

Arab Schools

فدارس العرب

OUR COMMITMENT IS QUALITY EDUCATION

# AIS EMPLOYEE HANDBOOK

Version: 6

Year: 2022/23

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## Abbreviations and Acronyms

Abbreviations / Acronyms	Expansion
AIS	Arab International Schools



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## 1. WELCOME MESSAGE

Welcome to Arab International Schools. As a new employee, you are joining the team that has helped to make this school as a leader in education. We wish you success in your new position, and we hope you immediately connect with our core values as well as be glad to be a part of this unique, professional learning school.

To insure AIS success in accomplishing its mission, this handbook has been prepared to provide you with a basic understanding of the school's mission, vision, policies, and your responsibilities as an employee. Each staff member should carefully review this handbook.

This handbook should not be construed as an employment contract or an agreement for employment for any specified period of time. The information we have included in this handbook is necessarily brief and may be subject to change. A comprehensive list of rules and regulations can be found with the Human Resources department.

Any questions regarding the content of this handbook or AIS's Policies should be addressed to the Human Resources department with your supervisor cc'd.

Your suggestions about ways to improve the school are welcome and will always be considered.

Regards,

Human Resource Management



## 2. OUR VISION

AIS is committed to a quality education with global perspectives to develop independent learners whilst maintaining an Islamic foundation and the heritage of Arab civilization.

## 3. OUR MISSION

AIS is dedicated towards developing learners' critical thinking skills, to be well rounded, self-directed, and lifelong learners. All our stakeholders are committed to continuous development, high standard of instruction and practices. This is to ensure the future success of our students to become tomorrow's leaders.

## 4. OUR VALUES

- Integrity – Dealing honestly with each other and ourselves and honoring commitments.
- Respect – Demonstrating an appreciation of the dignity of each human being and the beauty of the natural world Allah created.
- Responsibility - Taking responsibility for our own actions.
- Compassion – Treating others in a kind and caring manner.
- Humility – Acknowledging our weaknesses and learning from others.
- Commitment – Dedicating ourselves to making a positive contribution to our community and world.

## 5. OUR HISTORY

The educational programs of Arab International Schools are designed to foster student's creative and critical thinking skills while encouraging openness and cultural diversity. For our students to strive for educational excellence while upholding all of the Islamic values and ethics, the Islamic Religion's Teachings, and the Saudi Society's local culture.

Arab International Schools implements a coherent sequence of education by promoting the education of the complete individual holistically through an emphasis on intellectual, personal, emotional, and social growth.

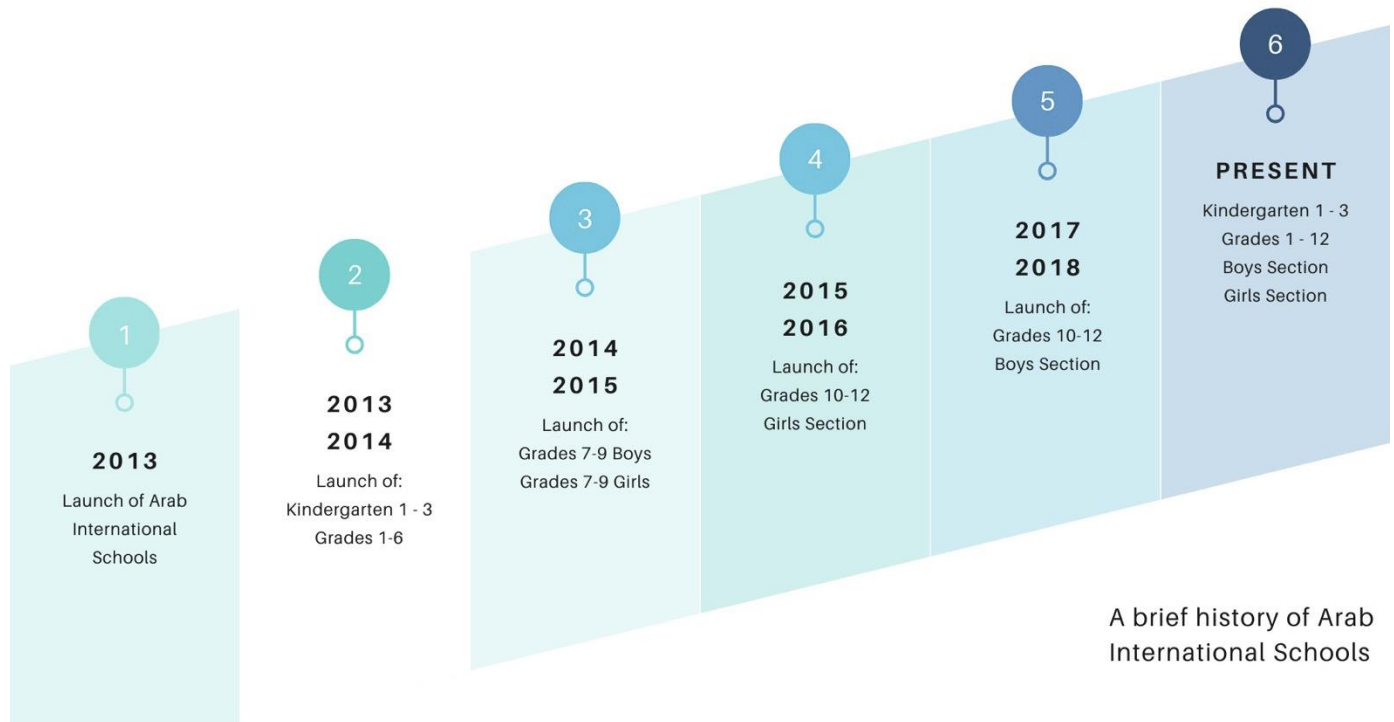
In the academic year 2013-2014, our schools began with the opening of a kindergarten (KG 1-3) and primary sections (Grades 1-6).

In the academic year 2014 – 2015, the middle school section (Grades 7-9) for boys and girls was opened as a result of constant efforts and achieving accreditation from local and international organizations.

In addition, in the academic year 2015-2016, the girls section added a high school section (Grades 10-12). In the 2017 – 2018 Academic Year, the High school's Boy's Section (Grades 10-12) was opened. The success of the Arab schools culminated in the opening of a new building for boys' section.



Our school's logo is: "Our Commitment to Quality in Education". Therefore, we are always striving for excellence and providing innovative and competitive academics as well as a safe and clean educational environment for our students. All this contributes to providing young Saudis with the skills needed to meet the demands and requirements of KSA's Vision 2030 which was introduced by the Custodian of the Two Mosques, King Salman Bin Abdul-Aziz Al Saud.



## 6. HANDBOOK OBJECTIVE

Arab International Schools Employee Handbook has been developed to provide general guidelines about AIS policies and procedures for employees. It is a guide to assist you with:

- getting acquainted with the policies, codes of conduct, rules and regulations followed on the school's premises public events and online.
- For the employees to know their rights and duties.

Note: All policies and procedures stated in this Handbook conform to School's by-laws; they are subject to modification, amendment, or revocation by AIS at any time for the interest of working effectively, without advance notice.





## 7. RECRUITMENT

### 7.1. THE EMPLOYMENT CONTRACT

You will receive a bilingual employment contract once you have joined, which explains the terms and conditions of your job relationship. After receiving attestation from the authorized signatory, the Human Resources Department will provide you with a contract copy.

According to the new organizational structure and policy of AIS for 2022, contracts will normally begin at the beginning of the academic year. If an employee begins work on a different date, a temporary contract will be issued with that date as the start date and the end date as the end of the Academic Year. At a later period, the permanent contract will be issued.

### 7.2. WORK PERMIT (IQAMA) & TRANSFERRING ONES SPONSORSHIP

- In order to process your Iqama, you will be needed to take a medical test.
- Employees should pay half of the cost of moving their sponsorship to AIS.

### 7.3. DOCUMENTS REQUIRED TO BE ON FILE

Upon your arrival, you will be required to give the following documents to the Human Resources Department in order to complete your personal file:

- Updated resume/CV.
- Copy of attested educational Certificates
- Open an account at the National Commercial Bank in order to transfer your monthly salary
- Employment experience certificates from previous employer.
- Passport size photograph.
- Copy of Passport and National ID

It is mandatory to sign a commitment to attend all activities and events. If there are workshops, meetings, or other events on Saturdays, you may be asked to attend. In the case of absences on that day, there will be action taken according to the administration procedures.

### 7.4. THE PROBATION PERIOD

Starting on the day the contract becomes effective, the employee will be subject to a 90-day probation period. For exceptional circumstances, the probation period can be extended for an additional 30 to 90 days; this will be explained to the employee if actioned.

The probationary period does not include official vacations such as religious and national holidays.

## 7.5. PERFORMANCE EVALUATION

Employees are expected to adhere to Arab International Schools high performance standards. Therefore, all employees undergo an ongoing performance evaluation process, which is officially documented once a year.

For newly hired employees, their performance will be evaluated during the probationary period and additionally at the end of the probationary period. The evaluation with recommendations will be submitted to HR Department in the first week of the third month of the joining date.

For existing employees; the evaluation forms are to be submitted to the evaluators, by the HR Coordinator during the month of April.

All employees' evaluation documentation shall be used to determine, in part or in whole, the renewal of contracts, the necessary training and development and/or salary increases.

## 7.6. SALARIES AND DEDUCTIONS

Salaries are paid at AIS on monthly base in Saudi Riyals; transfers are made directly to the employee's local bank account on the 30th of each month.

AIS has an agreement with a local bank account to provide all employees with special benefits and services. For queries related to bank services, please contact the Department of Finance or the accountant on your premises.

There are two types of deductions:

- Deductions that are mandatory by law (Social Security for Saudi employees)
  - Please view Appendix A for the Penalty Schedule.
- Deductions that are preapproved by the employee (e.g., salary advances, school tuition).

## 7.7. EMPLOYEES' INTERNAL TRAINING POLICY

AIS is committed to making every effort for their employees to gain competitive advantages by facilitating their employees in receiving Continuous Personal Development (CPD) related to their job competencies; including knowledge, skills, or behaviours that are critical for increased job performance. The goal of CPD is for employees to master the knowledge, skills and behaviours emphasised in the training programs and to apply them to their day-to-day activities.

## 7.8. WORKING HOURS

Teachers and Administrators working hours are from 7:00 AM to 3:00 PM. The cut off point for late attendance is 7:05 AM. After this time, the minutes will be counted as tardiness and will be deducted from ones' salary.



Employees are responsible for consistently reporting to work on time and working the hours and periods prescribed at the departmental level. It is critically important that employees are ready and prepared to carry out their duties on time and in a timely manner.

To achieve the highest range of productivity, the number of official working hours at school is 45 hours per week.

Employees can be requested to attend on Saturday if required (Meetings & Training, etc.), while Friday is the only off day for support staff departments & employees.

The employee should clock in on the Biometric Attendance Terminal in to prove the actual working hours and he/she must sign in and out in the attendance book.

## 7.9. OVERTIME

Arab Schools discourages overtime; all employees are expected to work the prescribed hours to complete their job role assignments.

Overtime should be approved and controlled by the HR Department and senior management.

## 7.10. ABSENCE, LATENESS, TARDINESS & LEAVE

Employees who are going to be late or absent for any reason must personally notify their supervisors, School Principal, and the HR Department each day that they are going to be late or absent as far in advance as possible, at least one hour prior to the start of the working day. If the office or work phone cannot be reached, a message should be left with the administration, but employees should continue to attempt to speak to their supervisor directly.

In the case of absences without a valid excuse, there will be a deduction from the monthly salary of the employee. Please view Appendix A for the Penalty Schedule.

The employee is entitled to take authorised leave for two hours (only) during the term. If the employee exceeds these 2 hours in the term, A deduction from the salary will be made based on the number of missed hours.

Arab schools reserve the right to modify, amend or terminate any benefit program at any time for any reason, without prior notice or obligation.

## 7.11. HIRING RELATIVES & NEPOTISM

Generally, AIS's policy is not to hire immediate family (first degree relatives), but in a situation where more than one member of the immediate family is employed by Arab Schools, one may not supervise the other nor may they work in the same department. If for any reason those employees are unable to maintain a

working relationship, their manager and the human resources management will decide which employee should be transferred to a different department or released.

Nepotism of any degree is not tolerated at Arab International Schools. Any employee found guilty may be released if not disclosed prior to the hiring/interview process.

## 7.12. ANNUAL VACATION

- In terms of the contract, all Saudi employees, sponsored employees, or employees under (Ajeer System) are entitled to annual vacation leave.
- In the event that an employee does not complete their one-year contract, they will be entitled to 2.5 days of vacation per month.
- In the case of employee's absenteeism before or after the vacation without authorisation or a valid reason, there will be a deduction from their salary for the whole vacation.

Arab Schools reserve the right to schedule vacations to ensure that operations and business requirements are not adversely affected. In addition, no employee will be allowed to take annual leave if they have not accrued the days required for a vacation. All school employees must avail their leave during the summer vacation. Additional days leave may be granted at the discretion of higher management by a formal request through the HR department.

- Arab Schools encourages all employees to utilize and enjoy their annual vacation. Policy allows employees to carry over their vacation to the next year according to work necessity and interests.
- Company-sponsored employees are required to hand over their Iqama, medical card & driving license (if provided by company) prior to proceeding in and out of the Kingdom.
- Employees will take their vacation according to the leave roster.

## 7.13. SICK LEAVE

- Medical reports (with an official sealed stamp from the hospital or medical centre) should be submitted after the employee is back on duty. Employees must have their external medical reports attested by the Saudi Embassy and Consulate.
- The period of sick leave is as follows:
  1. In keeping with the provisions of The Saudi Labor Law, employees are entitled to 30 calendar days paid sick leave.
  2. In cases of severe illness, leave can be extended for up to 60 calendar days (75% of the basic salary will be paid). Extended sick leave is subject to the approval of higher management.

## 7.14. MATERNITY LEAVE

A female employee is entitled to maternity leave for a period of four weeks prior to the expected date of her delivery, and then following the birth of the child an additional six weeks are allotted.

The maternity leave salary will be according to the procedures of the Ministry of Labour.

The father is entitled to get 3 fully paid days of paternity leave in KSA as per article 113 of Saudi Labor Law.

## 7.15. MARRIAGE LEAVE

In accordance with the Saudi Labor Law, the employee who has arranged a date to get married may avail five (5) days of paid marriage leave after the marriage has taken place.

## 7.16. EMERGENCY LEAVE/COMPASSIONATE LEAVE

Emergency leave of absence is granted to an employee due to death of his/her first relatives (employee's child, spouse, parents / parent-in-law, brother, or sister).

- The employee shall produce satisfactory written evidence to justify such leave.
- The duration of emergency leave, including travel time, shall be:
  1. 5 days paid in the event of first relative's death.
  2. Female Muslim: 4 month & 10 days paid leave for (Iddah) on husband death.
  3. Female Non-Muslim: 15 days paid leave on spouses' death.

## 7.17. BUSINESS/ TRAINING ASSIGNMENTS & EXAM LEAVE

Arab Schools encourages professional learning and growth. Officially sanctioned business or training assignments are paid leave.

An employee can ask for exam leave (compensated for the first set of exams). Exam leave may be granted with no pay if the employee needs to re-sit an exam.

The employee should submit documents supporting their request ahead of the scheduled exam/s by at least 15 working days.

## 7.18. OFFICIAL HOLIDAYS IN THE KINGDOM OF KSA

- 'Eidul - Fitr holiday
- 'Eidul -Adhaa holiday
- National Day
- Saudi Founding Day

## 7.19. EMPLOYEES' DAY OF TRAVEL & DAY OF RETURN FROM LEAVE

- The travel date of the employee (after the end of official working period), whether by air, land or sea should be coordinated with the HR Department, this is whether traveling through our booking office or via a personal booking.
- If an employee's working hours is less than 7 hours on the day of their travel or return, the salary for that day will be deducted and they will be considered as absent.

## 7.20. TUITION DISCOUNT FOR AN EMPLOYEE'S CHILD

The school provides a flat 50% discount on tuition fees.

## 7.21 BUSINESS TRAVEL

Booking of travel tickets and the receipt of the National TD (Travel Date) of the employee should be done after the approval of higher management.

## 7.22. COVID REGULATIONS & PROCEDURES

You are required to comply with the following:

- Tawakkalna status should be immune/dark green
- Received 3 doses of an approved vaccine
- Maintain social distancing and protective measures
- Ensure social distancing and protective measures in class

If an employee is found to be in contravention of the above regulations and the school is penalised, the financial penalty will be passed directly to the employee responsible. Please be aware that this penalty ranges from 5000 sar to 100 000 sar.

If an employee suspects they have contracted covid, they are to immediately perform a PCR test at an accredited laboratory or Ministry of Health laboratory. Once confirmed, employees should take the following actions:

- Isolate as per the Ministry of Health Guidelines
- Inform their superiors, school principal and the HR department
- Forward their covid certificate from the Tawakkalna application to the HR department

There is no need to take another Covid PCR test and you are required to return to school after 7 days.

Please check with the HR department about the latest Covid regulations as these are subject to change as per the Ministry of Health

## 8. WORKPLACE BEHAVIOUR AND ENVIRONMENT

### 8.1. WORK ENVIRONMENT

AIS works hard to create a positive relationship with their employees, which includes open two-way communication. Moreover, AIS encourages employees' suggestions and recommendations to make operations more effective and efficient.

AIS attempts to provide good working conditions, competitive benefits, and consistent treatment to all employees.

### 8.2. AIS STAFF EXPECTED WORK BEHAVIOUR

- Employees are expected to follow all AIS policies and procedures and comply with all local laws, regulations, and internal by-laws.
- Employees are expected to behave in a professional manner, complete all tasks within the AIS team with commitment with dedication. Employees are to participate in achieving group objectives with care and interest of the desired outcomes.
- Employees are expected to treat their colleagues with respect at all times and communicate in a polite manner.
- Physical violence and bullying are not condoned in any form
- Employees are expected to always produce quality resources, professional lessons, and lesson plans.
- Employees should always conduct themselves in such a way as to enhance the reputation of the school.
- Employees are expected to exhibit their best in supporting customer service (parents, students & trainees) and ensure that their inquiries are resolved in a timely manner.
- Employees are expected to fully dedicate their working hours to perform the duties and tasks required of their job role; and to adhere to all directions and instructions of their superiors.
- Employees are responsible for the proper care and use of the schools' property. At the end of each working day, we require that employees turn off projectors, air conditioning and computers. In the case that these rules are not abided by, action will be taken according to the school policy.
- In the case that any of the schools' property are damaged or broken, the employee responsible for the misuse will be responsible for the cost of fixing or replacing the damaged/broken property. If the responsible employee was not discovered, all employees who use this (piece of equipment/room etc.) will be held jointly accountable.
- School policies forbid ordering food from outside the school. In the case there is a need to order from outside, permission should be taken from the administration department.
- Breakfast or lunch gatherings inside the school are not allowed. In the case that this has taken place, the administration will take the appropriate measures.



- Communication between teacher and parents regarding general matters will be via AIS E-School Portal or Official AIS Platforms. There is to be no other communication between parents and teachers unless permission has been sought and taken from the school's administration and your direct supervisor.
- Teachers should commit to using AIS E-School Portal and all related academic platforms for work.

### 8.3. INTELLECTUAL PROPERTY

Any written, audible, or visible material, whether paper or electronic, designed or created by the employee during their working hours is the property of the Arab Schools. The employee is not entitled to print, publish, or utilize physical & intellectual property outside the school's scope of work.

The written approval of the general supervisor shall apply to all confidential data and information affecting competitiveness with other schools. This stipulation is in place to prevent disclosure of any information to a third party even after leaving employment with AIS.

#### 8.3.1 RETURN OF PROPERTY

Employees are responsible for Arab International Schools equipment, property and work products that may be issued to them and/or are in their possession or control, including but not limited to:

- Textbooks.
- Passwords.
- Identification badges.
- Office/building keys.
- Computers, Laptops, peripherals, Mobile Phones and
- Intellectual property (e.g., written materials, work products).

In the event of termination from employment, or immediately upon request by the Human Resource Management, Employees must return all AIS property that is in their possession or control. Where permitted by applicable law(s), AIS may withhold from the employees final pay check the cost of any property, repair to property, including intellectual property, which is not returned when required. AIS also may take any action deemed appropriate to recover or protect its property.

### 8.4. DRESS CODE

#### 8.4.1. DRESS CODE FOR MALE EMPLOYEES

Male employees are expected to dress in professional business attire which can be either suits, shirt and trousers or an Arabic Thoub (Saudi & Administrative staff only) with the following specifications:

The outfit should be worn with formal shoes. Slippers are strictly not allowed.



Ties are very important which should be worn with the suit (or shirt & trousers) especially when meeting clients (parents, vendors, etc.) & attending meetings.

It is strictly forbidden to wear transparent clothing, crinkled garments, bright coloured shirts, silk shirts or any garments that are deemed indecent.

#### 8.4.2. DRESS CODE FOR FEMALE EMPLOYEES

Females on the school campus are required to remove their abaya, hijab, or sheila.

Female Teachers Uniform:

- AIS Official Uniform with School's Logo.
- White blouse or shirt.
- Dark Blue or Navy Blue trouser or long skirt.
- Hairstyles and accessories should be sensible.

Females staff are expected to be appropriately dressed; casual/professional wear; no jeans, tight trousers, or leggings. Also, head coverings or head wraps on the campus are not allowed.

The following are strictly forbidden to be worn:

- High heeled slippers, sandals, and shoes.
- Jeans material clothing.
- It is compulsory that all employees adhere to the dress code, which can be requested from the Schools Administration.

### 8.5. COSMETICS AND ACCESSORIES

- "Noisy" accessories are not allowed
- Employees are not allowed to have body piercings or tattoos on display at the workplace.
- Beards, moustache, and hair should be groomed and neatly styled.
- Female employees should not apply heavy makeup. Simple make-up may be applied for the purpose of enhancing the appearance of the employee.

### 8.6. CONFIDENTIALITY POLICY

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

The disclosure, distribution, electronic transmission or copying of AIS's confidential information is prohibited. Any employee who discloses confidential AIS information will be subject to disciplinary action

(including possible termination), even if he or she does not actually benefit from the disclosure of such information.

## 8.7. CONFLICT OF INTEREST

During working hours, the employee should put the interest of AIS and their (the employees) specified duties foremost. Therefore, there should not be any conflict of interest that may affect the attentiveness of their work; neither should it negatively affect AIS as a whole.

Employees are to be solely employed by Arab International Schools. In addition, employees are not allowed to conduct personal work/matters during working hours. Any variation of the aforementioned points can lead to possible dismissal.

## 8.8. RELATIONS WITH ARAB SCHOOLS CLIENTS

We at AIS take pride in guaranteeing that all employees are treated with dignity; we foster an environment to ensure that all employees have a friendly warm relationship with their colleagues and the schools' clients & stakeholders, based on the appreciation and respect of each other's opinions. We also utilize all means to ensure that our employees are looked upon with credibility and reliability in the workplace privately and publicly.

Employees are expected to maintain a professional image at public events and after hours, considering they are representing the school at all times.

## 8.9. GIFTS

Gifts and hospitality offered by students, parents, suppliers, and potential suppliers of goods to the schools are to be declined. This applies whether the gifts or hospitality are offered within the school premises, or outside normal working hours. The only exceptions to this are trivial gifts with a nominal value of less than 50.00 SARs.

All other gifts must be politely refused; if received through the post, returned to the donor with a suitably worded letter signed by the School Principal.

## 8.10. PERSONAL VISITS

It is the policy of AIS not to allow personal visits during the working hours. If this occurs, visitors may be received in the reception hall. Guests are not allowed to walk around the buildings or offices without prior permission from the school's administration.

## 8.11. HEALTH AND SAFETY

AIS seeks to maintain a safe and healthy working environment for all employees.



- First Aid: AIS has first aid boxes on the premises; they are to be found with the school nurse. The first aid boxes are equipped with medication for treating minor injuries or illnesses, such as cuts and bruises occurring to the employees at the workplace, or minor illnesses such as headaches etc.
- Smoking is not allowed on the school's premises. All employees are also urged to make sure that their visitors adhere to this.
- Alcohol and drugs are strictly forbidden. AIS believe in creating a drug & alcohol-free working environment. The company does not permit the use of alcohol or drugs within the school's premises.
- The employees must not possess, use, distribute or redistribute any drugs or alcohol, neither on the company's premises nor outside the company's premises.
- Violators will be subject to the provisions of the law, which will lead to immediate termination, revoking their work permit, and other legal and judicial consequences will be applied.

## 8.12. WORKPLACE VIOLENCE

AIS will not tolerate any abuse, threats, violence, or threats of violence of any kind at the workplace. It is the responsibility of all employees to report any violence or abuse within the workplace immediately to their supervisor, and/or group human resources manager so that appropriate action can be taken.

## 8.13. TECHNOLOGY AND COMMUNICATIONS

The use of mobile or smart phones in the office/classrooms should be limited to work related purposes. AIS provide equipment to their employees who require the use of computers to complete their work. Therefore, technology resources are to be used strictly for AIS business purposes.

All physical internet and external e-mail connections from within the AIS network are be routed through the AIS firewalls on approval from the Head of the department and the IT (Information Technology) department. Any other connections to the AIS internet/network from any other devices are strictly forbidden.

## 9. EMPLOYEES RESIDING IN THE COMPANY APARTMENTS

AIS Management endeavours to ensure that all employees are safe. We have an added responsibility for those who reside in the company's apartments. Therefore, for the wellbeing & safety of all, there are regulations & guidelines for all employees residing in the company apartments.

- Apartments are to be kept clean & tidy at all times
- Delivery drivers are not allowed inside the building; they are to leave the delivery (food, parcels etc.) with the Security Employee (Caretaker), or residents can collect their delivery themselves at the main entrance of the building
- Males are not to invite females to visit; whether they are alone or accompanied with another male or female



- Females are not allowed to invite males to visit; whether they are alone or accompanied with another female or male
- No alcohol, drugs, or illegal substances are to be consumed on the premises; neither are they allowed to be kept on the premises
- Smoking is not allowed inside the buildings
- During the academic working periods, the timings for coming & going should be reasonable so as not to negatively affect your neighbours
- If you are travelling or staying away at weekends, ensure that you inform your direct supervisor

## 10. ACKNOWLEDGEMENT

I, the undersigned, acknowledge that I have read this handbook that includes the policies of the school - member companies-, have understood it, and agree with all its contents. I acknowledge that any inquiries and questions I directed to the HR Department have been answered to date, and I have no other reservations or inquiries.

Name: .....

Signature: .....

Date: .....



Note: All policies and procedures stated in this Handbook conform to School's by-laws; they are subject to modification, amendment, or revocation by AIS at any time for the interest of working effectively, without advance notice.