staff employment contracts are issued by the Director of the Institute.
- iii. All Staff members are appointed with the initial probation period of 6 months.
- iv. Once the probation period is successfully completed, it will be considered as part of the overall employment term and will be taken into account while calculating gratuity and other terminal benefits.
- v. Employment terms are set in the employment letter of each staff member.

3.1 Documents Required for Employment

- i. Curriculum Vitae.
- ii. Original Passport with valid Visa.
- iii. No Objection Letter from his/her sponsor or relieving letter if relevant.
- iv. Original Certificates with attestation from UAE Ministry of Foreign Affairs
- v. Experience letters.
- vi. Four passport size photographs in white background.

3.2 Staff Recruitment Process

The Selection Committee will comprise the following:

- Director
- Head-Administration
- Head of the Concerned Department.
- At least one faculty member to be nominated by the Management Committee.

It is mandatory for the entire committee to be present for the recruitment process.

All staff appointments shall be based on prior approval of the Management Committee. All staff appointments shall be approved by the Management Committee based on the recommendation of the Director. All staff appointments shall be reported to the management committee at the earliest.

- i. Staff recruitment will be subject to need based requirement. Based on the analysis of the requirement, the shortlisted candidates will be called for an interview which will be conducted by the constituted selection panel.
- ii. As outlined in section 3, all staff members are appointed with the initial probation period of six months which can be reduced or extended solely at the discretion of the Director.



The employment is either confirmed or terminated at the end of probation period. The Institute will issue a letter of confirmation if the employee successfully completes the probation period. An employee who does not receive his / her employment confirmation within two years of joining will be automatically terminated.

- iii. All letters of appointment are subject to the candidate's antecedents and credentials being found genuine and satisfactory. If any discrepancy is found in the credentials at any time after the issuance of appointment letter, the letter shall stand cancelled and the employment will be terminated. At the time of employment, the concerned candidate must submit self-attested photocopies of all certificates and testimonials along with the originals which will be returned after verification.
- iv. Acceptance of employment by a candidate constitutes acceptance of IMT Dubai rules and regulations as stated in the staff handbook and any other subsequent modifications from time to time.

3.3 Recruitment Requirements

- i. Candidates for the post of a 'Manager' must have at least a bachelor's degree.
- ii. Candidates for positions in finance & accounts, library, I.T., or maintenance must have a suitable technical qualification in addition to the bachelor's degree.



4 PROMOTION POLICY

4.1 Criteria for Promotion

The following list details the criteria for promotion of an employee:

- Level of seniority.
- Rating in the last performance appraisal.
- Recommendation by the respective head of the department and head of administration.
- Availability of the position to which the staff member is to be promoted.

Promotion of any full-time regular employee can be considered after the employee has completed two years of satisfactory service. However, an employee may be considered for promotion before the completion of two years of service solely at the discretion of the Director based on the above criteria.

All promotions shall be based on the evaluation of the staff as per Section 10.

All promotions are subject to approval of the Management Committee.



5 CONDITIONS OF EMPLOYMENT

5.1 Standards and Principles

Standard of employment with IMT Dubai (referred to as Employer) is mainly based on the candidate's eligibility to be employed in United Arab Emirates (UAE). Failure to meet the eligibility requirements will result in termination of the offer.

5.2 Employment Contract

The employment contract shall be signed by both the parties, i.e. the employee and the employer (as authorized signatory assigned). The signed contract has legal obligations.

5.3 Employment Visa and Passport

All Staff members are required to undergo a medical check-up, whenever required, prior to their residence visa being approved by the immigration authorities. If the medical test result is negative, they will be treated as having resigned.

5.4 Working Hours

The normal working hours are 9:00 AM to 5:30 PM from Sunday to Thursday with 30 minutes break for lunch. The timings for prayer and rest are in accordance with the prevailing UAE laws.

Employees who are managing essential services will follow a 6-day week from Sunday to Friday.

5.5 Work during holidays

In case the staff is regularly required during the weekly off and holidays, prior approval from the concerned department head is required. The concerned department head shall forward the same to the administration department. Such staff will be entitled to get compensatory leave.

Compensatory leave shall remain valid during the financial year (i.e. April to March) but needs to be taken in a period of one month after it is availed. No encashment of compensatory leave is allowed.

5.6 Deduction

IMT Dubai reserves the right to make deductions from the wages of employees for any overpayment due to unauthorized absenteeism or where leave without pay is authorized. Deductions are also made due to:

- a) Loss or damage of any office equipment, uniform or property.
- b) Damage to staff accommodation.
- c) Leaving his/her job without giving the required notice.



d) Cash errors or stock shortages.

The concerned employee will be informed in writing about any deductions made.

Upon termination of employment, the employer can deduct from his/her full and final settlement, any money owed for the value of any damaged property or equipment which was not settled earlier.

5.7 Payment of Salary

The salary will be paid through bank transfer either on the last working day of the month or the first day of the following month.

5.8 Transfer and Promotion

a) All transfers are as per the discretion of the management. IMT Dubai reserves the right to transfer any employee to another position or any location, should there be a requirement to fill up the vacancy.

b) An employee may be promoted based on his / her performance evaluation and subject to the approval of the Management Committee.

5.9 Increment Policy

i. For all full time regular employees, the date of increment will be 1st April every year.

ii. All increments and promotions will be approved by the Management Committee and the termination of non-faculty (staff) will be approved by the Director.

5.10 Termination of Contract:

During their probation period, the employer may terminate the employment contract with immediate effect without providing a valid reason or notice. In such cases, the employer will not be liable to pay end of service benefits or compensation to the employee.

5.11 Retrenchment/ Layoff

An employee, at any time, may be retrenched or laid off if he/she is declared redundant by the Institute due to non-requirement of the position(s) or poor performance. The Institute will give a written notice of retrenchment/ lay off and provide termination benefits to the employee as per policy.

i. The Director can terminate the services of any staff after giving due notice as per their contract terms or on payment of salary.

ii. Contractual appointments may be terminated during the contractual period as per the terms specified in the contract.



5.12 Retirement Policy

The age of retirement for all full-time regular employees is 60 years.

The services of any staff beyond the retirement age can be extended based on the recommendation of the Director and with the approval of the Management Committee, provided the visa (if applicable) can be processed.



6 RULES AND REGULATIONS

6.1 Time sheet

- a) An Employee must access himself / herself to the biometric system placed near the main reception desk every day to mark their attendance.
- b) An Employee must inform his / her respective department head preferably at the beginning of the working hours in case of absenteeism due to sickness or unforeseen circumstances.

6.2 Identification/ TECOM Card

- a) The HR department will provide the employee with a TECOM card.
- b) TECOM card must be carried at all times during working hours.
- c) An Employee must send an email to hr@imtdubai.ac.ae immediately in case of loss of his / her TECOM card. The employee will pay the required fine for the replacement of the card.

6.3 Grievance Procedures

An Employee may approach his / her supervisor in case they have any problems concerning work. If an employee does not receive a satisfactory answer he / she may escalate the concern in writing to the head of administration.

6.4 Confidentiality

An Employee must not disclose any confidential information, matters or documents relating to the operational policies and procedures of IMT Dubai to any person, institution or organization.

6.5 Dress Code

An Employee is expected to be dressed in formal attire on all working days.



7 COMPENSATION AND BENEFITS

7.1 Gratuity

An employee who completes one year or more in continuous service shall be entitled to gratuity at the end of their service. The gratuity shall be calculated as follows:

- i. 21 days' wages for each year of the first five years.
- ii. 30 days' wages for each additional year on condition that the total of the gratuity does not exceed the wages of two years.

Gratuity is not applicable for an employee being terminated based on the current UAE labour law or if the employee has resigned prior to completion of one years' employment

7.2 Break-up of Gross salary

All full-time regular employees are given a gross salary with the following break-up:

- Basic – 60%
- House Rent Allowance – 30%
- Travelling Allowance / Other Allowances – 10%

Deduction will be made (as per the guest house policy) from the salary of an employee who has been provided residential accommodation inside the campus of IMT Dubai unless the contract or appointment letter mentions otherwise. (Refer appendix G)

7.3 Medical Coverage

The Institute would provide medical coverage to all full-time regular employees, their spouses and two dependent children under the age of 18 as per the terms of the contract or appointment letter.

7.4 Leave Travel Allowance

Leave Travel Policy for IMT Dubai staff is as per Appendix D.

7.5 Lunch Break

An employee may take half an hour as lunch break between 12.30 pm to 2.00 pm however, he / she must ensure that at least one person is present in the department during the lunch break. There is no lunch break during the month of Ramadan.

7.6 Transportation

An employee has to arrange his / her own transportation for coming to and returning from the office.



7.7 Staff Accommodation

- a) An employee who is provided accommodation during his / her working contract with the Institute is expected to clean and maintain tidiness of the premises.
- b) Alcohol, drugs, pornographic material, gambling or any other offense against the laws of UAE are strictly forbidden in the accommodation.
- c) An Employee should not damage any property. The cost of damage if any, will be charged to the employee.

7.8 Business Travel Reimbursement

The rules for business travel reimbursement are as follows:

a) Foreign Travel

Foreign traveling expenses for employees will be borne by IMT Dubai for the following purposes:

- Placement / Marketing / Admission where the travel expense is pre-approved in the budget
- Work in IMT sister campuses abroad
- Any other matters related to IMT Dubai

Note: All foreign travels are subject to prior approval from the Vice President based on the need of the Institute except travel within GCC region and travel to India which will be approved by the Director.

- All requests for air tickets must be made sufficiently in advance before the travel date.
- Travelling Advance (TA) can be claimed in writing for boarding and lodging on the basis of approved tour program in the prescribed format.
- Travel expenses should be submitted in writing in the prescribed format within seven days of return from tour, duly supported by the approved tour program, report and original vouchers. The TA bill should be sent to the head of the department for approval. Normally, tour advance is given to the concerned employee only once the tour bill is submitted and the earlier advances are fully cleared.
- Ceiling for stay in hotel and daily allowance applicable to different cadre of employees and class of travel permissible are indicated in Appendix C.

b) Local Travel:

Reimbursement for use of personal vehicle for official duties is made for each round trip as per the following norms.

Dubai (all areas excluding Jebel Ali)	- AED 35
Jebel Ali / Sharjah	- AED 50
Ajman	- AED 60
Other emirates including Al Ain	- AED 80



- In case of any employee traveling by any mode other than own personal vehicle, the reimbursement for local travel will be based on supporting documents.
- An employee will be required to submit his/her claim in writing in the prescribed format for the amount after each trip within 3 days from the date of journey for the approval by the Director.

Note: No person is permitted to approve his / her own expenditure of any kind. In all cases, the bills shall be recommended by the concerned Head of the Department. All bills shall be verified by HR & Administration Department. The expenses of the Director will be approved by the Management Committee.

7.9 Final Settlement in the event of Death

In the event of death of an employee while in service, settlement of his / her dues will be as in the case of resignation.

In case the family is not living in UAE and the employee dies while in service, the Institute will have to cancel his / her passport in the local embassy, take necessary permissions and documents from the police for taking the body to his / her native place. The settlement of dues will be carried out as per UAE laws.



8 LEAVE POLICY

8.1 Leave Sanctioning Authority

Leave application will be submitted in writing to the head of department. The head of department with his / her recommendations will submit it to the sanctioning authority as listed below:

- i) For staff – Head of the department and head administration
- ii) For all the head of departments – The Director

8.2 Types of Leave

The types of leave are as follows:

a) Annual Leave

The leave calendar year is from April 1st to March 31st

The annual leave is organized as follows:

- i) For every year of service, an employee is entitled to two working days leave for every month if his / her service is more than six months and less than one year.
- ii) An employee is entitled to a minimum of twenty four working days annually, if his / her service exceeds one year.
- iii) A minimum of 15 working days of leave has to be taken in a year (between April 1st and March 30th).
- iv) 9 working days leave can be carried forward
- v) In case of campus closure, a compulsory leave has to be taken. For 2017-2018, the campus will close from Friday, December 22nd, 2017 to Monday January 1st, 2018. 5 days of leave will be automatically deducted from the leave accrued.

Leave application must be filled with full contact address, telephone number and submitted to the administration department before one month prior to commencement of any leave period.

Transition period: for leave already accrued, the total number of days accrued by an employee will be converted from calendar days to working days using the formula $\frac{5}{7}$ (rounded up). If this number is above 40, the employee won't be entitled to any carry forward until the number of days accrued falls under 40 working days.

b) Sick Leave



As per UAE Labor laws, all staff members are entitled up to 90 consecutive or intermittent days of sick leave. Details as follows:

- First 15 days: Full pay
- Next 30 days: Half pay
- Between 46 – 90 days: Leave without pay

Sick leave cannot be carried forward.

c) Maternity / Paternity Leave

- A female working employee is entitled to 45 days' maternity leave with full pay which includes the period before and after the delivery, provided she has served continuously for not less than one year.
- The maternity leave is granted with half pay if she has not completed one year of service.
- At the end of the maternity leave, a female working employee has the right to extend her maternity leave for a maximum period of 10 days without pay.
- This unpaid leave can be continuous or interrupted, if the interruption is caused by illness which prevents her from coming to work. The illness must be confirmed by a certified government physician licensed by a competent health authority.
- Maternity leave in either of the above cases is not deducted from any other leave that a female employee is entitled to.
- During the 18 months following delivery, a female employee who nurses her child has the right to have two daily intervals which do not exceed half an hour each for the purpose of nursing her child. These additional intervals are considered part of her working hours and no deduction in wages can be made.
- Paternity leave will be granted for 7 days, including those on probation.
- Eligibility for maternity / paternity leave would be up to a maximum of two children.

d) Bereavement

Bereavement leave is granted in case death of a close family member for a period of 4 days as may be defined by the UAE law from time to time.

e) Encashment of Leave

All staff members are entitled to encash his / her accumulated annual leave only at the time of retirement/separation from IMT Dubai.

8.3 General Conditions of Leave

- Annual leave will be pre-sanctioned in writing on a prescribed form available at HR office.
- Annual leave cannot be taken more than thrice a year.
- All type of leaves will be calculated on the basis of the financial year, i.e. from 1st April to 31st March. Annual leave and sick leave will be credited at the end of the



financial year. Annual leave cannot be availed unless the employee is confirmed or has completed one year of service.

- iv) Sick leave beyond one day will be sanctioned based on submission of evidence of illness supported by a medical certificate from a registered medical practitioner. A disciplinary action can be taken against an employee who fails to submit evidence related to his / her medical conditions.
- v) Sanction of all leaves is at the discretion of the sanctioning authority. In the event of exigencies of work, leave of any kind may be refused or curtailed by the sanctioning authority.
- vi) An employee who avails his / her sanctioned leave and does not resume work after the completion of the said leave will be subject to disciplinary action.
- vii) Leave availed without prior approval or information to their respective Head of Departments will be treated as unauthorized and will be subject to disciplinary action.
- viii) Leave will not be granted to an employee if:
 - A competent authority is enquiring about his / her acts of indiscipline.
 - He / she has been terminated from the services of IMT Dubai.
 - He / she has resigned from IMT Dubai.
- ix) No leave can be clubbed with any other types of leave without prior approval from the Director.

8.4 Official Public Holidays

An employee is entitled to an official holiday with full wage on the following occasions:

Occasion Time Off

1. Hijri New Year's Day one day
2. Gregorian New Year's Day one day
3. Eid Al Fitr (end of Ramadan) two days
4. Eid Al Adha and Waqf three days
5. Prophet Mohammed's Birthday one day
6. Isra and Al Miraj one day
7. National Day one day

The date(s) on which the above official holidays fall depend on the Ministry's announcements, which are published in the local newspapers shortly before they occur.

On the occasion of an employee's religious festival, he / she can avail such holidays twice in a year with prior approval of the Director.



9 PROFESSIONAL DEVELOPMENT POLICY

- a) The Management recognizes that continued success is dependent on the provision of an adequate number of trained employees at all levels within the IMT Dubai. In order to make this possible, the head of the departments along with HR identify their staff development needs during the appraisal process and ensure that their needs are addressed accordingly.
- b) IMT Dubai provides opportunities for career development and training to all its employees.
- c) Training opportunities will be based on the job requirements and career development will be based on employee's abilities and merit.
- d) Announcement of training programmes are extended to relevant employees through the head of the department and HR. Employees who wish to enroll will be required to have prior approval from the head of the departments.
- e) The head of the departments may allow paid release time to attend such trainings provided that the course / workshop is related to an employee's existing or future position to which an employee might be promoted.



10 EVALUATION POLICY

At the end of every year (April to March), the performance appraisal of each staff will be made by **Administrative Staff Appraisal Committee (ASAC)**. The members of the Committee will be:

- a) Director – Chairman
- b) Head – Administration
- c) Head of the Department
- d) One faculty nominated by the Director

The appraisal of the head of administration will be done by the Management Committee on recommendation of the Director.

The ASAC will consider the following inputs:

- a) A written appraisal from the respective head of the departments.
- b) Review of his / her personal file considering key areas like attendance, absenteeism, performance, interpersonal behavior, etc.
- c) A written appraisal will be forwarded by the Director for the head of departments.

Based on the above inputs, performance evaluation will be conducted according to the ten qualitative parameters listed below:

1. Work efficiency and effectiveness
2. Domain Knowledge
3. Dependability & Loyalty
4. Interpersonal relationships
5. Communication ability
6. Problem Solving
7. Ability to guide subordinates
8. Organized and systematic
9. Initiative
10. Punctuality

Based on the annual appraisal, the ASAC will suggest the annual increment/promotion to the Director who will then recommend to the Management Committee for approval.

The performance of each employee will be monitored and reviewed by the head of the departments as per the appraisal criteria on an annual basis. The head of the department will inform the concerned employees working under them about their performance in their respective roles and responsibilities. Suggestions for performance improvement, wherever needed, will also be communicated to the employees by their respective head of the department at the end of each annual review. All such performance reports will be submitted to the office of the Director within 10 days.

Please refer Appendix B - Administrative Staff Appraisal Form.



11 PROFESSIONAL CONDUCT CODE

Code of Conduct

IMT Dubai upholds a set of standards that govern its global activities and stakeholder relationships. The standards mentioned below are the ethical foundations of the Institute and apply to all transactions / dealings undertaken at the Institute. IMT Dubai believes that all employees must be aware of and abide by its values and policies.

1. An employee is expected to maintain a high standard of discipline, good conduct and behavior.
2. Being in a high-end service industry of providing Education and Executive Learning and Development, it is of utmost importance for all IMT Dubai employees to present themselves in an acceptable manner.
3. An employee is expected to be enthusiastic, honest and professional in all dealings with various stakeholders of IMT Dubai.
4. An Employee should be regular in attendance and punctual in maintaining office timings.
5. An Employee should fully devote his / her time serving the IMT Dubai and not engage directly or indirectly in any trade, business, occupation or any other educational business whether part-time, honorary or otherwise.
6. An Employee should not enter into any monetary dealings with IMT Dubai's suppliers, contractors, students or accept any presents in any form.
7. An Employee going out during office hours must always take permission from their respective head of the departments. Permission of next higher authority must be obtained in case of her/his head of department is not available
8. An Employee should endeavor to continuously promote the interest of IMT Dubai. He / she should serve the Institute, its associates/branches in India/ abroad whether existing or to be established in future.
9. An Employees should intimate to IMT Dubai in writing about any change in his / her residential address.
10. An Employee should not disclose any information or divulge any secret of IMT Dubai pertaining to its affairs.
11. An Employee should not remove books, articles, pictures, documents or any other assets under his / her control or from any other place of IMT Dubai without prior permission from the Director.



12. Whenever money or property of IMT Dubai is placed in the possession of an employee, it becomes his / her absolute responsibility to take care of it and render a proper account for the same.
13. Misleading/misinforming any employee within or outside the boundaries of IMT Dubai premises with the purpose of spreading negative sentiments detrimental to the functioning of the Institute will lead to disciplinary action.



12 DISCIPLINARY POLICY

IMT Dubai has set guidelines wherein a staff member may be discontinued from working before the end of his/her contract. The conditions under which this applies may relate to poor performance, financial exigency, resignation and any other ground which IMT - Dubai may deem fit.

All employees are expected to maintain a high standard of discipline, good conduct and behavior. They are required to follow the rules and procedures issued by the Director from time to time. Violation of this will be considered as 'misconduct' and the concerned employee will be liable for disciplinary action.

12.1 General Misconduct

Without prejudice to the general meaning of the term 'misconduct' the following acts will constitute misconduct on part of an employee:

1. Willful disobedience, whether along or in combination with others of any lawful and reasonable order of a superior.
2. Theft, fraud or dishonesty in connection with IMT Dubai's business or property.
3. Taking or giving bribes or any illegal gratification whatsoever.
4. Habitual late attendance and absence without leave or without sufficient cause.
5. Negligence or neglect of work.
6. Habitual Indiscipline.
7. Causing damage to work in process or to any property of IMT Dubai due to negligence or with intention.
8. Threatening or intimidating any fellow employee.
9. Providing false information of any kind at the time of seeking employment or for securing any facility given by IMT Dubai.
10. Providing false information or submission of false certificates for the purpose of securing any privilege granted by IMT Dubai.
11. Encourage or attempt any of the above acts of misconduct.
12. Sexual advances or harassment of employees, students, visitors or any obscene gestures or behavior.

12.2 IT Related Acts of Misconduct

(With respect to the use of public Internet and Institute Intranet)

1. Dissemination of sensitive information and sharing of user IDs, passwords, IP addresses etc.
2. Accessing, downloading or distribution of any form of confidential information about other



- employees of IMT Dubai, its stakeholders or any obscene and offensive material.
3. Accessing, downloading or distribution of any message, graphics or pictures that might result in bullying or harassment on account of age, color, gender, race etc.
 4. Sending unofficial mass e-mails through intranet / extranet, seeking to malign colleagues, co-workers or seniors.
 5. Accessing unauthorized activities like online gambling, downloading unauthorized software, etc.
 6. Usage of offensive and inappropriate words, phrases and sentences or taking private grudges & grievances to a public forum through intranet / extranet / internet and social networking sites like Twitter, Facebook, LinkedIn etc.
 7. Plagiarism in any form (presenting other's ideas as one's own or taking credit for another people's work or effort).

12.2 Disciplinary Actions

As per the UAE Law, IMT Dubai will impose the following disciplinary measures on the employee:

1. Warnings.
2. Fines.
3. Suspension from work with a decrease in wages for not more than 10 days.
4. Prevention or postponement of periodic allowances.
5. Deprivation of promotions.
6. Termination of service without prejudice.
7. Termination of service and forfeiture of all or some of his / her gratuity. This punishment cannot be imposed for any reason other than those mentioned in Article 120 of the Law.

As per the UAE law any employee of IMT Dubai who deems to breach the standards of performance and conduct will be subject to the following disciplinary actions:

1. No more than one punishment can be imposed for one violation. A disciplinary punishment cannot be accompanied with a deduction of part of the employee's wages.
2. The punishments detailed above can be imposed on an employee unless informed of the violation in writing and given a chance to defend himself / herself. The employees' statement and defense will be noted and written in his / her personal file.
3. An employee will be informed in writing of the punishment imposed on him / her stating its type and reason.

An employee may be temporarily suspended from work when he / she is accused of committing a deliberate crime such as physical assault, property damage, financial crime, crimes of honor or going on strike.



1. The suspension shall take effect from the date IMT Dubai is informed of the incident until a decision is taken. An employee will not be entitled to his / her wages during the suspension period.
2. An employee will be allowed to resume work and given full wage for the suspension period if he / she is free from standing trial.



13 GRIEVANCE POLICY

Staff Grievances

- a) IMT Dubai seeks to achieve and maintain good employee relations and harmonious working conditions. To achieve this, IMT Dubai will resolve grievances at the lowest possible level and respond promptly.
- b) Any member of the staff who has a grievance should first approach his / her head of the department for satisfactory resolution who will meet the employee within 3 days of the complaint to discuss the problem and investigate the matter before taking a final decision.
- c) In case the issue is not resolved to the satisfaction of the employee within 15 days thereafter, he / she may approach the next higher level to discuss his / her concerns. If the employee is still not satisfied, then he / she may file a formal complaint with the head administration who will refer the case to the Director.
- d) The Director after initial review will refer the matter to the standing grievance committee, constituted by the Director, to investigate the grievance within one week of receiving such written complaint. The Committee will investigate and give its verdict to the Director who will then inform the employee.
- e) In case the issue remains unresolved despite personal hearing, the employee may send a written memorandum to the Director, whose decision on the issue will be final.



ANNEXURE A - Article 120 UAE Labor Law

Article 120

An employer may dismiss an employee without notice in the following cases:

1. If the employee adopts a false identity or nationality or submits forged certificate or documents;
2. If the employee is engaged on probation and is dismissed during the probationary or on its expiry;
3. If the employee makes a mistake resulting in substantial material loss for the employer, on condition that the latter notifies the Ministry of Labour of the incident within 48 hours of his becoming aware of its occurrence;
4. If the employee disobeys instructions respecting industrial safety or the safety of the workplace, on condition that such instructions are in writing and have been posted up at a conspicuous place and, in the case of an illiterate employee, that he has been acquainted with them orally;
5. If the employee does not perform his basic duties under the contract of employment and persists in violating them despite the fact that he has been the subject of a written investigation for this reason and that he has been warned that he will be dismissed if such behavior continues;
6. If the employee reveals any secret of the establishment in which he is employed;
7. If the employee is finally sentenced by a competent court for an offence involving honour, honesty or public morals;
8. If the employee is found in a state of drunkenness or under the influence of a drug during working hours;
9. If, while working, the employee assaults the employer, the responsible manager or any of his work mates;
10. If the employee absents from his work without a valid reason for more than 20 non-consecutive days, or more than seven consecutive days, in any one year



APPENDIX B - Administrative Staff Appraisal Form

STAFF Appraisal FORM		
Name	Job Title	Staff Id No
Department Administration	Head of the Department	Appraisal Period
Date of Joining	Date of Appraisal	

1. Major Responsibilities (To be filled by the employee – list your major responsibilities in approximate order of importance)

Major activities of the department	Critical success factors	Contribution



2. Head of the Department's Review of Responsibility

Comments					
Performance Factors	Needs Improvement	Satisfactory	Good	Excellent	Not Applicable
Quality of work Accuracy, thoroughness, effectiveness in meeting Department KPIs					
Dependability Extent to which an employee completes assignment on time and works with limited supervision					
Interpersonal Relations Cooperative, considerate, tactful in dealing with others					
Communication Ability An employee's ability to express thoughts clearly communicate					
Facing Issues Ability to deal with unpleasant issues and to solve them at the employee level					
Staff Development Ability to provide guidance to subordinates					
Organization The extent to which an employee's work is well organized and carried out systematically					
Initiative Extent to which an employee takes the lead in developing					



new work practices and procedures					
Punctuality and attendance					

Signature of Head of Department

Signature of Employee

3. **LEVELS OF PERFORMANCE** (To be filled by Staff Appraisal Committee) The Employee's performance shall be graded into one of the following categories:

- EXCEEDS PERFORMANCE STANDARDS:** An evaluation resulting from overall performance which is significantly above the performance standards of the position.
- ACHIEVES PERFORMANCE STANDARDS:** An evaluation resulting from performance which fully meets the performance standards of the position.
- PERFORMANCE STANDARDS Marginal & Below:** An evaluation resulting from performance which barely meets or fails to meet the minimum performance standards of the position.

Staff Appraisal Committee

Member

Member



APPENDIX C - Reimbursement for Overseas Journey

Ceiling for stay in hotel and daily allowance applicable to different cadre of employees and class of travel permissible are indicated below:

For Deans and Heads of Departments:

1.	Hotel – Room Charge (actual basis- subject to a maximum of)	US \$ 200/- per day	Australia, Japan, Europe , North America, UK
		US \$ 150/- per day	Other countries including India
2.	Per Diem	US \$ 150/- per day	Australia, Japan, Europe , North America, U.K.
		US \$ 100/- per day	Other countries including India
Permissible Class of Air Travel to overseas journey: Economy			

For other Faculty and Staff Members:

1.	Hotel (actual basis- subject to a maximum of)	US \$ 150/- per day	Australia, Japan, Europe , North America, UK
		US \$ 100/- per day	Other countries including India
2.	Per Diem	US \$ 100/- per day	Australia, Japan, Europe, North America, UK
		US \$ 70/- per day	Other countries including India
Permissible Class of Air Travel to overseas journey: Economy (Non Budget airlines)			



APPENDIX D – Annual Leave Travel Policy for Staff

Eligibility:

- All full-time staff members who are on Institute’s visa are eligible for annual leave travel allowance.
- All full-time staff members who are not on Institute’s visa and claiming annual leave travel allowance will have to submit an undertaking that the same facility is not being reimbursed to them by any other organization.
- Annual leave travel allowance can be availed as per the terms of respective contract.

Entitlement:

Sr. No.	Sector	Annual Amount in AED Per person (above 2 yrs. of age)
1	GCC countries	1000
2	Indian Subcontinent, Middle East and North Africa	2500
3	Europe, Australia, New Zealand and other African countries	3500
4	North, Central and South America	4500
5	All other countries	3500

- The sector will be based on the declaration of home town given by the employee while joining.
- All full-time staff members will have to declare their dependents (Spouse & maximum 2 children up to the age of 18 years) in the beginning of the fiscal year (i.e. April) along with an undertaking that the travel allowance for the dependents is not claimed from any other organization.
- The total amount for all full-time staff -members will be based on the dependents declared to the Institute subject to the above criteria.
- Reimbursement for dependent family members (i.e. spouse & maximum 2 children up to the age of 18 years) shall be based on production of original UAE residence visa any time during the financial year. If the staff member has already produced original UAE residence visa/Emirates ID for the purpose of renewal of insurance, then this requirement is not applicable.



APPENDIX E - Policy on Salary Advances to Employees

1. Salary advance will be paid only to full-time staff members on the pay rolls of IMT Dubai.
2. Concerned full-time staff member will be required to make an application with proper reasons and submit the same to the Director.
3. Salary advance is not a right and is only an additional support given by the management to tide over unforeseen emergencies and **should not be treated as a source of interest free finance**. The decision of the Director will be final and binding on an employee.
4. Maximum advance against salary will be restricted to one-month gross salary of an employee.
5. There shall be a minimum gap of two years for fresh advance between the month of repayment of the previous advance and the next eligibility.
6. The advance given will be recovered in equal monthly installments, not more than 12 in number.
7. When an employee resigns from service or the service ceases for any reason, the outstanding advance will be recovered from the settlement amount in full.
8. An employee will be eligible to apply for advance only when he / she has completed the probation period.



APPENDIX F - Policy on Miscellaneous Allowances, Financial Assistance & Gifts

1. Working on Holidays/ Fridays/ Saturdays etc.
Any full-time staff member working on holidays including Fridays & Saturdays will be given weekly off in lieu thereof.
2. Relocation Expenses on Joining/Transfer by Institute.
All full-time staff members selected for employment at IMT Dubai will be paid relocation expense on the production of actual receipt subject to a maximum of AED 5000 (Dirhams five thousand only).

An employee who serves IMT Dubai for at least a period of one year from date of joining / transfer; otherwise the same would be recovered from the full and final settlement on pro-rata basis.
3. Reimbursement of Mobile and data card Expenses
Reimbursement for **Sim card of Du mobile (including data card)** will be allowed to the following categories:

All HODs in the areas of Administration, Accounts, Placements, Admission (subject to approval of the Director)
4. No individual is authorized to pass his / her own bills. In all cases the bills will be passed by concerned authority. All expenses of the Director will be approved by the Management Committee.



APPENDIX G – Guest House Policy

1. All new employees from outside the country may be provided accommodation at the campus, free of cost, for the first 10 days from the date of arrival.
2. Employees may request accommodation at the campus by submitting an application to the head administration at least 15 days prior to the date of occupancy.
3. The charges for availing accommodation (inclusive of water and electricity) will be as follows:
 - For studio AED 2,500 per month
 - For 1 Bedroom flat AED 3,000 per monthOr as specified in the respective contract
4. A staff member may avail facility of staying in the campus accommodation subject to prior approval. However, his/her stay along with their spouse and dependents is subject to availability and at the discretion of IMT Dubai Management.
5. Employees availing accommodation can be notified in writing to vacate by giving one-month notice.