

HR Policy and Procedures First Select UAE

1.0 Introduction

First Select is an international corporate recruitment group with its corporate office in the UAE, which through its network of offices offers quality HR services to employees and employers from a wide range of countries.

1.1 Services

- Executive Search.
- Outsourced Staffing Services
- Overseas Hire.
- Assessments and Psychometric Testing.
- Training.
- Video Conferencing.
- Travel Services.

For more information please visit our websites www.fsi.jobs or www.emiratijobs.ae

The following HR Policy and Procedures shall address some of the important issues related to the HR Operations and therefore kindly revisit this periodically to check for HR updates @ www.fsihr.com. However based on the contract signed with you by First Select, there could be some exceptions to what is stated herein. These policies are in accordance with the UAE Labor Laws and additionally might have some of the policies and procedures of First Select and shall be an integral part of your contract of employment with First Select UAE.

2.0 Mobilization Process

There are various important steps to be completed during the mobilization process. The entire process might take 4-6 weeks. First Select shall endeavor to do its best in ensuring a smooth on-boarding process.

Please ensure that all the documents that have been provided by the First Select HR Dept are duly filled up and handed over. Some of the forms are as follows:

1. Application for Employment.
2. Police Clearance Letter.
3. Authorization to undertake reference check (last 10 years).
4. Social Declaration Form.
5. Bank Account Confirmation Form.
6. Confidentiality and Non-Disclosure Form of First Select
7. Confidentiality and Non-Disclosure Form of Client (if applicable).
8. Insurance Continuity Letter and copy of the old insurance card (Not Applicable for visit visa applicants).

9.0 The following is the mobilization process. Kindly note that any delays in submitting any of the documents will delay the processing of the visa and the mobilization.

SN	Work Process	Work Description	Responsibility	Time Frame for processing
9.1	Submission of Full file	Submission of Full Files, Check List, Police Report*, Reference Check**, NDA, Photos, color passport copies (Valid for 6months), Attested Certificates, CV, NOC, Father/Husband passport copy.	Employee	1 day
9.2	Induction	Scheduling of appointment and induction	Branch Manager	1 day
9.3	Labor Approval/ Entry Permit	Submission of documents and follow up	Government Relations Office (GRO)	5-15 days
9.4	Insurance	Insurance Continuity Letter and copy of the old insurance card from the employee. Insurance for labour card holders will be done only after issuance of labour card.	Employee	5 days
9.5	Emirates ID	The employee has to apply for E-ID simultaneously when they apply for Medical test. You need to take your Original passport, employment visa and 300Dhs with you to the typing center, E-ID application should be stamped from the E-ID center after giving finger prints.	Employee	1 day
9.6	Medical Test results	Undertaking Medical Test at designated hospitals. (Medical test cost of 250/-Dhs to be reimbursed by First Select after presenting the original medical test report or shall be paid along with the following month's salary.	Employee	3 days
9.7	Residence stamping	Typing out the residency forms and submission in Immigration.	GRO	5-8 days
9.8	Bank Account opening	First Select shall provide letter to the bank of the employee's choice to open an account so that salaries can be paid through the WPS system. (Wage Protection System)	Employee	3-5 days
9.9	Labor Contract	Typing out the labor contract. The employee requires signing it.	Employee	1 day
9.10	Submission of Labor Contract	After the employee signs the labor contract, it is submitted to the Ministry of Labor (MOL).	GRO	15-20days
9.11	Duty Commencement Form	Ensuring employees have joined, clients are notified	Employee	5 Days
9.12	Pension***	For Emirati staff we need the Family book, Emirates ID card, medical.	GRO	5 days

9.13	Security pass	Filling up security statement, photographs.	Employee	7days
9.14	E-hr Account	Opening of the E-hr Account. The First Select E-hr will be emailed to the employees for online transactions.	IT Dept	1 day

*Police clearance report. (Must be provided by the employee to the FS HR. International police report should be stamped from the embassy of respective country).

**Reference Checks. (5 years verbal prior to commencement of work and 10 years in writing within 16 weeks of employment. Our Recruitment Consultants – RC will liaise with you for the same).

***UAE nationals employed in both public and private sectors are eligible for retirement pensions after fulfilling the eligibility conditions set by Abu Dhabi Retirement Pensions and Benefits Fund. The contribution is from the employee - 5 percent and from the employer - 15 percent of the Gross salary.

2.1 Employment Visa Amendment Procedure

- 1.1. Upon receipt of the visa (pink copy) the employee who is on visit or cancelled visa must exit and re-enter the country.
- 1.2. Optional arrangement is by paying a fee to avail the exit stamp which is called ‘Local Amendment’ and the employee will be able to avoid a travel. To avail these facilities please contact the HR department.
- 1.3. In case the employee has some fines for overstaying, HR should be informed about it while submitting the fee for Local Amendment.
- 1.4. Employees who have arrived to UAE on a TOURIST visa cannot avail the ‘local amendment’.

3.0 Medical Insurance

Employees must use the Medical Insurance cards within the approved Hospital network only. You can use it outside the network but the cost will be on reimbursement basis and shall be only up to 80% of the cost. All reimbursement claims should be done within 45 days and the claim sheet should be accompanied with original receipts, doctors report & claim form. The claim form may be submitted to the Branch HR Dept. For details on what your insurance will cover and the network of hospitals please visit your e-hr link and you will find the details there.

3.1 For Abu Dhabi based Employees: Based on the insurance laws of Abu Dhabi, employees arriving in UAE with Abu Dhabi visa must have their insurance card processed within 7 days; this is also applicable to employees with DXB/ SHJ/ Ajm visa but will be based within the emirate of Abu Dhabi. If employees had a child born in Abu Dhabi, then the parents will have 28 days from the date of birth to issue the insurance card. If you are eligible for the Insurance Cover for your family kindly contact the HR department immediately. The employee is eligible for wife and up-to three (3) kids who are under the age of 18years.

4.0 Leave

4.1 Annual Leave: The Annual leave entitlement shall be only after successful completion of 6 months' probation period as per the UAE Labor Law. Annual leave can be utilized only after completion of 12 months of work. The annual leave shall be 30 calendar days per year. 2.5 days per month X 12 months, (for the first 11 months the leave will be calculated as 2 days per month). The Leave must be approved by the client. Leave in excess of more than 60 days cannot be carried forward to the next year and must be utilized.

4.2 Sick Leave: The Company provides sick leave to the full time employees who are temporarily unable to perform their duties due to serious health conditions or disability. Employees are normally granted leave for the period of the disability, up to a maximum of ninety (90) continuous or intermittent days in a calendar year to be calculated as follows:

- Full pay time 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
- Employees are not eligible for the paid sick leave during the first six months of probation period. Original medical report is required to process sick leave salary. Sick leave shall not be applicable as an extended leave during the annual leave at their home country or Local leave.

4.3 Maternity Leave: Entitlement after twelve (12) month of continuous service and shall be 45 days paid leave. Original medical report is required along with copy of attested marriage certificate. Maternity leave shall also be applied 3 months in advance. Copy of Birth certificate is required for the insurance application and an updated Social Declaration Form must be filled up.

4.4 Emergency Leave: In the event of Emergency a time off of 10 days can be availed per calendar year after due approval from the client and shall be treated as unpaid leave.

4.5 Pilgrimage/Umrah: 15 days of unpaid leave can be availed but shall be only once during the course of the employment with First Select.

4.6 Leave Application Procedures: All leave applications (excluding emergency and sick leave) must be applied 3 months in advance through the e-HR online. Leave needs to be approved by the client and employee must follow up with their immediate supervisor for approvals. First Select HR will verify the approved leave, update the leave records and send it to the Accounts Dept for the leave salary processing, where applicable.

4.7 Leave Salary Payment: Leave salary shall be released directly to the employees account through WPS system or through a cheque, one week prior to the travel date.

4.8 Duty Resumption Form: Employees must fill up the duty resumption form within 24 hours of resuming duty with a due approval from the client. Employees can fill up the duty resumption form online www.fsihr.com.

5.0 Resignation and Termination

5.1 Resignation: The employee must provide the company with a written notice stating the effective date of resignation and reason(s) for the resignation. Employees are not permitted to submit resignation while they are on annual leave. Resigning employees are required to serve one month notice from the date of resignation. Employees must return the ID cards, Insurance card, Labor Card, Emirates ID card for processing the exit formalities and the original passport for the cancellation. Gratuity calculation shall be as per the UAE Labor Law. Resigning employees will not be entitled to a one way ticket. Where the employee fails to give First Select the prescribed notice of termination of contract, in full or in part, then the employee shall pay to First Select in lieu of the notice period. As per policy Employees must fill the exit clearance form duly signed by the client to avail the final settlements and experience letter. Resignation acceptance letters shall be issued within 3-5 working days. An exit interview will be conducted by a member of the First Select team.

5.2 Termination: The employee can be terminated based on the following reasons: due to medical incapacity, due to incompetency, 7 days of continuous absent without notice. In the event a termination occurs under Article 120 of UAE Labor law then no notice period for the employee will be applicable.

5.3 Demobilization process:

SN	Work Process	WorkDescription	Responsibility	Time Frame
5.3.1	Resignation Letter	The employee needs to give one month written notice.	Employee	1 day
5.3.2	Resignation Acceptance Letter	Resignation acceptance letters shall be issued within 3-5 working days.	HR	3-5days
5.3.3	Exit Clearance	The HR dept will send the Exit Clearance form to the employee which he/she should obtain the signature from the Client and return it back to HR dept.	Employee	3days
5.3.4	Submission of Documents	After the resignation acceptance letter is issued, employee's need to submit all the FS belongings to the office: Original Labor card, Original Emirates ID, Passport with the Exit clearance signed by the Client. Original Insurance card can be retained till the last working day.	Employee	1day
5.3.5	Cancellation Application	HR will prepare the Cancellation application for the employee which the employee has to sign to proceed further with cancellation.	Employee	1day
5.3.6	Cancellation	The application will be submitted to the MOL and Immigration for the cancellation of Labor card/ residence Visa.	GRO	3-5days

5.3.7	Exit Interviews	The HR will conduct a formal exit interview and the information stated will help us to get a feedback and improve our services. Confidentiality is maintained for this document.	HR	1 day
5.3.8	Passport Handover	<p>1-In the event of repatriation, the passport will be handed over to the employee at the Airport. The employee needs to inform at least 5days before the Travel date.</p> <p>2-If the employee is going to transfer to other company, they need to provide New Employment visa copy from the new employer to receive the passport.</p> <p>This procedure is followed to insure the change of employment status of employee within 30days of the visa cancellation. Any delays in regularizing this will result in overstay fines from the immigration and must be borne by the employee.</p>	GRO/Employee	1day

5.4 Experience Letter: The employee must take the experience letter within two (2) month from his/her resignation/Termination.

6.0 Other HR Issues

6.1 Passport: Passport shall be in the custody of First Select unless otherwise explicitly agreed and shall be released with due intimation and approval of the client 24 hours before the travel date or as agreed. It is mandatory to make a request online with a valid reason and appropriate written approvals are taken from the line managers.

6.2 Air- tickets: Economy Air Tickets shall be provided for every 24 months (unless stated otherwise) based on contracts and must be applied for along with the annual leave application. Air ticket shall be to the capital city of the country for any other destinations the fare difference shall be back-charged to the employee. The travel sector must be sent by the employees in writing to the First Select HR, 3 months ahead of time, so as to obtain the bookings as per the dates desired. No cash reimbursement shall be made for tickets purchased by the employees directly. Air Tickets must be utilized during the year of entitlement. No Air tickets can be forwarded to the next year.

6.3 Letters and HR requests: Letters for Immigration, Salary Certificate, Salary Transfer Letter, Salary Certificate to Embassy, Liquor License Letter to police station (non-Muslims only), NOC for driving license, NOC for car registration, NOC for renewal of driving license, and Employment Letter will be provided upon request and will take 5 working days to process. Employees need to apply online e-hr for the same.

6.4 Timesheet: Salary will be paid within 5 days from the receipt of the time sheet or from the close of the month for which the salary is payable as per the contract. All the employees are requested to send the time sheet on or latest by the 1st day of every month.

6.5 Bank Account:

With the WPS (Wage Protection System) implemented by the Ministry of Labor, salary shall be released only to the employees bank account. There shall be no exception to this and therefore it is the responsibility of the employee to provide a bank account number before the first Salary. On its part First Select shall provide all assistance where possible to obtain a bank account. In line with the current Central Bank rules (effective November 2011) the 21 digit IBAN number should also be provided with bank account number as to transfer the salaries. Salary is paid within 5 working days of receiving the time sheets. Therefore where applicable the employee must remind their immediate supervisor to send the time sheets to First Select.

6.6 Ramadan: Abstain from eating, drinking and smoking in public places during the day from sunrise to sunset. Be appropriately dressed during the holy month of Ramadan and all times and in respect to the countries values and cultural sensitivities. Reduced working hours will be observed as per UAE Labor Law.

6.7 Possible work related issues and crimes that have caused First Select to take disciplinary action, terminations and in some cases lead to a police investigation and detention.

- 6.7.1 Misusing authority for personal benefits.
- 6.7.2 Accepting bribes.
- 6.7.3 Mishandling of Cash and Company assets.
- 6.7.4 Providing unauthorized discounts or benefits with intention of personal profit.
- 6.7.5 Stealing and selling company assets.
- 6.7.6 Disclosing company information.
- 6.7.7 Other issues are performance related, HSE violation, Punctuality, Attendance, Misbehavior, disobedience, violation of rules and regulations. Some of these can directly violate article 120 of the UAE Labor laws and might result in immediate termination.
- 6.7.8 First Select has a strict policy on conflict of interest. Should there be any concerning any member of First Select Employee then such matters must be brought to the Management attention immediately.
- 6.7.9 Special mention is made on handling personal finances as we have dealt with several cases where excellent career opportunities have come to a close due to mishandling of personal finances. Therefore refrain from excessive personal loans/credits cards.
- 6.7.10 UK Bribery Act 2010: In view of First Select being a signatory to the UK Bribery Act it is important that every staff must maintain a high level of integrity in all matters of business. Any abuse of the same may be reported to our hotline: 02-6504409.
- 6.7.11 Abusive language towards staff, whether directly or indirectly is totally unacceptable and will not be tolerated. Employee must refrain from written, verbal, or suggestive use of

indecent or abusive language. Employee who commits these violations of disrespect will

be punished at the discretion of the administration. Serious incidents or multiple offences will result in Termination and may result in referral to the civil authorities and/or police for appropriate action.

These issues and concerns are being communicated upfront so that you are aware of the do's and don'ts and therefore kindly refrain from indulging in any illegal dealings whilst they are employed with First Select.

6.8 Welfare Desk: This channel is where the employees can express their sentiments, complaints or any other issues that they are facing. The welfare desk promotes and maintains the relationship between First Select and the employees. It aims to ensure good understanding of the procedure, policies and objectives of the company. Should you have any further queries related to your employment related issues with First Select, kindly contact your respective HR Coordinator or the Branch Manager. If any specific issues are not resolved within the normal channel you may contact the welfare [desk: welfare@firstselectuae.com](mailto:welfare@firstselectuae.com) or call: 02-6504409

7.0 E-hr: The portal www.fsihr.com shall provide and update all the required information on various HR Policies, procedures and processes. In the e-hr: You may apply for all types of leave, duty resumption form after returning from leave, HR requests for letters to the banks, embassies, driving license, loans and credits cards etc. For further guidance please contact your branch HR.

Henceforth, in the case of any dispute regarding the inconsistency in the HR Policy and Procedures stated in this manual with the UAE Labor Laws, the UAE Labor Laws will prevail and the policy stated in this manual will be treated as null and void. The rules and regulations that are not given in this manual will be governed by the UAE Labor rules.

8.0 Emergency Contact

Our business hours are 8-5 (Sunday to Thursday). However for any serious emergencies only please contact **050-4637862** (between 5.00 pm to 8.00 am from Sunday to Thursday and from 5.00 pm to 8.00 am from Thursday to Sunday). Our Ramadan working hours shall be from 8.00 am to 2.00 pm.

We wish you a pleasant and fulfilling employment with First Select UAE.

FS UAE (Contact information)

Abu Dhabi Office

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