



Haigazian University

STAFF HANDBOOK

2008 / 2009

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APPENDIX

Welcome to Haigazian University – Beirut, Lebanon

The following information is intended to help you quickly become oriented in the working environment of Haigazian University.

In this handbook you can find useful information about the University's policies and working conditions.

Policies and rules usually refer to more detailed procedures on how to proceed and how to abide by the University's rules. References to policies and procedures are mentioned whenever necessary.

You will also find at the end of the handbook some of the most used Forms / Applications for your reference and you may also visit our website or the University Intranet or call the Human Resources for additional policies and procedures details.

It is up to you to read and understand the contents of this handbook and keep it updated with any changes that are advised in management circulars.

This handbook attempts to answer all your questions. You will also find this handbook and all detailed Policies on the Haigazian University Intranet or Web Site.

However if you still need clarifications, do ask the Human Resources Department and don't forget that we have all been newcomers in the University!

Please sign the attached acknowledgement receipt and return it to the Human Resources Department.



Human Resources Department

October 2008

Preamble

The regulations set forth herein are issued by the Haigazian University (HU) in accordance with the Lebanese Labor Law and all its amendments. They provide employment regulations and work rules for non-teaching employees of the University.

Non-teaching employees engaged by the University on a temporary basis or for specified periods of less than one year are also covered by these Regulations to the extent where their rights and obligations are governed by the Lebanese Labor Law. Other rights and obligations, if any, shall be determined in accordance with their respective employment agreements.

It is the policy of HU to ensure that each appointment is clearly defined and is documented through an employment contract or letter of offer that sets out the terms and conditions applicable to that appointment. The contract or offer terms will comply with the human resources policies for the category and type of appointment.

Our success and sustainable development policy relies on our Vision, Mission and Values

Our Vision

Haigazian University offers quality education at a fair and affordable cost. The University also prepares educated, professional citizens who have a sense of social responsibility and leadership skills that empower them to rise to the challenges of the future.

Our Mission

Haigazian University is a liberal arts institution of higher learning which operates on the United States model of higher education using English as the language of instruction. Its purpose is to provide quality education in a Christian environment where academic freedom and the search and dissemination of truth are predominant. It seeks to empower students both for leadership positions and as professionals to serve in the Armenian and non-Armenian Lebanese communities as well as in the Middle East. The ethnic and geographic identity of the University demands the preservation and promotion of its Armenian and Middle Eastern heritage within the global context. Haigazian University is an instrumentality of the witness of the Armenian Evangelical Church. Haigazian University is co-educational and open to academically qualified students regardless of race, nationality or creed.

The University aspires to integrate the following three components of its heritage:

1. Evangelical Orientation
2. Armenian Identity
3. Lebanese Context

Our Values and Quality Policy

Values

Inspired by its Christian heritage and conviction, the University affirms a philosophy of life which supports the health of the planet and its inhabitants. Consequently, the University encourages students to become reflective about personal, professional, and social values. This reflection and search for truth aims at integrating faith with learning and liberating the individual from constraints in order to fully share in the gifts of life and to serve the human and ecological community, which are expressions of God's dynamic activity and objects of Divine love.

Quality

- Quality is an essential component of every department's/unit's goals.
- Quality is establishing specific performance standards and complying with them.
- Quality is listening carefully to our students, faculty, and staff and responding to their expectations.

The Haigazian University History in brief

Haigazian University is named in honor of Dr. Armenag Haigazian, former headmaster of the Jenanian Apostolic Institute of Konya, Turkey. Dr. Haigazian was a highly respected educator who received his Ph. D. degree from Yale University, returned to Turkey to serve his Armenian compatriots. When the "ethnic cleansing" of the Armenians began, Dr. Haigazian had the opportunity to escape to the United States, but he chose to stay and continue his ministry. Later, he, along with the Armenian intellectuals, was rounded up to be driven to the Syrian desert. Dr. Haigazian died on the way in the prison of Kharpert in 1921.

The dream continued in the minds of Dr. Haigazian's descendants and others. The Mehagian family of Phoenix, Arizona, relatives of Dr. Haigazian, donated the capital through the AMAA and worked hand in hand with Stephen Philibosian to get Haigazian College started in 1955.

Haigazian operated under its original name of "College" until 1991. In keeping with Near Eastern nomenclature, the name was changed to Haigazian University College in 1992. On December 28, 1996 the Ministry of Culture and Higher Education of Lebanon issued decree number 9657, which authorized the institution to change its name to Haigazian University.

The University was founded on October 17, 1955 by the Union of Armenian Evangelical Churches in the Near East (UAECNE) and the Armenian Missionary Association of America (AMAA) as a liberal arts college to assist in the preparation of teachers and pastors.

When the University opened in 1955, there were 43 students enrolled. Student enrollment reached 650 before the start of the civil disturbances in Lebanon in 1975. The present enrollment is approximately 800 with a faculty and staff of 105. So far, the University has granted the Bachelor of Arts and Bachelor of Science, Bachelor of Business Administration and Masters of Arts, Master of Business Administration degrees in various fields to more than 1,730 students.

The University was first located in the Webb Building, a ten-room house converted for College use. Later, a seven-storey building was added. This building was called the Mehagian Building in honor of Mr. and Mrs. A.S. Mehagian, whose financial support made its construction possible. A grant from Mr. Stephen P. Mugar enabled the University to acquire a beautiful historic structure, subsequently named the Mugar Building, to honor the donor's parents

In 1987, due to the war, the campus was moved to the Christian Medical Center in the Ashrafieh district and classes continued without interruption. On March 27, 1996 the Board of Managers decided that the University should return to its original campus on Rue Mexique, Kantari. On February 16, 1997 the renovation of the former campus began. On October 6, 1997, classes resumed in the renovated and revitalized Kantari campus to the delight of students and the community at large.

Early in July 2001, began the construction of a fourth building on the Mugar property which has a media center and faculty offices. This new facility became operational in October 2001. . In 2003, a special arrangement was done whereby we started using part of the Armenian Evangelical College building as well.

Empowered by its newly acquired authorization from the Ministry of Culture and Higher Education to offer graduate programs, the institution has recently started four Masters Programs: Educational Administration and Supervision, General Psychology, Clinical Psychology and Masters in Business Administration. As clearly highlighted during the 50th Anniversary celebratory activities throughout the year 2005, Haigazian has served Lebanon and the region by empowering valuable human resources for a better life and service.

Accreditation

According to the decree of the Ministry of Education of Lebanon number 3991/3, Haigazian University was recognized as an institution of higher learning on March 25, 1966, and according to decree number 1152/70 issued on May 17, 1971, the B.A. and B.S. degrees were recognized to be equivalent to the *license* granted by the Lebanese University. The same decree recognized the Normal Diploma as a University Certificate for Elementary and Secondary School Teachers. According to decree number 9657 of the Ministry of Culture and Higher Education, dated December 28, 1996 the institution is authorized to offer several graduate programs at the master's level.

In 2006, Haigazian University adopted The NEASC Accreditation process to become a member of a global best practice group of prestigious institutions, allowing HU students access to American higher education.

The University, is a member of the Association of American International Colleges and Universities, (The Association of American International Colleges and Universities comprises a number of distinct, university-level institutions in Europe and the Middle East, within the American system of higher education with its transferable course credits and semester units. They offer curricula which are cross-cultural in content and international in perspective. Haigazian University has signed a cooperative agreement with the following institutions:

1. American College of Greece
2. American University in Cairo
3. American University of Beirut
4. Franklin College, Switzerland
5. Institute for American Universities
6. Lebanese American University, France
7. American International University in London, Richmond College
8. American University in Bulgaria
9. American University of Paris
10. John Cabot University, Italy
11. University of La Verne - Athens
12. Saint Louis University, Spain
13. American University of Armenia
14. American University of Sharjah
15. American University – Central Asia

Organizational Structure

The President is the Chief Executive Officer of the Haigazian University both academically and operationally, reporting to the Board of Trustees.

Haigazian University (HU) is governed by a **Board of Trustees** (henceforth referred to as Board). The organizational structure and operating policies of the Board of Trustees are established by the Haigazian University Constitution and Bylaws. The essential functions of the Board shall be Policy making, assurance of sound management, and fiscal responsibility. The Board has initial and ultimate responsibility in determining general, educational, financial, and related policies deemed necessary for the administration and development of the University in accordance with its stated mission.

The Board of Trustees committee structure consists of an Executive Committee composed of the chair of the board, the vice-chair, the secretary, the treasurer, and such other members of the Board of Trustees as the Board shall deem necessary. The president of the University shall be an *ex-officio* member of the Executive Committee. The Executive Committee may be empowered to act on behalf of the Board between sessions of the Board, except that the Executive Committee does not have the power to adopt, amend, or repeal the bylaws or elect or remove its members.

The Board of Trustees regularly meets twice a year. All issues come to the Board through the appropriate Standing Committee. The number and members of each committee shall be determined by the Chair of the Board and subject to the approval of the majority of the Board. The President of the University and the chair of the Board shall be *ex-officio* members of all standing committees.

Under the Bylaws governing Haigazian's Board of Trustees, the Board empowered to create committees of the Board. Committee members may consist of Board and non-Board persons but the Chair of every Committee must be an HU Board Trustee. At its organizational meeting in October, 1998, the Board created the following Committees.

1. Academic Affairs Committee
2. Development Committee
3. Evangelical Witness Committee
4. Finance Committee
5. Administrative Affairs Committee
6. Legal Affairs Committee
7. Real Estate Committee

The work of each Committee is vital to the success of HU's Board of Trustees. The day to day affairs of the University will be in the hands of the Board's Executive Committee (consisting of Board members primarily from Lebanon). While it is anticipated that the full Board may not meet more than once or twice per year, it is expected that committees of the Board will function throughout the year and these committees, while reporting to the Board, will carry out major functions of the Board's responsibilities

The Cabinet consists of the President, the two Deans, the Administration Director, the Financial Comptroller, the Director of Development and Public Relations and the Chair of the Faculty Assembly. The Cabinet functions as the consultative body of the President.

The HU Staff members are classified in 3 Categories:

- Managerial Staff Executives , Directors , Managers or Head of Departments
- Administrative Staff Assistant Managers, Supervisors, Senior Officers, Officers, Senior Clerks
- Skilled & Non-Professional Staff Clerks , Intermediate and Entry Level

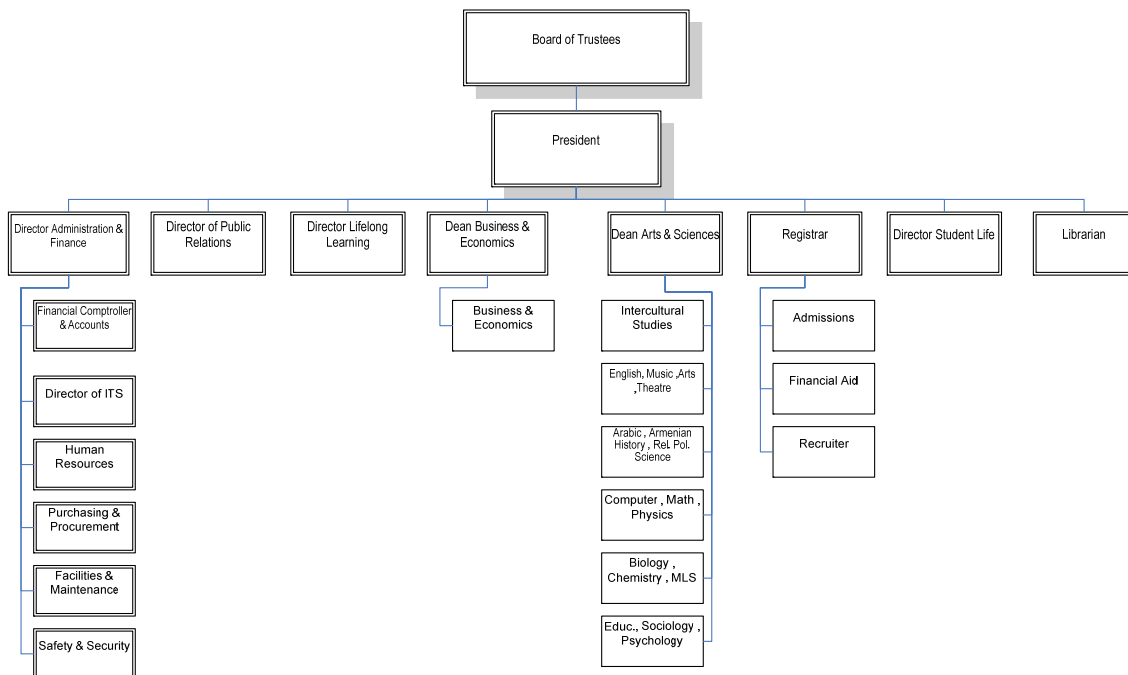
Grades and Sub-Grades

Each employee is given a Grade and Sub-Grade according to many parameters that include magnitude of responsibilities, experience, seniority, education level, performance and many others.

- Managerial Category is graded from 15 down to 11 and each grade is divided in 3 Sub-Grades A , B down to C
- Administrative Category is graded from 10 down to 5 and each grade is divided in 3 Sub-Grades A , B down to C
- Skilled and Non-Professional category is graded from 4 down to 1 and each grade is divided in Sub-Grades A, B and C.

Each Grade and Sub-Grades have a salary range.

Haigazian University Organization Chart



Ethics and Code of Conduct



Ethics is a set of principles and rules, the respect of which aims to consolidate the image and the reputation of professionalism of Haigazian University and each of its members and to protect the employees and the University from regulatory, disciplinary or judicial risk.

Professional ethics impose the respect of professional rules, policies and procedures that are applicable in the Educational sector, as well as at Haigazian University.

Therefore the respect towards ethics is a positive behavior that contributes to the development of the activities of the University and is fully part of the Quality policy.

As members of the Haigazian University community, faculty, staff, students and members of the Board of Trustees are responsible for sustaining the highest ethical standards of this institution, and of the broader community in which we function.

1 Purpose

In that spirit, the Code of Conduct (the Code) is a shared statement of Haigazian University commitment to upholding the ethical, professional and legal standards the University uses as the basis for its daily and long-term decisions and actions. Haigazian University community should be cognizant of and comply with the relevant policies, standards, laws and regulations that guide our work. Each member of Haigazian University is individually accountable for his/her own actions and, as members of the University community, are collectively accountable for upholding these standards of behavior and for compliance with all applicable laws and policies.

2 Definitions

Ethical behavior consists of discharging one's responsibilities fairly, honestly, and in accordance with the legal requirements of one's job and the highest moral and professional canons. Abiding by the legal requirements is a must while discharging one's duties in accordance with this Code is what this University stands for.

Violations:

Adherence to this Code also makes Haigazian University community responsible for bringing suspected violations of applicable standards, policies, laws or regulations to the attention of the appropriate cognizant office.

Raising such concerns is a service to the University and will not jeopardize one's position or employment.

Confirmed violations will result in appropriate disciplinary action up to and including termination from employment or other relationships with the University. In some circumstances, civil and criminal charges and penalties may apply.

3 Required Conduct

In light of the definitions stated above and in accordance with the University's commitment to nurturing an environment of mutual respect and tolerance, it is incumbent upon every person acting on behalf of the University to treat everyone with respect and dignity regardless of their background. It is also the responsibility of every University employee and student, to ensure at all times, that their conduct does not violate the standards and principles stated in this Code.

a Academic Freedom

The University recognizes and protects the concept and practice of Academic Freedom as essential to the proper conduct of teaching, research and scholarship within the University.

b Academic Integrity

The University fosters an atmosphere of high integrity by maintaining an ongoing dedication to honesty and responsibility. Any act of lying, cheating, plagiarism, deliberate misrepresentation, theft, scientific fraud, dishonesty or ill use of other human beings is a blatant violation of this Code and will not be tolerated.

c Maintenance of Accurate Accounts and Records

All University accounts and records are to be maintained in an accurate and auditable manner in conformity with accepted and established business and all other relevant and applicable laws.

All University records such as, but not limited to, reports, vouchers, bills, invoices, payroll information, personnel records, student records, and other essential business records must be prepared with care and honesty. No false or deceptive entries may be made.

Members of the University who improperly convert these records and accounts for their own personal use or for the personal use of others, or who wrongfully discloses such records or accounts will be subject to appropriate administrative and legal sanctions by the University.

Signing a confidentiality agreement with custodians of such records is a University requirement for employment or continuity of employment.

d Confidentiality

Members of the University are required to respect individuals' rights to privacy and undertake to treat, in confidence, all information supplied to them on that basis.

Unless required or permitted by law, personal and official information, provided by and about employees and students, must not be given to third parties without the consent of the individual concerned. When doubt exists regarding the confidentiality of a particular piece of information, University members are instructed to presume that the information is confidential until determined otherwise.

e Non-discrimination and Integrity of the Workplace

The University is an equal opportunity employer committed to maintaining the highest degree of integrity and honesty in a work environment free of any and all forms of hostility and/or harassment.

f Conflict of Interest

Confidence in the University is put at risk when the conduct of a member does, or may reasonably appear to involve a conflict between their private interest and their obligations to the University.

It is essential that any potential conflict be disclosed and reviewed by the University. After disclosure, the University can make an informed judgment about a particular activity in accordance with its Conflict of Interest Policy.

Conflicts of Interest, or an appearance of inappropriate conduct, may also arise when people are involved in making or influencing university business decisions affecting a family member or a recent or former business partner.

These parameters of proper conduct should be closely observed in all recruitment and employment processes. The University strongly urges all individuals in positions of authority to refrain from assisting or influencing favorably the employment or advancement of a relative.

g Gratuities

University members are not allowed to solicit gifts or benefits for themselves, which might, in any way, compromise or influence them in carrying out their duties.

h Private Endeavors

No member of the University may approve, recommend or promote a University related business transaction in which that person, a relative or a close associate has a direct personal interest.

i Use of University Resources

University members are expected and required to be responsible stewards of University resources. Accordingly, they should use said resources in an efficient and economical manner.

University property must not be used for personal purposes unless such a use is approved and is in accordance with University policies. University members are also required not to permit the abuse of University resources or property by others.

j Use of University Name

Members of the University writing or speaking in professional or expert capacities may identify themselves by their University appointment using the name of the University.

However, it is highly encouraged that they make it clear that any views expressed are their own.

The use of the University name in the promotion or advertising of commercial products will only be approved if seen to be a direct benefit to the University. All University employees may not use or allow the use of the name of the University or identify themselves as employees of the University in the public promotion or advertising of commercial products, without prior written approval.

k Responsibility to Cooperate

Members of the University have a responsibility to cooperate in the initiation and defense of actual or contemplated litigation, affecting the interests of the University and in the conduct of any investigation of a violation of this Code or any other University policy or regulation.

l Proper use of office and authority

University members are required to use any authority given to them by virtue of their positions within the parameters of this Code and other applicable University policies, striving, at all times, to advance the best interest of the University, and to protect its reputation.

Officers and employees of the University are not allowed to use the authority given to them to advance any personal interest or to harass and intimidate others.

4 Reporting Complaints

University members are expected and required to report any violation of this Code. When any doubt about the propriety of any action exists, a full and frank disclosure to the immediate supervisor is required.

For reporting, counsel or advice regarding this Code, you may contact the Human Resources Office and the President.

The University commits to protect all individuals who, in good faith, report a violation of this Code.

No retaliation against such a person will be tolerated.

**For further details please refer to the related Policy on the Haigazian University
Web site: Staff Policy & Procedures or contact the HR Department.**

Office Conduct

Dress Code

Professional appearance is important since it can have an impact on the image of our organization externally – to clients, associates, representatives and any other third party – and internally as mark of respect towards each other. Being tidy is considered by the majority of colleagues as a sign of respect for them and the common working environment. **Please remember that first impression is very important.**



Therefore, men are to avoid casual clothes and are expected to wear a suit or a tie with a jacket in winter and a tie with their shirt during summer. Women should be dressed professionally and should avoid very short skirts, very low cut or short tops and generally avoid wearing provocative or casual clothes.

Behavior

Courteous manners and ability to get on with people are considered essential qualities of any successful member of staff, specifically for Front officers in direct contact with extra University people.

Conduct and attitude towards colleagues are also essential to Haigazian University and all staff is requested to respect the others and treat them equally.

Aggressiveness, arrogance, impoliteness, rudeness are not tolerated and may lead to severe penalties.

Punctuality

Punctuality is considered a very important attribute of a true professional. You are therefore expected to be punctual in your attendance at the office, at meetings and in respecting deadlines that have been set for completion of tasks and projects.

Private telephone calls and faxes

You are requested to restrict private calls, both incoming and outgoing, to a minimum and as short of duration as possible. Overseas private calls are prohibited unless special permission is obtained from the person's unit head.

Private faxes are not allowed, unless authorized by a unit head, as the fax machines automatically print the name of the firm on the message and such faxes may be misconstrued to be sent on behalf of Haigazian University.

Grievances and Appeals Procedure

If you feel that you have a grievance or you are dissatisfied in regards to a disciplinary matter, the following procedures should be followed:

You should initially raise the issue with your immediate supervisor or with the Head of Department. If still unresolved, the matter can then be referred to the Head of Division.

- a. The Head of Department or Division can refer the complaint to the Human Resources Manager if he feels the matter is of a general or personal nature.
- b. You can directly approach the Human Resources Manager or the Human Resources Department.

Smoking

Haigazian University has decided to adhere to a No Smoking policy. Smoking is therefore prohibited in all working and public areas of the building unless otherwise noted. Employees are to ensure that all cigarettes are properly extinguished in all the designated smoking areas.

Substance Abuse

The following rules are established in an effort to

- Establish and maintain a safe , healthy working environment for all employees
- Ensure the reputation of the University and its employees within the community at large
- Reduce the number of accidental injuries to person or property
- Provide referral assistance to any employee who seeks such help

Illegal Drugs and Alcohol are prohibited during working hours and within the Haigazian University campus and all premises, as well as any fire arm, guns, and other tools (knives...) that may harm any other person.

An alcoholic beverage is any beverage legally sold and has an alcoholic content in excess of more than 3% by volume.

A drug is any substance other than alcohol capable of altering an individual's mood, perception, pain level, or judgment. A prescribed drug is any substance prescribed for individual consumption by a licensed medical practitioner. An illegal drug is any drug or controlled substance the sale or consumption of which is illegal.

This rule and policy applies to all staff, faculty and students of the Haigazian University.

Fire and Security

You are encouraged to be alert to security hazards such as bent cables, faulty plugs, smoke and in general to report any incident which could compromise your safety or that of your colleagues to the Facilities Department.

In order to avoid fire hazards, everybody is encouraged to turn off all electrical devices at the end of the day, for example PC's, monitors, printers, all kitchen electrical appliances, copiers, fax machines and air conditioners. Housekeeping staff should ensure that all windows and doors are closed after leaving the building and that all alarm/security systems are armed and operational.

Equal Opportunity



Haigazian University is an equal opportunity employer and is committed to ensuring equal treatment in employment. The University bases all their employment decisions only on job related qualifications, abilities and performances.

All applicants and employees are intended to enjoy the same rights and privileges with respect to recruiting, hiring, training, promotions, demotions, terminations and benefits regardless of their age, race, color, creed, religion, sex, sexual orientation, and pregnancy-related status, and marital status, physical or mental disability.

Sexual Harassment

It is the policy of the Haigazian University to provide a working environment free of sexual harassment. Any form of sexual harassment committed by employees of the University or its students is not tolerated.

Sexual harassment consists of:

- Unwelcome sexual advances, requests or demands for sexual favors, or other verbal or physical conduct of a sexual nature.
- Making submission to such conduct, either explicitly or implicitly, a condition of employment.
- Using submission to or rejection of such conduct as a basis for making employment decisions affecting the individual.
- Conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Moral, Psychological and Other Discriminatory Harassment

It is the policy of the University to provide a working environment free of any other form of discriminatory harassment based on race, color, creed, religion, age, sexual orientation, pregnancy-related status, marital status or physical or mental disability where the individual is otherwise qualified.

Such prohibited illegal harassment includes any conduct, whether physical, verbal or visual, with the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, abusive or offensive work environment such as but not limited to bullying , discrediting .

Reporting Discrimination or Harassment

Prevention of discrimination and harassment is the responsibility of all the University's members. If an employee feels that she/he or some other employee has been denied equal opportunity in employment or has a complaint of discrimination or harassment contrary to this policy, they are urged to notify their department head or, if preferred, the Human Resources head without fear of any form of retaliation.

The complaint will be investigated promptly and thoroughly with confidentiality maintained to the greatest extent practicable.

Discipline

To provide the best possible work environment, Haigazian University expects its employees to follow the rules and regulations outlined in this handbook and in the Staff Policies & Procedures.

Actions that are considered unacceptable in the workplace and are merely examples of some behavior that may result in disciplinary action up to dismissal:

The list below is indicative, for more details see the related Policies on Discipline and Disciplinary Actions.

- a. Theft or inappropriate removal of possessions of an employee or University property.
- b. Destruction or unauthorized use of University or employee property.
- c. Falsification of records, including information given for employment purposes, making of false statements in the course of work performance.
- d. Being found guilty of fraud or embezzlement at any time whilst in the employment of Haigazian University
- e. In case of any breach of the terms of the Contract of Employment or of the letter of appointment.
- f. At any time should the employee not fulfill the requirements set by law for the carrying out of his profession.
- g. By violating the agreement signed with the University with regard to the prohibition of disclosing Haigazian University confidential information.
- h. Using abusive, insulting or threatening language or acting in a disruptive manner in the workplace.
- i. Insubordinate or other disrespectful conduct.
- j. Violation of safety rules.
- k. Unlawful or unwelcome harassment including but not limited to sexual, racial or disability related harassment.
- l. Excessive absenteeism, absence without notice, or any record of unacceptable attendance.
- m. Unrespectable behavior towards the University's rules and procedures and the basic Educational practices.

Dismissal and Termination

Haigazian University is committed to enforce the Policies described in the Policies and Procedures File and the rules and policies of this handbook. Employees who violate these policies may be subject to a full range of disciplinary measures, including suspension or termination of employment with the University.

Both the HR Manager and the President take dismissal decisions after consultation with the Head of Division and / or the Head of Department.

However, any misconduct of the employee's part of any of the obligatory requirements or duties (i.e. code of ethics) will be considered by the University as an extremely serious misconduct that may lead to terminating the employee without notice.

For details please refer to the related Policy on Disciplinary Actions (Chapter K) and Separation (Chapter L) of the Personnel Staff Policies.

Terms and Conditions of Employment

1 Staff Employment

Details on Staff Employment are set in Chapter B of the Personnel Policies – Staff Section You may contact the HR Department too.

2 Working Hours

- a. Staff should observe the work hours as assigned to them by the University. All supervisors are required to inform Human Resources Department immediately with regards to any employee's absence. Unjustified absences shall be deducted from the employee's annual leave/salary. Such absences may also entail disciplinary action.
- b. Managerial and Administrative staff shall work a minimum of 40 hours per week on five days per week schedule
- c. Skilled and Non-Professional staff and Campus Services foremen, technicians, workers, telephone operators, drivers and housekeeping employees shall work a minimum of 40 hours a week on five days schedule.
Some employees of this category may be required to work on Saturdays.
- d Security Personnel shall work as per arranged schedule.

During the workweek, normal University business hours are from 8:00 am until 12:30 pm and from 1:30 pm till 5:00 pm. The one hour gap is for lunch break. Lunch breaks cannot be used in replacement of working hours.

During summer the workweek of each category may be reduced by ten hours depending on the needs of the University.

For more details see Chapter D of the Personnel Staff Policies.

3 Absence from the office

If you need to be absent from the office during office hours for any reason, always inform your supervisor and the receptionist in your building about your whereabouts and the time you plan to return at the office. The Human Resources Department should always be informed in cases of illness, lateness or special leave.

4 Daily Attendance Policy

You should always sign in when arriving to the University and sign out when departing. The daily attendance sheets are located at each Department; you may ask your Supervisor about your Time Sheet...
The HR Manager can authorize exceptions.

5 Other Conditions on Duties and Obligations

- a. Staff shall abide by the University's personnel regulations, in addition to supervisors' written or verbal instructions and all applicable laws and regulations.
- b. Staff members are expected to devote their whole working time and attending to the duties assigned to them and they are expected to perform said duties diligently, to the best of their abilities. No full-time staff may be permitted to engage in any other gainful employment unless a specific written permission has been issued by the University.
- c. Any engagement by a full-time staff in a gainful employment without the prior consent of the University represents a breach of the rules and regulations and shall subject the concerned to severe disciplinary actions, including dismissal.
- d. Staff who by virtue of their employment have access to information and documents concerning the affairs of the University, shall treat such information and documents as confidential and shall not disclose them to any person without authorization from the University.
- e. Staff may not utilize any of the University's assets for non-university business, except if the particular employee's job so requires and/or there is a specific written authorization to do so.

Help and Information

Employees may have access to all Haigazian University Staff related Policies over and above the rules contained in this handbook. They can find details either thru the University Intranet or Web Site or may request copies of those Policies from the Human Resources Department.

Leave and Holidays

1 Public and Religious Holidays

A yearly Public and Religious Holidays calendar is distributed to all staff and is permanently posted on the Haigazian University Intranet Site or Web Site.

2 Annual Leave

All employees, including Non-Lebanese, who have worked at the University for at least one full year, are entitled to paid vacation. Those who are still in their first year of employment, and who have completed three months of employment, may be given up to five days of paid vacation during the months of mid July to mid September. The schedule of vacation days for regular employees depends upon years of service and is as follow

Covered Employment Period	Annual Leave Days
From 1 year to 7 years of employment	15 working days
More than 7 years of employment	20 working days

- a. The vacation dates shall be approved by the University according to work requirements, while taking into consideration the wishes of the employee concerned. The University's decision regarding vacation dates, however, shall be final.
- b. It is expected that annual vacation leave be taken during the summer months (mid July through mid September). In exceptional cases and for valid reasons, a part of the vacation may be taken after October 1st with the written advanced approval of the President.
- c. Additional annual leave is to be discouraged but, in exceptional cases, may be allowed to a limit of five working days to be deducted from the following summer vacation. The general leave procedure should be applied.
- d. When, upon written request of the University, an employee works part of his/her vacation, the remuneration for such work shall be at regular rate plus his/her vacation pay which is included in the salary. No employees will be asked to work more than half of the vacation period to which they are entitled.
- e. Employees below grade 11 can carry up to 10 unused working leave days to the end of the next academic year (End of the September of the following year). A maximum of 15 working days shall be carried over for employees in grade 11 and above. Unused working leave days extending beyond the one year threshold shall be forfeited in full.
- f. In case of termination for any reason whatsoever, an employee with more than one year's service, will be paid the proportionate amount of vacation rights for the subsequent period calculated from the previous October 1st.
- g. Each quarter, a Quarterly Forecast Calendar (Provisional) is sent to each department and / or Division ahead of time and is to be filled by each one in coordination with the Head of Division. You are expected to co-ordinate your holiday plans with each other and with your managers. After signing by the Department/Division head the plan is sent to the HR.
- h. Each staff member applying for a leave should complete the Leave Application form (HR-007) approved by his/her manager and then should hand it to the HR at least 15 working days prior to the first day of leave. The HR will return a written confirmation indicating the remaining balance of leave for the calendar year.

3 Additional Leave days (Unpaid)

If the authorized Leave days are exhausted before the end of the current year and in case of necessity for any additional leave days, the concerned employee may be allowed to take up to 5 unpaid leave days per calendar year. In this case, a formal request should be authorized by the Supervisor and / or Head of Department / Division and submitted together with a Leave Application Form to the HR Manager for final approval.

4 Working on Weekends and Public Holidays

When a business trip, mission or seminar is planned during a weekend or a Public Holiday, the employee is allowed to be compensated by adding the worked days to his Annual Leave days current stock. The request should be validated by the Supervisor or the Head of Department / Division.

Staff working on a holiday shall be given compensatory time off. If this cannot be arranged, they shall be paid for the day(s) worked (in addition to regular pay for the holiday) at their regular hourly rate.

5 Sick Leave

- a. Members of staff who are absent on account of illness should ensure that their unit head and / or the HR is informed by telephone as soon as possible on the first day of such absence. A Leave Application Form will have to be filled as soon as the absent employee is back.
- b. Absence of 1 day sick leave does not require a medical certificate.
- c. Absence of more than 1 day leave requires a medical certificate.

It should be noted that the Haigazian University has the authority to check the employee's status and to send the University Doctor for another medical report.



For further details on Sick Leave Policy and Procedure please contact the HR Department or check Haigazian University Site.

6 Maternity & Paternity Leave

Married women employees will be entitled to 49 days (7 weeks) maternity leave with full pay including the period preceding and immediately following delivery. In no case will such an employee be allowed to resume her work before 30 days from the date of delivery.

A full-time male employee shall be entitled to 2 days paternity leave with full pay.

7 Bereavement Leave

- a. A Regular status employee shall, upon request, be granted a bereavement leave with pay up to :
 - Three days upon the death of the employee's parents, brother, sister, spouse, child and grandchild;
 - Two days upon the death of the spouse's parents and grand parents;
- b. A Regular status employee shall, upon request, be granted one day bereavement leave with pay to attend the funeral of a brother-in-law, sister-in-law, grandchild, aunt, uncle, cousin, niece and nephew.
- c. The paid days off will include days on which the employee was/is scheduled to work or to receive holiday pay.

8 Casual Leave days

Any other leave request for situations reasons that were not covered above (emergency, sickness, missions, or any other unforeseen absences) shall be considered by the HR Manager and at her/his discretion. The employee will have to inform his Supervisor and the HR Manager and a Leave Application Form will have to be filled when returning back to work.

9 Educational Leave with Pay

Release time from work may be granted by managers to employees for the purpose of attending educational classes at Haigazian University during normal working hours for their personal benefit, provided:

- a. That the class hours do not exceed two hours and a half per week during normal working hours. Employees wishing to take courses for which class attendance time exceeds the number of hours mentioned they should do so after normal working hours.
- b. That such release time will not cause an undue hardship on the operations of the unit or the working conditions of other personnel in the unit;
- c. For Administrative and Skilled staff, any time lost from the normal work schedule to attend such classes must normally be made up the same day in which the absence occurs so that there will be no liability for overtime payment as a result of time being made up on another day.
- d. That they present to the HR Department a written memo from the Department Head authorizing a release to attend classes during the working hours.

Compensation, Appraisals, Promotion

1 Salary

Salary is the regular monthly payment made to an employee.

Salary and other cash income for staff shall be paid in Lebanese currency. Salary shall, at no time, be less than the legal minimum wage set by the Lebanese Government.

The President, in consultation with the HR Manager and Board of Managers will periodically review salaries based on either the Annual Performance Appraisal (for merit) or on modification of the grade (promotion, adjustment) or in response to Government decrees.

Salaries are determined in accordance with a grading system and a salary scale set by the University. Each job is classified under the said scheme and a salary range is established for each grade and classification. Exceptions to this rule should be approved by the President.

Salary increase proposals are prepared by the head of the concerned departments and handed over to the HR Manager for consideration.



2 Overtime

A staff shall be eligible for overtime if he/she works beyond his/her normal weekly schedule with the following provisions:

- Up to 48 hours per week. Eligible staff shall be compensated for straight time pay or an equivalent compensatory time off. The mode of compensation will be determined based on negotiations between the employee and the supervisor taking into consideration department needs.
- More than 48 hours and less than 12 hours a day. Eligible staff shall be compensated for one and a half times the normal hourly rate or an equivalent compensatory time off.
- More than 12 hours a day. Eligible staff shall be compensated for double the normal hourly rate or an equivalent compensatory time off.

Overtime shall be computed on a weekly basis. The work week is defined as the seven consecutive day period.

Managerial & Supervisory level staff (Grade 9 and above) are not entitled to any overtime compensation regardless of the extra hours worked beyond their normal weekly schedule.

Except for managerial staff, overtime or compensatory time off shall be granted to all staff in accordance with the provisions of the Lebanese Labor Law. Overtime compensation, whether it is cash or time off will be negotiated between the supervisor and the employee.

Overtime shall be assigned in writing by the supervisor and compensation for such work shall be approved by the concerned department Director. (HR.004 – Overtime Request Form)

Both extra hours worked and compensatory time off accumulated shall be recorded on the monthly time sheet (HR.005 – *Staff Monthly Time Sheet*) and shall be submitted to the HR Department after being countersigned by the respective supervisor.

All staff shall be allocated a period of at least 36 consecutive hours of rest per week.

3 Performance Appraisals

At least once a year, each employee will undergo a general performance appraisal according to a defined procedure (Staff Policy Chapter H Work Performance and Appraisal Procedure with PPD Forms HR006 and HR006 1)

This appraisal is vital to assess objectively each employee's experience, performance and personal development.

Salary increases (Merit, Adjustments) as well as Promotions are based on a minimum of 3 consecutive positive Appraisals.

4 Promotion and Demotion

Promotions are reviewed once every 3 full years of employment or for lesser period in exceptional cases, by the President in consultation with the HR Manager.

All full time employees are eligible for promotion after accomplishing 3 full years of employment and after 3 consecutive years of positive evaluations.

Promotions are not automatically granted after 3 years and may be subject to shorter or longer period of time.

Demotions may be requested by the employee (voluntary demotion) for personal and/or professional reasons. Demotions may be the consequence of a direct request from the concerned supervisor for reasons such as substandard performances or unsuitability to the position.

The affected employee has the right to appeal as per the Haigazian University policies and procedures.

Fringe Benefits

1 Family Allowance

A family allowance is payable by the National Social Security Fund (NSSF) to eligible employees in accordance with the provisions of the Social Security Law. Employees are required to report to the University any change in their marital or family status within ten days of its occurrence, and to produce satisfactory evidence in support of the reported change. Upon being properly notified of such change, the University will report it to the National Social Security Fund.

2 Social Security

Employees are covered by the Medical and Maternity branch of the Lebanese National Social Security Fund. Payments to the fund are shared between the University and the employee as stipulated by law.

3 Medical Insurance

In addition to the coverage under Social Security, employees may benefit from a Group Medical/Life Insurance cover under a Class B Policy carried by the University.



4 Worker's Compensation

Employees are covered for any accident befalling them while on duty for the University by an Insurance Policy carried by the University in accordance with the applicable Lebanese Law. Employees of the University will draw Worker's Compensation in lieu of their regular salary for such time as they are absent from their work because of any accident befalling them while on duty.

Employees who suffer from a disability caused by an accident occurring during the course of, or arising out of assigned work are covered by an insurance policy carried by the University in accordance with the Lebanese Laws and Decrees.

5 Educational Benefits

- a. The University shall subsidize a maximum of LBP 2,550,000 of the educational fees (not including other fees) covering up to three dependent children (minimum age 5), attending regular primary and secondary schools in Lebanon. The above rule shall apply for a maximum period of 13 years. Educational fees up to one million Lebanese Pounds shall be covered in full. In any case the above set cap by employee shall not be surpassed.
- b. The University shall waive and/or reduce tuition fees for full-time employees and/or their eligible dependents (Children and spouse), for up to 10 full months or more, if the employee is not in arrears on any University account loan, provided degrees are pursued only at HU. The waiver and/or reduction is provided as follows:
 - 100% tuition fees waiver (administrative fees not included) for persons attending undergraduate programs
 - Up to 50% waived tuition benefits (administrative fees not included) for persons attending graduate programs
- c. This benefit shall apply to full-time employees who have completed at least one year of service for undergraduate studies, and two years for graduate studies. Prior to these set periods, the educational aid shall be provided as per the mandates of the prevailing Lebanese Laws
- d. An eligible employee may take a maximum of 12 tuition-free credits during any 12-month period beginning October 1. There is no limit (other than academic) on the number of tuition-free credits which a spouse or dependent child may take during any term or year.
- e. Supervisors will not permit an employee to be absent from regular duties to attend classes if the absence would cause a hardship on the working conditions of other employees or result in a deterioration of service.

For more details please refer to Staff Policy, Chapter F – Fringe Benefits

Training and development

Every newcomer to the Haigazian University undergoes an induction course. The purpose of this induction course is to quickly get acquainted with the activities of the University and its policies and procedures.

Haigazian University believes that the quality of its work is reflected in the professionalism, technical competence and integrity of its people. The University, fully appreciating the importance of formal training to the development and maintenance of these qualities, encourages and often requires its personnel to attend regular in-house and external training programs.

Every year a training plan is prepared based on the needs of the various departments. The objective is to develop technical and managerial skills of its people so they can respond effectively to the University's needs.



End of Service Indemnities

At the end of service, whether by termination, resignation or retirement (or death) an employee (or their heirs as determined by law), covered by the Lebanese Social Security End of Service Indemnity, is entitled to indemnity in accordance with the regulations of the Social Security Law.

The University will endeavor to draw the attention of the employee to the provision of the Social Security Law that he/she may claim the said indemnity upon attaining the age of 60 years but in any event upon attaining the age of 64.

Upon liquidation of the indemnity at the age of 60, the relationship with the end of service indemnity fund of the NSSF shall cease and the employee's indemnity shall be fully provided for in the records of the University.

Non-Lebanese employees are not covered by the end of service indemnity fund provisions of NSSF. They, however, benefit from other NSSF funds. As such, the non-Lebanese employees shall benefit from a University end of service indemnity that fully corresponds to that adopted for nationals.



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Internal and External Communications

Press

In order to establish and maintain a constant corporate image all contacts with or requests from the press should go via the Public Relations Office and the President prior to any kind of press releases. For further information you can contact the Public Relations Office on ext. 365



Conference Facilities

The university has on campus several venues that could be utilized as Conference Facilities. Access to the use of such facilities is strictly authorized by reservation. All Conference Facilities should be reserved 48 hours prior to usage to ensure availability. Late requests may be denied.

Boardroom reservations are done through the President's Secretary, ext. 344

Other venues' reservations are done through the University Receptionist, ext. 0

Library

The University has extended the use of the Library other literatures can be borrowed both from the (Armenian) Library. The presentation of staff ID is information you can contact the Library on ext. 350.



resources to its entire staff. Books and Barsoumian Library and the Derian necessary while borrowing. For further

Systems Support

Haigazian University Information Technology (IT) Department will be pleased to provide with the best quality, most efficient and time-sensitive IT services and Systems Support to the University's entire family of constituents. For any assistance you can reach the Department on ext. 284.

Kitchen Facilities

The University has three kitchens facilities for the use of the staff. These facilities are located in the Mugar Building, the Webb Building and the College Building. For further info call the Facilities department on ext. 388.

Internal Newsletter

All staff news and related novelties are published in the Inspirit Newsletter.

Stationary

Stationary and office supplies are provided by the Facilities department. For your needs and requests you can contact the Facilities department on ext. 388.



Info site

On this intranet site you can find many information and news concerning Human Resources issues, including an electronic copy of this handbook, Haigazian University Policy & Procedures and many other applications, documents and forms.

Information Technology Use

This document defines an Acceptable Use Policy for Internet, E-mail and Network resource usage, in order to ensure that staff at the Haigazian University shares a common understanding with regard to appropriate use of Information Technology.



The purpose of this policy is to provide a set of guidelines with regard to resource use within the University environment and to provide a Best Practices Guide.

General Computing Policies

Haigazian University encourages appropriate use of E-mail in order to enhance productivity through the efficient exchange of information, research and public service. Use of these resources must be consistent with these goals.

As a responsible member of the Haigazian University community, you are expected to act in accordance to the following general guidelines based on common sense, common decency and civility applied to the networked computing environment.

- Messages sent through electronic mail should meet the same standards as that of the written word as they are considered to be equivalent.
- Identify yourself clearly and accurately in all electronic communications. Concealing or misrepresenting your name or affiliation in order to dissociate yourself from responsibility for your actions is never appropriate.
- Be sensitive to the inherent limitations of shared network resources. No computer security system can absolutely prevent a determined person from accessing stored information that they are not authorized to access.
- E-mail and other network resources may not be used for personal business purposes or for personal financial gain.

a. **E-mail use Policy**

Members of Haigazian University are encouraged to use electronic mail, or e-mail, for Haigazian related activities, in order to promote a paperless environment and to facilitate the efficient exchange of information. Users of e-mail are expected to behave in an ethical and responsible manner.

b. **Internet use Policy**

Use of the Internet is a privilege and not a right, therefore inappropriate use will result in a cancellation of that privilege. Appropriate uses include:

- Research
- Communications
- Completion of tasks

Transmission of any material in violation of Haigazian University regulations is prohibited. This includes, but is not limited to copyrighted material, threatening or obscene material or material considered confidential, private or secret.

Access and viewing of indecent or explicit sites on the Internet is strictly prohibited and will result in disciplinary action.

Vandalism will result in cancellation of privileges. Vandalism is defined as any malicious attempt to harm or destroy data belonging to another user, using another user's id to damage the system or the destruction of computer equipment. This also includes the uploading or creation of computer viruses.

Unauthorized duplication of Software

Unauthorized duplication of software constitutes copyright infringement regardless of whether it is done for sale, free distribution or for the copiers own use.

Haigazian University has spent effort and money to ensure that all software used on company provided PC's are fully licensed and it is in violation of company policy to install unauthorized software on company PC's or to duplicate software, for personal or any other use.

Network use Policy

- You are expected to promote efficient use of network resources consistent with the University goals.
- Exchange of data using any external media (diskettes, CDs, USB memory, zip drives etc) with the outside of the University is prohibited in order to avoid virus and infestation to Haigazian University. In the case of absolute need to using external media it should be first verified and cleared with the IT department.
- You should avoid wasteful and disruptive practices, such as sending chain letters, broadcast messages or unwanted material.
- You are expected to abide by the security restrictions on all systems and information to which you have access.
- You are expected to make use of available network resources. Every effort should be put to promote a paperless office via the publishing of documents on the network, E-mail of internal memos and other communications, instead of printing them out, whenever this is possible.
- University's internal and/or confidential messages should be distributed to the concerned personnel only. Forwarding to locations or individuals outside company premises is prohibited.
- Conduct which involves the use of information resources to violate a Haigazian University policy or regulation, or to violate another user's rights, is a serious abuse subject to limitation of your privileges and appropriate disciplinary action.

Summary

1. Intentional abuse of computing resources, interference with the operation of computing resources, interferences with the work of others, violation of confidentiality, copyrights, or license agreements and intentional waste of computer resources, is strictly prohibited.
2. Actions which attempt to circumvent prescribed channels for obtaining computer privileges and resources are prohibited.
3. Changing wiring, connections or placement of computer resources is prohibited.
4. Modifying any system configuration, startup files or applications without the explicit permission of the IT Department, is prohibited.
5. Informing the IT Department of improperly working equipment or software so that computing resources can be better maintained for efficient availability, is highly encouraged.
6. Using computing resources for individual or commercial purposes is prohibited.
7. Staff may not use or download privately owned computer software without informing the IT Department.
8. Under no circumstances shall users of Haigazian University exhibit or disseminate obscene materials on the University property using Personal Computers.

9. Staff shall comply with all applicable software license agreements and contracts and honor all applicable copyrights.

The Information Technology (IT) Department is responsible for the efficient use of systems according to this policy. Where issues arise, the Information Technology Manager will determine whether an action is appropriate or not. Upon recommendation of the IT Manager, the President may deny, revoke or suspend a user account. In addition, disciplinary measures may be taken against the offender.

Users are strongly recommended not to reveal their User Password to anyone. Users may be implicated for the actions of others if their User ID is used while infractions are committed. Providing computer access to others by lending User ID and password is prohibited.

APPENDIX

Human Resources Forms

Enclosed you will find copies of some of Human Resources forms at Haigazian University.

Each time you need to use one of them, you may contact the Human Resources, or print it from the Haigazian University Info Site (Web or Intranet), or simply make a copy of the requested one.