

Welcome to Learners University College!

EMPLOYEE RECEIPT, CONFIDENTIALITY POLICY AND ACCEPTANCE

I hereby acknowledge receipt of Learners University College (hereinafter called LUC) Employee Handbook. I understand that it is my continuing responsibility to read and know its contents. I also understand and agree that the Employee Handbook is not an employment contract for any specific period of employment or for continuing or long- term employment.

Any information that an employee learns about LUC, or its members or any other stakeholders, as a result of working for LUC that is not otherwise publicly available constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by LUC or to other persons employed by LUC who do not need to know such information to assist in rendering services.

The disclosure, distribution, electronic transmission or copying of LUC's confidential information is prohibited. Any employee who discloses confidential LUC information will be subject to disciplinary action (including possible separation), even if he or she does not actually benefit from the disclosure of such information.

I understand the above policy and pledge not to disclose confidential information.

Signature:

Name:

Date:

## EMPLOYEE HANDBOOK

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### Mission

Our mission is to provide a unique, practical, and transformative education experience that prioritizes real-world skills. Our graduates won't just thrive in their careers; they will inspire transformation in their organizations and their communities, driving progress that resonates across the globe.

### Vision

At Learners University College, we envision a world where education leads to transformative action in business and careers. We aim to be a globally recognized institution, spread across the MENA region.

### Overview

The LUC Employee Handbook (hereinafter called the "Handbook") has been developed to provide general guidelines about LUC's policies and procedures for employees. It is a guide to assist you in becoming familiar with some of the privileges and obligations of your employment. None of the policies or guidelines in the Handbook are intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time, or any specific type of work. Additionally, these guidelines are subject to modification, amendment or revocation by LUC at any time, without advance notice. The personnel policies of LUC are established by the Board of Directors, which has delegated authority and responsibility for their administration to the Manager – Human Resources (HR Manager). The HR Manager may, in turn, delegate authority for administering specific policies. Employees are encouraged to consult the HR Manager for additional information regarding the policies, procedures, and privileges described in this Handbook. Questions about personnel matters also may be reviewed with the HR Manager. All employees are expected to abide by it. The highest standards of personal and professional ethics and behavior are expected of all LUC employees. Further, LUC expects each employee to display good judgment, diplomacy and courtesy in their professional relationships with members of LUC's Board of Directors, staff, customers and the general public.

## **LUC's Presence – Locations**

### **United Arab Emirates**

- **Sharjah – Main Office**
- **Dubai – Branch/Marketing Office**
- **Abu Dhabi – Branch/Marketing Office**

### **Qatar**

- **Doha**

### **Bahrain**

- **Manama**

## **LUC's Partners – Products Offered**

### **Exclusive Partners of LUC**

- **Swiss School of Management**
- **Central Mediterranean Business School**
- **Sunrise University**

### **Other Certifications**

- **OTHM**
- **Institute of Supply Chain Management, UK**
- **London Institute of Advanced Studies, UK**

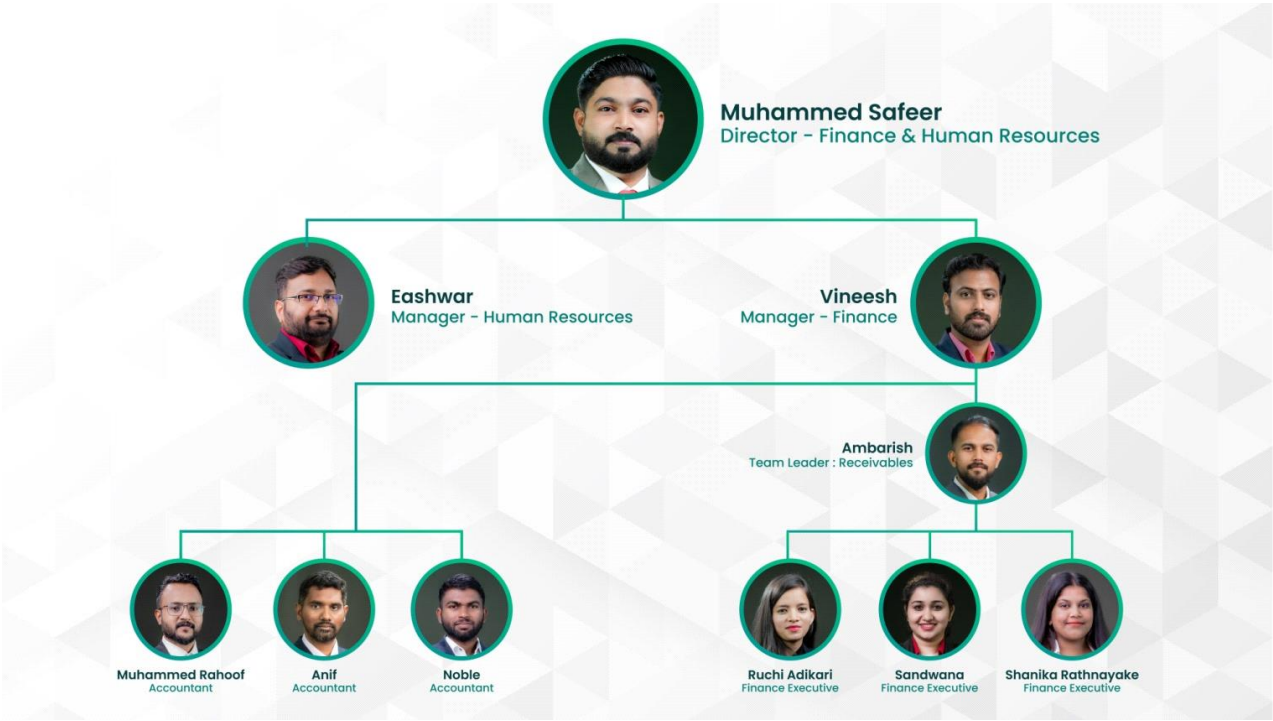
## **LUC's Departments**

- **Sales**
- **Operations**
- **Digital Marketing**
- **Academics**

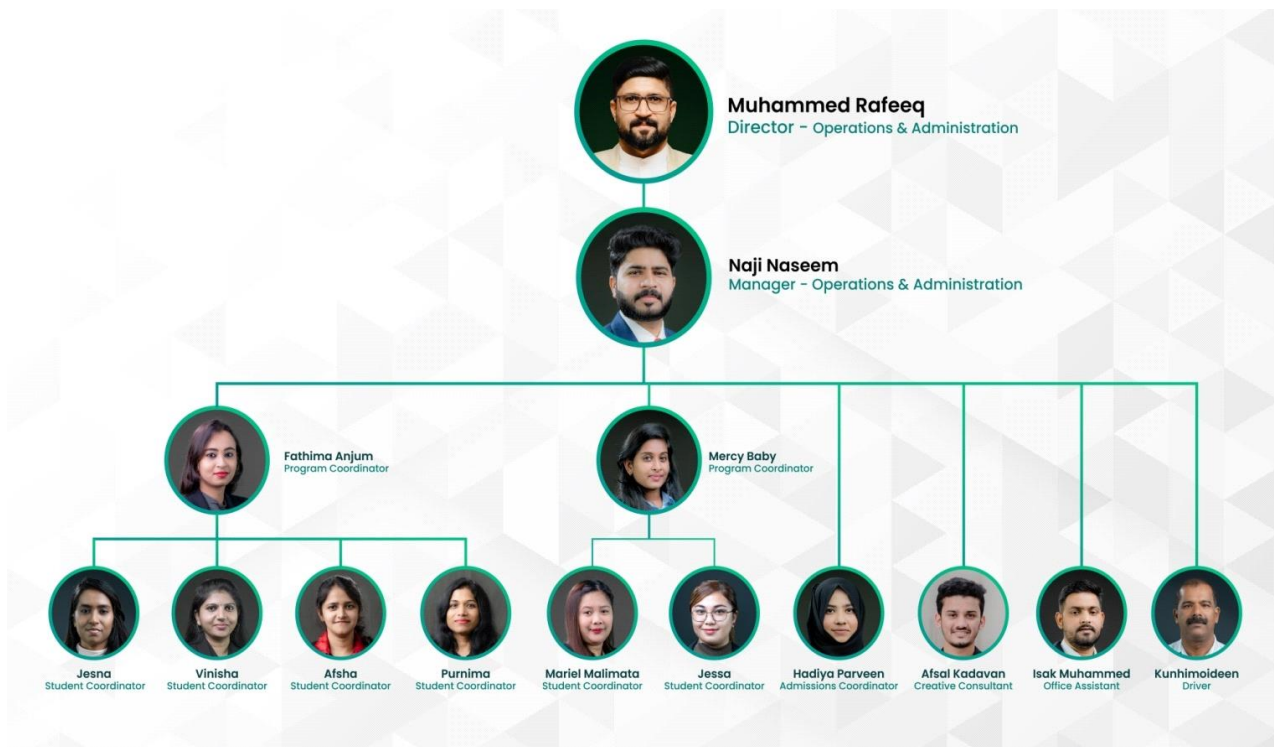
- **Finance & Accounts**
- **Human Resources**

## **ORGANOGRAMS**

## Finance & Human Resources



## Operations & Administration



## Sales & Marketing





## Sales & Marketing

Admission Consultants



**Shaik Sadaqat**  
Team Leader



Arafat



Sayed



Komal



Imtiaz



Brixton Sextus



**Anousha**  
Team Leader



Farheen Banu



Fathima Afnan



Arunima



**Tony Prince**  
Team Leader



Swetha



Elizabet



Sulu



Nimra



**Shasin Sithara**  
Team Leader



Jamshad



Rahul



Dipin



Linta

Admission Consultants



**Tauseef**  
Team Leader - Sharjah



Mitresh



Arfas



**Shakil Ahmed**  
Team Leader - Abu Dhabi



Nihala



Kiran



Reshma

## **HR POLICIES**

# Attendance Policy

- **Scope & Introduction**

The Attendance policy applies to all employees of the company. This is designed to set forth the company's policy and procedures for handling employee absences and tardiness to promote the efficient operations of the company and minimize unscheduled absences.

- **Working Days & Weekly Holidays**

- Regular working days shall be from Monday till Friday.
- Saturdays & Sundays shall be weekly holidays.
- Public holidays will be declared according to the local media reports in conformance with the government's regulations, including the Islamic holidays that depend on sighting of the moon.

- **Working Hours**

- Scheduled working hours for all employees shall be any continuous 9.5 hours from the time of clock-in to the office premises. The clock-in time cannot be earlier than 8.00 am and no later than 10.00 am.
- The above working hours includes a total break of 30 minutes.
- Prayer breaks should not be more than 30 minutes during the working hours except on Fridays, where the employee should compensate the extended prayer break by either clocking early or extending their working hours to meet the total required working hours.
- Working hours during the month of Ramadan shall be flexible and will be declared before the beginning of Ramadan. It will be communicated according to the information available from government authorities and the local media.
- Employees who are required to work outside the office premises due to work exigencies should send an email to their supervisor and the HR and update the online logbooks applicable, so that they are considered as 'on duty'.
- Sales / Business Development Staff:
  - Employees of the sales/marketing team whose job involves extensive traveling are required to inform his/her superior about their whereabouts at least one day in advance and in case of immediate assignments, should inform before leaving and update the online logbook assigned for this purpose.
  - Each meeting with the client / vendor is to be recorded in the online logbook and must be approved by the superior & HR by the end of every month. This logbook shall be considered for calculating the employee's attendance every month.

- **Work Locations**

- Every employee will be assigned a work location based on their respective functions. However, to improve flexibility and efficiency, an employee can choose to work from any of the offices of LUC in the UAE, viz., Dubai, Sharjah, or Abu Dhabi.
- This must be approved by the concerned line manager and the HR, so that it does not impact the day-to-day activities of the department and the alternate office.
- In the event of working from a different location, the employee must ensure the required working hours per day are met. All locations have the biometric machines installed and employees must record attendance from the location where they are allowed to work from.

- **Notice for Absence**

- The Company needs advance notice of attendance problems so that other arrangements can be made to cover employees' absence, if necessary. "Proper notice" means that employee should call the Company at a designated number for such calls prior to the start of their shift and personally notify their supervisor or another member of management about the problem, unless a verifiable emergency makes it impossible for the employee to do so. It is not sufficient to call in and leave a message with a co-worker or someone else who is not in a supervisory position. Employees must obtain approval from their supervisors in order to leave Company premises during scheduled work times.
- Employees who must be absent for personal affairs or medical appointments should schedule such appointments outside working hours or during weekends if possible.
- Unauthorized or excessive absences or tardiness may result in disciplinary action, up to and including termination.
- Employees who are absent for two consecutive days without giving proper notice will be considered to have involved themselves with extended absenteeism. They will be considered as having abandoned their job, and the Company will process their work separation as voluntary resignation on their part.

- **Permission**

- Every employee shall be allowed two instances of 30 minutes each per month as permission.
- Employees can avail these permissions only in two 30-minute slots or a single one-hour slot.
- Permissions of one month cannot be carried forward to the subsequent month.
- For planned permissions, employee must obtain the written approval of his/her supervisor at least one day in advance. For unplanned permissions, an email must be sent to the HR & the supervisor before or immediately after availing the same.

- **Late Coming**

- Attendance recording will be made by the respective biometric attendance machines installed in the premises. Therefore, it is mandatory for the employees to record their attendance for each day.
- Any deviation of attendance from the scheduled working hours, even by a minute, would be considered as one instance of late coming.
- All the instances of late coming will be considered during salary processing and deducted appropriately if required.
- Late coming will be treated with the following actions mentioned.
  - Two instances of late coming in each month will result in deduction of half a day from the sick leave balance along with a verbal warning documented in the employee's personal file.
  - Half a day of sick leave shall be deducted for every two subsequent instances until the sick leaves are exhausted.
  - Further late coming will result in Loss of Pay at the rate of half a day for two subsequent instances.
  - Half a day of sick leave shall be deducted if the employees forget to record his/her attendance. However, emails can be sent to their supervisor or HR, in case the employee forgets occasionally, and such emails are limited to two per month. In case the sick leaves are exhausted, this shall be continued on Loss of Pay.
  - Regular late coming will be viewed very strictly and consistent late coming may result in further disciplinary action up to and including termination.

- **Work From Home (WFH)**

- All Program Coordinators, Team Leaders, Teaching Faculties and Managers are eligible to avail one WFH per month.
- The employee should inform their respective supervisors about the same at least one day in advance with a written communication & approval from the HR.
- WFH cannot be combined with any other types of leaves. In the event of availing so, it would be considered as the same type of leave availed preceding or succeeding it.
- Employees are advised not to avail WFH on Mondays & Fridays and/or when it impedes the efficient functioning of their respective teams, which the employee and his/her manager may decide at his/her discretion based on the work exigencies.

- **Responsibilities**

- Responsibilities of the TLs/Managers:

- Supervisors must take active steps to encourage good attendance and to discourage absenteeism and tardiness.
- Supervisors must evaluate employee attendance regularly in which such evaluation will be included in the employee performance appraisal.
- Counseling and disciplining employees who have poor attendance or punctuality.
- Regularly communicating the Company attendance policies, including the necessity of advance notification of absences, to all employees who report to them.

- Responsibilities of the Employee:

- Employees should notify their supervisor in advance as possible whenever unable to report for work or when they know they will be late or must leave early. Such notification should include a reason for absence.
- If an employee is unable to report to work due to illness or expects to be late, the employee must call the Supervisor no later than one hour after scheduled reporting time. If the Supervisor is unavailable, the employee should contact the next level supervisor and the HR department. Failing to do so shall be considered as one instance of late coming. Such instances shall be deducted from the availing permission slots.

## Dress Code Policy

- **Scope**

The Dress Code policy is applicable to all employees, including contractual or temporary employees, of Learners University College.

- **Dress Code for Office Staff at all locations**

- All employees working at various offices of Learners University College should adhere to the dress code guidelines below.
- To promote a positive image to colleagues, customers and visitors, employees are required to wear appropriate "business formals" from Mondays to Thursdays and "business/smart casuals" on Fridays, during normal business hours. However, there are no restrictions in wearing business formals on Fridays.
- Appropriate "business formals" includes the following:

Men	Women
* Collared formal shirts with long sleeves, neatly tucked in, sleeves cuffed; with suit/blazer and tie. * Shirts must be either plain or light checked/stripes. * Pressed trousers with belt * Formal shoes with socks	* Dress with blazer (covering upper arms) * Dress pants or skirts with hemlines below the knees * Dress shoes (closed shoes and smart sandals) * Socially acceptable and conservative dress

- Appropriate "business/smart casuals" includes the following:

Men	Women
* Polo tee-shirts without blazer or semi formal shirts with or without blazer * Pressed trousers/jeans (torn jeans are not allowed) * Appropriate shoes (sport shoes must be clean and well maintained)	* Tee-shirts or shirts with blazer * Semi-formal shirts with/without blazer * Pressed trousers/jeans (torn jeans are not allowed) * Appropriate shoes or smart sandals

- **Personal Grooming & Hygiene**

- All employees are expected to maintain personal cleanliness during business hours.
- All male employees are required to be well-groomed with proper haircuts and neatly shaved or trimmed beards.
- Use of deodorants/antiperspirants to minimize body odor, is recommended.
- Use of heavily scented perfumes, colognes and lotions are not recommended as they can cause allergic reactions to some employees.
- Clothing must be clean and neatly pressed.

- **Exceptions**



- Staff who are UAE Nationals may wear local UAE dress like the kandura. Other staff are not allowed to wear such dress.
- Outfits worn for religious purposes such as hijab for Muslim women, turbans for Sikh men, etc. are allowed.
- **Limitations**
  - Employees should not wear denim skirts or jackets, short pants (i.e., capri pants), any form-fitting garments, ill-fitting clothes, plunging necklines, garments with revealing slits, see-through clothes, or distracting, offensive or revealing clothes, bright designed clothes, and collar-less tee shirts, printed tee shirts, etc.
  - Clothing should also be free of sexually related references, foul language, or inappropriate slogans, or religious symbols/slogans.
  - All employees should not wear flip flops, floaters, rubber sandals, or slippers except for medical reasons, after informing and seeking prior permission from the HR.
  - No other areas of the body should be visible with body piercing jewelry except earrings and, where it is the cultural tradition, tiny stud nose rings for women.
  - Tattoos should always be covered by clothing.
- **Disciplinary Action**
  - No dress code can cover all contingencies. So, employees must exert a certain amount of judgment in their choice of clothing to wear to work. If an employee experiences uncertainty about acceptable, professional business casual attire for work, they may seek advice from his/her supervisor or Human Resources staff.
  - If clothing fails to meet these standards, as determined by the employee's supervisor and Human Resources staff, the employee will be asked not to wear the inappropriate item to work again. If the problem persists, the employee may be sent home to change clothes and will receive a verbal warning for the first offense.
  - Progressive disciplinary action will be taken for further dress code violations.

## **Leave Policy**

- **Scope**

The Leave policy is applicable to all regular employees of Learners University College.

- **Annual Leave**

- As per the Labor Law of UAE, all employees are eligible for 30 calendar days of annual leave for every completed year of service with the company.
- LUC prefers that all its employees avail their annual leave during the same year and therefore any accumulated leaves will not be carried forward and must be utilized during the same year.
- Since it is mandatory to avail annual leaves during the year, employees can avail it in parts, i.e., divide and avail the leaves. However, this is subject to the approval of the concerned line manager.
- Any unutilized leaves shall be accounted and paid as additional leave salary. This payment, however, will be calculated and made on the Basic Salary of the employee.
- Additional annual leaves accumulated above 45 days at any given point of time, shall be paid along the subsequent month's salary and will be calculated as mentioned in 2.4.
- Return economy airfare to the nearest airport of the employee's native place in his/her home country will be reimbursed for every two completed years of service.
- Employees at the level of Manager & above, shall be eligible for airfare reimbursement for every completed year of service.
- Airfare will not be paid to employees who choose not to travel and avail the annual leave locally. Quantum of reimbursement will be decided based on the standard rates approved by the Finance department at the time of submitting the approved leave application.
- Eligibility/Conditions:
  - Every employee should have successfully completed the probation period of six months to avail annual leave.
  - Employees who have completed six months of service, but less than one year, can avail annual leave at the rate of 2 days per completed month of service.
  - All leaves are based on calendar days, i.e., intermittent weekly holidays and public holidays will also be considered as a part of the annual leave.
  - Any annual leave availed in parts shall also be considered in terms of calendar days. That is, any intermittent holidays and weekends shall also be considered as a part of the annual leave.
  - Upon completion of one year with the company, the annual leaves shall be calculated from 1<sup>st</sup> of January from the subsequent year.
  - Leaves will be credited on a pro-rata basis for the residual period from the date of anniversary up to 1<sup>st</sup> January.
  - Leaves availed as 'Leave Without Pay' (LWP) will affect the accrual of AL at the rate of 0.5 day for every 6 days of LWP availed, rounded to the nearest 0.5.
- **Sick Leave**

- All employees shall be eligible for 8 (eight) days of sick leave per calendar year. It shall be credited by January of every year. Employees joining during the year, will be with SLs credited on a pro-rata basis.
- Sick leaves cannot be carried forward to the next year and cannot be encashed.
- No more than 2 consecutive days of sick leave can be availed at any given point of time.
- Any sick leave of more than 2 continuous days must be supported by a medical certificate after reporting back to work. This includes availing sick leaves on Fridays and Mondays.
- Sick leaves cannot be combined with any other leave.
- In case, the employee is serving his/her notice period, he/she cannot avail more than 2 sick leaves during the notice period. Any additional leaves shall be considered as Annual Leave and will be reduced from their accrued annual leave balance or considered as Leave without Pay if annual leaves are exhausted.
- Employees under probation period are not entitled for any kind of leaves. However, they are allowed to take 2 sick leaves during the probation period. Any additional leaves shall be considered as Leave Without Pay.

- **Medical Leave**

- As per the Labor Law of UAE, medical leaves are granted to all full-time employees who are temporarily unable to perform their duties due to serious health conditions or disability.
- Medical leaves are granted for the period of disability, up to a maximum of 90 continuous days or intermittent days in a calendar year. They are calculated as follows:
  - Full pay for the first 15 days in a calendar year.
  - Half pay for the following 30 days.
  - Without pay for the subsequent period up to 45 days.
- If the employee's illness is caused directly by his/her misconduct (e.g., excessive drinking), he/she is not entitled for any wages for the medical leaves availed.
- Employee should submit a medical certificate for the period of illness, after reporting back to work, to receive the wages, if any.

- **Maternity Leave**

- All female employees, who have completed one continuous year of service with the company, are eligible to avail maternity leaves.
- Eligible employees can avail up to 45 calendar days of paid maternity leave. This includes both the pre-natal and post-natal periods.
- Employee can extend her maternity leave for a maximum of 10 days without pay.

- Any subsequent leaves availed shall be also unpaid and is subject to the approval of the concerned supervisor and/or Head of Department.
- In case of pregnancy related illness or complications, employee can extend her maternity leave for a maximum of 100 days of unpaid leave and must submit the medical certificates for the same.
- A copy of birth certificate of the new-born must be provided after reporting back to work.

- **Paternity & Parental Leave**

- Male employees are entitled for a paternity leave of maximum of 5 days that can be availed within 6 months of the child's birth.
- Female employees (new mothers) can avail parental leave of a maximum of 5 days within 6 months of the child's birth. This is apart from the maternity leave availed, if any.
- Proof of birth in the form of a birth certificate must be submitted to avail these leaves.

- **Emergency Leave**

- All employees are eligible for up to 10 days of unpaid leave (in case the employee has exhausted his/her annual and sick leaves) per calendar year for certain unforeseen circumstances or emergencies.
- Paid emergency leaves shall be deducted from the annual leave balance accrued.
- Emergency leaves can be availed with due approval of the supervisor or Head of Department and the HR.

- **Pilgrimage Leave**

- All Muslim employees are eligible to avail a maximum of 30 days of unpaid leave (in case the employee has exhausted the annual and sick leaves) for performing Hajj.
- This type of leave can only be availed once during employment with LUC.
- In case the employee wants to perform Umrah, it shall be deducted from the accrued annual leave balance.

- **Compensatory Leave**

- Employees who are required to work at the office on weekends shall be eligible for compensatory leaves, after approval by the respective manager & HR. However, this compensatory leave should be availed within 15 days from the date of becoming due.
- Only the following group of employees can avail compensatory leaves.

- Student Coordinators – in the event of coordinating physical/on-site sessions and online sessions.
- Customer Support/Finance Executives – in the event of working over weekends at the end of the month for payment follow-ups.
- Teaching Staff – both in the event of online or on-site teaching sessions.
- Non-Sales Staff – in the event of managing extra workload at the discretion of the respective Managers & HR.
- Compensatory leaves cannot be combined with any other type of leaves. This includes sandwiching weekends preceding or succeeding Annual Leaves or any other type of leaves.
- Teaching faculty can avail compensatory leaves at the rate of one day for every six hours of teaching sessions delivered.
- Non-teaching staff working from the office must clock the whole duration of working hours as any other working day. This, however, is not applicable for student coordinators coordinating on-site sessions outside the office premises.
- Student Coordinators for online sessions can avail one day of compensatory leave in the succeeding month after coordinating for all online sessions during a given month. The coordinators must be available to answer all queries by email or WhatsApp from any of the stakeholders, viz., faculties, other LUC staff and students. This must be confirmed by the respective Program Coordinators and Managers.
- Not more than one staff from the same department/team can avail the compensatory leaves on any given day. This must be ensured by the concerned department TL/Managers.
- This is not applicable for employees from the sales department who choose to work at the office during weekends to achieve their targets. This is also not applicable to employees at the level of Program Coordinators, TLs & Managers, and non-teaching faculties, unless specified otherwise.
- If the employee does not avail these leaves within the 15-day limit, it cannot be carried forward or availed later.
- If the employee is unable to or does not wish to avail the compensatory leave within the above period, an amount equivalent to one day's salary will be paid in lieu of the worked holiday along with the salary. This choice is available to the employee concerned and he/she must confirm the same by email to the HR & Payroll. For convenience, the respective TLs/Managers can consolidate this list of requests and forward it to the HR & payroll by the last day of the month.
- Compensatory leaves must be approved by the concerned manager and the HR before availing it.
- **General**
  - All annual leaves (except sick & emergency) must be applied at least 2 weeks in advance and must be forwarded to the concerned Manager and thereafter to the HR

department for approval. It is advised to book air tickets only after getting the leaves approved, as the leave application may not be approved due to various reasons, and this would be at the discretion of the Managers and/or the HR.

- All leave & attendance requests must be addressed to the HR, Payroll & the immediate supervisor for approval.
- Medical leave salary shall be paid only after reporting back to duties and upon submission of a medical certificate for the period of leave availed.
- The number of days availed as unpaid leave (LWP) shall not be considered for calculating gratuity in End of Service Benefits. It also affects the total accrued Annual Leave balance as mentioned in 2.9.7.
- All employees, who have been provided with an official email id for communication, must activate Out-of-Office messages, even if they are on leave for one day. During sick leaves, the employee must communicate it to their TL/Manager or co-worker to activate the Out-of-Office messages.
- All employees going on their annual vacation, only in case of air travel, are allowed to leave early by not more than one hour from the close of business hours on their last working day. Any deviation from this would be viewed strictly and in case of non-compliance, necessary deductions will be made from the leave balance of the employee.

## **Payroll Policy**

### **• Introduction**

The payroll policy applies to all staff including regular employees, contractual staff, and other vendors of Learners University College (LUC). This policy is designed to provide an appropriate, clear, and consistent framework for the payments to be made to all employees and other staff such as adjunct faculties and vendors like B2B and B2C customers and students including the current & past students. It ensures that all concerned have a fair and clear understanding on the payment structures, timelines, and conditions of payment.

### **• Scope**

The payroll policy aims to provide clarity and appropriate terms and conditions for all the below areas:

- Dates of salary and other payments.
- Incentive structure and conditions for all department concerned.
- Student referrals and payments.
- B2B & B2C agreements and payments.

- Salary advances.
- Staff Loans

- **Definitions and Dates of Salaries & Other Payments**

- Salary – the gross salary mentioned in the employee’s appointment letter.
- Incentives – performance bonus for achieving the monthly personal targets.
- Consultancy charges – all charges payable to adjunct faculties and other contractual staff of LUC.
- Student Referral Bonus – all referral payments made to the current and past students of LUC.
- Referral Fees – all payments made to the vendors such as B2B and B2C for referring customers to LUC.
- Payments viz., salary and consultancy charges shall be paid on or before the 10<sup>th</sup> day of each month.
- Student Referral Bonus and Referral Fees shall be paid/adjusted as and when the referral payment becomes due.
- Salaries for new staff joining in the middle of a payroll period will be paid on a pro-rata basis.

- **Salary Advances**

- All employees who have completed at least 15 days of continuous service with the company will become eligible for availing a salary advance.
- Employees can raise an email request to the finance and payroll teams with a copy to the line manager/TL and the HR for a salary advance.
- A maximum of 50% of salary can be availed and this is calculated after discounting the outstanding costs/previous advances against each employee.
- Outstanding costs include visa costs, visa renewal costs, flight tickets paid for new joiners, previously availed advances, etc.

- **Staff Loans**

- All employees who have completed a minimum of one year of service with the company are eligible to avail a staff loan.
- Staff loan shall be sanctioned based on certain criteria and conditions agreeable to both the applicant and the management.
- The maximum limit of the loan amount shall be restricted to two times of the current salary of the applicant.

- The repayment term shall begin immediately from the subsequent month and the tenure will be decided by the HR and agreed by the applicant.
- The final approval is subject to satisfactory reasons for application and is entirely up to the discretion of the management.

## **Performance Appraisal Policy**

- **Scope & Introduction**

The Performance Appraisal policy applies to all regular employees of Learners University College. This policy is designed to provide an appropriate, clear, and consistent framework for the assessment of employees' performance within the context of work improvement, self-evaluation, and development planning. It ensures that managers fairly and equitably review the performance of their employees and ensures that each employee is delivering high quality service to stakeholders and is treating colleagues with dignity and respect. It also provides supervisors with an effective tool to evaluate their employees' work performance and to help employees to improve their work performance. It also gives employees an opportunity to get feedback concerns and areas of potential.

- **Purpose**

The objective of this policy is to ensure that the employees have a clear, consistent, and fair approach to appraisal. Performance appraisal is aimed to:

- Acknowledge good performance.
- Evaluate the performance of employees and inform them of all their strengths & weaknesses thereby helping in improving their performance.
- Decide performance expectations/requirements and discuss them with the employees.
- Determine if performance expectations/requirements are being met and how well they have been met.
- Set objectives for the year ahead.
- Objectively document employees' performance.
- Serve as a consideration in making promotional decisions.
- Inform employees are accountable for the quality and outcomes of their work.

- **Responsibilities**

- Individuals / Appraisees



- Every employee is responsible for their own performance and ensuring that they understand expectations in relation to work objectives and ongoing work responsibilities for their role.
- They are responsible to actively participate in the performance and review process by preparing for the appraisal discussion, contributing to their personal appraisal development plan, and actively applying newly acquired knowledge and skills within the role.
- They are also responsible for self-assessment of their achievements and progress against objectives.

- **Managers / Appraisers**

- Every manager is responsible for ensuring that each member of staff has an individual appraisal at least once every year.
- Ensuring all employees under probation under their respective teams are evaluated at least 15 days before the completion of their probation periods.
- Ensuring that each employee is aware of the performance appraisal policy.
- Ensuring the formal appraisal documentation, hand over a copy to the HR for storing in the staff member's personal file and provide a copy to the appraisee.
- Ensuring meaningful objectives and/or targets are set which support overall organizational objectives.
- Providing regular feedback on achievement and progress required to ensure continuous development.
- Ensuring that all employees have an equal access to the development opportunities.

- **Eligibility & Timelines**

- All regular employees who have successfully completed at least one year of continuous service with the company will become eligible for the appraisal process.
- Employees who have successfully completed their probation of 6 months but have not completed one year of service, will be considered for appraisals on a pro-rata basis.
- Performance of employees under probation will be evaluated on a bi-monthly basis until the time of completion of probation period. Any feedback or decision on the employee shall be made within one of these bi-monthly periods.
- Regular appraisal process will start by the beginning of every calendar year, that is, January & performance during the previous calendar year will be considered for evaluation.

- All appraisals including promotions and increments will be effective from 1<sup>st</sup> March of the year or as declared at the end of the appraisal process.

- **Promotions & Mid-Term Appraisals**

- At LUC, only performance and integrity matters. Therefore, all employees are eligible for a promotion who display an exemplary performance with an impeccable attitude and integrity.
- As a part of the Internal Employee Promotion activity, all employees who are eligible for an appraisal in the given year and who display all attributes mentioned in 5.1, will be given an opportunity to seek a promotion.
- Based on the reports submitted by all candidates for a promotion and their performance, the management will decide on final promotions. The decision of the management in this regard will be final and binding.
- LUC believes in motivating and rewarding employees for their performance, even if the employee is not eligible for an appraisal during the regular appraisal process. Employees who have not completed one year of service but have completed their probation will be considered for a mid-term appraisal.
- Mid-term appraisals will be taken up on a case-to-case basis and this decision will be solely at the discretion of the management.

## **Employee Referral Program**

Learners University College encourages employees to refer qualified applicants. The Employee Referral Program recognizes and rewards employees for referring high quality candidates to the company. By participating in this Referral Program, you can help supplement candidate pools, reduce the time and cost per hire and boost employee engagement.

To submit a referral please follow these steps:

Send the below information to [eashwar@learnersuae.com](mailto:eashwar@learnersuae.com)

Subject: Employee Referral - <Name of the Candidate> - <Name of Employee>

Candidate's full name

Candidate's phone number

Position being referred for

Updated Resume of the candidate

Level of the Referred Employee	Reward to be received upon completing 6 months	Reward to be received upon completing 1 year	Total Referral Reward
Manager & Above	AED 400	AED 600	AED 1000
Team Leader & Below	AED 200	AED 400	AED 600

### Terms & Conditions of the Program

By submitting the email, you are agreeing to the below Employee Referral Program's terms and conditions.

A successful employee referral must be made in accordance with the following guidelines:

- Candidates need to meet the qualifications of the position, and like all applicants, must demonstrate their skills and aptitude to perform the job.
- All referred applicants will receive equal consideration and are processed in the same way as other applicants.
- Rehires (ex-staff) are not eligible to be referred under this program.
- To be eligible for the referral bonus payments, the referring employee must be an active employee at the time of the scheduled payment
- All employees of Schwan's Home Delivery are eligible to participate in the Employee Referral Program except for:
  - Employees from the HR department
  - Employees who are involved in the recruitment/hiring process for the referred candidate or referred position including the hiring manager, recruiter and any other interviewers.
  - Temporary/contract employees
  - In the case of duplicate referrals, the Employee Referral Email that is received by Human Resources first will be the eligible for referral.
  - The referral email will be valid only for 3 months, within which the offered employee should join, to be eligible to claim the referral bonus.