

Name: TIRTHA ADAI PUN

Dubai, UAE.

Contact: + 971 508126019

Email: daitirthapun@gmail.com

Dated: 18 March 2024

2801

The Prime Tower

Business Bay

Dubai

P O Box 79998

Email: Info@luxrealty.ae

Lux Realty LLC

Employment Contract

Dear Mr TIRTHA ADAI PUN,

1. INTRODUCTION

1.1 This employment agreement is made between **TIRTHA ADAI PUN** and **LUX REALTY LLC, Dubai, UAE**.

1.2 The basic terms and conditions of the Contract are as set out in this agreement (the "Contract"), your offer letter, the Company's policies, procedures and rules as may be introduced and/or amended from time to time

2. APPOINTMENT

In reference to your recent conversations with Lux Realty LLC, we are delighted to inform you that you have been awarded the position of **Real Estate Agent** on a probationary 3 months basis and your joining date will be **Monday, 1 April 2024**.

3. Training & PROBATION:

Your Training will last up to 4 weeks and probation period will start 4 weeks from the date of your joining, after a successful completion of 3 months of probation period you will be confirmed as a permanent employee of the company based on the performance and review and formal issues of the permanent contract. Total Period is 4 months

This is not a contract-based job. The Employment will continue until it is ended by the Employee or the Company.

4. JOB TITLE, RESPONSIBILITIES & DUTIES:

As a **Real Estate Agent**, your responsibilities include but aren't limited to:

- Provide guidance and assist sellers and buyers in marketing and purchasing property for the right price under the best terms
- Determine clients' needs and financial abilities to propose solutions that suit them
- Perform comparative market analysis to estimate properties' value
- Display and market real property to possible buyers
- Prepare necessary paperwork (contracts, leases, deeds, closing statements etc)
- Maintain and update listings of available properties.
- The role would involve you devising and implementing a marketing strategy and building the

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marketing dept.

- The main responsibility we are looking at is off plan lead generation and brand awareness(secondary).
- Intermediate negotiation processes, consult clients on market conditions, prices, mortgages, legal requirements and related matters, ensuring a fair and honest dealing.
- You will report to the CEO of a Company or such other person as the Company shall direct.

5. TARGET

To close maximum number of deals

6. KEY PERFORMANCE INDICATORS (KPIs) As a Real Estate Agent:

- % Conversion Rate
- \$ Revenue Generated
- \$ Value of Deals Closed
- Number of Calls
- % Call answer Rate
- How much Revenue Generated
- Number of Deals closed (Primary, Secondary, Rentals)
- Value of Deals Closed
- Number of Leads Generated
- Appearance & Formal Dress Code
- Listings
- Leads per listing CTR & CALLs
- # CRM leads
- Social Media Activities
- # Affiliates
- # Developers on contact
- # Networking

7. SALARY POLICY

7.1 During your employment, you will be entitled to only for 50/50 commission and no basic salary at any point

8. COMMISSIONS

8.1 50.50 sharing with company on all profit banked.

Benefits after 3 months or closure of first deal in sales or banking of 25k month equivalent for 3 months

-Company Visa

-Healthcare

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9. DAY/HOURS OF WORK/ WORKPLACE

- 9.1 The normal working week is from Monday to Saturday (both days are inclusive).
- 9.2 The working hours will be from 10:00pm – 7:00pm (9hrs) with 1 Hour Break.
- 9.3 The workplace is your office address. Work from home is not allowed at all.

10. MOBILE POLICY.

- 10.1 All LUX Work must be done by using business official sims/mobiles provided by the company unless approved otherwise
- 10.2 In case mobile phones are provided by the company, nobody is allowed to add any codes/passwords on phone without sharing with the management.
- 10.3 Everyone in LUX Team must use only work/business sim for all leads.
- 10.4 You will be subject to legal proceedings if you delete anything any communication etc.

11. LEAVE POLICY:

- You will be entitled to 24 leaves per year including sick, emergency, public and annual holidays etc.
- No holidays paid in first 3 months of Training and probation period .

Half Day Leave of Absence

Absence for part of a working day that has not been approved will incur the automatic deduction of 1 full day's pay. Same 2 half days leave are equal to 1 full day leave.

Notification of Absence Due to Sickness

Absence due to sickness should be notified to the company well before working hours to the concerned manager or to the HR department. A medical certificate must be produced for any absence of two days or more. Paid sick leave may be denied if this procedure is not followed. Likewise, the intention to return to work should be notified to the appropriate authority at the earliest opportunity, but no later than before the close of company office on the day prior to returning.

Prefix or Suffix of leave

Any Leave/Half Day/Late Arrival/ Early Departure, before or after any Holidays or Weekends will result in 2 days salary deduction.

NOTE: All long leave applications must be submitted to the HR manager before time, preferably 1 month to 15 days prior to the date of leave commencement but never less than 1 week, so that the application for any leave must be approved before the commencement of requested leave.

No leave will be availed without prior permission. Any leave without timely permission will be taken as absence from duty. In case of noncompliance of leave rules, you will be marked absent and salary would be deducted if applicable

12. TERMINATION /RESIGNATION:

- In case of **TERMINATION** by the company because of any reason (unsatisfactory performance, Breaching the contract or rules and policies of company, the Company will NOT compensate you that month salary if applicable.
- In case of **RESIGNATION**, you need to complete 1 month notice period to get that months' salary if applicable.
- Upon cessation of your Employment, you will immediately return to the Company all company devices with the correspondence, resource materials, documents, memorandum, notes, records (which may be contained in electronic media or other forms of computer storage), videos, tapes and any project reports, photographs, or other Company information which may be under your possession or control.

13. CONTACT DETAILS

Please keep the Company informed about your latest contact telephone, mobile number and e-mail address (if any), N.I.C number, residential and postal addresses. With the complete details of at least 2 References.

14. PERSONAL CONDUCT/HYGIENE

All employees are expected to pay attention to their personal hygiene, dressing, grooming and conduct. You should must be neat and clean and need to be well-dressed and well-behaved with decency.

15. MODE OF COMMUNICATION

As we are the International Company and all the dealings are with the international clients so Mode of communication within the office should be **English**.

16. PERKS/ BENEFITS/ INCENTIVES

The company will provide refreshment and tea/coffee during the working hours.

17. BONUS/INCREMENT

The company will offer yearly increment on performance basis and before the completion of 1 year nobody is supposed to claim for any Increment.

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Whereas bonuses to any employee is subject to company's approval.

18. COMPANY POLICIES

You agree to comply with the employment policies, practices, rules, regulations and instructions of the Company now in force or which may be amended, revised or adopted at the sole discretion of the Company from time to time (the "**Company Policies**").

You agree to comply at all times with the laws of the Company.

19. NO SMOKING POLICY

The Company Premises is a NO SMOKING ZONE. Employees are not prohibited to smoke in office building.

20. CONTACT DETAILS

Please keep the Company informed about your latest contact telephone, mobile number and e-mail address (if any), N.I.C number, residential and postal addresses. With the complete details of at least 2 References.

21. DISCIPLINARY MATTERS

General

Disciplinary matters shall be handled in accordance with the Company Policies and strict actions will be taken against employees in case of breaching the laws and rules of company.

21.1 Political and religious matters and issues should not be discussed in company premises during and after working hours.

21.2 Involvement in any political party is not allowed.

21.3 There will be no compromise on breaching code of conduct.

21.4 No compromise on breaching social and moral, laws and regulations of the company.

21.5 Smoking and other drugs are strictly prohibited in work place.

21.6 Sexual, Moral or emotional harassment is prohibited.

21.7 Abusive talk or any kind of misbehavior is prohibited in office area.

21.8 Spoken language within the office should be ENGLISH /URDU. Other native languages are strictly not allowed.

Misconduct

As per the Labor Law, an employee can be dismissed without notice in the following cases of gross misconduct:

- (a) Submission of fake documents/certificates;
- (b) where an employee's mistake causes a significant financial loss to the employer, provided that the employer informs the law enforcing agencies of the incident within 48 hours;

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- (c) where safety instructions are violated;
- (d) where basic duties as stated in this Agreement are not carried out despite warnings;
- (e) he/she discloses secrets of his/her employer;
- (f) he/she is convicted in a court of law of dishonesty or immoral behavior;
- (g) he/she is drunk or intoxicated at work;
- (h) he/she commits physical assault on employer/colleagues; or
- (i) He/she is absent for more than 7 continuous days or more than 20 days intermittently in a year without legitimate reason.

22. IT POLICY

- You are not allowed to load your own software on to Company computers. You must not copy software or data from computers at work or use e-mail or internet access except for legitimate business purposes or make any other use of computers or software for any purpose other than your company's legitimate business interests.
- You must not open files downloaded from the internet or e-mail on your company's computers without virus checking the files.
- All computers, networks and the e-mail system are the property of the Company. All copies of messages created, sent, receive or stored on the company's systems shall remain the property of the Company. These messages are not the private property of the company and as such there should be no expectation of privacy in any circumstances.
- The Company reserves the right to access and monitor all messages created, sent, received or stored on the Company's systems. The contents of e-mail messages may be disclosed to other employees and to third parties without further permission of the employee and at the discretion of the Company.
- E-mails and the internet should not be used to create, send receive or store any material which is offensive, disruptive or infringes copyright.
- You are not allowed to change passwords or add locks without authorization.
- Employees are not supposed to remains busy in their personal and domestic issues during the working hours. Or they are not allowed to use official equipment or device for their personal use like Laptop, mobile etc.
- Taking phones or laptops without consent is criminal offence.

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23. DATA PROTECTION:

- The Company may, for the purposes of the Employment, hold, use or otherwise process personal data and sensitive personal data.
- You the Employee required to inform the Company immediately of any changes to any personal data relating to you which the Company may hold, use or otherwise process including your name, address and emergency contact telephone numbers.

24. GENERAL OFFICIAL RULES:

- You are to respect the civil, and religious laws and customs of the country.
- You shall not take part in any political activity prejudicial to the interests of the company
- You should keep and exhibit ethical and social norms and values during your agreement with the company and in the UAE.
- Pay attention to your personal hygiene, dressing, grooming and conduct. You must be neat and clean, need to be well-dressed and well-behaved with decency.
- There will be no compromise on breaching code of conduct.
- Smoking and other drugs are strictly prohibited in office area.
- Sexual, Moral or emotional harassment is prohibited
- Abusive language or any kind of misbehavior is prohibited in office area.
- You will be terminated and the work permit/visa will be cancelled in future, if you are convicted in a court of law of dishonesty with the company.
- No wastage of electricity- do not leave AC on if you are not in the room and don't let anyone else either.
- Shutting down PC properly.
- Making sure lights are off in rooms not used.
- Making sure that no wastage is taking place / no abuse of equipment / resources.
- No rubbish in hallways.
- keeping office up to date.
- Watching other staff activities and timely inform to the management in case of any breaching of rules by other staff.
- No eating drinking on tables.
- Incomplete or incorrectly completed task in time/ deadline not met, shows lack of responsibility to job.
- Failure to submit end of day production report will result in Penalty.
- IT policy - headsets policy need to follow. (Mentioned in your contract) If you are going to damage any IT equipment, table, laptop, system or headsets etc. That loss will be covered from your salary if applicable or commissions
- Tucking chairs in end of day under desk.
- keeping own cutlery clean.

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- No rubbish bags left on desk or under desk – keep desk neat and tidy.
- Damage of IT equipment due to fault of employee example harsh use- like failure to shutdown machine/ aggressive usage like yanking a cable.
- Damage to any office equipment - payable by employee.
- Unethical behaviour is not acceptable like abusing language, misbehave etc
- Dress code need to follow. Neat clean dressing, home sleepers and softies are not allowed.

25. LEGAL RESTRICTIONS:

During your employment with LUX REALTY LLC, you are strictly and legally not allowed to work with any other company. You will be fined by our company AED 200,000 and we will pursue legal action against you. You will lose any pending commissions due with the company and the visa will be cancelled.

The employment will automatically be terminated if an employee remains absent from his/her duties without any information. The employee will be treated as absconding and the company will inform the legal authorities and will cancel the visa as per labour Law.

Kindly sign this offer letter as an acceptance and send us back with your consent within 3 days with the scanned copies of all the documents in pdf.

If you have any questions, please don't hesitate to contact us.

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ANNEX
NON-DISCLOSURE AND
CONFIDENTIALITY

As a result of your employment with the “**Company**”, you are subject to the following restrictions:

NON-DISCLOSURE/CONFIDENTIALITY:

You are strictly prohibited from using, disclosing, divulging, furnishing or making accessible to any person, either during your employment or any time thereafter (except where necessary for the performance of your duties, or where expressly authorized), any confidential information relation to the business of the Company (“**Confidential Information**”).

Confidential Information includes any information relating to the business and/or the financial affairs of the Company or the Company’s customers, prospective customers, agents, employees, affiliates, suppliers, vendor, shall include:

1. the business methods and information of the Company (prices, offers, promotions, product development, marketing and advertising, budgets, or any financial information, information about employees or colleagues);
2. details of the Company’s agreements;
3. details of any future projects, promotions, or publicity exercises planned by the Company;
4. details of any business plans of the Company (including current or future activities; and
5. Any information which may adversely affect the business or the interests of the Company.

Unauthorized disclosure of Confidential Information is a serious disciplinary offence, justifying termination without notice or compensation, and may also result in further legal action (including claims for loss and damages).

If you receive any requests for Confidential Information, you should make no comment and immediately refer the matter to management.

With this you will have to take responsibility that **all adverts are compliant and in line with UAE laws.**

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GENERAL OBLIGATIONS:

By signing this document, you acknowledge and agree that:

1. the restrictions and obligations above are reasonable and necessary for the protection of the legitimate business interests of the Company;
2. Each of the above clauses is an entirely separate and independent restriction on you; and
3. This document constitutes an agreed variation to your employment terms and conditions.

To signify your agreement of Employment between you and the Company on the terms contained in it please sign both copies of this contract keeping one copy for yourself and returning the other to your employer.

If you have any questions, please don't hesitate to contact us.

Thank you and best regards,

Quzeama

(HR -Dubai)

ACKNOWLEDGEMENT

I, (Name of Employee)

have read and understood this contract and hereby agree to Employment with Complete Jobs on the terms and conditions set out above along with Annex(A).

Signed.....

Dated:

Name of Employee

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DOCUMENTS REQUIRED

1. Attested photocopies of your educational documents.
2. Attested photocopy of professional and experiences certificates.
3. A clear coloured photocopy of your valid identity card.
4. Passport size photographs with White background.
5. A coloured and readable copy of passport (1st and 2nd page), Should be valid for minimum 6 months.
6. Coloured copy of visa page.
7. Copy of Emirates ID (if applicable), Front and back
8. NOC by a previous employer or Sponsor.
9. Details of 2 references with their name, residence, contact numbers, email, CNIC/ Emirates ID numbers for verification.

Should you require any clarifications, please contact our HR Office.

We look forward to welcoming you.

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NON-DISCLOSURE AGREEMENT (NDA)

This Non-Disclosure Agreement of freelancing is made and effective,

BETWEEN: **LLC REALTY LLC.** a corporation organized and existing under the laws of the [UAE] of [Dubai], with its office located at:

[Office Suite 2801, 28th Floor, Prime Tower, Business Bay, Dubai, UAE]

AND: **TIRTHA ADAI PUN**

WHEREAS, Receiving Party has been or will be engaged in the performance of work on Property Consultation and Real Estate Service which includes Buying, Selling and Renting of properties in UAE; and in connection therewith will be given access to certain confidential and proprietary information which includes direct contacts details of property owners both buyer and seller and end user.

WHEREAS, Receiving Party and Disclosing Party wish to evidence by this Agreement the manner in which said confidential and proprietary material will be treated.

NOW, THEREFORE, it is agreed as follows:

1. NON-DISCLOSURE OF CONFIDENTIAL INFORMATION

Both Parties understand and agree that each Party may have access to the confidential information of the other party. For the purposes of this Agreement, "Confidential Information" means proprietary and confidential information about the Disclosing Party's (or its suppliers') business or activities. Such information includes all business, financial, technical, and other information marked or designated by such Party as "confidential" or "proprietary." Confidential Information also includes information which, by the nature of the circumstances surrounding the disclosure, ought in good faith to be treated as confidential. For the purposes of this Agreement, Confidential Information does not include:

- A. Information that is currently in the public domain or that enters the public domain after the signing of this Agreement.
- B. Information a Party lawfully receives from a third Party without restriction on disclosure and without breach of a non-disclosure obligation.
- C. Information that the Receiving Party knew prior to receiving any Confidential Information from the Disclosing Party.
- D. Information that the Receiving Party independently develops without reliance on any Confidential Information from the Disclosing Party.

Each Party agrees that it will not disclose to any third Party or use any Confidential Information disclosed to it by the other Party except when expressly permitted in writing by the other Party. Each Party also

agrees that it will take all reasonable measures to maintain the confidentiality of all Confidential Information of the other Party in its possession or control.

2. TERM

The term of this Agreement is [12] of [MONTHS] starting from Monday, the 1st April 2024.

3. TITLE

The Receiving Party agrees that all Confidential Information furnished by the Disclosing Party shall remain the sole property of the Disclosing Party.

4. DATA PROTECTION & COMPANY SECURITY

This agreement is made to protect the data of disclosing party namely as LUX REALTY LLC with mentioned above information. The receiving party will be vendor or employee to protect the data protection law in UAE. CCTV cameras area installed in office premises due to security measures

5. DATA PROTECTION PROVISIONS OF THE LAW

The Personal Data Protection Law, Federal Decree Law No. 45 of 2021 regarding the Protection of Personal Data, constitutes an integrated framework to ensure the confidentiality of information and protect the privacy of individuals in the UAE. It provides proper governance for data management and protection and defines the rights and duties of all parties concerned.

Here are some of the provisions of the law in brief:

- a. The provisions of the law apply to the processing of personal data, whether in full or part through electronic systems, inside or outside the country.
- b. The law defines the controls for the processing of personal data and the general obligations of companies that have personal data to secure it and maintain its confidentiality and privacy. It prohibits the processing of personal data without the consent of its owner, except for some cases in which the processing is necessary to protect a public interest or to carry out any of the legal procedures and rights.
- c. The law gives the owner of the data the right to request for corrections of inaccurate personal data and to restrict or stop the processing of his personal data.
- d. It sets out the requirements for the cross-border transfer and sharing of personal data for processing purposes.

6. NO LICENSE GRANTED UNLESS QUALIFIED

Neither Party grants to the other any license, by implication or otherwise, to use any Confidential Information except as expressly provided in this Agreement. One should go through the proper training for require license (If applicable)

7. COPIES

Any copies or reproductions of the Proprietary Information shall bear the copyright or proprietary notices contained in the original. It's strictly prohibited for employee to copy or reproduce any material from office premises

8. UNAUTHORIZED USE OF CLIENT INFORMATION USAGE:

Receiving Party shall promptly advise Disclosing Party in writing if it learns of any unauthorized use or disclosure of Proprietary Information by any Receiving Party Personnel or former Receiving Party Personnel. Whatever client receiving party will talk or made during the employment period with LUX Realty will be client and customer or lead of LUX REALTY and receiving party is not allowed to conduct business in future after leaving for term of 15 years, if LUX REALTY find out, then will have right to take legal action.

9. INJUNCTIVE RELIEF

Receiving Party acknowledges that the use or disclosure of the Proprietary Information in a manner inconsistent with this Agreement will cause Disclosing Party irreparable damage, and that Disclosing Party shall have the right to equitable and injunctive relief to prevent the unauthorized use or disclosure, and to such damages as are occasioned by such unauthorized use or disclosure, and reserves rights for seeking legal assistance and take legal action against receiving party.

10. MODIFICATIONS

This Agreement may be modified only by a contract in writing executed by the party to this Agreement against whom enforcement of such modification is sought. LUX Realty also reserves the right to do modifications to this NDA without any prior notice to receiving party.

11. PRIOR UNDERSTANDINGS

This Agreement contains the entire agreement between the parties to this Agreement with respect to the subject matter of the Agreement, is intended as a final expression of such parties' agreement with respect to such terms as are included in this Agreement is intended as a complete and exclusive statement of the terms of such agreement, and supersedes all negotiations, stipulations, understanding, agreements, representations and warranties. If any, with respect to such subject matter, which precede or accompany the execution of this Agreement.

12. **WAIVER**

Any waiver of a default under this Agreement must be made in writing and shall not be a waiver of any other default concerning the same or any other provision of this Agreement. No delay or omission in the exercise of any right or remedy shall impair such right or remedy or be constructed as a waiver. A consent to or approval of any act shall not be deemed to waive or render unnecessary consent to or approval of any other or subsequent act.

13. **MOBILE PHONE POLICY:**

The mobile phone policy of LUX Realty LLC:

- a. No employee shall be allowed to use their personal phones on office floors.
- b. Every employee should submit their personal mobile phones to reception.
- c. It's not allowed to make personal calls on the floor, we have designated room for making call where you are allowed to receive personal calls.
- d. A conversation and calls will be recorded for training, security and quality purposes.

14. **COMPLIANCE WITH LAW**

The Receiving Party agrees to abide by all federal, state, and local laws, ordinances, and regulations.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.

DISCLOSING PARTY

Authorized Signature

Title

Date

RECEIVING PARTY

Authorized Signature

Title

Date

LUX REALTY
EMPLOYEE HANDBOOK

1. ABOUT LUX REALTY & ITS JOURNEY



About Lux - Client POV

We are a premier real estate brokerage firm located in the heart of Dubai, at Business Bay in Prime Tower, office 2801. At Lux Realty, we understand that finding the perfect property is just the beginning of your journey. Whether you're looking to sell, buy, or lease a luxurious penthouse, a cozy apartment, or a commercial space that fits your business needs, we are here to guide you every step of the way.



About Lux - Employee POV

Lux Realty is more than just a workplace. It represents a professional environment where they can grow and develop your skills in the real estate sector. It is a community of like-minded professionals who are passionate about luxury properties and providing the highest quality service to clients.

Lux Realty is a place where your hard work is recognized and rewarded, and where they are encouraged to strive for excellence in everything they do. It is an organization that values its employees and provides them with the tools, resources, and support they need to succeed.

Ultimately, Lux Realty is a place where employees can build a rewarding and fulfilling career, and be proud of the work they do.



About Lux - Journey

Lux Realty, a real estate agency with over 40 years of experience based in the UK, that is expanding its operations to Dubai, with a special focus on luxury properties. We are devoted to delivering top-notch service and expert advice to our clients.

Founded with a vision to redefine the real estate landscape of Dubai, we embarked on our journey with a commitment to excellence, integrity, and innovation. Our team of experienced professionals, with a wealth of knowledge in both the local and international real estate markets, is dedicated to providing personalized services that exceed your expectations.

2.

**STRATEGY, SLOGAN
& CORE VALUES**



Strategy

Mission

To empower our clients with the information and tools they need to make informed decisions and to provide a seamless and enjoyable experience from start to finish.

Vision

To be the trusted partner for all your real estate needs, delivering unparalleled service and creating lasting relationships.



Core Values

Client-focused excellence

Every client is unique, and so is our approach. We are committed to personalizing our services, ensuring that every client's needs are met and exceeded.

Commitment to Excellence

Our name represents luxury, and we are uncompromising in our pursuit of excellence. Whether it's the properties we represent or the services we offer, premium quality is our hallmark.

Innovation

Embracing the future, we constantly integrate the latest technologies and innovative practices to offer seamless, state-of-the-art services to our clients.

Integrity, Credibility, and reliability

At Lux Realty, every transaction is rooted in transparency and honesty, ensuring that our clients can trust us implicitly.



— STRATEGY, SLOGAN, CLAIMS

Slogan

“

Trust in Every Transaction. LuXury in Every Listing.

3.

**LUX REALTY
SERVICES**

1. Primary Market Sale

Service

- This deals with properties that are being resold by owners, meaning they've had at least one previous owner.

Details

- New project launches and promotions.
- Organizing site visits for prospective buyers.
- Assisting in selection, bookings, and documentation.
- Providing insights on developer's credibility and past projects
- Negotiating the terms and conditions with developers on behalf of clients



2. Secondary Market Sale

Service

- This deals with properties that are being resold by owners, meaning they've had at least one previous owner.

Details

- Property valuation and appraisals.
- Marketing the property (online listings, advertising, open houses).
- Assisting in negotiations between buyers and sellers.
- Handling all paperwork, including contracts, deeds, and transfer documents.
- Due diligence services to ensure there are no legal encumbrances on the property.



3. Leasing

Service

- Involves rental of properties, both for landlords and tenants.

Details

- Assisting landlords in marketing their properties for rent.
- Property condition assessments and valuations.
- Drafting rental agreements and ensuring compliance with local regulations.
- Assisting tenants in finding suitable rental properties based on their requirements.
- Facilitating negotiations between landlords and tenants.



4. Facility and Community Management (FCM)

Service

- Focuses on the daily management and maintenance of properties and their surrounding communities.

Detail

- Day-to-day operational management (cleaning, security, landscaping).
- Tenant management, including handling complaints and facilitating repairs.
- Ensuring compliance with health, safety, and environmental standards.
- Budgeting and financial management for community expenses.
- Organizing community events or meetings.



5. Portfolio Management

Service

- This service is more strategic and involves managing a client's real estate investments to achieve specific financial goals.

Detail

- Analyzing the real estate market to identify investment opportunities.
- Diversifying the client's investment across different types of properties or regions
- Regularly reviewing the property portfolio's performance.
- Offering advice on buy-sell-hold decisions.
- Risk assessment and management.



6. Other Services

Service

- **Property Consultation:** Offer expert advice on property investments, market trends, and feasibility studies.
- **Legal Services:** Assist clients with legal aspects related to property transactions, like title verifications, registration, and dispute resolution.
- **Financial Services:** Partner with financial institutions to provide clients with mortgage advice, loans, or insurance related to real estate.
- **Digital Property Showcasing:** Introduce technological solutions like virtual tours, mobile apps, and client portals for better client engagement and property visualization.
- **Investment Seminars and Workshops:** Organize events to educate potential investors about market trends and investment strategies



4.

**TARGET
AUDIENCE (BUYERS)**



1. High-Net-Worth Individuals (HNWIs)

1. These are individuals with substantial personal wealth looking for luxury homes or investment properties.
2. They might be seeking opulent residential properties or penthouses in iconic Dubai skyscrapers or exclusive villa communities.

2. Expatriates

1. Dubai is home to a diverse expatriate population, many of whom hold top-tier positions in multinational corporations.
2. Expats often seek high-end rentals or might be looking to purchase property as an investment or permanent residence

3. International Investors

1. Dubai's real estate market attracts investors from around the world, particularly from countries in the Middle East, Europe, Asia, and Africa.
2. These investors might be looking for properties to buy, hold, and sell or to generate rental income.



4. Corporates and Business Owners

1. Companies looking for high-end commercial spaces, luxury offices, or corporate accommodations for their senior executives.

5. Celebrities and Public Figures

1. Dubai is a favorite destination for many global celebrities. They might be in the market for vacation homes or permanent residences in exclusive neighborhoods.

6. Real Estate Investment Trusts (REITs)

1. These entities often scout for lucrative real estate opportunities, especially in premium segments.

7. Luxury Vacation Seekers

1. For properties that offer short-term rentals, tourists and visitors looking for luxury vacation homes or exclusive serviced apartments could be a target.

5. LUX POLICIES

5.1 EQUAL OPPORTUNITY

5.1 Equal Opportunity Policy

Lux Realty is committed to providing equal employment opportunities to all employees and applicants, regardless of their race, color, religion, gender, age, national origin, disability, or any other characteristic protected by law.



5.2 ANTI HARASSMENT

5.2 Anti-Harassment Policy

Lux Realty is committed to providing a work environment that is free from all forms of harassment. This policy outlines our commitment to preventing and addressing harassment in the workplace and sets out the procedures for reporting and resolving any incidents of harassment.

This policy applies to all employees of Lux Realty, including full-time, part-time, temporary, and contract employees. It also applies to all interactions related to Lux Realty, whether they occur on company premises, at company-sponsored events, or through any form of communication, including online and social media.



5.2.1 Anti-Harassment Policy

Harassment in any form is strictly prohibited at Lux Realty. Harassment includes any unwanted conduct related to sex, race, religion, national origin, age, disability, or any other protected characteristic, that creates an intimidating, hostile, or offensive work environment.

Harassment may take many forms, including but not limited to:

- Verbal: offensive comments, jokes, or slurs
- Physical: unwanted touching, assault, or physical interference
- Visual: offensive pictures, drawings, or photographs



5.2.2 Anti-Harassment Policy

Employees who believe they have been subjected to harassment are encouraged to report the incident as soon as possible. Employees can report harassment to their supervisor, the Human Resources department, or any member of the management team.

Lux Realty will take all reports of harassment seriously and will conduct a prompt, thorough, and impartial investigation. Confidentiality will be maintained to the extent possible.

If the investigation determines that harassment has occurred, Lux Realty will take appropriate corrective action, up to and including termination of employment.

Police Reporting

In some cases, harassment may constitute a criminal offense. Lux Realty will support employees who wish to report incidents of harassment to the police and will provide any necessary assistance in the reporting process.

No Retaliation

Lux Realty strictly prohibits retaliation against any employee who reports harassment or participates in an investigation. Any employee who engages in retaliatory conduct will be subject to disciplinary action, up to and including termination of employment.



5.3 WORKING HOURS

5.3.1 Working Hours Policy - Salary Based

The standard working hours for full-time salary-based employees at Lux Realty are from 10:00 AM to 6:00 PM, from Monday to Friday. However, we understand the nature of the real estate industry may require flexibility. Employees may be required to work outside of these hours to accommodate clients' schedules or to attend events and meetings.



5.3.2 Working Hours Policy - Commission Based (Tele-sales)

The standard working hours for employees at Lux Realty are from 10:00 AM to 7:00 PM, from Monday to Saturday. However, we understand the nature of the real estate industry may require flexibility. Employees may be required to work outside of these hours to accommodate clients' schedules or to attend events and meetings.



5.3.3 Working Hours Policy - Commission Based (Agents)

Agents working on a commission-based scheme at Lux Realty have the flexibility to set their own working hours as this role is more results-oriented. However, it is expected that commission-based employees will manage their time effectively to meet the needs of their clients and achieve their sales targets and report their activities to their superiors.

Moreover, commission based employees must attend all meetings, trainings, and any kind of events organized by the company.

Commission based employees; must attend all stand up and wrap up meetings at all times which are set at 9:30 am & 5:30 pm.

While there are no fixed working hours for commission-based employees, they are expected to be available for client meetings, property viewings, and other work-related activities as needed. This may include evenings and weekends.



5.4 LEAVES

5.4.1 Annual Leave

All employees of Lux Realty are entitled to a 21 days of paid annual leave, in addition to public holidays. The annual leave accrual rate is 1.7 days per month of service. Employees are encouraged to use their annual leave to rest and recharge. Leave should be planned in advance and approved by the manager to ensure business continuity.

Employees who would not take their full annual leave will be able to shift a maximum of 14 days to next year's annual leaves.



5.4.2 Sick Leave

All Employees are entitled to a total of 10 days paid sick leave per year. Sick leave can be used for personal illness, injury, or medical appointments. A medical certificate is required for sick leave of more than 1 day.

After Completing 1 Year at Lux

- Full Salary - 10 days or less sick leaves
- Half Salary - less than 30 days
- No Salary - 30+ Days



5.4.3 Maternity/Paternity Leave:

Female employees are entitled to 45 days of paid maternity leave, and male employees are entitled to 5 days of paid paternity leave. Maternity and paternity leave must be taken within the first six months after the child's birth and after 1 Year of joining the company



5.4.4 Compassionate Leave:

In the event of the death of an immediate family member (spouse, child, parent, sibling), employees are entitled to 5 days of paid compassionate leave. Moreover, employees can extend their 5 days leave to up to 14 days but the remaining period would not be paid.



5.4.5 Unpaid Leave

In special circumstances, employees may request unpaid leave. Approval for unpaid leave is at the discretion of the manager and will be considered on a case-by-case basis.



5.4.6 Birthday Leave

At Lux Realty, we believe in celebrating our employees and creating a positive work environment. As a token of our appreciation for your hard work and dedication, we are pleased to offer a Birthday Leave Policy.

Policy:

All full-time employees are eligible for one day of paid leave on their birthday.

If your birthday falls on a weekend or a public holiday, you may take the previous or following working day off.

Employees are required to submit a leave request at least one week in advance to their manager for approval. However, we encourage employees to submit their requests as early as possible to ensure smooth operations in their absence.

Birthday leave does not affect your annual leave balance and is considered as a separate, additional day off.



5.4.7 Leave Application

All leave requests should be submitted to their direct manager for approval at least two weeks in advance, except in cases of emergency. Leave requests will be approved based on business needs and the employee's leave balance.

Procedure:

To request any type of leaves, fill out a leave request form and submit it to your manager for approval at least 72 hours in advance on **Discord**.

Your manager will review your request and approve it based on operational requirements.

Once approved, your birthday leave will be recorded in the HR system and you will receive a confirmation email.



5.5 CONFIDENTIALITY

5.5.1 Confidentiality Policy

At Lux Realty, we are committed to maintaining the highest level of confidentiality and protecting the privacy of our clients, employees, and business operations. This Confidentiality Policy outlines the responsibilities of all employees, contractors, and stakeholders in safeguarding confidential information.

Definition of Confidential Information:

- Confidential information refers to any data or information, oral or written, disclosed to an employee or contractor during the course of their work or contractual obligation that is not publicly available or is designated as confidential by Lux Realty. This includes, but is not limited to, client data, financial information, business strategies, internal communications, and any other proprietary information of Lux Realty or its clients.

Responsibilities:

- All employees and contractors must keep confidential information in the strictest confidence and not disclose it to any third party without the prior written consent of Lux Realty or as required by law.
- Employees and contractors must take all necessary steps to prevent unauthorized access, disclosure, alteration, or destruction of confidential information.
- Confidential information must only be used for the purpose for which it was disclosed and must not be used for any personal gain or advantage.



5.5.2 Confidentiality Policy

Disclosure of Confidential Information:

- Confidential information may only be disclosed to employees, contractors, or third parties who have a legitimate need to know the information for their work or contractual obligations.
- Before disclosing confidential information to a third party, an employee or contractor must obtain a written confidentiality agreement from the third party that obligates them to keep the information confidential and not to use it for any purpose other than the purpose for which it was disclosed.

Return or Destruction of Confidential Information:

- Upon termination of employment or completion of a contractual obligation, all confidential information in the possession of the employee or contractor must be returned to Lux Realty or destroyed, as directed by Lux Realty.

Reporting of Unauthorized Disclosure:

- Any employee or contractor who becomes aware of any unauthorized disclosure or use of confidential information must immediately report it to their manager or the appropriate authority at Lux Realty.
- Violation of this Confidentiality Policy may result in disciplinary action, up to and including termination of employment or contractual relationship, and may also result in legal action. Lux Realty reserves the right to amend this policy at any time.



5.6 DRESS CODE

5.6.1 DRESS CODE !!!!!

At Lux Realty, we believe in maintaining a professional image at all times as we represent not only ourselves but the company as a whole. Our appearance reflects on the company's reputation. Therefore, we have implemented a formal dress code policy that all employees must adhere to during working hours, Monday through Thursday. Fridays will be considered as 'Casual Fridays' where the dress code will be more relaxed.

Monday to Thursday:

Male employees are required to wear a suit and tie, dress slacks, a collared shirt, and closed-toe shoes. Ties are optional but encouraged.

Female employees are required to wear a suit, dress, skirt and blouse, or dress slacks and a blouse. Dresses and skirts should be of appropriate length, not more than 2 inches above the knee. Closed-toe shoes are required.



5.6.2 DRESS CODE !!!!!

Casual Fridays:

- On Fridays, employees are allowed to dress more casually but must still maintain a professional appearance.
- Jeans are permitted, provided they are in good condition (no rips, tears, or frayed edges).
- Collared shirts, polo shirts, blouses, or sweaters are acceptable. T-shirts, tank tops, and other casual tops are not permitted.
- Closed-toe shoes or clean, well-maintained sneakers are acceptable.

General Guidelines:

- **Clothing should be clean, well-maintained, and free of wrinkles.**
- Tattoos must be covered, and piercings should be minimal and discreet.
- Hair should be clean, well-groomed, and of a natural color.
- Perfume and cologne should be used sparingly and should not be overpowering.

Non-compliance with the dress code policy will result in a verbal warning for the first offense, a written warning for the second offense, and further disciplinary action for subsequent offenses, up to and including termination of employment.



5.7 SOCIAL MEDIA POLICY

5.7.1 Social Media Policy

At Lux Realty, we recognize the importance of social media as a communication tool and encourage our employees to use it wisely. Social media can be a great way to connect with clients, share information about the real estate market, and promote our listings and services. However, it is essential to use it responsibly and with great care.

Be Respectful

Always be respectful and professional in your communications. Avoid posting any content that could be considered offensive, discriminatory, or harmful to others.

Protect Confidential Information:

Do not share any confidential or proprietary information about Lux Realty, our clients, or our partners. This includes financial information, business strategies, client lists, and any other information that is not publicly available.



5.7.2 Social Media Policy

Be Transparent:

Be transparent about your affiliation with Lux Realty. If you are posting about the company or our services, make it clear that you are an employee. However, make it clear that your views are your own and do not necessarily reflect the views of the company.

Use Good Judgment:

Use good judgment when posting content. Avoid posting anything that could harm your professional image, the image of Lux Realty, or the image of our clients and partners.

Respect Copyright Laws:

Only post content that you have created yourself or have permission to use. Respect the copyright laws and give credit where credit is due.



5.8 REPORTING & COMMUNICATION

5.8.1 Reporting & Communications

At Lux Realty, we believe in maintaining a clear and structured line of communication within the organization. It is essential for ensuring that all employees are informed, engaged, and working towards the same goals.

Chain of Command:

Employees should follow the chain of command when communicating or reporting any matters related to work. This means that employees should first communicate with their immediate supervisor or manager before escalating the issue to higher levels of management.

Reporting Concerns:

Employees are encouraged to report any concerns or issues they may have to their immediate supervisor or manager. This includes work-related concerns, as well as any concerns related to harassment, discrimination, or other inappropriate behavior.

Open Door Policy:

While we encourage employees to follow the chain of command, we also maintain an open door policy. This means that employees are welcome to communicate with higher levels of management or the human resources department if they feel it is necessary.



5.8.2 Reporting & Communications

Respectful Communication:

All communication within the organization should be conducted in a respectful and professional manner. This includes verbal communication, written communication, and electronic communication.

Confidentiality:

Employees must respect the confidentiality of all communications and not share any confidential or proprietary information outside of the organization.

Non-compliance with the reporting and communication policy may result in disciplinary action, up to and including termination of employment. Lux Realty reserves the right to amend this policy at any time.



5.9 CODE OF CONDUCT

5.9.1 Code Of Conduct

At Lux Realty, we are committed to maintaining a professional, respectful, and inclusive work environment. Our Code of Conduct outlines the standards of behavior expected from all employees, contractors, and stakeholders involved in our operations. Adherence to this code is mandatory for everyone associated with Lux Realty.

1. Professionalism:

- Act with integrity and honesty in all interactions.
- Be responsible and accountable for your actions and decisions.
- Maintain a high standard of work quality and meet performance expectations.
- Comply with all company policies, procedures, and legal requirements.



5.9.2 Code Of Conduct

2. Respect:

- Treat others with kindness, courtesy, and respect.
- Value and appreciate the diversity of our team.
- Avoid offensive language, gestures, or behavior.
- Respect others' privacy and confidentiality

3. Collaboration:

- Work cooperatively with colleagues, clients, and stakeholders.
- Share knowledge and information to support team success.
- Be open to feedback and constructive criticism.
- Address conflicts promptly and constructively.

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5.9.3 Code Of Conduct

4..Respect:Ethical Behavior:

- Avoid conflicts of interest and disclose any potential conflicts to your manager.
- Do not engage in any form of harassment, discrimination, or bullying.
- Do not use company resources for personal gain or non-work-related activities.
- Report any unethical behavior, misconduct, or policy violations to your manager or the appropriate authority.

5.Confidentiality:

- Protect the confidentiality of company information, client data, and any other sensitive information.
- Do not share confidential information without proper authorization.
- Use company data and resources responsibly and ethically.



8.

**INCENTIVES,
BONUSES, & BENEFITS**

8 Bonuses/Commissions

50/50 Commission split

Off plan Realtors get commission on SPA signing up to 25000 AED in advance-T&C's apply

Healthcare

Visa

Access to company Car if you have a clean licence



Mandatory Rules for the Brokers. (Need to Follow Strictly)

- 1) Realtors / Brokers are advised to sharing their personal leads contacts and follow ups and list them on CRM
- 2) Realtors / Brokers are advised to list their exclusive or direct properties on CRM as we have seen practice that more than one agent has claimed for same listing.
- 3) Realtors / Brokers are advised to sign official agent to agent (A to A) form before dealing with external brokers from another real estate company.
- 4) Realtors / Brokers are strictly PROHIBITED AND NOT ALLOWED to use any kind or form of intoxicants or drugs for example cigarettes, cigars, guttka, mawa, pan, vape or betel nuts (supari or chaliya) on Floor, this act will be counted as punishable offense, penalize with AED 100 per offense per warning which will be deducted from commission or salary or advance salary, or financial assistance provided by company. After three official warnings by Admin Manger Ms Quzaima via email and verbal communication.
- 5) Realtors / Brokers humbly requested DO NOT EAT ANY THING on floor except tea or coffee you are requested to clean after usage. We spotted a few cockroaches roaming around please use designated eating area within office premises.
- 6) Realtors / Brokers are strictly NOT ALLOWED to take commissions externally direct from clients or other agents.
- 7) Realtors / Brokers are strictly prohibited and might face legal action to receive any prior officially notified transactions or banking in their personal accounts
- 8) Realtors / Brokers are ALLOWED and ENCOURAGED to have legal top ups with consent of owners of respective properties but they MUST inform LUX Realty in official email stating the consent of owner. MUST inform Lux Realty before initiating top up transactions.
- 9) Realtors / Brokers are NOT ALLOWED to take top ups WITHOUT legal consent of owners.
- 10) Realtors / Brokers update each and every listing exclusive, direct or provided by company in officially provide REX CRM.

11) Realtors / Brokers are bounded and agreed on commissions only remuneration structure thus entitle for company official phones and should return phones at reception before leaving office premises.

12) Realtors / Brokers will be awarded with additional perks such as take away Laptop, Car, and Phone solely based on their monthly and weekly performance.

13) Realtors / Brokers who are currently serving company on advance salary or monthly fixed remuneration package are required to payback, adjust and return their already taken advance financial assistance or monthly salary on their first achieved commissions.

14) Realtors / Brokers require to have discussion with management to adjust their remaining repayments

15) Realtors / Brokers who agreed on commission only job structure thus is advised to bear their own expenses for example for viewing of their clients or any additional expenses.

16) Realtors / Brokers may request chuffer services from company based on their performance or potential clients who already conducted business with organization or with agent personally and we might require prove of transaction.

17) Realtors / Brokers are advised to share complete details on potential or current clients they are working on excel sheet which will be shared with you and keep it as weekly performance report which will be shared with Admin Manager Ms Quzeama on weekly bases.

18) Realtors / Brokers are advised to pre-book their late sitting after 7pm.

19) Realtors / Brokers are advised to acknowledge receipt of any received lead.

20) Realtors / Brokers are advised to send outcome of received lead and also send outcome to dialing call center agent interacted with client.

21) Realtors / Brokers are advised to check in and check out while in office and update.

Signed

Name

Dated