



CROWN AMERICAN PRIVATE SCHOOL  
مدرسة كراون الأمريكية الخاصة

# HUMAN RESOURCES POLICY AY 2024/2025



## **PURPOSE OF THIS HANDBOOK**

This HR Handbook describes what is expected of all staff and what they can expect in return from the school when it comes to personnel matters. While the policies in this handbook may not specifically address every situation that may arise, they are intended to provide guidance for all key HR areas.

The policies contained within this handbook are in accordance with UAE Federal Law No 33, 2021 ("the Labor Law"). However, if this or any other UAE law changes with regards to anything in this Handbook such that any policies it contains are inconsistent with the new law, the relevant policies will change and the changes will be reflected in this HR Handbook as soon as possible.

In the case of any conflicting interpretation between this Handbook and your individual contract, the contract will prevail.



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**CROWN AMERICAN PRIVATE SCHOOL**  
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## CHARACTER OF THE SCHOOL

Crown American Private School seeks to provide a challenging, inquiry-based American and international education that empowers students by promoting intellectual curiosity, independent and critical thinking, communication and problem-solving skills, a lifelong passion for learning, and an exposure to and a respect for cultural diversity. By expecting academic excellence, we inspire personal growth and develop intrinsically motivated global citizens who are committed to being leaders in community service and environmental responsibility.

Our Motto is: 'CAPS CARES'.

The school is located in the Al Jurf area of Ajman, in the UAE.

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In the document, reference is made to the Senior Leadership Team (SLT). The leader of the School is called the Principal and the leadership team are Vice principal and Head of Curriculum and Assessments. The terms 'staff' and 'employees' are used interchangeably.



## **APPOINTMENT, TERM AND PROBATION**

Employment is usually on a full-time basis at the school and the contracts are usually for two years but may vary.

### **1.1 Duration of Probation**

For all new Employees there will be a probation period of six months from the start of their contract as per their written offer of employment. Prior to completion of the probationary period, the employment agreement may be terminated by either party without cause and with 14 days' notice period.

### **1.2 Assessment during Probation**

Every Employee's job performance will be monitored during the probationary period by their immediate Line Manager. If it is found to fall short of the standards required, then the Employer may terminate the contract of employment as stated in 1.1.

Any difficulty with an employee's performance during the probationary period should be addressed at the earliest possible time. If termination is indicated, advice of concern will be given to the Employee before the end of the probationary period. Performance management is overseen by the Senior Leadership Team and Principal in accordance with the School's HR policies and procedures.

### **1.3 Confirmation**

All Employees who successfully complete the probationary period will be notified in writing by the School.

## **SALARY AND BENEFITS**

Crown American Private School compensates its staff by providing a basic salary and certain allowances and benefits. Any salary and benefits revisions require approval from the Chairman and the Principal. They will be listed in the offer of Employment and subsequent Agreement.

### **2.1 Salary and Benefits**

Salaries are paid monthly in arrears, normally by or before the first day of the following month. The August salary for returning staff will be paid at the end of August and after the staff resume their duties at the school. Currently, income tax laws are being considered in the UAE. It will be the Employee's responsibility to pay tax in accordance with the relevant legislation.

### **2.2 Relocation Flights**

At the start of an 'Overseas Hire' contract, and as per the terms of the contract, the Employee on this contract will be entitled to one-way air travel ticket that will be provided by the school.

### **2.3 Teachers Commencing Employment after the Start of the Academic Year**

Overseas Hires who join before the first day of term 2, will receive full summer pay so long as they have not/will not receive a contribution to the summer pay from a previous employer. A letter from the previous employer stating the same will be required. The time covered by any contribution will be deducted from the summer period, and they will receive summer pay for the remaining period from the Crown American Private School. Any teacher commencing work at Crown American Private School after the first day of Term 2 will



receive summer pay on a pro-rata basis for the time served.

## **2.4 Change to Benefits following Change of Status**

During a contract, benefits may be gained or lost by an Employee as the result of a change of status. Benefits will change (where applicable) at the time of contract renewal, or at management's discretion, with notice given as far in advance as is possible.

## **WORKING HOURS**

The hours of work will be aligned to the requirements of work and deliverables, based on the demands of work, the normal hours of work as decided at the work place, and may be subject to change. According to Article (17) of the UAE labor code, the maximum normal working hours for adult employees is 8 hours a day.

### **3.1 Working Hours**

The official hours for Crown American Private School are 7:00 am to 3:00 pm (Monday to Thursday) and 7:00 am to 12:00 noon on Fridays. Admin staff will commence at 7:00 am and work until 3:30 pm (Monday to Thursday) and 7:00 am to 12:00 noon on Fridays.

Depending on the nature of the job, the Employee could be expected to work irregular hours and times including evenings, weekends and holidays, for events including but not limited to: staff meetings, parent functions, School and inter-school events, extracurricular activities, information sessions, open days, workshops, professional training, staff induction/orientation and to undertake planning and preparation work.

A staff meeting for all school employees, or a professional development session will be held on every Thursday and all staff expected to stay until 3.30 pm. Staff will be notified in advance of any training / workshops to take place on Saturdays including date and type of workshop.

During the Holy month of Ramadan, certain changes to office and School timings may apply and such changes to timings will be communicated to Employees at the time.

Employees are expected to exercise self-discipline and be punctual especially while reporting to work. Line Managers such as principal or a designated SLT Member are responsible for ensuring time keeping of their staff. Employees who are late or continually absent without good reason will be subject to disciplinary action. Further, the School's normal hours and times of work may be subject to change due to regulatory or operational requirements.

## **CODE OF CONDUCT**

### **4.1 Exclusivity**

The Employee shall not at any time during the term of their Agreement, without the prior written approval of the school, be entitled to work for or be employed by any person or organization other than the school and shall not engage in any outside business activity whatsoever, including and not limited to, providing private tuition/lessons to any student whether enrolled at the school or any other. This means that for the length of their contract, staff cannot get a NOC to work in roles outside the school.

### **4.2 Gifts**



Substantial gifts to or from parents or staff or any suppliers or parties related thereto are prohibited. Small gifts of a token nature (under the value of AED 50) are, however, acceptable. Where the employee is in any doubt as to the value of the gift or whether it should be accepted, the matter should be reported to the Executive Principal.

The following expectations apply:

- Staff members must not place themselves under any financial or other obligation to outside individuals that might influence them (in fact or in appearance) in the performance of their professional work
- Entertainment or involvement with a parent or a member of staff on a social or personal level to an extent that would adversely impact the objectivity or independence of the individual or the school should be avoided
- In instances where refusal to accept a gift could be considered as being offensive, a gift of up to AED 50 may be accepted and must be reported immediately in writing to the Executive Principal or Chairman for their decision as to its retention or disposal

#### 4.3 Dress Code

Staff at Crown American Private School are required to respect the school's dress code. A professional, smart, and non- extreme code of dress is expected from all staff at the school. From September 2024, name ID cards should be worn during official working hours, including meetings off site.

General Rules:

- A smart and professional image is encouraged.
- PE staff should be smart but can be exempted from specific parts of the code, for example relating to the wearing of sportswear.
- Denim is not allowed – blue or black.
- Avoid any items resembling beach wear – including flip flops/Birkenstocks/crocs and strappy tops.
- Tattoos are to be covered and any facial piercings should be removed.
- T-shirts with logos and sportswear should be left for out of school.
- By the sheer nature of working with very young children, it is understood that dress needs to be practical. High heels should not be worn.
- On Parents evening/workshops, note the importance of smart attire.

Rules for Men:

- Local Citizens – national official and local uniform of the UAE with clean shoes.
- Other Nationalities – formal trousers with long sleeve shirt and tie, socks and formal shoes.

Rules for Ladies:

- Local Citizens – Abaya with scarf or veil to cover the hair.
- Other Nationalities – formal work suit, skirt/trousers to the ankles with long sleeve shirt.
- Ladies must be culturally sensitive and avoid tight or see-through clothing and low necklines.
- Length of skirts/dresses/trousers below the knee.
- Tops must cover the shoulders and be to the elbow.
- Headscarf not loose around the neck.
- Avoid perfume with a strong smell, exaggerated make-up or hair colours, bright and shiny



coloured clothing items.

#### 4.4 Telephone Calls

Personal telephone calls from the office or School are not permitted and personal Mobiles should not be used during teaching periods, except in an emergency. The use of mobile phones by staff is allowed only in the following designated staff areas:

- the staff room
- staff workroom
- School offices

Staff should not use a mobile phone during contact time, unless in specific circumstances at the discretion of the principal.

#### 4.5 Smoking Policy

Smoking is established as harmful both to the smoker and those in their vicinity.

Crown American Private School is committed to providing a safe and healthy working environment and ensuring that all Employees and visitors have the right to work and meet in a smoke free atmosphere. Smoking is not permitted on School grounds or just outside the perimeter.

Candidates for teaching and non-teaching posts will be made aware of this and any visitors or working persons breaking this rule may be subject to disciplinary action.

#### 4.6 Drugs Policy

Ownership, consumption and/or distribution of even the smallest amount of illegal drugs is against the law and subject to severe penalties, including jail and deportation.

#### 4.7 Alcohol Policy

The UAE Government has a zero-tolerance policy regarding drug use and possession, as well as a zero-tolerance policy on driving under the influence of drugs or alcohol. Legal penalties are strong and can include prison and deportation. Staff members should familiarize themselves with the UAE laws and act with caution and respect for local culture and customs.

It is strictly forbidden for any member of staff to be under the influence of alcohol or drugs whilst working at the school. Any member of staff found under the influence of alcohol or drugs whilst at the school will be subject to immediate dismissal without notice. Staff are expected to respect local customs and expectations regarding the limited and sensible use of alcohol outside school. In no circumstances should staff encourage, condone, or permit students' use of alcohol.

#### 4.8 Computers/ Laptops

If Employees are provided with computers/laptops, computer software and information/data held on computer system, they should look after them in a responsible way. In that case, Employees should:

- handle computers/ laptops and peripherals in a careful manner





- not make or use, nor permit others to make or use, unauthorised copies of computer software, including associated documentation and back-up copies, without the express consent of the copyright owner of the software
- not access a computer or computer held information and data without proper authority
- not make unauthorised modifications to the contents of any computer system, including deleting or changing data
- when transporting the computer/ laptop, take adequate precautions to ensure that it is not damaged in any way.
- not attempt to open a computer /laptop or make structural repairs to the machine as this can invalidate the warranty which covers the repair of the computer/laptop.
- be responsible for the safe-keeping of the computer /laptop and its peripherals.

Employees are required to comply with the principles, guidelines and detailed instructions specified in the IT policy. When required for official work and with prior written permission of the Line Manager, Employees may take laptops out of the work premises. In usual circumstances, teachers will be given approval for the year ahead. However, in all cases, the responsibility for safe-keeping lies with the Employee at all times. In case of damage or loss the employee would be responsible for the cost to replace or repair.

Under no circumstances should staff disclose passwords to other users outside of the organization. This is in breach of confidentiality and may result in disciplinary action. The site IT administrator is responsible for maintaining a list of all computers/laptops/ printers allocated to staff members.

## **PERSONAL WORK AND COMPANY PROPERTY**

### **5.1 Personal work**

Employees must make every effort to avoid interrupting their work to attend to personal matters during working hours at school. Any time spent on personal matters should be made up outside of normal work hours. This would include but is not limited to doctor's appointments, official documentation processing such as visas, passports and banking matters. Any time off taken during working hours, would necessitate a leave form to be filled out, duly signed, and authorized by the Vice Principal.

### **5.2 Company property**

Employees are required to exercise due care when handling Crown American Private School property and treat it as if it were their own.

- Any Employee who becomes aware of the deliberate misuse or damage or theft of School assets or property by another Employee is duty bound to report this to his/her Vice Principal/Principal immediately.
- Any company property needing repair or replacement should be reported to the relevant department.
- Access to the School and personnel records is restricted. Only authorized staff may have access to personnel files and student records. Any unauthorized access to documents will be considered a criminal offence liable for prosecution.
- As indicated above, Employees issued with laptops are responsible for its safe keeping. It should be returned to the Employer upon request in good condition, allowing for reasonable wear and tear. Any damage and the resulting cost of repairs is the responsibility of the Employee, regardless of how the damage has occurred.
- Employees issued with educational resources, teaching aids, etc. shall be expected to take responsibility for and keep track of such resources. All employees are required to return these resources to the School at the end of the academic year, in the same condition and format in which they were issued, except for normal wear and tear. Employees will be held financially accountable



for the lost or damaged resources/materials, particularly those that have not been reported.

## **PROFESSIONAL DEVELOPMENT**

The school manages its own professional development budget, linked to the school's mission, development plan and priorities for the staff.

### **6.1 Professional Development Plan**

The school and employee will identify a professional development plan for the employee and the school may require the employee to conduct or attend courses that the school considers appropriate, including courses which may take place off-site. The employee agrees to participate fully in these courses and in any office/school- based training that the school may provide. The school will also support reasonable and relevant employee initiated professional development within the budget established and with prior management approval. The cost of these professional development courses including relevant expenses supported by receipts will be borne by the school, in accordance with internal rules and regulations, as amended from time to time.

## **EMPLOYEE INSURANCE COVER**

### **7.1 Medical Insurance**

Eligible Employees are entitled to private health cover from Crown American Private School unless this would duplicate a benefit which is otherwise available from their spouse's sponsoring company. The staff member is eligible to participate in the Crown American Private School group medical insurance scheme. The group medical insurance is a standard scheme that covers the UAE and the region. Employees who choose not to participate in the scheme, or who have their own medical coverage, are not eligible for cash in lieu of this service and are required to demonstrate that they are covered by adequate medical insurance.

Employees covered under medical insurance are responsible for processing their claims directly with the Insurance Company.

Employees are required to adhere to the terms and conditions of the school group medical insurance policy, a copy of which will be provided by the HR Manager, upon request.

## **LOANS**

Crown American Private School does not provide loans or salary advances to employees.

### **8.1 Bank loans**

Crown American Private School employees, under CAPS sponsorship, may be eligible for loans from the local banks where the salary transfer is being transferred. To enable employees to avail themselves of such loans, CAPS will, at the employee's request, provide a letter for the bank specifying the employee's salary and his/her accrued end of service benefits. Letters to the bank are signed by the HR Manager. Letters for loans of any nature will not be issued six months before a contract is due to conclude. These letters will only be issued to the bank where the salary is being transferred and not to other banks. For this reason, end of service benefits for employees who have used loan facilities from the bank, will have the final settlements paid into the bank.



The Company does not guarantee any bank loan or any bank credit facility for an employee. The Company does not issue any certificate for obtaining loans or make any other undertaking on behalf of the employee, other than to guarantee that the salary of the employee will be transferred to his/her bank account during his/her employment and that the end of service benefits will be transferred to the bank account when the employee ceases employment. The company does not bear any liability towards the unpaid amounts.

Due to the volume of such letters, the turnaround time on correspondence is usually 2-3 working days. All requests must be emailed to the HR Manager.

## **PERSONNEL ADMINISTRATION**

### **9.1 Government Formalities**

The school will process the employment/residence visa for the employee along with the other requisite employment documents such as a labor card, occupational health card, etc. However, all necessary authentication and attestation of documents is the Employee's sole responsibility.

If this agreement is terminated by the employee within six months from the start date or by the employer for performance-related matters within six months from the start date, all the above-mentioned costs incurred by the school for the employee will have to be paid back to the school before the end of the notice period.

### **9.2 Change in Circumstances**

All employees must inform the HR Manager of any change in the following areas and any other key information areas:

- Name
- Marital Status
- Address
- Bank Details
- Passport Details
- Number of Children
- Next of kin
- Contact details

### **9.3 Change in Employment Conditions**

The HR Representative will be responsible for informing an employee of any changes in employment conditions such as change in job title or change in salary. The HR Representative will be responsible for providing information on salary deductions or any deductions made for absence, etc.

### **9.4 Personnel Records**

A personnel file for each employee will be kept in locked cabinets, usually in the HR office.

All documents relating to an employee's tenure with Crown American Private School will be maintained in his file and will include the employee's original application form, references, interview record, probationary report, annual performance evaluations/appraisals and training records and copies of all subsequent correspondence relating to, or affecting the employee.



Personnel files contain confidential information and are therefore subject to restricted access. Access to personnel files is available only to the Principal and HR Manager. Employees will receive copies of all appraisal and counselling documentation and of all correspondence, which is addressed to them.

Divulging confidential information about other employees from the personnel files will be considered a serious disciplinary offence.

## **GENERAL EMPLOYMENT POLICIES**

This part contains a selection of other policies which govern the conduct of Crown American Private School employees.

### **10.1 Confidentiality Policy**

Employees have access to certain confidential information on students, parents, and Crown American Private School and of entities affiliated with Crown American Private School. Employees may not disclose any such confidential information to any person, firm, corporation, association, or other entity for any reason whatsoever except to authorized representatives of Crown American Private School and its affiliates without seeking the agreement of the Principal and the individual concerned.

Every employee is required to complete the Confidentiality Declaration (see Confidentiality, Copyright Guidelines and Acceptable Use of Software Declaration, in the Appendix) and send it to the HR Manager at the School before the start of their first day of employment.

### **10.2 Intellectual Property Policy**

All rights subsisting in the intellectual work executed by a staff during his or her employment with the school shall vest in Crown American Private School and the consideration payable to the employee for such work shall be deemed to form part of the remuneration paid to employee.

Crown American Private School shall be the copyright owner of this intellectual work and shall have full right and interest to exploit those works in any manner, assign the same to third parties as well to lawfully restrain other persons from infringing the copyright subsisting in them.

### **10.3 Use of Copyright Material Policy**

The "Fair Use" doctrine allows limited copying of copyrighted works for educational and research purposes. The copyright law provides that reproduction "for purposes such as criticism, news reporting, teaching (including multiple copies for classroom use), scholarship, or research" is not an infringement of copyright. However, there are regulations regarding photocopying for teaching purposes, and teachers are required to review and abide by the copyright guidelines which can be obtained from the HR Manager on request (see Confidentiality, Copyright Guidelines and Acceptable Use of Software Declaration, in Appendix).

### **10.4 Appropriate Use of IT Policy**

IT services are made available to all students and staff for the purposes of teaching and learning, and related activities. Training will be provided for the appropriate use of IT.

All staff, whether full or part time, teaching or non-teaching, may have access to the internet for the purpose of:

- Teaching and learning



- Training and professional development
- E-mail contact with other staff, students, and members of administration, parents and professional colleagues world-wide.

Personal use of the internet at Crown American Private School is not permitted, except for exchange of e-mail outside of class time. All Crown American Private School staff are required to:

- Abide by all copyright and privacy requirements
- Make every effort to avoid the spread of viruses, and check the downloading of materials for viruses
- Carry out virus checks frequently on computers for which they are personally responsible
- Protect the security and confidentiality of passwords
- Be considerate in their use of shared equipment, facilities and systems

The following activities are considered inappropriate use of IT and may result in severe disciplinary action:

- Use of language construed as disrespectful or foul (obscene or profane)
- Use of IT for any personal gain or illegal activity
- Access to sites containing illegal, offensive, pornographic or racially or religiously offensive material is strictly prohibited
- Unauthorised access to programmes or passwords of others or websites
- "Spamming" or cyber bullying
- Compromising or damaging the security or stability of the network
- Reading or monitoring others' emails without their permissions

### **10.5 Liability**

Crown American Private School will not be liable for the loss of data or materials due to accidents, corruption, or any other cause. All Employees are strongly urged to back up data in case of failure of equipment for whatever reason.

Every Employee is required to complete the IT Declaration (see Appendix) and send it to HR Manager before the start of their first day of employment.

### **10.6 Abuse and Harassment Policy**

Crown American Private School Management strives to provide a positive, humane, and safe environment for students and staff that support the dignity, well-being and safety of all its members. CAPS is fully committed to respecting and protecting the dignity and human rights of its students, faculty, and staff. Abuse (sexual or physical), bullying, harassment, physical intimidation or violence or intimidation in any form is against everything the school stands for as educational institution. Students, teachers, and staff have a right to work in an environment that is free of any form of abuse, bullying, harassment, physical intimidation or violence, and all members of the community share a responsibility for ensuring that such a safe environment exists at all times.

Abuse, bullying, harassment, physical intimidation or violence will not be tolerated and that all reported incidents will be thoroughly investigated, and appropriate action taken. If required, the local authorities or the police may be called upon.

Harassment is defined as "a curse or vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome". The Policy prohibits such harassment when it relates to prohibited grounds: race,



ancestry, sex and sexual orientation, age, record of offences, marital status, family status or disability. For the purpose of the organization's protocols, harassment generally is prohibited, regardless of whether it relates to these enumerated grounds.

Harassment may be physical, such as pushing or unwelcome contact. It may be verbal, including insults and threats. It may be written or visual, such as graffiti or the display of offensive and hurtful materials, designed to exclude or

marginalize its intended victims, sometimes through the use of the Internet. Such material need not target a named student, staff or individual to constitute harassment.

Sexual harassment is a coarse or vexatious comment or conduct of a sexual nature that is known or ought reasonably to be known to be unwelcome. Sexual harassment may also refer to instances where the behavior is not overtly sexual in nature but is related to the person's gender and demeans or causes personal humiliation or embarrassment to the recipient.

Bullying refers to the conduct that intimidates another member of the community through actual violence, threatened violence, verbal taunts and name calling, extortion or theft of money, lunches, or possessions, or enforced exclusion from peer groups. Bullies rely on a perceived power imbalance between them and their intended victims. This power imbalance may be based on perceived strength, age, or accomplishments. Racially or ethnically based verbal abuse and gender related harassment are also frequently related with bullying.

### **10.7 Social Media Policy**

No Employee or Department shall build an online site or social media page of any description, on behalf of, or representing Crown American Private School without obtaining written consent from the School's Management Team.

Employees are expected to speak respectfully about the school and not to engage in written dialogue that will reflect negatively on the school's reputation. They must not post/share any information (whether opinion, fact and/or hearsay) – nor solicit comments in response to questions about the school - which may have or lead to a detrimental and/or damaging effect on the Company's public image, performance or reputation.

Employees are required to use the internet facility with a sense of responsibility. Personal use is limited to occasional use during the non-office hours and lunch breaks. Internet chatting using CAPS facilities is not encouraged.

Employees are legally liable for anything they write or present online. Employees can be disciplined by the school for commentary, content, or image that are defamatory, in bad taste, offensive, harassing or liable to create a hostile work environment and can result in summary dismissal.

The accessing of social network ICT sites e.g. Twitter, Facebook, Instagram is prohibited on the School site. Teachers must not add current pupils to their social networking sites, and we strongly recommend that teachers do not add former students.

The accessing of inappropriate ICT material is prohibited.

## **STUDENTS' RESPONSIBILITIES AND RIGHTS**



## **11. Students' Responsibilities and Rights**

1. Students have the responsibility to know and obey rules and laws which govern their conduct while at School or on School property and to expect consequences for any inappropriate behavior.
2. Schools must provide opportunities for learning and have the responsibility to learn and use the educational experiences provided for them.
3. Students have the responsibility to respect the rights of other persons who may have different points of view on some issues.
4. Students have a responsibility to respect other persons and the property of others in the school setting and at School activities.
5. Students have the responsibility to conduct themselves so that disciplinary action will not be necessary.
6. Students have the responsibility to take care of the property (e.g., textbooks, equipment, materials) provided to them by the school system.
7. Students have the responsibility to show respect during the National Anthem.

### **Having Respect**

At school everyone works to make sure that students are safe and well and that their day will be pleasant. Students must do their part by:

1. not hurting other people or their feelings.
2. not taking things which do not belong to them.
3. not damaging other people's property or things.
4. dressing in the right manner for school.
5. helping us keep the school neat and clean.

### **Free Speech**

1. All students have the right to express themselves as long as it does not hurt others.
2. Students that wish to speak in the classroom or place items of interest on the bulletin board or show them to the class must arrange with the classroom teacher.
3. If there is a school program, party, or play which the student parents do not allow the student to attend, students must inform the classroom teacher in advance.

### **Coming to School**

1. Students must attend school each day and be on time.
2. If the student is sick or have a family emergency, the parent must either inform the school on the same day by phone or send a note with the student on the following day explaining the absence.

### **Knowing the Rules**

1. The school has rules for all students, which they must know and follow.
2. If any of the students breaks a rule, they will be treated fairly.
3. Students will be allowed to tell their side of the story to their teacher or the supervisor.
4. Punishment may include verbal warning, Informing the parents or guardians, or afterschool detention.

### **Getting Together**

1. During their free time, students may get together on School grounds or buildings if permission has been given and it will not disturb others.

### **Learning in School**

1. The school will help students grow into a useful and successful adult. To do this, students must take part in all of the classes and other activities to the best of your ability.





2. All school workers are there to help students do their best.
3. If any students have any questions or problems, they should ask for help.
4. Students who bother others and make it hard for them to learn may be removed from the classroom and sent to the supervisor office for disciplinary action.

#### People Who Are Different

1. Everyone is different in his or her own special way.
2. Students should treat all people in the same way and not make fun of others because they are different.





CROWN AMERICAN PRIVATE SCHOOL  
مدرسة كراون الأمريكية الخاصة

## APPENDICES



## **LEAVE POLICY**

### **1 Annual Leave**

Days will be accrued on a pro rata basis and calculated monthly for Admin staff and as per local regulations for approved teaching staff and non-teaching staff. All other staff will conform to the regulations as per the UAE Labor Law. Pro-rata leave will be accrued for staff who join in during the academic year and their summer leave pay will therefore also be paid on a pro-rata basis. Leave accrued over a longer period will not be allowed to be carried over into a new academic year and staff are encouraged to take their leave as and when it becomes due. Leave that has not been taken does not accrue any value, for example when staff leave mid-year.

Teaching staff leaving the country during holidays will be expected to return a minimum of 24 hours prior to School commencing.

Teaching staff must be present on the first as well as last day of term. Failing to do so will result in holiday pay being forfeited (or per diem salary reductions if holiday pay does not apply).

### **2 Entitlements**

Annual leave entitlements are specified in each Employee's contract but may be subject to changes in the UAE Labor Law or special regulations relating to schools.

### **3 Leave Balances**

The cut-off date for taking the previous year's leave balance will be September 1. The holiday calendar for all staff will run from August 1<sup>st</sup> to July 31<sup>st</sup>. No member of staff may carry over any leave from one year to the next; it is forfeited.

### **4 Approvals**

Annual leave is not normally permitted during the academic terms for staff teaching or directly related to teaching such as Classroom Assistants or Academic Support staff. Any time taken during the academic terms will be classified as leave without pay. Exceptions may be allowed only in special cases such as a close family crisis that requires the individual's attendance. This must be communicated to the Principal before the leave commences with confirmation of the Principal's approval. Leave without pay will have an impact on the annual summer leave pay entitlement as well as on the end of service gratuity component which is based on the time worked and does not consider unpaid time off.

However, in some cases, admin staff are required for duties in the summer months e.g. for accounts and facilities staff, and in these cases the leave will be approved according to the summer period requirements. Any staff member who is absent from work, with or without a medical certificate, must complete a leave form, signed by the Vice Principal within 24 hours of returning. Failure to do so will automatically result in unpaid leave.



## 5 Extension of Leave

Employees are not allowed to extend annual leave by the addition of sick leave. Such time off will be considered an extension to annual leave and deducted from the individual's annual leave balance unless the individual is hospitalized.

## 6 Encashment of Leave

No payment will be made in lieu of annual leave. Should an Employee leave the services of the School, time off or leave entitlement will be calculated as per the UAE Labor Law.

## 7 Late Return/Early departure

If an Employee has returned to work after the scheduled date of arrival, after obtaining the prior permission of the Vice Principal, any excess leave taken will be adjusted against his/her annual leave balance. If the leave was taken without prior approval, this leave will be treated as unauthorized (and unpaid) and may result in disciplinary action.

## 8 Annual Leave Travel

Employees on 'Overseas Hire' contracts are usually entitled to return air travel tickets. The assignment and value of the benefit is as per the offer letter.

## 9 Public Holidays

The school will be closed on Saturdays and Sundays, and Public Holidays as announced by the Government of the UAE as applicable to the private sector. Employees will be paid for any UAE statutory holidays that fall within the working week.

## 10 Sick Leave

The Employee will not be entitled to any paid sick leave during the Probation Period. After completion of the Probation Period, sick leave will be paid in accordance with UAE Labor Law. Currently, in accordance with Article 31 of the UAE Labor Law, should the Employee become ill, he/she will be entitled to sick leave not exceeding 90 days (continuous or interrupted) in any one year of his/her service as follows:

- the first 15 days with full pay
- the next 30 days with half pay
- any subsequent period will be without pay.

No remuneration shall be payable during sick leave if the illness is the direct result of the Employee's misconduct (e.g. from having consumed alcohol or narcotic drugs).

Any weekend day or holiday falling during the period of sick leave will be included in the leave period. If sick leave is prefixed or suffixed with any public holiday/weekend, these holidays/weekends will be considered as sick leave and accrued unless the Employee submits a MOH-approved medical certificate which states the contrary.

The employee must report to the employer any injuries or illnesses preventing him from working within a maximum period of two days. The employee should provide evidence of his/her illness warranting sick leave by an official medical certificate. Failure to produce such a certificate will result in the leave not being



approved or paid.

A sick leave form must be completed and signed by the Vice Principal for all sick leaves taken. An Employee on sick leave for two days is required to submit a MOH-approved medical certificate. Persistent periods of sickness will require fully documented justifications and may be investigated further to ensure that alleged complaints are valid.

### **11 Maternity/Paternity/Adoption Leave**

Entitlement and administration of maternity leave will be in accordance with the provisions of the UAE Labor Law.

In the case of a female, the Employee is entitled to maternity leave with full pay as per the UAE Labor Law. Currently (2024), this is 45 calendar days paid leave and following with 15 calendar days with half-paid leave. The leave must be taken as one continuous period which includes the date of delivery and starts not more than 10 calendar days before the expected due date.

If the Employee becomes pregnant, she should inform her Line Manager and the HR Department in writing of her pregnancy as soon as it is reasonably possible. She should also communicate the date on which she intends to commence maternity leave to her section Vice Principal, giving at least 60 days' notice. In the UAE it is illegal for an unmarried woman to become pregnant.

If the Employee is unmarried and becomes pregnant, the Employee's contract immediately becomes null and void. Maternity leave will not be set off against annual leave; in other words, a female Employee is entitled to annual leave in addition to maternity leave.

### **12 Bereavement Leave**

Bereavement leave may be granted to allow absence for the death of an Employee's immediate family member (i.e. parents, parents-in-law, spouse and children) or other exceptional family crisis judged by the Principal to be sufficiently serious, requiring the individual to attend. A bereavement leave of (5) five days, in case of death of the husband or wife and (3) three days in case of death of the mother, father, son, brother, sister, grandson, grandfather or grandmother, starting from the date of death, will be granted to the employee. Such leave requires prior approval from the Vice Principal. The cost of any air travel remains the responsibility of the Employee concerned. Days taken in excess of the allowance will lead to salary adjustments as unpaid leave.

### **13 Unauthorized Absence**

If an Employee is absent without permission or without reasonable cause they will be liable to disciplinary action.

### **14 Discretionary Unpaid Leave**

In exceptional circumstances, employees may ask for unpaid leave. This will be granted at the discretion of the Vice Principal, who will bear in mind the service and attendance record of the employee. If the leave is granted either side of a weekend or public holiday (not prior to or after a longer holiday), then the days of that weekend or public holiday are included for the purposes of calculation.



## **PURCHASING POLICY AND PROCEDURES**

This procedure details how staff request items for purchasing. All products needed by staff (the Requestor) in the school will be ordered following this process. The school has some items held in stock in the Store Room (water, hygiene products, classroom resources, etc.). The Administration Team supplies orders with in-house stock before a new order is submitted to new and preferred suppliers.

The Vice Principal and School Leadership will set and approve a budget for each Academic Year.

Orders are placed for consumable refilling of existing assets in the school, e.g. water for dispensers, hygiene products for dispensers, etc. These orders are placed at a minimum weekly and are based upon relationships with preferred suppliers. Inventory controls are in place to manage these items and track usage and expenditure. Improvements are made where possible.

Other consumables, like Stationery products and Exercise books, will be ordered with a preferred supplier, once a quotation exercise is completed and a preferred supplier selected (based upon products provided and pricing). The preferred supplier relationship will be managed (and tested) on a yearly basis to ensure the school is getting the best quality and pricing on products. Prior to consumable orders being placed the Administration Team will request Vice Principal approval of purchasing.

When an item(s) needs/need to be ordered and purchased, the Requestor first checks with their immediate leader to determine if the item required is part of current stocks and/or is approved for requesting for purchase.

If the item(s) is/are not available in current School Inventories and the leader approves of the request, the Requestor will populate the Request Form based upon what they need to order. The Administration Team will use the populated Request Form for the order fulfillment process.

For most products, it will take a minimum of one working day to fulfil. It may take longer if the requested items aren't in stock in the school or if a purchase order needs to be raised. The Requestor is notified to collect their requested item(s) when available. It is their responsibility to organize a suitable time with the Administration Team for collection.

The Request Form must have the following information detailed:

- Requestor – Staff requesting order
- Department – Admin Staff Member or Classroom Teacher / Specialist Teacher
- Date Submitted – date given to Administration Team
- Item, Unit and Quantity – what product is needed, the unit (packs, sheets, etc.) and how many
- Additional Remarks – special considerations and/ or suppliers requested.

The Request Form must be approved by the Vice Principal. He authorize the order to be supplied.

Once Operations receives the completed Request Form they will log receipt and, if necessary, follow up with the Requestor if there are any questions based upon the order.

For specific items where a quotation(s) is (are) required from a supplier, the Administration Team will contact the supplier for a quotation and if accepted by School management a purchase order will be raised in conjunction with the Finance Team.

Once the supplies are delivered, the Administration Team checks the delivery note to ensure the order is correct and complete. Administration Team signs off the delivery note (and Invoices, as required) and provides to the Finance Team. The request will be closed once supplied and documentation will be saved in the shared School Procurement Folder.

The Administration Team will track and managed ordered products as directed based upon yearly allocated budgets. The Finance Team will have ultimate responsibility to manage finance items and provided detailed reports to School Leadership.



## DISCIPLINARY POLICY

### 1 DISCIPLINE GUIDELINES

No disciplinary action should be taken until the case has been fully investigated. At every stage in the procedure the employee must be advised of the nature of the allegations against them and must be given the opportunity to state their case before any decision is made.

At all stages, the employee has the right to be accompanied by a friend or colleague who is not their legal representative at any disciplinary hearing or investigation.

No employee should be dismissed for a first breach of discipline except in the case of gross misconduct.

An employee has the right to appeal against any disciplinary penalty imposed beyond verbal warning stage. Disciplinary and appeal hearings should take place within the normal working day of the employee.

If the disciplinary hearing is adjourned, the newly arranged hearing should be arranged within 5 working days unless otherwise agreed by both parties. The disciplinary process is to be completed within 30 calendar days of the complaint being raised.

#### 1.1 Stages

It is often appropriate for minor misconduct to be dealt with on an informal basis. In serious cases it may be necessary to consider suspending the employee while an investigation is conducted if that is necessary to make the investigation effective. In all circumstances the suspension will be without prejudice and will be on full pay. It must be made clear that suspension is a neutral act.

##### A. Stage 1 – Verbal Warning

If conduct does not meet acceptable standards the employee will be given written notification of a disciplinary hearing at least **5 working days** prior to the meeting.

Following the hearing a warning may be issued by the Vice Principal/HR Representative to the employee.

##### B. Stage 2 – Written Warning

If the incident of misconduct is a serious or a further incident occurs following a verbal warning a hearing will be convened and the employee notified in writing of the hearing no later than **Five (5)** working days prior to the hearing.

At this stage the Vice Principal/HR Representative will ensure a full investigation is carried out.

If following the hearing a written warning is issued by the Vice Principal/HR Representative, a copy of the warning will be kept on the employee's personal file and should become inactive after a pre-determined period of no less than a year subject to satisfactory conduct.

The right of appeal must be clearly notified to the employee. An employee who wishes to appeal against the decision/outcome should identify the grounds for appeal in writing and submit the document to the Vice Principal who will arrange for an appeal hearing.

##### C. Stage 3 – Final Written Warning

If the conduct continues to be unsatisfactory or if the misconduct is sufficiently serious to warrant only one warning the employee shall be notified of the disciplinary hearing no later than **Five (5)** working days or a time frame agreed between both parties prior to the hearing.

Under usual circumstances the Vice Principal may be delegated to conduct any disciplinary hearing. An



Appeal will be heard by the Principal.

It may be necessary, following the hearing, to issue a final written warning. If a final written warning is issued, the warning must clearly state the details of the complaint and that dismissal may result if there is no satisfactory improvement and also the right of appeal.

A copy of the final written warning will be kept on the employees file but will be spent after 2 years of satisfactory conduct.

#### **D. Stage 4 – Dismissal**

Under exceptional circumstances if the conduct of an employee is so serious whether through one or several incidents that dismissal is considered.

At this stage the employee will be issued with the appropriate notice of the ending of employment.

The Appeal Hearing will be held during the period of notice or in the case of dismissal without notice after the ending of the employment.

### **1.2 Gross Misconduct**

If an employee is suspected of misconduct which is so severe that their presence can no longer be tolerated by the school. They may be dismissed summarily for “Gross Misconduct”. This may include but is not limited to:

- a. Behaviour which
  - i. negatively impacts the safety of the children, parents or colleagues;
  - ii. negatively impacts the reputation of the school;
  - iii. results in bullying, harassment, discrimination against a child(s), colleague(s), parent(s) or other stakeholder(s).
- b. Theft or Fraud
- c. Possession of or under the influence of alcohol or illegal drugs

### **1.3 Appeals**

An employee who wishes to appeal against a dismissal following a disciplinary decision should inform in writing to the Chairman with the reasons for appeal clearly identified. Any disciplinary matter involving the Principal will be heard by the Chairman. Any disciplinary matter involving the Vice Principal/ Head of Curriculum will be heard by the Principal.

## **GRIEVANCE POLICY**

Grievance procedures are not intended to replace the normal discussions regarding problems and concerns which take place in the organization on a day-to-day basis. As a rule, disagreements and complaints should be settled at the lowest possible level. It is only where the complainant remains dissatisfied with the outcome of such discussions that further steps may need to be taken.

### **General Policy**

Grievances are to be resolved equitably, consistently, and quickly to maintain good morale and effective job performance. The aim should be to settle a grievance as soon and as much as possible at its point of origin.



Employees have the right to a fair and impartial hearing from the person to whom they report. If a decision is made against them, they also have the right to appeal to Senior Leadership.

In all formal hearings (whether the initial hearing or the appeal) the complainant has the right to be accompanied by a fellow Employee of his/her own choice. The progress of the grievance procedure is confidential, and any complaints are a matter between the parties concerned and those directly involved in this procedure and

Complainants should not suffer as a result of a legitimate complaint.

### Responsibility for Addressing Complaints

Complaints relating to the school are addressed by the Vice Principal. The Board of the School will not consider any school-based complaints unless and until the Vice Principal has completed his/her investigation and made a formal response, unless the complaint relates to the Principal, or it cannot be investigated objectively by the Principal.

### Conduct of the Grievance Procedure

All complaints must be submitted in writing to the individual who has responsibility for addressing the complaint i.e. first the Line Manager, then the section head/Vice Principal and then to the Principal and HR Manager. The person responsible for addressing the complaint must respond to the complainant within two working days of receiving a written complaint, specifying a reasonable timeline in which he/she will address the complaint, and the procedure to be followed. It is expected that a complaint should be investigated, and a written response given to the complainant within two weeks of being received in writing, unless there are exceptional circumstances which make this unrealistic.

### Recording and Reporting of Complaints

As well as ensuring that most complaints are resolved swiftly, a complaints procedure can be a positive means of promoting parental satisfaction and identifying opportunities to make improvements. For this reason, all formal complaints and their outcomes must be recorded promptly and accurately and a copy of the record sent to the HR Manager.

Confidential records are kept of breaches of disciplinary rules, disciplinary action, appeals lodged and subsequent developments. All complaints or grievances are documented and placed on the personnel file for reference.

### Rights of an Employee

None of the above shall be construed in a way so as to weaken or deny the right of the Employees under the Laws of the United Arab Emirates, nor their right to take a case to the official bodies appointed by the Ministry of Labor, for the purpose of hearing and resolving cases.





## PERFORMANCE APPRAISAL

### PERFORMANCE MANAGEMENT

An annual performance review will be conducted to review and support your role within the school. For Academic Staff, the Vice Principal with the applicable Line Manager will schedule these meetings and distribute relevant forms for discussion.

Colleagues are encouraged to see this process as a positive element in their own professional growth and development.

A professional review procedure will be conducted by the Vice Principal, section head/Principal and staff individually to review the effectiveness of his/her programs. Members of staff will be involved in this process of evaluation, suggesting forms of additional training and methods for improvement.

Colleagues are encouraged to see this process as a positive element in their own professional growth and development. For the effectiveness of the review process, all staff will also be asked to review their work within the school, identify elements that have proven successful and explore areas that may possibly benefit from the following year.

Furthermore, colleagues are encouraged to comment on any features or practices within the school, seen as a constraint upon their own performance.

### Framework for Rating

Throughout the review, use the rating categories below to rate performance against last year's objectives.

<b>Outstanding</b>	<b>Very Good</b>	<b>Good</b>
<b>Acceptable</b>	<b>Weak</b>	<b>Very Weak</b>

What objectives will you achieve this year and how will you live our values?

Objectives & Measures	Action	Start/End	Development/Support needed to achieve objectives required

<b>Stop:</b>	<b>Start:</b>	<b>Continue:</b>
<b>Overall Summary</b>	<b>Employee Comments</b>	
	Employee signed:	Date:
	Manager signed:	Date:

Objectives for 2024/2025	What have you achieved?	Rating



## CONFIDENTIALITY, COPYRIGHT GUIDELINES AND THE ACCEPTABLE USE OF SOFTWARE POLICY

I, [NAME] declare that I understand and will abide by the rules that apply to **Confidentiality**, **Copyright** and the **Appropriate Use of Software**. I acknowledge that these rules may be updated from time to time and that, although the school will often lead in communicating on these issues, it is my responsibility to keep informed about expectations and requirements.

I will ensure:

- At all times, I respect the confidentiality of my discussions, activities and interactions at Crown American Private School
- I will not reveal confidential information about the school, staff, students or parents.
- Illegal copies of copyrighted programs are not made or used on School equipment.
- No unauthorised copy of a copyrighted computer programme is made, for use in or beyond the school or the scope of my employment.
- When software is to be used on a disk sharing system, reasonable efforts are made to secure this software against copying.
- The reproduction of copyrighted software is not made without the written authorization of the copyright owner.
- No inappropriate IT material is used in the school or on school equipment.
- No copyrighted materials (teaching resources, textbooks, images, videos, broadcasts, audio, podcasts and text, etc.) shall be reproduced illegally and without paying required fees or licences.

Signed .....

Dated .....

*Please return the completed Declaration to the HR department and keep a copy*



## IT DECLARATION

I, ..... [NAME] declare that I know and understand the School's IT Policy and expectations, and will abide by the rules that apply. I acknowledge that these rules may be updated from time to time and that, although the school will often lead in communicating on these issues, it is my responsibility to keep informed about expectations and requirements. For example, I am aware that IT services are made available to all students and staff for the purposes of teaching and learning, and related activities. Training will be provided for the appropriate use of IT. All staff, whether full or part time, teaching or non-teaching, may have access to the internet for the purpose of:

- Teaching and learning
- Training and professional development
- E-mail contact with other staff, students, and members of administration, parents and professional colleagues world-wide

Personal use of the internet at Crown American Private School is not permitted, except for exchange of e-mail outside of class time. All staff are required to:

- Abide by all copyright and privacy requirements
- Make every effort to avoid the spread of viruses, and check the downloading of materials for viruses
- Carry out virus checks frequently on computers for which they are personally responsible
- Protect the security and confidentiality of passwords
- Be considerate in their use of shared equipment, facilities and systems

The following activities are considered inappropriate use of IT and may result in severe disciplinary action:

- Use of language construed as disrespectful or foul (obscene or profane)
- Use of IT for any personal gain or illegal activity
- Access to sites containing illegal, offensive, pornographic or racially or religiously offensive material is strictly prohibited
- Unauthorised access to programmes, others' passwords or websites
- "Spamming" or cyber bullying
- Compromising or damaging the security or stability of the network
- Reading or monitoring others' emails without their permissions

The school also has restrictions on the use of social media and firm guidelines regarding harassment and bullying, which are described in the HR Handbook.

Signed .....

Dated .....

*Please return the completed Declaration to the HR department and keep a copy*