



# Haigazian University

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## STAFF HANDBOOK

October 2015

## **Introduction**

Haigazian University, hereinafter referred to as HU, is an equal employment opportunity liberal arts institution of higher learning in Lebanon. As stated in the University's mission, HU is committed to providing quality and affordable education to students regardless of race, nationality or creed. HU has prepared this Staff Manual to provide an overview of HU's policies, procedures, benefits and working conditions to the non-teaching employees of the University.

## **Purpose of the handbook**

This manual has been prepared in accordance with the Lebanese Labor Law and all its amendments as a general guideline only. Policies and rules usually refer to more detailed procedures on how to proceed and how to abide by the University's rules which can be found at the Human Resources Office, referred to from now on as the HR Office.

The policies set forth may be altered from time to time. Some policies may also be applied by the University in a manner different from that set forth in writing or may be revised entirely at the sole discretion of HU. The University will make every effort to notify its staff in periodic notices, when an official change in policy or procedure has been made.

Nothing contained in this manual should be construed as a term or condition of employment or as a contractual relationship of employment. The employment relationship remains one of "at-will" employment, where the employee and HU both have the right to terminate the relationship at any time for any reason that has been defined by the Lebanese Labor Law and the University's Internal Rules and Regulations. This manual supersedes all prior HU policies and manuals.

Staff members are requested to read this manual thoroughly in order to become familiar with HU's policies and procedures. HU values its employees and pursues to nurture an honest, coordinating, and dynamic environment in which both its employees and the University can flourish. Therefore, staff members are also encouraged to express their ideas and to make suggestions that would benefit HU and the work environment.

**Upon receiving a copy of this manual, each staff member will be required to sign an acknowledgment of receipt and understanding.**

## **Disclaimer**

In summarizing the terms and conditions of staff employment at HU, this Handbook does not provide a detailed description of all employment policies and practices; each University department/unit may adopt additional policies particular to its functions.

To be sure you have current information, check for these notices posted online at [www.haigazian.edu.lb](http://www.haigazian.edu.lb) or confer with your supervisor, or contact the HR Office

Staff members are always welcome to contact the HR Office:

- In person: Heritage building, 2<sup>nd</sup> floor, room 204
- By phone: 01-353010/1/2 ext. 371

In addition, staff members may submit questions pertaining to this Handbook to [HR@haigazian.edu.lb](mailto:HR@haigazian.edu.lb)

## **The Haigazian University History**

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, and died during the Armenian Genocide in 1921 while in prison.

The dream continued in the minds of Dr. Haigazian's descendants and others. The Mehagian family of Phoenix, Arizona, (after which our seven-story Mehagian building is named after) 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. The present enrollment is approximately 900 with a faculty and staff of 150.

## **Our Mission**

Inspired by the Armenian Evangelical heritage and following the American liberal arts educational model, Haigazian University's mission is to promote academic excellence.

### **ACADEMIC EXCELLENCE:**

- The university promotes academic excellence and prepares its graduates to face 21<sup>st</sup> century challenges in a global context
- The University provides quality, personalized education for undergraduate and graduate students. The curriculum incorporates critical thinking as well as knowledge and skills in the use of information technology, encouraging research and life-long learning

### **VALUES, ETHICS and LEADERSHIP**

- The University creates an environment of trust, respect, and non-discrimination. It encourages cultural and religious diversity and promotes respect for the individual. Personal integrity and ethical conduct are integral values in all domains of its endeavors.

- Haigazian University emphasized leadership development to its students in their fields, and in the broader communities that they serve.

## HERITAGE & TRADITION

- As a Lebanese institution, The University's mission is informed by a variety of enriching traditions. With its roots in the Armenian Evangelical heritage, which promotes a harmony of faith and learning, and its Lebanese Armenian Diaspora experience, which testifies to resilience and progress, the University strives to disseminate and promote knowledge about Armenian civilization and heritage.
- The life of the University reflects the rich, cosmopolitan, and pluralistic society of Lebanon. It promotes dialogue, harmony, and integration among all sectors of the Lebanese community.

### Our Vision

Haigazian University aspires to be the institution of choice for students of diverse backgrounds seeking a personalized, quality academic experience that prepares them to serve in their respective communities and society at large.

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### Human Resources Mission

The purpose of the HR office is improving the quality of work and the environment of Haigazian's staff in particular and the entire working body in general. The HR office provides quality HR services in support of the University Community & mission. The Office's strategy is consultation, communication, coordination & partnering with administration in general to provide qualified & diverse staff. The HR Office achieves its mission by recruiting, employing, retaining, and developing staff and by maximizing positive employee relations and excellent personal and group performance.

## 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. The Executive Committee does not have the power to adopt, amend, or repeal the bylaws or elect or remove its members.

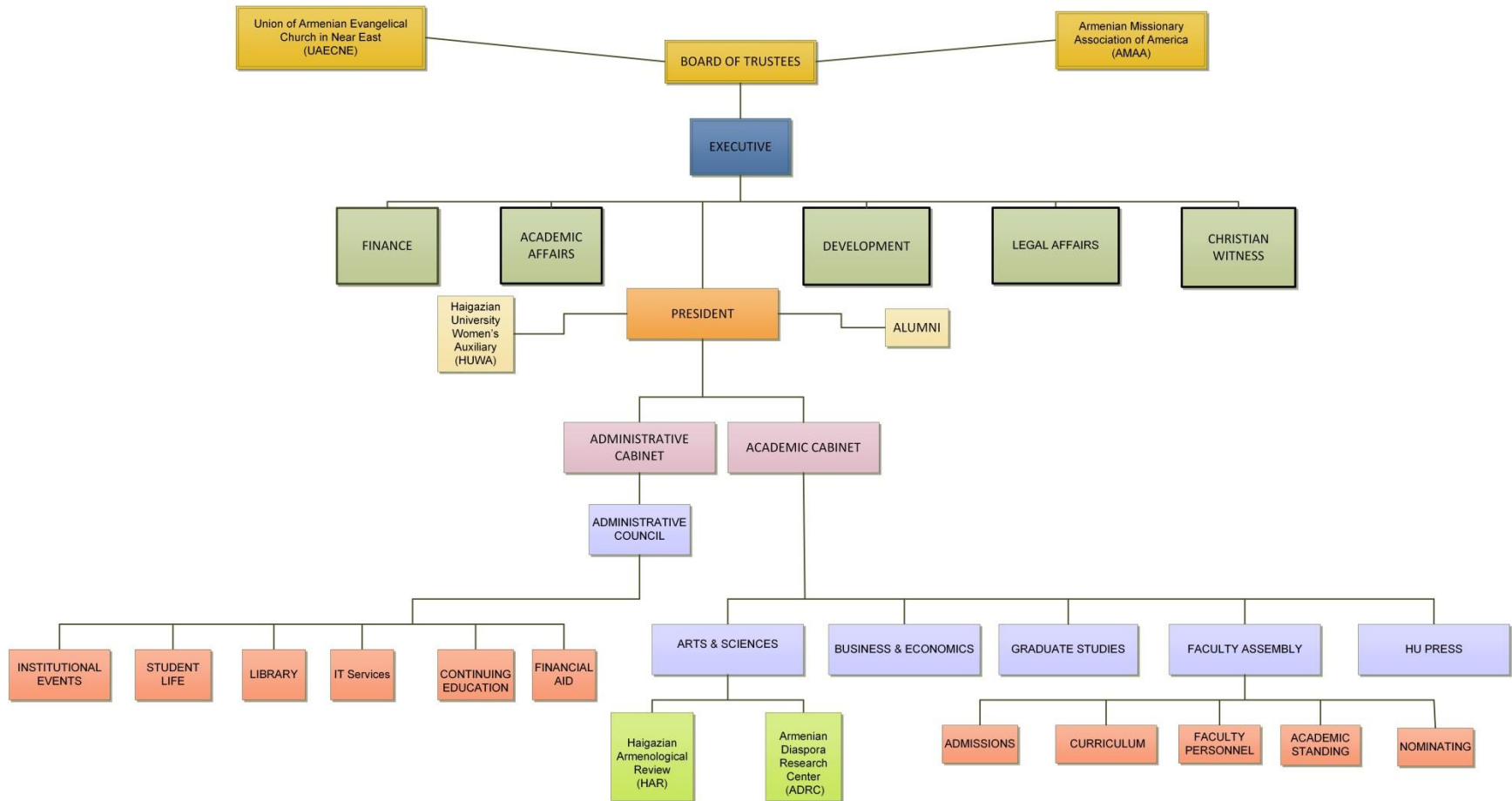
The Board of Trustees regularly meets twice a year. All issues come to the Board through the appropriate Standing Committee. The number and members of each committee shall be determined by the Chair of the Board and subject to the approval of the majority of the Board. The President of the University 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 is 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. Christian Witness Committee
4. Finance Committee
5. Legal Affairs 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. These committees, while reporting to the Board, will carry out major functions of the Board's responsibilities.

# HAIGAZIAN UNIVERSITY COMMITTEE STRUCTURE 2014



## Administrative Structure

The Administrative structure of Haigazian University is as follows: the President, the Deans, the Registrar, the Comptroller, the Director of Public Relations, IT, Assistant to the President for Administrative Affairs, the Departmental Chairs and other Administrative Personnel.

### A. The President

The President shall be the chief executive officer of the University, both academically and operationally. The President shall supervise all of the activities of the University as well as the maintenance and operation of its campus and equipment. The President shall represent the University in its relationship with Lebanese authorities, other institutions and, in general, serve as the presiding officer over University activities and meetings.

While doing so, the President shall confer with the President's Cabinets in seeking perspective, advice and to review recommendations of matters related to the general welfare of the University. The President's Cabinets are as follows: the Academic Cabinet, the Administrative Cabinet and the All University Cabinet. They are appointed by the President and function as the consultative bodies of the President. The structure and roles are as follows:

- **President's Academic Cabinet:** The Academic Cabinet functions as the consultative body on academic affairs of the University and normally meets once a month. Permanent members of the Academic Cabinet are the President, the Deans and the Chair of the Faculty Assembly; furthermore, the President chooses to invite other faculty or staff to be members for one year at a time or to attend a specific meeting as per the needs of specific situations and circumstances. There will be a maximum of seven members of the Academic Cabinet. The President presides over the Academic Cabinet meetings.
- **President's Administrative Cabinet:** The Administrative Cabinet functions as the consultative body on administrative affairs of the University and meets at least once a month. Permanent members of the Administrative Cabinet are the Comptroller and the Registrar; furthermore, the President chooses to invite other faculty or staff to be members for a set period of time or to attend a meeting as per the needs of specific situations and circumstances. There will be a maximum of seven members of the Administrative Cabinet. The President presides over the Administrative Cabinet meetings.
- **President's All University Cabinet:** The President's All University Cabinet is composed of the Academic Cabinet and the Administrative Cabinet, a representative of the Board of Trustees and seven additional members from the university community including student representatives, alumni, women's auxiliary members, Art Center Committee member and friends of HU, upon the invitation of the President as per the needs of specific situations and circumstances. The President's All University Cabinet functions as the consultative body on the general affairs of the University and normally meets twice a year. The President presides over the President's All University Cabinet.



The staff body is comprised of the following:

1- President's Office

a. **Executive Secretary** (reports to the President)

b. **Assistant to the president Administrative affairs:** (Reports to the President)

i. The HR office (HR officer)

ii. The PR department

**PR director**

I. Information desk officer

iii. The Alumni (Alumni Relations Officer)

2- Accounting & Finance

**Financial Comptroller**

a- Purchasing Department

**Purchasing Manager**

i. Jr. Purchasing agent)

b- Accounting Department

**Accounting Manager**

i. Main Cashier

ii. Assistant Accountant

iii. Jr. Accountant

c- Student Billing Office (Student Billing Officer)

d- Payroll (Payroll Officer) Maybe this can be changed to Personnel Officer since he handles NSSF, & helps with Leaves as well.

e- Warehouse (Warehouse Officer)

3- Facilities

**Facilities Director**

a- Housekeepers

b- Maintenance personnel

4- Admissions

**Registrar**

a- Associate Registrar

b- Financial Aid Officer

c- Admissions Officer

d- Student Recruitment Officer

5- Security

**Head of Security**

a- Security Guards

6- C.C.E. (Center for continued education)

**C.C.E. Director**

a- CCE office Assistant

7- USP Office (United States Program)

**USP Manager**

a- USP Dormitory Resident

b- USP Officer

8- Library

**Librarian**

a- Associate Librarian

b- Assistant Librarian

c- Librarian's Assistant for technical services

d- Library Aide

9- Student Life

**Student Life Director**

a- Student Activities Coordinator

b- Student Activities Officer

c- Sports Coordinator

d- Student Counselor

10- Medical Lab

Senior Lab Technician

Lab Technician

11- I.T.

**ITS Manager**

a- Assistant ITS Manager

b- Senior Network Analyst

c- Junior Network/Hardware Analyst

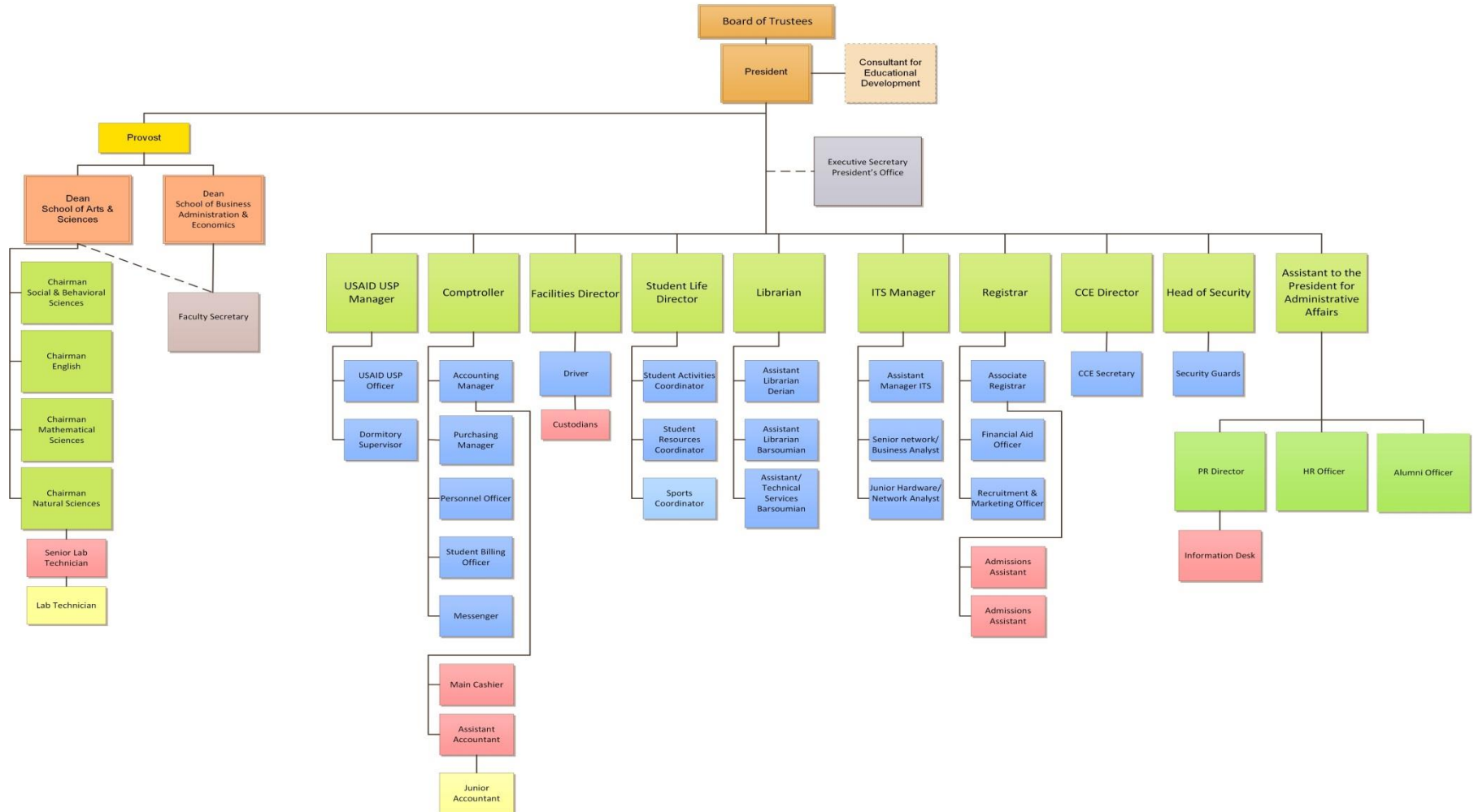
**Staff Categories**

The HU Staff members are classified in 3 Categories:

- **Managerial Staff:** Executives, Directors, Managers or Head of Depts.
- **Administrative Staff:** Asst. Managers, Supervisors, Sr. Officers, Sr. Clerks, Clerks
- **Skilled & Non-Professional Staff:** Custodians & Security Personnel

# HAIGAZIAN UNIVERSITY

## ORGANIZATION CHART 2014



## Summary of Policies & Procedures

### Code of Ethics



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. The 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. That is what the 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 conduct which promotes a climate of respect and inclusiveness that welcomes diversity and supports the open and free exchange of ideas.

## Confidentiality

Members of the HU 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 staff, faculty and students must not be given to third parties without the explicit approval of University higher authorities.

Whenever there is ambiguity whether certain information is Confidential Information, the employee is to treat it as confidential unless instructed otherwise by a significant executive authority within the University.

All staff members who have access to confidential information are required to sign a non-disclosure agreement.

## 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, marital status, sexual orientation, and pregnancy-related status.

## Internal Employment

### Promotion and Transfer:

**Promotions** are reviewed periodically by the President in consultation with the heads of department & the HR Office.

**Transfers** may be the consequence of a direct request from the concerned supervisor for reasons such as substandard performances or unsuitability to the position.

Transfers may also be requested by the employee for personal and/or professional reasons.

### Rotation:

Rotation can be beneficial for both the University and the Employee. It can help the employee better understand how the entire process works, which will positively affect the performance at their own department. Furthermore, it can help locate internal candidates for future vacant positions. (Check Index B – VIII)

## Employment of relatives and spouses

The University will not knowingly employ relatives in a direct supervisory relationship in which one relative has direct influence over a relative's employment through decisions, recommendations or judgments related to such matters as appointment, assessment of performance, salary, career growth and discipline. Though the university is adamant about its equal opportunity employment policy, its aim to protect itself supersedes that policy.

## **Rehiring Policy**

Employees who leave the organization in good standing are eligible for rehire. The decision to rehire an ex-employee depends on a number of factors, including but not limited to: past employment record and professional qualification.

## **Personnel Files**

Each employee must have a personnel file. These are files that confidential documents & information about the employee. They are kept at, and managed by the human resources department.

Documents that are typically present in an employee personnel file include:

- 1- Copy of ID and/or Passport
- 2- Two recent passport photos
- 3- Resume
- 4- Job Application
- 5- Signed Contract
- 6- Signed Non-disclosure agreement (if applicable)
- 7- Certificate of employment from previous employer (if applicable)
- 8- Leaves: annual, sick, unpaid, maternity...
- 9- Judicial record from the government
- 10- Education certificates (if applicable)
- 11- Training certificates (if applicable)
- 12- Medical file (if applicable)
- 13- Performance appraisal(s)
- 14- Commendation(s) and/or warning(s)
- 15- Promotion(s), demotion(s), and/or termination

At any time, any employee can request from the human resources department to view their personnel file. However, the employee cannot remove or alter the contents of the file.

## **Discrimination and Harassment**

It is the policy of the University to provide a working environment free of any other form of discriminatory harassment based on sex, sexual orientation, religion, age, race, color, creed, 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 – implicit or explicit 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.

## Attendance

### 1 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 at the discretion of the University.

### 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 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.

A signed report will be sent by the respective supervisor to the HR office on a monthly basis. (Check Appendix B-IX)

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

### **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. Staff is encouraged to use the auto-reply function on their personal Outlook, to inform colleagues, students & external correspondents about your absence for the office.

### **4 Daily Attendance Policy**

All staff members are expected to be present and ready for work during their scheduled work hours. Attendance and punctuality are regularly monitored by the HR Office. All staff members are required to punch in and out on a daily basis at any of the hand-scan machines located in Webb Building, Mugar Building and Heritage Building. Failure to comply with this policy will be subject to warnings and deductions. (For further details, check Appendix A-I)

### **Dress Code**



While a formal dress code at HU is not mandatory, all managerial and administrative staff members should be dressed appropriately reflecting neat and clean casual attire. Also, staff members are encouraged to maintain a formal dress code while attending meetings outside the University, attending formal events within and outside the University, whenever receiving formal visitors in their offices, during conferences and trainings as well as other professional events.

All custodians and security, during their working hours, should be dressed in their formal costume provided by the University.

As a general guideline to maintain acceptable attire, staff members should avoid the following:

- Beach wear
- Clothing that is worn, torn, with patches or holes
- Evening wear
- Flip flops, cocktail shoes
- Revealing, and see through/transparent clothing
- Shorts and Bermudas



- Workout clothes or shoes, athletic wear, sweat pants, tennis shoes

## **Smoking**

Haigazian University has decided to adhere to a No Smoking policy. Smoking is therefore prohibited in all working and public areas (e.g. Lecture rooms, classes, conference rooms, the libraries, the dorms, corridors, offices, laboratories, the warehouse, cafeteria, lounge and staff rooms). Smoking is also banned near air intakes, external doors and windows, on all paved or concreted areas and/or any area within 10 meters of any University building and is not permitted adjacent to any outdoor area where there are combustibles or flammables stored. Failure to conform to this health policy will lead to escalating disciplinary measures, starting with an oral warning.

## **Substance Abuse**

Illegal Drugs and Alcohol are prohibited during working hours and within the Haigazian University campus and all premises.

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.

Employees should not attend the University if they are affected by drugs or alcohol;

Employees must advise their supervisor, before commencing work, if they are taking prescription or over-the-counter drugs that may affect: Their ability to perform their activities & their safety or the safety of their colleagues

Any employee caught in possession of, or taking, any of the above mentioned substances will be subject to serious disciplinary action including immediate termination and/or legal action, depending on the severity of the situation.

## **Weapon possession**

Firearms, guns, and other blunt or sharp weapons (knives, razors, crowbars & the sort) that may be used as tools to harm any other person are strictly prohibited during working hours and within the Haigazian University campus and all its premises, unless given explicit permission, on an exceptional basis, by the President.

Any employee who disregards the above mentioned, regardless if an accident occurs or not, will be subject to serious disciplinary action including immediate termination and/or legal action, depending on the severity of the situation.

# Relationship on Campus

## Parking

HU has adopted a provisional parking subsidy program through which the University subsidizes a portion of the parking fees that a staff member pays in order for him/her to commute to work with his/her private vehicle on a daily basis. Accordingly, participants to the program receive the value of LBP 60,000 upon the presentation of a receipt to the cashier's office, given that it conforms to the conditions set forth in the Parking Subsidy Policy.

## Conflict of Interest

Haigazian University (HU) is committed to acting with integrity and fairness in all of its operations and is committed to avoiding conflicts of interest, potential conflicts of interest, and any appearances of conflicts of interest. Accordingly, HU has adopted a policy under which its constituents must maintain the highest ethical standard in the conduct of HU's affairs and conduct HU's business with integrity in a manner that excludes considerations of personal advantage or gain.

A conflict of interest arises when circumstances raise the possibility that the duties of loyalty, good faith, and fair dealing of a constituent may be compromised such that the person receives a benefit or advantage causing the person to have dual or conflicting loyalties. A business or personal relationship, or the involvement in certain activities, may create a conflict by impairing the independent judgment of such person in the exercise of duties relating to HU and its operations.

Each HU constituent must disclose actual or potential conflicts of interest by completing the Conflict of Interest Statement and Disclosure Form on an annual basis provided by the HR Office. The Disclosure Form must be updated on an on-going basis as new activities or relationships arise.

## Gratuities

Haigazian University follows a no-gift policy. Members are not allowed to solicit gifts or benefits for themselves, which might, in any way, result in conflict of interest or the appearance of it. This includes gifts offered by vendors, potential vendors, suppliers, potential suppliers, potential employees, or any other individual or organization, no matter the value. The term 'gift' for Haigazian University means any item including pens, hats, t-shirts, mugs, calendars, bags, key chains... as well as items of greater value.

## Professional Travel

It may occur that, HU requests staff members to travel to attend a conference, a training workshop, or for other professional reasons. In the event of such circumstances, employees who have to travel or work on weekends or official holidays will be compensated by days off in lieu as per the policies established by HU.

Staff members, who are requested by HU to travel for work, attend a conference, or training, are eligible to receive a Per Diem allowance to cover their basic expenses while abroad. The daily rate of the allowance will be determined depending on the travel conditions and country of destination.

### **Fuel & Mobile Phone Reimbursement**

Some staff positions at HU require commuting to different areas or locations on a regular basis during working hours. In cases as such, unless provided a vehicle, HU will reimburse to the staff member the cost of fuel based on an initial agreement.

Furthermore, if the job requires the usage of a staff member's personal mobile, Haigazian University will reimburse the staff member the value of LBP 20,000 per month.

### **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.

### **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 Head of Department.

Private faxes are discouraged, however they are allowed at a cost. For any inquiries on the rates and terms, staff members should contact the Information Desk on extension 0.

### **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 HR Office if he/she feels the matter is of a general or personal nature.
- b. You can directly approach the HR Office.

## 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: 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.

## 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. Using abusive, insulting or threatening language or acting in a disruptive manner in the workplace.
- h. Insubordinate or other disrespectful conduct.
- i. Violation of safety rules.
- j. Unlawful or unwelcome harassment including but not limited to sexual, racial or disability related harassment.
- k. Excessive absenteeism, absence without notice, or any record of unacceptable attendance.
- l. 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.

Dismissal decisions are authorized by the President after consultation with the Head of Division and / or the Head of Department. The decision is carried out by the HR Office.

***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 further details, check Appendix A-IV – Termination)

## Exit Interviews

Haigazian University regards exit interviews as a potential resource for future improvement of its internal policies and employee relations. Usually an employee who is on his way out is more honest than one who is still affiliated with the institution. Voluntary & involuntary terminations provide equally valuable input. The exit interview will be done face to face by the HR Office and will be documented.

## Return of Company Property

All employees, upon termination – voluntary or otherwise, should fill out a Institution property receipt (**check Appendix B-IV**). The receipt lists the items that were received by the employee & the items that were returned. It must be signed by both the managing supervisor and the HR.

## 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 Office too.

#### 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 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 through 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 in the amount of 15 days. The computation of vacation for employees with less than one year of service is 1.25 days/month. The schedule of vacation days for regular employees depends upon years of service and is as follows:

Covered Employment Period	Annual Leave Days
From 1 year to 4 years of employment	15 working days
From 5 years to 9 years of employment	17 working days
10 years & above 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 Head of Department.
- 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 the 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 (which means that the employee will receive double pay for every worked vacation day). No employee will be asked to work more than half of the vacation period to which they are entitled.

- e. Employees who have been at Haigazian for four years or less can carry a maximum of six days to the next year. Employees, who have been at Haigazian for five years and less than ten, can carry a maximum of eight days over to the next year. Employees, who have been at Haigazian for ten years or more, can carry a maximum of 11 days over to the next year.
- f. In case of termination for any reason whatsoever, an employee with more than one year's service, will be either given the vacation that they have earned or paid the proportionate amount of vacation rights for the subsequent period calculated from the previous May 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 Department. 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 (Check Appendix B-I) 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 and submitted together with a Leave Application Form to the HR Office for final approval.

### 4 Working on Weekends and Public Holidays

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 Supervisor and the HR Office are informed by telephone or email as soon as possible on the first day of such an absence. A Leave Application Form will have to be filled as soon as the absent employee is back.
- b. A one day sick leave does not require a medical certificate.
- c. Absence of more than 1 day 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.

### 6 Maternity & Paternity Leave

Female staff member expecting a newborn will be entitled to 70 days (10 weeks) maternity leave with full pay including the period preceding and immediately following delivery. The period following delivery should be no less than five weeks.

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 passing of the employee's parents, brother, sister, spouse, child, grandparent and grandchild;
  - One day for the passing of uncle, aunt, cousin & sister in-law, brother in-law, niece or nephew.
- b. The paid days off applies to days on which the employee is scheduled to work and to holidays & weekends.

## **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 Office and at her/his discretion. The employee will have to inform their Supervisor and the HR Office 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 Office a written memo from the Department Head authorizing a release to attend classes during the working hours.

(For further details, check Appendix A-II)



## 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 Office 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 Office for consideration.



### 2 Performance Appraisals

At least once a year, each employee will undergo a general performance appraisal according to a defined procedure which is at the disposal of the heads of department.

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

## 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 3,000,000 of the educational fees (not including other fees) covering up to three dependent children (minimum age 4) of administrative and managerial staff, attending regular primary and secondary schools in Lebanon. The above rule shall apply for a maximum period of 14 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.

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 4) of skilled and non-professional staff, attending regular primary and secondary schools in Lebanon. The above rule shall apply for a maximum period of 14 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.

The University has a set cap of 3 children per a full time staff member to which this benefit can be applied to.

- b. The University shall waive and/or reduce University 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 for children is provided as follows:

100% tuition fees waiver (administrative fees not included) is applicable for children attending undergraduate programs.

Up to 50% tuition fees waiver (administrative fees not included) for a spouse attending an undergraduate program and children attending a graduate program.

- c. The benefit shall apply to full-time employees who have completed at least one year of full time employment service to receive tuition waiver for undergraduate studies, and two years for graduate studies.
- d. Schooling allowance is ceased for the year that a child is repeating a class, and similarly university education allowance is ceased during the period that a dependent is on probation.
- e. 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 that a dependent child may take during any term or year.
- f. 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.

## 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, coordinates with heads of departments the list of trainings required or available for staff members to attend.

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. (For more details, check Appendix III – Training Procedure)



## 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.



**Help and Information**

Employees may have access to all Haigazian University Staff related Policies & Procedures which have been summarized in this handbook. They can find all the details within the exhaustive list of policies and procedures available at the HR Office. Staff members also may request copies of those Policies & Procedures.

## External Communications

### Purchasing

Any work-related external purchases shall go through the purchasing department. For more information, you can contact the purchasing department at ext. 307/308

### 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



### Internal Newsletter

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

### Social Media

Haigazian has an online presence via its website: [www.haigazian.edu.lb](http://www.haigazian.edu.lb)

And its Facebook page: [Haigazian University](https://www.facebook.com/HaigazianUniversity)

## Resourceful Internal Contacts' Information

### 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 other literatures can be borrowed both from (Armenian) Library. The presentation of further information you can contact the Library on ext. 350.



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

## 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 four kitchens facilities for the use of the staff. These facilities are located in the Mugar Building, the Webb Building, the Heritage building, and the College Building. For further info call the Facilities department on ext. 388.

## Stationary & Office supplies

Stationary and office supplies are provided by the Warehouse department. For requests you can contact the Warehouse department on ext. 104/106.



your needs and

## Info site

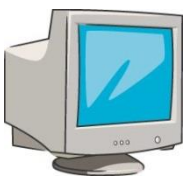
On the intranet site you can find many information and news concerning Human Resources issues, including an electronic copy of this handbook, Haigazian University Policy & Procedures and many other applications, documents and forms.

## HR Office

The HR office is there to assist employees concerning their leaves, work certificates, grievances & other employment related matters. You can reach the HR in person at the Heritage building, 2<sup>nd</sup> floor, room 204 or by phone: 01-353010/1/2 ext. 371 or through email: [HR@haigazian.edu.lb](mailto:HR@haigazian.edu.lb)

## 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:

**To:** the email address of the directly intended person

**C.C.:** carbon copy - email address of people who should know about the email but are not directly involved in it

**B.C.C.:** Blind carbon copy – email address of people who should know about the email but without the knowledge of the person directly intended in the email.

**Subject:** a few words about the main topic of the email

The **body** of the email:

**Addressing** the intended party: You can address it to one person, to a department, to a company, to no one in particular

Dear Mr. family name,

Mrs. (married) family name,

Ms. (single or you're not sure) family name

Me. (lawyer) family name,

To the attention of the HR Office,

To whom it may concern,

The **content** of the email: It has to be straight to the point and as short as possible depending on the issue.

Proper English must be used along with the proper punctuations. All caps should not be used as it is aggressive.

It can be written in paragraph form or

- in
- bullet
- points.

**Ending the email:**

1 - If you need a reply:

Patiently/urgently awaiting your reply/feedback/suggestion/advice

2 - If you are requesting something:

Thank you, your help/support/feedback is (much) appreciated/valued/respected

3 – If the email is just a notification:

Regards/Best Regards/Respects/yours truly/thank you

**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, external hard drives, 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. Do not intentionally abuse computing resources, interfere with the operation of computing resources, interfere with the work of others, violate confidentiality, copyrights, or license agreements and intentionally waste computer resources.
2. Do not attempt to circumvent prescribed channels for obtaining computer privileges and resources.
3. Do not Change wiring, connections or placement of computer resources.
4. Do not modify any system configuration, startup files or applications without the explicit permission of the IT Department.
5. Inform the IT Department of improperly working equipment or software so that computing resources can be better maintained for efficient availability.
6. Do not Use computing resources for individual or commercial purposes.
7. Do not use or download privately owned computer software without informing the IT Department.
8. Do not, under any circumstances, 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**

### **Appendix A: Policies & Procedures**

- I- Attendance Policy
- II- Leave Procedure
- III- Training Policy & Procedure
- IV- Termination Procedure
- V- Recruitment & Selection Procedure

## Appendix B: Forms

- I- Leave Form
- II- Training Request Form
- III- Training Depreciation Agreement
- IV- Institution Property Receipt
- V- Recruitment Request Form
- VI- Agreement & Acknowledgement
- VII- Non-disclosure Agreement
- VIII- Rotation Request Form
- IX- Employee Monthly Overtime

## APPENDIX A-I

### HUMAN RESOURCES ATTENDANCE POLICY & PROCEDURE

#### ***1. POLICY***

HU staff members are expected to be present and ready for work during all of their scheduled work hours, and their attendance and punctuality will be considered in performance reviews.

#### ***2. SCOPE***

This policy and procedure applies to all HU staff members.

#### ***3. ACCOUNTABILITY***

3.1 All heads of departments and supervisors are accountable for administering the terms of this policy and procedure with their staff members, and to inform the HR if any problem occurs.

3.2 Human Resources is accountable for regularly analyzing and reporting overall attendance and punctuality of information and monitoring the system to ensure equal administration of the terms herein.

#### **4. DEFINITIONS**

4.1 **Absence**—an absence occurs whenever a staff member does not report for work during their entire scheduled workday.

4.2 **Lateness**—any arrival after 8:10 a.m. without permission from the head of department or supervisor and without informing the HR department is considered as lateness. For the summer schedule which starts at 7:30 a.m., the preceding applies for any arrival after 7:40 a.m.

4.3 The following are not considered absences if incurred as per the appropriate policy and procedure requirements:

4.3.1 Approved leaves of absence including approved early leave from a workday.

4.3.2 Prior approved time-off for personal reasons.

4.3.3 Any Organization-approved absences or lateness such as caused by an Emergency (ex: car accident) or weather conditions, provided that the HR Office is notified immediately.

4.3.4 Paid-for time-off.

#### **5. FORMS**

The forms used to monitor attendance and approved leaves are:

5.1 Weekly Attendance record generated by the HR Office through the hand-scan machines.

5.2 Leave Form submitted by staff members to the HR Office.

#### **6. WORK SCHEDULE CATEGORIES**

Currently, there are eight categories of regular work time schedule applicable at HU:

Administrative & Managerial Staff:

- Group AM/A: From 8:00am till 5:00pm
- Group AM/B: From 10:00am till 7:00pm

Skilled & Non- Professional Staff:

- Group SNP/A: From 6:00am till 3:00pm
- Group SNP/B: From 7:00am till 4:00pm
- Group SNP/C: From 10:00am till 7:00pm

Security:

- Group SEC/A: From 7:00am till 3:00pm
- Group SEC/B: From 3:00pm till 11:00pm
- Group SEC/C: From 4:00pm till 11:00pm

#### **7. PROCEDURE**

6.1 Excessive Absence and Lateness

6.1.2 A staff member absent without a prior approval from his/her respective head of department/supervisor and the HR office is considered as excessively absent and the number of absent days will be deducted from his/her annual leave or salary respectively, without prior notice.

6.1.3 Staff members who are late (arrive after 8:10 a.m.) for more than five (5) times during a given month will be subject to a penalty of lateness as per the following deductions from annual leave or payroll, whichever applies:

- Starting from the 11<sup>th</sup> minute till 30<sup>th</sup> minute, one (1) hour,
- Starting from the 11<sup>th</sup> minute till the 60<sup>th</sup> minute, three (3) hours,
- Starting from the 11<sup>th</sup> minute till the 180<sup>th</sup> minute, four (4) hours.

**E.g.** A person arriving between 8:11 and 8:30 with a working schedule from 8 a.m. till 5 p.m. six times per month will be subject to an annual leave or payroll deduction of **six hours** whichever applies first.

**The same procedure applies to early leave without prior approval from the Head of Department or supervisor.**

6.1.4. Heads of Departments are granted the privilege to have a grace time of **30 minutes** per working week **(restricted to one working day)**, to report in late **or** leave early from work according to the time set as official working schedule.

6.1.5 A head of department or supervisor holds the responsibility to draw the staff members' attention and to inform the HR Office to take necessary measures for the lateness / absence if they are continuously repeated.

6.1.6 Staff members are encouraged to be present in their offices few minutes earlier before their normal work schedule starts. The 10 minute grace period is not a right & therefore should be avoided.

6.1.7 Staff members should leave at least at the designated time, unless prior notice was given & permission granted. **There is no 10 minute early leave grace period.** Any staff member who leaves before their specified time will be subject to deductions as follows:

- Starting from the 0<sup>th</sup> minute backward to the 30<sup>th</sup> minute, one (1) hour,
- Starting from the 0<sup>th</sup> minute backward to the 60<sup>th</sup> minute, three (3) hours,
- Starting from the 0<sup>th</sup> minute backward to the 180<sup>th</sup> minute, four (4) hours.

**E.g.** A person leaves between 4:30 and 4:59 with a working schedule from 8 a.m. till 5 p.m. will be subject to an annual leave or payroll deduction of **one hour** whichever applies first.

6.1.8 In addition to the deductions, continuous and repetitive failure to comply with attendance regulations (i.e., excessive deductions) will result in a written warning which will be saved in the employee's personal file.

## APPENDIX A-II

### Leave Procedure

#### I. Purpose:

The purpose of this procedure is to specify the steps and responsibilities associated with annual and other types of leaves entitlements for HU staff members and to maintain a record of leaves history in staff members' files.

#### II. General Procedure:

##### **1) Annual Leave:**

###### a) One day paid leave of absence:

In requesting a one day paid leave of absence, a staff member shall fill out and submit a Leave Request Form (**Check Appendix B – I**) to his/her respective HOD for approval at least one (1) day prior to the day of leave. Upon receipt of a Request for Leave, the HOD should verify with the HR Office on availability of outstanding leave days before granting an approval. The staff member shall then send the form to the HR office

###### b) Paid leave of absence exceeding one day:

When requesting a paid leave of absence for two or more consecutive days, a staff member shall fill out and submit a Leave Request Form to his/her respective HOD for approval at least three (3) working days prior to the days of the intended leaves. Upon receipt of a Request for Leave, the HOD should verify with the HR Office on availability of outstanding leave days before granting an approval. The staff member shall then send the approved form to the HR office

Only in exceptional and emergency cases can a staff member submit a Leave Request Form within a shorter notice period. In such cases, the judgment to grant or deny the requested leave will be left to the discretion of the HOD. Repetitive noncompliance with the above procedure can lead to disciplinary action, including but not limited to written warnings.

*N.B.: A staff member may carry a maximum of six (6), eight (8), or eleven (11) days over to the next year if their Annual leave entitlement is fifteen (15), seventeen (17) or twenty (20) days respectively. The rest will be automatically written off.*

## **2) Unpaid Leave:**

Like the Annual Paid Leave procedure above, staff members shall fill out and submit a Leave Request Form to their respective HOD for approval at least one (1) day prior to the day of leave. When requesting more than one unpaid consecutive leave days, approval from the HOD shall be required at least three (3) working days prior to the days of intended leaves. The staff member shall then send the approved form to the HR office

*N.B.: for Annual and Unpaid Leave, the least leave a staff member can take is one hour. For example, if a staff member takes fifteen minutes or forty minutes, it counts as one hour.*

## **3) Bereavement Leave:**

Staff members shall inform their HOD and the HR office via a phone call, or preferably by email, of their absence. Upon returning from the leave, the staff member shall fill out & submit the Leave Request Form to the HOD for approval. The form shall be delivered to the HR office at the earliest possible time.

## **4) Maternity Leave**

Staff members shall fill out and submit the Leave Request Form, to the HOD for approval concerning the respective seventy-day paid Leave entitlement. Changes due to health concerns are to be reflected via updated Leave Request Form. The staff member shall then send the approved form to the HR office

## **5) Paternity Leave**

Staff members shall fill out and submit the Leave Request Form to the HOD for approval concerning the respective two-day (2) paid Leave entitlement. The staff member shall then send the approved form to the HR office

## **6) Sick Leave:**

A Staff member shall inform their HOD and the HR office via a phone call, or preferably by email, of their absence. Upon returning from sick leave, the staff member shall fill out the Leave Request Form, and submit it to the HOD for approval. Note that the staff member shall send the medical report to the University, in person or through a personal contact, within twenty-four (24) hours of absence if the absence is for more than one day.

Sick leave due to medical operations/hospital stay must be preapproved. The staff member shall then send the approved form to the HR office.

*\*HoD: Head of Department.*

## Appendix A-III

### Training Procedure

#### I. Purpose:

The aim of this procedure is to contribute to business success and profitability by ensuring the acquisition, development, and improvement of an employee's competencies, skills and capabilities in order to improve quality, productivity, morale & succession.

#### II. Procedure:

- 1- The University President, financial comptroller, & HR set the training budget.
- 2- The HoD\* will assess employee training needs based on their feedback from continuous supervision, on performance appraisal, and on the employee suggestions.
- 3- The HoD will then send the training plan to the HR via the training request form. (Check Appendix B-II)
- 4- The HR office searches for the right trainers:
  - a- If a trainer's cost is above budget, the HR will look for other trainers.
  - b- If the training requested turns out to be beyond the budget, The HR will recommend other beneficial trainings
  - c- If the trainer found is within budget, then HR will send the details to the HoD for approval.
- 5- The HR will send the registration form for employee to fill out
- 6- The HR office will send a training depreciation agreement, if needed (decision affected by how costly and time consuming the training is), for the employee to sign. (Check Appendix B-III)
- 7- The HR office will follow up on employee's training
- 8- At the end, the employee will fill out a training assessment sent by the HR office.
- 9- The employee will prepare an extensive report/presentation about the training and deliver it to the HoD
- 10- The HoD will send their feedback concerning the report/presentation to the HR office.
- 11- The HR office will acquire the final cost of training from the accounting department to update the training log

- 12- Six months after training, the HR office will send an evaluation form for the HoD to fill out pertaining to how much did the training improve the employee.
- 13- The HR office assesses the success of the training and plans accordingly

#### **Appendix A-IV**



# Termination Procedure

## I. Purpose:

The aim of this procedure is to facilitate the smooth release of employees, voluntarily or involuntarily, from the institution with minimal disruption of the work flow.

## II. A- Voluntary termination:

It is when an employee notifies their supervisor about their resignation, when an employee is absent for seven consecutive working days (job abandonment), or when an employee reaches the retirement age.

### Procedure:

- 14- Employee should hand in the resignation letter to their supervisor, giving at least a month's notice (if the probation period had passed), two months' notice (if the employee has been working at the institution for 3 consecutive years), three months' notice (if the employee has been working at the institution for 6 consecutive years), and four months' notice (if the employee has been working at the institution for more than 12 years). In the case of retirement, the employee should submit their notification letter to the supervisor as opposed to the resignation letter.
- 15- The supervisor will then notify the HR office by submitting the employee's resignation letter with the supervisor's signature of approval concerning the employee's last work day.
- 16- The HR office will start the out-processing procedure:
  - a- To ensure that all the institution's property is returned, the HR office will provide the Institution Property Receipt form for the employee (**Check Appendix B-IV**). The employee will then proceed to complete it by acquiring the signatures of specific department heads. The employee will return this form, completed, to the HR office.
  - b- The HR, in coordination with the accounting and finance department, will calculate the employee's post-termination benefits.
  - c- The HR office will conduct an exit interview with the employee
  - d- The Supervisor shall submit to the HR overall feedback about the employee during his tenure.
  - e- Upon completion of all of the above, the payroll officer will provide on a set date the employee with a signed release form (This allows the employee to work at other companies) and a check in the amount of total benefits accrued. The employee will sign a waiver which states that the employee has received all their benefits & rights from the institution.

## III. B- Involuntary Termination:

It is when the employee is terminated due to misconduct, poor performance, tardiness, etc.

Three written warnings must accrue within one year for the institution to legally terminate an employee.

### Procedure:

1. The HR office or the HoD\* has the right to issue a written warning to an employee due to repetitive violation of institution's policies: poor attendance records, substandard performance...
2. If the employee refuses to sign the written warning, then the warning shall be sent to the employee through the notary public.
3. If the employee received three warnings in less than a year, then there is a ground for dismissal.

4. The president, the HoD, and the HR will have a meeting to decide on whether to dismiss the employee or not
5. If the decision is taken to dismiss, then the HR will send a letter of dismissal to the employee via the notary public.
6. The HR, in coordination with the accounting and finance department, will calculate and issue a check in the amount of the benefits owed to the employee.

Serious misconduct:

This includes theft, possessing illegal substance at work, assaulting a coworker, a serious breach of policy...

Procedure:

1. The HR office should carry out a thorough investigation
2. The employee is then given a chance to be heard
3. The employee has the option to have legal representation present.
4. The HR office hands in a signed dismissal letter to the employee stating the reason for dismissal.

Death of Employee:

Procedure:

1. The same procedure applies as that of resignation with the last day of work being the day the employee passed away.

*\*HoD: Head of Department.*

## Appendix A-V

### STAFF RECRUITMENT & SELECTION PROCEDURE

#### I. Purpose:

The aim of this procedure is to fill vacant posts with expediency and efficiency.

#### III. Procedure:

- 1- The HoD\* must fill a recruitment request form and send it to the HR office. (Check Appendix B-V)
- 2- The HR will check with the financial comptroller if there is a budget for the position.
  - a- If budget is not available, then the HR will have a meeting with the HoD discussing the importance of filling up the position.
  - b- If the position is critical, then the HR office will contact the president to acquire approval of funding.
- 3- Advertising:

- a- The HR will prepare a job profile for advertising based on the job description.
  - b- The HR office will advertise the vacancy internally, on the University website, through social media, & newspapers if necessary.
- 4- Selection:
- a- The HR will screen C.V.\*\*'s, and if possible short-list candidates via phone interviews.
  - b- The HR will then conduct a first interview with the short-listed candidates.
  - c- The HR will send the list of potential candidates to the HoD to choose for a second interview.
  - d- After selected candidates have a second interview with the HoD, the HoD and the HR meet to discuss the candidates
  - e- If the position is critical, then a 3<sup>rd</sup> panel interview comprising of three people is required. (Usually a representative of the HR office, a representative from the requesting department, and another full time employee chosen by the HR office)
  - f- After all necessary interviews have been conducted; the president of the University is notified of the progress. He/she will choose whether to interview the candidate or not.
  - g- The HR will send an apology to the candidates who were not selected after the first interview, the second interview, & the third interview.
- 5- Hiring:
- a- The HR will then draft a contract and notify the selected candidate of the result, asking for a meeting.
  - b- If the candidate does not agree to the terms of the contract, and an agreement cannot be reached, then:
    - 1- The HR contacts the HoD and suggests to contact other shortlisted candidates
    - 2- If the HoD thinks the other candidates are not up to par, then the recruitment process starts over.
  - c- If the candidate agrees to the term of the contract, then they will sign the contract, the mission and vision statement, the Agreement and acknowledgment (Check Appendix B-VI) , the non-disclosure agreement (Check Appendix B-VII) and fill out the R4 form (This form is required by the tax authorities and can be downloaded from the Ministry of Finance website)
  - d- The signed contract will then be sent to the president for their signed approval.
  - e- The HR office shall fill out the R3 form for the employee. The HR office shall send the original forms to the Ministry of Finance and request a tax ID number for the new employee.
  - f- Candidates cannot start working prior to signing the official contract
- 6- Induction: The HR office will introduce the new employee to the policies and procedures, the premises, and other employees he/she will be coordinating with.

## APPENDIX B - I



Date: \_\_\_\_\_

# Leave Form

Employee name: \_\_\_\_\_

Employee Dept.: \_\_\_\_\_

Specify replacement (if needed): \_\_\_\_\_

Kindly tick below the type of leave & the number of days

- ☐ Annual Leave      ☐ Sick Leave      ☐ Unpaid Leave      ☐ Maternity Leave
- ☐ Bereavement      ☐ Marriage      ☐ Training
- ☐ Other: \_\_\_\_\_

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec			
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
31														

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec			
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
31														

Leaves: \_\_\_\_/\_\_\_\_  
Days Hours

leaves left: \_\_\_\_/\_\_\_\_  
Days Hours

If hours, specify: FROM \_\_\_\_:\_\_\_\_ TO \_\_\_\_:\_\_\_\_

Leaves to be renewed on: \_\_\_\_/\_\_\_\_  
Month Year

Employee signature: \_\_\_\_\_

Supervisor signature: \_\_\_\_\_

HR signature: \_\_\_\_\_

## APPENDIX B - II



# Training request form

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Number

\_\_\_\_\_  
Employee Department

\_\_\_\_\_  
Training Title

\_\_\_\_\_  
Date

to

\_\_\_\_\_  
Date

\_\_\_\_\_  
Hour

to

\_\_\_\_\_  
Hour

\_\_\_\_\_  
Location

Benefits expected from training: \_\_\_\_\_

Registration Cost: \_\_\_\_\_

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
HR Signature

\_\_\_\_\_  
Date

## APPENDIX B - III



# Training Depreciation Agreement

I the undersigned uphold that in return for the training program \_\_\_\_\_ that I will receive from \_\_\_\_\_ to \_\_\_\_\_, I uphold that I will not resign from Haigazian University for a period of at least \_\_\_\_\_ starting from the date of completion of training.

A violation of this agreement will result in me, the undersigned, paying the complete training expenses in addition to a penalty of \_\_\_\_\_ months' salary

Employee name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

---

HR Signature: \_\_\_\_\_

**TO BE PLACED IN EMPLOYEE PERSONNEL FILE**

## APPENDIX B - IV



# Institution Property Receipt

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee #

\_\_\_\_\_  
Department

\_\_\_\_\_  
Date

Items in Employee's care	Quantity	Items Returned	Quantity

Acc. & Fin. Dept. Signature: \_\_\_\_\_

ITS dept. Signature: \_\_\_\_\_

Library Signature: \_\_\_\_\_

Facilities Signature: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Supervisor Signature: \_\_\_\_\_

HR Signature: \_\_\_\_\_

## APPENDIX B - V



# Recruitment Request Form

\_\_\_\_\_  
HoD Name

\_\_\_\_\_  
Department

Post title: \_\_\_\_\_

Reason for request:    \_\_\_\_\_ Employee departure                      \_\_\_\_\_ Expansion

\_\_\_\_\_ Other (specify): \_\_\_\_\_

Date by which post needs to be filled: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Date

\_\_\_\_\_  
HoD Signature



## APPENDIX B - VI



### **ACKNOWLEDGEMENT & AGREEMENT**

This is to acknowledge that I have received a copy of the handbook or am able to access a copy either online at <http://www.haigazian.edu.lb/Administration/Pages/PoliciesProcedures.aspx> or through the HR department.

I understand that it is my responsibility to read the entire handbook & abide by the policies it sets forth.  
I also understand that it is up to me to stay updated with any changes that occur to the handbook as long as I am notified about these changes.

I understand that with the exception of the written contract, the staff handbook supersedes all prior understandings, agreements & representations pertaining to my employment at Haigazian.

Employee full name: \_\_\_\_\_

Date: \_\_\_\_\_

Employee signature: \_\_\_\_\_

---

Haigazian representative name\*\*\*: \_\_\_\_\_

Date: \_\_\_\_\_

Haigazian representative signature: \_\_\_\_\_

#### **TO BE PLACED IN EMPLOYEE PERSONNEL FILE**

\*\*\*: The Haigazian representative is usually the head of the respective department or someone from the HR Department.

## APPENDIX B - VII



### Haigazian University Non-Disclosure Agreement

This is to certify that I, \_\_\_\_\_, an employee at Haigazian University undertake and agree at all times to treat as confidential all information acquired through my employment with the University, and not to disclose same except as authorized in the course of my employment. I acknowledge that such information is not to be altered, copied, interfered with or destroyed, except upon authorization and in accordance with the policy of the University. I will not discuss such information with any party, nor will I participate in or permit the release, publication or disclosure of such information, nor will I copy, distribute, or disseminate such information, except as authorized in the course of my employment.

For the purposes of this Agreement, “**Confidential Information**” means any data or information that is proprietary to the University and not generally known to the public, whether in tangible or intangible form, whenever and however disclosed, including, but not limited to: (i) any business strategy, strategic plans, academic plans, business plans, financial information, projections, operations, research, student information and faculty and or staff information; (ii) any concepts, reports, data, know-how, works-in-progress, designs, development tools, specifications, computer software, source code, object code, flow charts, databases; (iii) any other information that could reasonably be recognized as confidential information of the University. Confidential Information need not be novel, unique, and copyrightable or constitute a trade secret in order to be designated as Confidential Information. The Receiving Party acknowledges that the Confidential Information proprietary to the University, has been developed and obtained through great efforts by the University.

Whenever there is ambiguity whether certain information is Confidential Information, the employee is to treat it as confidential unless instructed otherwise by a significant executive authority within the University.

Therefore, and in witness to the above, I understand and acknowledge that, as a person employed by the University, I am required to honor and be bound by these provisions.

I also understand that compliance with the confidentiality requirements of the University is a condition of my employment and that failure to comply may result in termination of my employment.

I agree to be bound by the provisions of this Agreement and will continue to be bound following the termination of my employment.

Date \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Signature \_\_\_\_\_

Verified by:

Name \_\_\_\_\_

Title \_\_\_\_\_

Signature \_\_\_\_\_

**TO BE PLACED IN EMPLOYEE PERSONNEL FILE**

## APPENDIX B - VIII



# Rotation request form

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Number

\_\_\_\_\_  
Employee Department

\_\_\_\_\_  
Target Department for rotation

\_\_\_\_\_  
Date

to

\_\_\_\_\_  
Date

\_\_\_\_\_  
Hour

to

\_\_\_\_\_  
Hour

This form is filled out by:      ☐ Supervisor                      ☐ Employee

Reason for rotation:

☐ To understand the complete process (improved performance in employee's own department)

☐ General Knowledge

☐ Other.

Kindly specify: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
HR Signature

\_\_\_\_\_  
Date

