

United Arab Emirates University

WELCOME AND INTRODUCTION GUIDE

February 2014

Human Resources Department

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WELCOME

Marhaba! Welcome to the United Arab Emirates University (UAEU). As a faculty, instructor or staff member, you are an integral part of our educational service at the University. Your time and commitment to our institution plays an important role in the University's mission and objectives.

The "Welcome and Introduction" document is designed to assist new employees in their preparations for moving to the United Arab Emirates (UAE) and settling into their employment with the University. Main topic areas include information on the following areas:

- [UAE University](#)
- [UAE](#), the country
- [Al Ain](#), the city you will be living in
- [Before Arrival](#), things you need to do before moving to the Middle East
- [After Arrival](#), things you need to do to help settle down in the UAE

UNITED ARAB EMIRATES UNIVERSITY

Brief History

The [United Arab Emirates University](#) was established upon the initiative of the late President of the United Arab Emirates, His Highness Sheikh Zayed Bin Sultan Al Nahayan (may his soul rest in peace), by virtue of the Federal Law 4 of the year 1976. His Highness envisioned the University becoming a federal institution with an Arab-Islamic identity, and a focus of intellect, culture, and science.

In the academic year 1977/78, the University began with four (4) colleges: College of Humanities and Social Sciences, College of Science, College of Education, and the College of Business and Economics. In 1978, the College of Sharia and Islamic Studies, since changed to College of Law (in 2002), was established. In 1980, the Faculty of Agriculture Science, since changed to the College of Food and Agriculture (in 2005), and the College of Engineering were established. In 1981, the post of Dean of Graduate Studies, Scientific Research and Publishing was introduced. In 1986, the Faculty of Medicine and Health Sciences was established and 2001 marked the establishment of the College of Information Technology. In 2008/09, two new positions were established: the Vice Provost for Undergraduate Education and Dean of University College, which will focus on a four-year curriculum of broad base fundamental higher learning and preparation to advance study. The second addition was the Vice Provost for Research & Graduate Studies, to garner the efforts of faculty across the University to enhance the research agenda.

Facts and Figures

In academic year 1977/1978, the number of students enrolled in the University was 502. In the first semester of the academic year 1996/1997, more than 15,000 students enrolled in the eight faculties and the [statistics](#) of the past few years show that the student numbers have remained constant.

Mission and Vision

As stated in the University's Strategic Plan:

Mission: "As the UAE's first and most comprehensive residential university, the United Arab Emirates University is committed to excellence in undergraduate and graduate education, research and service to the nation and beyond. Through a student-centered educational experience, the University develops the intellectual, practical, creative and leadership abilities of the nation's men and women while enhancing cultural, social and economic growth."

Vision: "The United Arab Emirates University will be an internationally distinguished research intensive university. While adhering to UAE values, it will become a world-class center for applied research, national and international outreach, innovation and outcome-based learning. It will ensure the quality of all programs and services through international accreditation and external quality assurance reviews."

Dress Code

UAE male nationals wear traditional attire known as khandora or dishdasha. UAE female nationals wear a black robe known as abaya, over their clothing, and cover their head with a scarf, known as shayla. Muslim expatriates often wear their native country's traditional attire, while non-Muslim expatriates are dressed in western attire.

In respect of the UAE culture and religion, expatriates in Al Ain are advised to dress conservatively. In consideration of the culture and climate, below are some clothing guidelines for expatriates:

- Men should always wear a shirt in public.
- Women should keep their shoulders covered, preferably wearing long or short-sleeve tops, and wear loose fitting slacks, long skirts or dresses.
- Women should avoid exposing their knees or having low-cut necklines.
- Shorts are generally not acceptable for men or women in public areas.
- Preferred clothing should be generally lightweight.
- During the winter months, warmer clothing (long sleeves, sweaters and jackets) are recommended for the cool evenings and early morning hours.
- Professionals are expected to wear slacks or trousers with a short- or long-sleeved shirt, depending on the season. Suits or jackets may be worn to work in the business community.

As a UAEU employee, you will be representing the University wherever you go. Therefore, the following dress codes are highly recommended for employees who wear western attire:

- Male employees should wear neckties.
- Females should dress conservatively, ensuring that their shoulders and knees are covered, and tops do not have low necklines.

UNITED ARAB EMIRATES

Geography

The [UAE](#) is located in the Middle East, on the Arabian Gulf between Oman, Saudi Arabia, and Qatar. The geographical region of the UAE is around 80,000 square kilometers stretching from the Indian Ocean in the east to the Empty Quarter in the west, and from the mountains of the Sultanate of Oman in the south, to the Arabian Gulf in the north. It has a population of approximately 3.5 million people with more than 70% of its population made up of expatriates. The majority of expatriates come from India, Pakistan, and the Philippines but many others come from such places as Egypt, United Kingdom, Lebanon, and North America.



History

The UAE was founded on December 2, 1971 by the late His Highness Sheikh Zayed Bin Sultan Al Nahayan. The current president of the UAE is His Highness Sheikh Khalifa Bin Zayed Al Nahayan. The UAE is a founding member of the Gulf Co-operation Council (GCC). The capital of the UAE is Abu Dhabi; its religion is Islam; and Arabic is its official language. The country is made up of seven Emirates: Abu Dhabi, Dubai, Sharjah, Ras al Khaimah, Ajman, Umm Al Quwain, and Fujairah. Abu Dhabi and Dubai are the two main cities in the UAE. Abu Dhabi is the center for oil and gas operation administration, while Dubai is acclaimed internationally for its trade-related achievements, tourism and world class sporting events. Today's UAE is a dynamic and modern country with contemporary infrastructure.

Climate

In May to September, the climate in the UAE is hot and humid with temperatures ranging from 40-45 Centigrade (104-113 Fahrenheit) and humidity in excess of 90%. Oftentimes, in the latter summer months, the temperatures exceed 50 degrees Centigrade (122 degrees Fahrenheit). In October through April, the temperature in the morning and late evening is cool, and midday temperature ranges from 20-35 Centigrade (68-77 Fahrenheit).

Rainfall is rare. However, there have been exceptions when it has been known to be almost torrential with the dry river beds overflowing. At times, high winds can create sandstorms that last more than one day. During these times, do observe any side effects you may have such as eye irritations and increased allergy and sinus problems.

Currency

UAE currency is in dirham (AED or DHS) and is divided into 100 fils. The dirham paper notes are available in denominations of 5, 10, 20, 50, 100, 200, 500, and 1,000. Coins are issued in fils (5, 10, 25, and 50) and 1 dirham. The rate of exchange for US\$1 is approximately AED 3.67. One dirham is equivalent to approximately \$0.27.

Many money exchange businesses are available to change foreign currency to UAE dirham, or vice versa, for a very small fee. Banks will also exchange money for you. You can also wire money outside of the UAE through many financial institutions.

Electrical Supply for Appliances

The electrical supply for appliances in the UAE is 220-240 volts, and 50 cycles. Outlet converters for laptop and most other electrical devices from other areas are available in grocery and electrical stores in Al Ain.

Languages Spoken

Arabic is the official language of the country. You will find varying levels of the English language spoken from not-at-all, to a little bit, to extensive. However, in most modern establishments such as hotels, shopping malls, markets, and many restaurants, you will find English a common language. In urban areas, such as Abu Dhabi and Dubai, taxi drivers speak English. English is the official language of instruction at the UAEU.

Living Together

In Muslim culture, and under UAE law a non-married man and woman cannot live together. Thus, in order to live together legally, the couple must be married.

Religion and Ramadan

While the UAE is a Muslim-based country where most nationals are Sunni Muslims, the UAE is a country tolerant of other religions. Therefore, you will find Christian churches, Hindu Temples and other places of worship.

The UAE has many beautiful Masjeds. Muslims may pray anywhere during prayer time. Muslims pray five (5) times a day based on the cycle of the sun. The Masjeds will make a public call to Muslims for prayer-time over public announcement systems, as early as around 4 a.m. and until the last prayer-time which may be as late as around 8:30 p.m.

Ramadan is the ninth month of the Muslim lunar calendar and is regarded as the holiest month of the year. Muslims believe that the Prophet Muhammad received his first revelations of the Qu'ran during this period. From that time, Muslims have observed this occasion by forgoing food, water and other worldly pleasures during the day for the entire month as a pillar of their faith.

The exact day for the start and end of Ramadan is based on the lunar cycle and is different each year. Thus, the start of Ramadan may differ from one country to another. Each year, Ramadan varies about 10 days earlier from the prior year. The evening of the sighting of a new moon signifies the start of the month of Ramadan, and fasting begins the next day. Muslims will observe strict fasting until the new moon is sighted again; thus, signaling the completion of one lunar cycle.

Those who are unable to fast during Ramadan are expected to make up the missed days at a later date. Exemption from fasting is made for:

- Children under the age of puberty, though young children are encouraged to fast as much as they can without any pressure from parents.
- People who are mentally incapacitated or not responsible for their actions.
- Sick people.
- Traveling people (for journeys over 50 miles).
- Pregnant women, nursing mothers, and women during menstruation.

During Ramadan, Muslims usually take two meals a day. The first meal is called sahoor, and the second meal is called iftar. Sahoor is taken about an hour before dawn and must be finished before the dawn prayer (Imsak Time). Iftar is broken at sunset with a beverage and a few dates, offering prayers, and sitting down to dinner.

In consideration of Ramadan, hours of operation for businesses are typically reduced. Therefore, if you need to conduct any business during Ramadan, always check to verify the adjusted hours of operation. You may also find it more difficult to schedule meetings, workshops, or seminars during this period.

Tips for Non-Muslims:

- Do not consume food or beverages, and do not smoke in public during the day.
- All eating establishments will be closed until sunset but many stay open into the early morning hours.
- Most hotels will serve food in a location not in the public view during the daylight hours.
- Since cultural consciousness is also high during the month, non-Muslims should dress and behave modestly to avoid causing offence.

Religious Holidays in the UAE

The two religious holidays (Eids) celebrated by Muslims are Eid al-Fitr and Eid al-Adha. Eid al-Fitr is at the end of Ramadan and people will be doing a great deal of shopping for new clothes, gifts, and celebratory foods. Eid al-Adha is the larger festival and starts approximately 70 days after Ramadan and marks the end of Hajj. In general, the government

will announce the holiday and organizations may then decide which days will be the non-working holiday, paid or non-paid.

Time Zone

The UAE follows Greenwich Mean Time (GMT) plus 4 hours. Daylight savings time is not observed in the UAE. The [world clock](#) website provides time zones for all countries in the world.

Alcohol

Alcoholic drinks are available to non-Muslims in private clubs and restaurants in hotels. Non-Muslim expatriates with a residence visa may obtain [liquor permits](#) for purchase and consumption of alcohol in their homes, but they are not allowed to sell, serve or offer liquor to Muslims. Drinking or possession of alcohol without a Ministry of Interior liquor permit is illegal and could result in arrest and or fines and imprisonment.

Additional Resources on the UAE

Books

Oman and the United Arab Emirates. Lou Callan and Gordon Robison, 2000, Victoria, Australia, Lonely Planet.

Don't They Know it's Friday? Jeremy Williams, 2003, Dubai, UAE, Motivate Publishing.

Mother Without a Mask: A Westerner's Story of her Arab Family. Patricia Holton, 1992, London, UK, Motivate Publishing.

Internet

UAE General Information	Expatriate Information
Miscellaneous topics on UAE	Dubai Woman's College
Abu Dhabi Police, Traffic Rules	American Citizens Abroad
Etisalat Yellow Pages	Canadian Citizens Abroad
Lonely Planet Guide to the UAE	Expatriate Women
Trip Advisor	Al Ain Expat
Oasis Living Magazine	Niala

Al Ain

Introduction

Al Ain, “The Garden City of the Gulf” is located on Abu Dhabi’s mainland Eastern Region. Due to its fertile oasis, Al Ain is the greenest city in the Emirates, located in the shade of Jebel Hafeet. In Arabic, Al Ain means “spring.” Al Ain is approximately 160 kilometers from Abu Dhabi, and borders with the Sultanate of Oman and its town Buraimi. Al Ain is around a two hours’ drive from Abu Dhabi or an hour and a half from Dubai.

Al-Ain is the ancestral home and birth place of the late President and Ruler of the Abu Dhabi Emirate, His Highness Sheikh Zayed bin Sultan Al Nahayan. Al Ain is also home to the United Arab Emirates University, and has numerous beautiful parks, restored and ruined forts, date palm farms and a theme park. The city is surrounded by rolling sand dunes and impressive mountain ranges.

Children’s Education

Below is a list of schools in Al Ain. This list may not be all inclusive as schools continue to be opened.

Al Ain Education Zone	03-7635000
Al Ain American School	03-7675030
Al Ain Juniors British School	03-7810043
Al Dhafra Private School	03-7671123
Al Sanawbar School	03-7679889
Madar International School	03-7611330
Our Own English High School	03-7679747
Khallej Private Int’l Academy	03-7676905
Moh’d Bin Khalid Al Nahyan	03-7805554
Mustaqbal Int’l Pvt. School	03-7666771
Andalus Pvt. Academy School	03-7829980
Teba Pvt. School (American Curriculum)	03-7616530
Ainul Khaleej Pvt. School	03-7811232
Tawam Model Pvt. School	03-7810912
Isra Pvt. School	03-7612155
Neshusaleh Pvt. School (American Curriculum)	03-7630444
Al Adhwaa Pvt. School	03-7828870
Manor Hall International School (American and British Curriculum – KG to Grade 6)	03-781-0891
<u>Al Ain English Speaking School</u>	03-7678636
<u>International School of Choueifat</u>	03-7678444
<u>Liwa International School</u>	03-7810444
<u>Emirates National School</u>	03-7616888
<u>Al Ittihad Natl Pvt. School</u>	03-7811164
<u>Al Ain International School</u>	03-7151000

Colleges include:

[HCT Al Ain's Men](#) 03-7820888
[HCT Al Ain's Women](#) 03-7820777

Daycare Centers

House of Colours 03-7612201
Email: info@nurserycolours.com
Website: <http://www.nurserycolours.com/>

Planets Montessori Nursery 03-7676655 or (Ms.Rehab) 050-3333414
Email: Wadima.Planets@gmail.com

High Care Kids Nursery 03-7633317 or 050-3312928
Stepping Stones Nursery 03-7812495

Domestic Help

There are two ways to employ a maid legally: (a) use professional maid services from a maid service company, or (b) recruit a maid yourself. Some companies in Al Ain will recruit a maid on your behalf. The UAE Government requires the employer (sponsor) to pay a maid's tax, equivalent to a year's salary of the maid, to the UAE Government when applying for or renewing the maid's visa. In addition, the sponsor has to pay the maid's employment visa, health card, leave ticket every two years, and all incidental expenses including food. Maids are entitled to 15 days of paid leave for every year of service.

Single men are not allowed to sponsor a domestic helper. Having a part-time domestic helper is also illegal. Another option in getting a domestic helper is to sponsor somebody who has been released, not cancelled, from her previous employer. Released visas are transferable, while cancelled visas restrict the maid from entering the UAE within one year from the date of departure.

Additional information on maid service experiences shared by expatriates can be found in <http://dwc.hct.ac.ae/expatinfo/maids.htm>.

Work Week

Officially, the working week in the UAE University is from **Sunday to Thursday**, with Friday and Saturday as the weekend. The UAEU observes a nine-hour (7:30 am to 4:30 pm) work day with one unpaid hour for lunch. Specific Faculty and Instructor teaching hours are set by the Dean/Chair.

Some private institutions choose to split the working hours from 8 am to 1pm with an afternoon "siesta" break, and resume work from 4 pm to 8 pm. Many government agencies and banks do not re-open for the evening, and close on Fridays.

The working hours during Ramadan are shortened. Please refer to "[Religion and Ramadan](#)" in the UAE section for more details.

Climate

Al Ain has a sub-tropical, arid climate. Sunny, blue skies can be expected most of the year. Rainfall is infrequent and irregular, falling mainly in winter. Temperatures range from a low of about 8⁰C in January to a high of about 43⁰C in August.

Drinking Water

While tap water in the Emirates is safe to drink, some people filter their tap water prior to drinking or drink bottled water. Bottled water can be purchased from local markets or delivered to your home. For those needing ice for camping and picnics, check out Carrefour in Al Jimi mall.

Transportation in the City

Transportation via taxis and buses to the other cities in the Emirates is available in Al Ain. Car rental agencies are abundant in the city. However, be sure to verify driver license requirements and insurance coverage.

Car Rentals

While tourists may rent a car, those coming to the country on a work or residence entry visa cannot rent until they obtain an Emirates Identity Card and Emirates driving license. This means that new hires must use taxi's or public transportation for the first number of weeks while their residence paperwork is being finalized. Below are some car rental locations in Al Ain:

Avis Rent a Car (located in the Hilton Hotel)	03-7687262 Ext. 330
Fast Rent a Car (located in the Danat Al Ain Resort)	03-768-6686
Europcar (located near the Etisalat Building)	03-721-0180

Taxis

Basic taxi service is readily available from many locations in the downtown area and from major shopping centers.

Taxi service with a better quality of car, but at a slightly higher rate is offered by Al Ghazal Taxi (+971-3-751-6565).

In respect of the Islamic culture, women are advised to sit in the back seat of the taxi, and conversation should be kept to a minimum

Landmarks

Directions are usually based on landmarks around the city. Street names are relatively new and very seldom used, except Khalifa Street and Zayed or Main Street. Most taxi drivers, however, are familiar with the major landmarks:

BBME Roundabout: (formerly British Bank Middle East, now HSBC)	dawaar murrabbaa
Coffeepot Roundabout:	dawar Sheikh Mubarak
Incense Burner Roundabout	

Khalifa Street	sharreea Khalifa
Post Office	albareed
Immigration	jawazaat
Traffic Police	shurtatt al maroor
Vegetable Souk	souk al khadhar
Jimi/Al Ain Hospital	mustashfa Jimi / Al Ain
Oasis Hospital	mustashfa al waha
UAEU Men's Campus	ma'had islami or jamaa islame
UAEU Women's campus	jamaa binaat
Hilton Hotel	Al foondak Heel-tone
Danat Al Ain Resort	Al foondak Intercontinental

Additionally, most taxi drivers are familiar with the following stores:

- Abela Supermarket (near Tawam Hospital)
- Al Jimi Center / Carrefour
- Al Ain Mall / Megamart
- Bawadi Mall
- Choithrams Abu Dhabi road near Jabal roundabout (New)
- Choithrams downtown area near Al Noor Hospital (Old)
- Safeer Center (at Souk Zafarana)

As an aside, it is polite, when you get into a taxi, to greet the driver by saying: "Salaam aleykoum," which means "Peace be with you" in Arabic.

Buses

Public buses are available in town and for travel from Al Ain to Abu Dhabi, and Dubai. In public buses, women and couples sit in the front rows while men occupy the back seats. The new deluxe coaches between Al Ain and Abu Dhabi are fitted with wireless internet, toilets and audio-visual facilities.

Cinemas/Movie Theatres

Al Ain has four cinemas that play current Western, Indian and Arabic movies. Movies are censored as determined by the UAE authorities. *Al Massa Triplex* Cinema (+971-3-754-4447) is located next to the Rotana Hotel. *The Grand Cineplex* (+971-3-751-1228) at the Al Ain Mall has four cinemas. *The Grand Cineplex* (+971-3-784-0300) at the Bawadi Mall has eight cinemas and there are more cinemas as the Al Foah Mall (+971-3-784-3535). A smaller cinema that plays Hindi and Arabic movies is located in the *Al Ain Club* on Hilton Road. Movies played in cinemas are published in newspapers and advertised on the Grand Cinema's UAE site.

Clubs

For those who are interested in specific club activities, below is a list of a few of the clubs in Al Ain.

Al Ain Choral Society offers individuals an opportunity to share their singing talents and to entertain audiences twice a year in the annual Winter Holiday and Spring Concerts. To join, contact Geraldine Kershaw at Geraldine.kershaw@uaeu.ac.ae

[Emirates Natural History Group](#) offers an excellent opportunity for individuals and families to discover the natural history of the UAE and local Omani towns through field trips and weekend trips. Group meetings consist of interesting and educational presentations often with guest speakers; organized hiking and camping trips; and photography competition.

[International Business Women's Group in Dubai \(IBWG\)](#) provides opportunities for personal and professional development. The group meets monthly. Some activities include: (a) featured topics from invited speakers on the multi-faceted lives of women in the UAE, (b) Seminars for members, and (c) regular joint networking functions with other Business Groups. For further information contact Sue-Sharyn Wardat ibwg_dxb@emirates.net.ae

[Ladies International Circle](#) consists of a group of women from all over the world who are employees of, or spouses of professionals at, the local hospitals, colleges, and university. The group organizes trips, coffee mornings, dinners, and bazaars. Members of LIC receive discounts to several retailers in Al Ain. Write to them at Ladies International Circle, P.O. Box 80104, Al Ain, Abu Dhabi, UAE.

[Toastmasters International, Al Ain](#) provides a forum for those interested in improving or practicing their speech skills. Members of the Toastmasters International consist of a diverse group of individuals from hospitals, universities, local travel agencies and airlines, and other Al Ain businesses. For Toastmasters Al Ain, contact Chamber of Commerce Building, Al Ain, United Arab Emirates, +971-50-663-2550, shannonglasgow@yahoo.com

Video and DVD Rentals

A number of video and DVD rental outlets are located in Al Ain city. One shop is located in the Abela Supermarket near Tawam Hospital. You may have to leave a deposit or pay an amount to rent a number of videos or DVDs.

Libraries and Bookstores

Libraries

[Zayed Central Library](#) is open to all UAE University employees. Once you have your University ID card, you can join Zayed Central Library. The library stocks many publications, in English and Arabic, and offers an excellent collection of electronic books. To use the library, simply take your University ID Card to establish your membership. For hours of operation, call the Central Library at +971-3-713-2406.

In addition, there is a new library in the crescent building. Call the new library at +971-3-713-4024.

[Al Ain Community Library](#), a well-run and well stocked community library is run by volunteer librarians from the premises of Al Ain English Speaking School (AAESS). Apart from a wide array of children's books, you will also find adult fiction and non-fiction, magazines and academic publications. Families can take out an annual membership to the library. Hours are Sundays-Thursdays 2-4 pm and Fridays from 11 am – 1 pm (subject to change).

Bookstores in Al Ain

- The [Bookshop](#) (on Khalifa Street, close to the Diwan roundabout) stocks a wide selection of reading matter in English and Arabic. The Bookshop is also one of the best places to visit for all your art supplies, stationery and printing needs. A large team of printing experts are on standby in the basement of the shop to help you with photocopies, business cards, banners, and binding. The shop is closed between 1 pm and 4 pm daily. Telephone number +971-3-755-1500.
- [Jashanmal](#), in Al Ain Mall. Make sure you request UAEU discount.
- [Magrudy's](#) – at Bawadi Mall.
- [Book Oasis](#) – used book shop near the Al Ain Co-operative (close to the University)

Bookstores in Dubai

- *Magrudy's* – at Magrudy's Shopping Mall, Jumeirah Beach Road, Oasis Centre, City Centre, Dubai Mall and Festival City Center. Magrudy's also has an internet site that handles online book orders.
- *The Book Corner* - on Jumeirah Beach Road (near Spinney's)
- *House of Prose* (secondhand books with good prices) – at Jumeirah Plaza (past Magrudy's and the petrol station).
- *Borders* – at Mall of the Emirates.
- *Book World by Kinokuniya* – at Dubai Mall.

Bookstores in Abu Dhabi

- *Jashanmal Bookstore* – at Abu Dhabi Mall
- *Magrudy's* – at Al Wahda Mall

Medical Facilities

Al Ain has both private and government operated health facilities. In emergency cases, visitors can be treated at the government hospitals for a nominal fee, depending on the services needed. The hospitals in Al Ain include:

[Al Ain Hospital](#) (commonly known as Al Jimi Hospital): A government operated facility that provides comprehensive medical care including various surgical operations for valid health card holders. Contact information: P.O. Box 1006, Al Ain, UAE, and telephone: +971-3-763-5888.

[Al Noor Hospital](#): Contact information: P.O. Box 14444, Al Ain, UAE, and telephone: +971-3-766-7666.

[American Hospital Dubai](#): A 143-bed hospital for acute care, general medical/surgical, and a Medical Oncology and Hematology services facility for all forms of cancer and blood disorders. Contact information: P.O. Box 5566, Dubai, UAE, and telephone: +971-4-336-7777.

Emirates International Hospital: A private hospital located at Al Khabeesi area, 5 kilometer from the center of Al Ain city. Contact information: P.O. Box 18088, Al Ain, UAE, and telephone: +971-3-763-7777

Oasis Hospital: A private hospital offering many medical services. Contact information: P.O. Box 1016, Al Ain, UAE, and telephone +971-3-722-1251.

Specialized Medical Care Hospital: Contact information: P.O. Box 1580, in Jahili area behind Private Dept, Al Ain, UAE.

Tawam Hospital: A government owned hospital that provides comprehensive medical treatment treating critical cases from all over the UAE and from GCC countries **primarily for UAE nationals, but expatriates are treated in emergencies**. Contact information: P.O. Box 15258, Al Ain, UAE telephone: +971-3-767-7444

For more information on other medical facilities, please refer to the [ADNIC](#) (Abu Dhabi National Insurance Company) web site.

Places of Interest

- **Al Ain Fayda Resort** – This landscaped resort is built around the natural springs located to the south of the city. A Guest House and chalet style accommodation is provided. Casual visitors can also avail themselves of the many leisure facilities including parks, a boating lake, 10-pin bowling and swimming. Ain Al Fayda (meaning beneficial spring) is known to the locals as Ain Abu Sukhan (spring of the warmth) – a reference to the hot mineral water that fills the reservoir that was completed in the mid 1970s.
- **Wadi Adventures** – a unique adventure site for surfing, whitewater rafting and kayaking.
- **Al Ain Museum** –The old Al-Sharqui fort found in the center of Al Ain has been turned into a museum. The museum is situated adjacent to the Al Hosn Fort in the town center. The museum consists of two sections: The Ethnographical Section reflects the past daily life of the people of the region, while the Archaeological Section displays discoveries dating back to the Bronze and Iron ages.
- **Al Ain Livestock Souk** - Livestock souk situated near the new Bawadi Mall (5 minutes from the Hilton Hotel) has sheep or goat for sale (slaughter house included) and attracts people from all over southern UAE and northern Oman.
- **Al Ain Oases** – Al Ain Oasis located just south of town center, is the smallest Al Jahili oasis. Others include: Qattara, Al Mutaredh, Al Jimi, Al Muaiji, and Hili. A shaded walk through this large date plantation will provide a restful and interesting experience. See workmen cultivating the huge palms, observe the falaj irrigation system and take in the serenity at one of the specially provided sitting areas.
- **Al Ain Zoo and Aquarium** – Home to the largest wildlife collection in captivity in the Middle East. One of the most popular attractions for tourists and residents of Al Ain. The huge site housing the zoo is located to the south of the town. Big cat houses,

gorilla and monkey compounds, a reptile house and aviaries all make viewing the large animal collection an easy experience. Live bird shows usually held in the evenings are a recent added attraction. The zoo is also famous for its research activities - particularly for its breeding of endangered native animals.

- [Camel Market](#) - Experience present day Arabia at its best where old traditions linger when visiting one of the last remaining and thriving camel markets.
- [Camel Racing](#) – Camels race at a top speed of 40 mph. They can run at 18 mph for one hour or 7 mph for up to 18 hours. In the recent Gold Cup at Nad al-Shiba, the winning camel covered the 10 kilometers in 17 minutes and seven seconds (6.21 miles, averaging 21.76 mph). Because camel humps store fat - not water - lean, streamlined racing camels have very small, almost vestigial, humps. In the winter season, [Abu Dhabi Camel racing](#) takes place on Thursday and Friday mornings.
- [Camel Safari](#) - Take a trip to the outskirts of the city for an overnight camel safari amongst the dunes or an exciting four-wheel drive journey over the dunes or through the wadis (dry river beds). For the more adventurous, who wish to experience the pleasure of the desert, hiring a 4WD vehicle is a must if traveling unescorted. Alternatively take a camel ride through the magnificent red sand dunes. Organized rides ranging from one hour to an overnight camping safari with full catering provided. Other activities include dune buggy rides, caving, or hang gliding for the adventurous. To book for a camel safari in Al Ain, call Golden Sands Desert Safari located at the Hilton Hotel (+971-50-447-7268 or +971-3-768-8006).
- [Central Gardens](#) - Any visit to Al Ain would not be complete without a visit to one of its delightful parks. In particular the Central Public Gardens has amongst its attractions grand fountain displays with changing shapes and lighting effects and a large children's adventure playground. The garden also has a large adventure playground for children. The Central Public Gardens is situated towards the west of the Clock Tower, which forms almost the center of the town of Al Ain.
- [Forts](#) - Parks have been built around restored forts and the most impressive ones worth mentioning are the Murabba'a Fort adjacent to the Coffee Pot Roundabout in the Town Centre, the Al Hosn Fort which houses the museum, Jahli Fort, Mreijib Fort and Al Muwaiji Fort. [Jahili Fort](#) on Khalifa Street was built by Sheikh Sultan bin Zayed Al Nahayan) to control access to the region. The round tower at the fort is made of lime, straw, and water. The fort offers history and culture of the Bedouin people and Al Ain.
- [Hili Archaeological Gardens](#) – This beautifully landscaped park has as its centre piece a restored tomb dating back to the third millennium. The tomb has yielded the largest number of individual, richest and most remarkable findings as proof that the Hili Area inhabitants were as civilized as those who lived in the Mesopotamia and Sind regions. The park also contains children's playgrounds, picnic areas and a coffee shop.
- [Hili Fun City](#) - A theme park that spreads over 214 acres of ground and caters to the needs of the whole family. Lush green picnic grounds, food outlets, souvenir shops and variety shows are provided in addition to the selection of over 30 rides, including

modern favorites such as roller coaster and carousel and the latest attraction such as the laser dome and gyro tower. 2 days in a week are exclusively for ladies and

children under the age of 12 years. It also has the biggest ice-rink in UAE, the size good enough for playing ice hockey.

- [Horse Riding](#) – Horse riding lessons at the *Al Ain Equestrian, Shooting & Golf Club* are available throughout the week to members of the public. Special discounts and rates apply for members of the Golf Club.
- [Hot Springs at The Green Mubazzarah](#) - Located off the road to the Hafeet Mountain, is the hot springs. The springs are diverted along shallow channels ideal for bathing the feet in steaming therapeutic waters.
- [Jebel Hafeet](#) - Jebel Hafeet is about 1350 meters high and is a major landmark positioned to the south of the city. A 13-kilometer road winds its way to the summit where temperatures are significantly lower. Fossil hunting has become a popular pastime for tourists. At the top of the mountain is one of the palaces of His Highness, Sheikh Khalifa.
- [Al Ain Equestrian, Shooting & Golf Club](#) (golf, rugby, soccer, netball, shooting, and gym) – Al Ain Equestrian, Shooting, & Golf Club (formerly Palm Sports Resort) is a sporting facility envisioned by Sheikh Mohammed bin Khalifa bin Zayed Al Nahayan, Ruler of Abu Dhabi and President of the UAE to turn Al Ain into a sports destination. The Club is situated on the west side of the city (at the south of the road between Tawam Hospital roundabout and the Maqam Palace traffic lights). The Club comprises of an equestrian center, a rugby club, and a 9-hole golf course.

The golf course has state-of-the-art high-tech teaching equipment, a floodlit driving range and putting area, 40 electric carts, 16 caddies, and changing facilities. Within the restaurant is an indoor golf simulator that stages other golf courses in the world.

On the other side is the Rugby Club, the home of the Al Ain Amblers Rugby Club. It has two floodlit grass playing fields, 300-seat grandstand, 25-meter swimming pool with separate toddlers' pool, two tennis courts, and a fitness centre. Its clubhouse is sectioned into the Ruck-and-Maul, a restaurant and a sports bar theme with four wide screen televisions showcasing all sports around the world; and the Terrace, which offers an outdoor atmosphere to its users.

For more information on the Al Ain Equestrian, Shooting, & Golf Club, the telephone number is +971-3-768-4888.

- [Traditional Souk](#) - The souk located in the Town Center offers a fascinating insight to the daily life of Al Ain residents. The Central Meat, Fish and Vegetable souk offers a fascinating friendly atmosphere amid a kaleidoscope of oriental colors, noises and spice smells.

Petrol (Gasoline) Service Stations

Petrol or gasoline service stations are located throughout Al Ain city (and along all major routes between cities). Petrol service stations offer different grades of gasoline differentiated

by octane rating; 91 (E-plus), 95 (Special) and 98 (Super). Some petrol stations also carry diesel.

Restaurants

Al Ain has a number of ethnic restaurants. Some restaurants offer discount to UAE University employees. Some of the most popular restaurants include:

Arabic/Lebanese/Iranian

The Golden Sheep (Khalifa St), Al Mallah (Al Muwaiji), Al Mallah Cafeteria (Khalifa Street), Al Sahary (near the British Bank), Al Dar (at the International Centre), Al Noor (near the Men's campus), Prestos (Tunisian food behind the Union National Bank near Carrefour), the Al Sahary (Al Mandoos), Al Safadi (Khalifa Street). Al Khoufa Restaurant (Top Foam centre, Abu Dhabi road) and Paradise Restaurant are two excellent locations in the Tawam/ Maqam area offering good value for money in relaxing, outdoor settings. Closer to the Town Centre, Leisure Time also caters for outdoor/indoor dining in a beautiful, relaxing setting.

Asian

The Golden Gate (across from Choithrams Downtown), Chinese Dragon (near the Globe roundabout), and The Golden Fork (on Khalifa Street) have reasonably priced Chinese and Filipino dishes. The Wok (Danat) and Trader Vics (Rotana) serve an array of Asian cuisine but are a little more upscale and pricey. Dubai and Abu Dhabi have many Korean and Japanese restaurants.

Cafes

Cafes such as The Hut, Grand Café and Medarrassen are located along Khalifa Street. Most cafes are visited by men. Volcano is located near the Globe Roundabout. Heritage Village is like a traditional café. However, some popular coffee franchises in the malls include Starbucks, Gloria Jeans, and Coffee, Bean, and Tea Leaf. Make sure to also pay a visit to Scalini Café (+971-3-767-7332), about 500 m from Abela Supermarket for an upscale, relaxing coffee hour or light lunch/dinner.

Fast Food

Fast food establishments include Pizza Hut, Subway, Hardees, McDonald's, KFC, Burger King, Baskin Robbins and other Arabic and Chinese fast food franchises can be found along Khalifa Street and in the food courts at Al Jimi, Al Ain and Bawadi Malls.

Indian

The Falcon, and The Sun Gulf (vegetarian) are all located near the (Al Noor Hospital). The Super restaurant also vegetarian is located on Khalifa street near ADCB bank. The Unique (near the Nakeel Guest House), the Sindian (opposite the British Bank) also offer terrific value for your money. The Bukhara (behind the Post office) also has good quality cheap fare. Tanjoor (Danat) is excellent, but more upscale. The Moghul, a higher-end restaurant is located at Al Ain Mall.

Shopping

The three most frequented malls in Al Ain are the Al Jimi, Bawadi and Al Ain malls. All three malls offer a supermarket or grocery, clothing, footwear, pharmacy, perfumery, family entertainment center, card and gift shops. Food courts and restaurants are also available. Al Ain and Bawadi malls also have cinemas.

Supermarkets in Al Ain include: Carrefour in Al Jimi and Bawadi malls, LuLu Hypermarket in Kuwaitat and a branch in Sanaiya, Megamart in Al Ain mall, Al Falah Plaza, Safeer, and Choithrams. Abela Supermarket in the Tawam area offers a wide selection of more western and imported food. They also have a section that sells a wide selection of pork products.

Although all the local supermarkets sell an excellent variety of meat products, be sure to visit Al Ain's only western style butchery called Wagonwheel Butchery for a wide variety of quality meat products and delicacies. [Wagonwheel Butchery](#) (+971-3-762-9927) is centrally located in the Zafarana Market, Shop 13 just behind First Safeer Centre (close to Carrefour). They are currently developing a delivery/distribution network and are already delivering to Abu Dhabi once a week.

Other *department stores* include Lulu Centre, Al Ain Co-Op, Jashanmal, and City Plaza. A list of **furniture stores** in Al Ain include Home Center (in Al Jimi mall), Unique (in Al Ain mall) and Homes 'R' Us (in Bawadi mall and at Jabel roundabout). Other furniture stores that are located around the city include Pan Furniture (at Jabel roundabout) and Home Mart (next to La Brioche coffee shop across from Souq Zafarana).

Stores that stock **appliances** include Jashanmal (in Al Ain Mall), Megamart (in Al Ain mall), Carrefour (in Al Jimi mall and Bawadi mall), Home 'R' Us (in Bawadi mall and at Jabel roundabout) and Home Mart (next to La Brioche coffee shop across from Souq Zafarana).

A number of specialty **drapery stores** are located around the city. However, Home Center, Homes 'R' Us, and Unique also stock a small collection of curtains and blinds.

Sports and Leisure

Some expatriates choose to take up membership with clubs in Al Ain that offer swimming, fitness gyms, spa facilities and play areas for children:

- The [Hilton Hotel](#) (+971-3-768-6666)
- [Danat Al Ain Resort](#) (+971-3-768-6686)
- [Rotana Hotel](#) (+971-3-754-5111)
- The [Grand Mercure Hotel](#) (at Jebel Hafeet, +971-3-783-8888)
- The [Al Ain Equestrian, Shooting & Golf Club](#) (+971-3-768-4888)

Most of these clubs offer university employees discounts on membership to fitness centers. Fitness centers are available throughout Al Ain. Depending on the season, a variety of activities are available:

- Horseback riding – private stable or Al Ain Equestrian Club
- Scuba diving – Danat Hotel
- Karate/Tai Chi – Danat Hotel
- Aerobics – Danat and Hilton hotels, and Al Ain Equestrian Club

- Golf and driving range – Hilton Hotel and Al Ain Equestrian Club
- Tennis – Danat, Hilton and Rotana Hotels and Al Ain Equestrian Club
- Squash – Danat, Hilton and Rotana hotels
- Adventure Tours (dune driving/sand skiing) – Danat Hotel and Golden Sands Desert Safari (operating from the Hilton Hotel, +971-50-447-7268 or +971-768-8006)
- Aqua aerobics – Hilton Hotel, Rotana Hotel
- Ballet – The House of Arts (+971-3-762-6651) and Rotana Hotel
- Jazz dancing – The House of Arts (+971-3-762-6651)
- Musical instruction (various instruments and vocal) - The House of Arts (+971-3-762-6651)
- Swimming squad – Danat Hotel
- Yoga – offered at Danat, Hilton and Rotana Hotels
- Ice skating – Hili Fun City, Bawadi Mall and Al Ain Mall
- Bowling – International Center, Al Ain Mall, and Al Ain Al Fayda

Activities for children include:

- *Brownies, Guides and Clubs* – checkout the Al Ain English Speaking School or the Danat Hotel for more information.
- *Parent/Toddler Group* meets regularly at the Danat Hotel.
- *Hilton Playgroup Co-operative.*
- *Foton Center* (Al Jimi Mall) – an indoor mini-amusement park.
- *Action Zone* (Al Ain Mall) – an indoor amusement park.
- *Fun City* (Bawadi Mall) – an indoor amusement park.
- *University Sports Club* (Al Multaqa) offers different activities for children throughout the year.

BEFORE ARRIVAL

This section of the Welcome and Introduction Guide provides you with information to help prepare for your move to the UAE.

Travel to UAE

The University will provide air travel for the employee and family to the UAE, from the country of origin as stipulated and agreed in the employment contract. Please note that the University medical insurance coverage for employee begins at the start date of an employee's contract. Therefore, the University recommends prospective employees purchase any necessary personal travel and medical insurance prior to the start of their contract.

Visas and Sponsorships

Unless the new hire is a citizen of the UAE, they and their dependents will require visas to enter, live and work in the UAE. New hires are "sponsored" by the University and the cost of visas for new hires is covered by the University. Dependents of the new hire must be sponsored by the new hire and the new hire is responsible for all costs associated with the visas.

The minimum entry requirement for obtaining a visa in the United Arab Emirates (UAE) is that **passports must be valid for at least 6 months before arrival, and have a minimum of 4 blank pages for entry/exit stamps.** This applies to both the new hire and their dependents.

There are two main parts to the visa process; the first step is obtaining an entry visa and the second relates to changing that entry visa into a residence visa. For new hires, the University Immigration Unit will handle the process. For dependents, the University Immigration Unit will only assist the new hire in completing the process. Details regarding the entry visa are outlined below. For details on converting the entry visa to a residence visa please go to the section on Residence Visa Application.

Entry Visa Application Process for New Hires

Upon the candidate's acceptance of the employment offer, the University will proceed with the work entry visa process as follows:

- Request scanned copies of passport and color photos in the size required for passports for the new hire and, where applicable, spouse and dependent children.
- The University Immigration Unit will submit an application to the Ministry of Interior for entry visa approval and process the work visa.
- Note that the entry visa process cannot take place if the new hire has any member of his/her family listed in their passport. In these cases the new hire has to firstly transfer the dependent to the spouse's passport.
- Once the University receives the work entry visa from the Ministry of Immigration, a scanned copy will be sent to the new hire. The new hire should print this and carry

a copy with them as they go through passport control upon entry into the UAE. The University's driver will have delivered the original to passport control in advance of the new hires entry.

- It is critical that the new hire advise passport control that they are entering on a **work entry visa** and ensure that the Immigration Officer not stamp the passport as a visitor.
- After arrival in the UAE, and completion of the required medical fitness screening, the University will arrange to convert the work entry visa to a residence visa.

Entry Visa Application Process for Spouse and Children

- The new hire should advise the HR Department if they prefer their dependents to enter with them or whether they will be arriving at a later date. The University will try to accommodate this request where possible.
- The new hire is responsible for the costs associated with entry and residence visa for their spouse and children.
- For citizens of GCC countries or for those travelling on passports from the UK (with the right of abode in UK), France, Italy, Germany, the Netherlands, Belgium, Luxembourg, Switzerland, Austria, Sweden, Norway, Denmark, Portugal, Ireland, Greece, Finland, Spain, Monaco, Vatican, Iceland, Andorra, San Marino, Liechtenstein, United States, Australia, New Zealand, Malta, Japan, Brunei, Singapore, Malaysia, South Korea and holders of Hong Kong SAR passports, the dependents will be able to obtain an entry visa at the airport upon arrival in the UAE, and, as such, be able to travel with the new hire. Please note that this list is subject to change.
- Where the dependent enters with a visit visa issued from the UAE airport, they will have to choose one of the following two options to convert the entry visa to a residence visa (following the new hire firstly obtaining his/her residence visa);
 - (i) After the new hire, as sponsor, obtains his/her residence visa, the dependent leaves and then re-enters the UAE with an entry-residence visa (130 AED), the cost for a residence visa is 320 AED per person, (total 450 AED) depending on the duration of the residence visa (note that there is also a fee charged by the Oman government if this is where the re-entry is obtained and this fee can vary widely).
 - (ii) The dependent remains in the UAE but is required to pay an additional fee of 520AED for a total cost for a residence visa of around 970AED per person depending on the duration of the residence visa. .
- For dependents travelling on passports from countries other than those listed above, the preferred option is for the new hire to arrive first, obtain residency and then have their family travel. In these cases the University will assist the new hire, as the sponsor, arrange for the entry and residence visas.

1. An alternate approach for dependents travelling on passports from countries other than those listed above, is to have the University act as the initial sponsor. Where the University is able to “sponsor” the dependents to travel with the new hire, the entry visit visa will be issued by the UAE University. A scanned copy of the visa will be emailed to the new hire. The dependent is required to carry a copy of visit visa while travelling to UAE. The original will be available at the passport control of the arrival airport. Upon arrival at the airport in the UAE, the dependent should ensure that the Immigration Officer is aware of this visit visa (for dependent).
- Upon arrival in the UAE, and upon successfully completing the medical fitness screening (for dependents age 18 years and older), the new hire will apply for residence visas for their dependents. The University Immigration Unit will assist the new hire with this process (costs covered by the new hire).
 - Please note that residence visas expire if the holder is out of the UAE for a continuous period of more than six months.

For more information concerning visit visas to the UAE, please see the [UAE Federal Government](#) site. Note however, that visa regulations and costs are subject to change without notice and travellers should check with their travel agent or nearest UAE embassy before travelling.

Document Authentication

Prior to arrival at the UAE, ensure that all the necessary documents are authenticated. Most authentication processing takes around two to three months. Please note that the UAE is not a member of the Hague Convention so documents to be used in the UAE will require legalization or authentication instead of apostille.

Authentication is a guarantee that the documents contain truthful and accurate information. Authenticated documents are required as a condition of employment with the UAEU.

Note, for academic documents, the UAEU requires an official transcript from the Registrar’s Office of the college or university that the qualification was awarded. The official transcript must contain the full signature, name and title of the Registrar and be sent directly to the [HR Department](#). The transcript is in lieu of an authenticated diploma or certificate of a candidate’s highest qualification.

Authentication of marriage certificate, children’s birth certificate, divorced decree or spouse’s death certificate, and any other family related documents cannot be waived. These authenticated documents, if applicable, are required in obtaining residence visas in the UAE and for the employee’s eligibility for family status. All costs associated with document authentication are borne by the employee and are not reimbursable.

The procedures with regard to document authentication in the United States of America (USA), Canada, United Kingdom (UK), Australia and South Africa are outlined below. Since most of the information was obtained from government websites, we advise you to verify the authentication procedures by contacting both your appropriate government offices and the UAE Embassy in your country as costs and processes are subject to changes. For documents originating from other countries, please contact the UAE Embassy in your country to

determine the required authentication procedures. Please ensure that you use a reputable courier service when sending documents for authentications.

Authenticating Documents Originating in the USA

Due to the federal nature of the United States, the document authentication process is more complicated for documents originating from the USA than for documents originating from some other countries. Documents originating from the USA will need to be authenticated first by the entity that issued them, then by the state in which that entity is located, and finally, by the federal government (the US State Department). Only after the US State Department has authenticated the document will the UAE Embassy in the US be in a position to issue a final authentication.

Legalization of documents in the US may vary depending on whether the document is federal, state, business or educational. Any documents that are not in English must include an English translation. If you plan to bring your pet(s), you must obtain an Animal Health Certificate. The Certificate must be completed by an APHIS accredited Veterinarian and, certified (original official signature and seal) by the US Department of Agriculture in the State in which the document originates.:

- Step 1.** Obtain the Document. For court records such as birth, marriage, death and divorce certificates, visit the [National Center for Health Statistics](#).
- Step 2.** Have the document signed by a *registered Notary Public in USA*. The Notary Public should either confirm that the document is original if that is the case, or a true photocopy. However, a Notary Public will only sign either an original death certificate issued by a USA coroner, or original death certificate together with the translation. As for documents originating in the District of Columbia, a notarial certificate from the Notarial section of the District of Columbia must be obtained.
- Step 3.** Have the document certified by the *County Clerk* of the county in which the notary is commissioned. Depending on the type of documents, documents originating in the District of Columbia do not have to undergo step 3.
- Step 4.** Have the document certified by the *Secretary of State* of the State in which the document is executed. Depending on the type of documents, documents originating in the District of Columbia do not have to undergo step 4.
- Step 5.** Have the document certified by the [US Department of State](#), Authentications Office in Washington, D.C.
- Step 6.** Have the document attested by the [UAE Embassy](#) in Washington, D.C.
- Step 7.** If you choose to forward your UAE authenticated documents to the UAE University, please use a mail courier so that you can track the package, and send the documents to the [HR Department](#). Otherwise, you may also bring all original authenticated documents to the HR department upon your arrival in the UAE.

Authenticating Documents Originating in Canada

Birth certificates, marriage and death certificates and divorce decrees [originating in Canada](#) are authenticated in the following chronological order:

- Step 1.** Obtain the Document. For court records such as birth, marriage, death and divorce certificates, visit the appropriate [provincial vital statistics office](#).
- Step 2.** Photocopies of original documents must be signed and sealed by a *registered Notary Public, Lawyer, Solicitor, or Commissioner of Oaths in Canada*. The Notary Public, Lawyer, Solicitor, or Commissioner of Oaths should either confirm that the document is original if that is the case, or a true photocopy. However, a Notary Public, Lawyer, Solicitor, or Commissioner of Oaths will only sign either an original death certificate issued by a Canadian coroner, or original death certificate together with the translation.
- Step 3.** Have the document endorsed by the [Canadian Ministry of Foreign Affairs and International Trade](#).
- Step 4.** Have the document attested by the *UAE Embassy* in Canada. Please verify the [fee](#) and [address](#) for the UAE Embassy in Canada prior to mailing your documents.
- Step 5.** If you choose to forward your UAE authenticated documents to the UAE University, please use a mail courier so that you can track the package, and send the documents to the [HR Department](#). Otherwise, you may also bring all original authenticated documents to the HR department upon your arrival in the UAE.

Authenticating Documents Originating in the UK

Animal health certificate must be completed by an APHIS accredited Veterinarian and, certified (original official signature and seal) by an official of the relevant UK Government Department prior to sending the document for certification by the FCO.

Birth certificates, marriage and death certificates and divorce decrees originating in the UK are authenticated in chronological order outlined below:

- Step 1.** Obtain the Document. For court records such as birth, marriage, death and divorce certificates, visit the [UK General Register Office](#).
- Step 2.** Have the document signed and sealed by a *registered Notary Public or Solicitor in the UK*. The Notary Public or Solicitor should either confirm that the document is original if that is the case, or a true photocopy. However, a Notary Public or Solicitor will only sign either an original death certificate issued by a UK coroner, or original death certificate together with the translation.
- Step 3.** Have the document endorsed by the [FCO](#).
- Step 4.** Have the document attested by the in the [UAE Embassy](#) in the UK.

Step 5. If you choose to forward your UAE authenticated documents to the UAE University, please use a mail courier so that you can track the package, and send the documents to the [HR Department](#). Otherwise, you may also bring all original authenticated documents to the HR department upon your arrival in the UAE.

Authenticating Documents Originating in Australia

Birth certificates, marriage and death certificates and divorce decrees [originating in Australia](#) are authenticated in the following chronological order:

- Step 1.** Obtain the Document. For court records such as birth, marriage, death and divorce certificates, visit the appropriate [provincial vital statistics registry](#).
- Step 2.** The Department of Foreign Affairs will only authenticate *original Australian public document*. If the document is not an official Australian public document (such as legal documents or medical certificates) the document (or a photocopy) must be notarized by a registered Notary Public in Australia.
- Step 3.** Have the document endorsed by the [Department of Foreign Affairs and Trade](#).
- Step 4.** Have the document attested by the [UAE Embassy in Australia](#).
- Step 5.** If you choose to forward your UAE authenticated documents to the UAE University, please use a mail courier so that you can track the package, and send the documents to the [HR Department](#). Otherwise, you may also bring all original authenticated documents to the HR department upon your arrival in the UAE.

Authenticating Documents Originating in South Africa

Authentication of documents starting from Step 4 below applies to the following documents:

- adoption papers signed and stamped by the Registrar for Adoptions at the Department of Justice.
- full birth, marriage and or death certificates confirming an individual's citizenship status signed and stamped by the authorized Home Affairs employee.

Any other documents [originating in South Africa](#) are authenticated in the following chronological order, starting from Step 1:

- Step 1.** Obtain the Document. For court records such as birth, marriage, death and divorce certificates, visit the [South African Department of Home Affairs](#).
- Step 2.** The Department of Foreign Affairs will only authenticate *original South African official public documents*. Have the document notarized by a Notary Public in South Africa.

- Step 3.** Have the document signed and stamped by a Magistrate or the Registrar of the High Court of South Africa.
- Step 4.** Have the document certified by the [Department of Foreign Affairs](#). Ensure that: (1) the document is not older than one year, (2) information as to which country the document will be used is indicated, and (3) step 3 above is completed.
- Step 5.** Have the document attested by the *UAE Embassy* in South Africa. There will be a fee for each document to be authenticated, payable with certified cheque or money order. Please verify the fee and address for the [UAE Embassy](#) in South Africa prior to mailing your documents.
- Step 6.** If you choose to forward your UAE authenticated documents to the UAE University, please use a mail courier whom you may be able to track the package, and send the documents to the [HR Department](#). Otherwise, you may also bring all original authenticated documents to the HR department upon your arrival in the UAE.

Authenticating Documents Originating in Other Countries

For [documents originating from countries](#) other than USA, Canada, UK, Australia and South Africa please refer to the nearest UAE Embassy in your country for the authentication procedures.

Finalize Document Authentication in the UAE

In the event that an employee is unable to complete the document authentication in his or her home country, he or she may be able to carry out the process in the UAE but it is generally more complicated. First, obtain endorsement from the employee's embassy or consulate in the UAE (please verify the authentication process with your respective country's Consulate prior to your arrival in the UAE). Secondly, have the document attested by the UAE Ministry of Foreign Affairs in the UAE.

Do note that finalizing document authentication in the UAE may result in a delay in processing residence visa(s) for family member(s).

Documents to Bring to the UAE

The following copies of **authenticated documents** must be submitted to the HR department upon your arrival in the UAE. The UAEU will only keep a photocopy of the authenticated documents, and all original copies will be returned to the employee:

- Official transcript from Registrar* (only the highest degree relevant to your position)
- Marriage Certificate (if applicable)
- Children's Birth Certificates (if applicable)
- Divorce Decree or Spouse's Death Certificate (if applicable)
- Experience Certificate** (for Faculty and Instructor positions only)

- Divorced mothers who want to sponsor their child(ren) in UAE must produce an authenticated document signed by the child(ren)'s father stating that he *authorizes the mother to sponsor the child(ren) for residence in UAE*. (Note: These italicized words must be included in the document). Failure to produce an authenticated document may lead to a costly complication resulting in the mother sending the child(ren) back to the country of origin, at his or her own expense. If you have **adopted children**, be sure to inform your HR representative so that he or she can advise you about the UAE requirements regarding adopted children.

* You do not need to authenticate the transcript through foreign affairs/embassy – only the Registrar's stamp is required. The Registrar of the University that awarded the degree should forward the official transcript directly to the appropriate UAEU [HR address](#). However, to avoid possible delay in processing your salary, you may, pending receipt of the transcript, present a copy of your degree to the UAEU Human Resources upon your arrival at the University.

**Experience Certificate is an authenticated statement from your present, or if unemployed, previous academic institution attesting faculty rank and length of service at that rank. This certificate should be mailed directly from the employer to the UAEU [HR Department](#). Alternatively, you can bring the documents yourself so long as it is in a sealed envelope. Note that this letter does not require foreign affairs / embassy authentication.

Below is a list of additional documents to bring to UAE:

- Dependent(s)' school reports
- 4 color photos of self in the size required for passports
- 4 color photos in the size required for passports, of spouse (where applicable)
- 4 color photos in the size required for passports, of **each** dependent(s) (where applicable)

Please note that color photos in the size required for passports must not be computer generated.

Customs Regulations

The current customs regulations for visitors arriving at airports in Abu Dhabi and Dubai are set out below but are subject to change.

Abu Dhabi Airport

Restricted and Prohibited Goods

- Any kind of narcotics.
- Any kind of firearms and ammunition, without a prior security approval.
- Any kind of immoral or sexually explicit materials.

- Any goods contrary to the regulations relating to the protection of commercial, industrial, moral, copyright, or artistic property in respect of which decisions are issued by competent authorities.

Duty-Free Purchasing

Incoming passengers are exempted from Customs duties from the Abu Dhabi Airport Duty Free, and within the following limitations:

- 4 litres of alcohol or 24 cans of beer (24 cans not exceeding 355 ml)
- 400 cigarettes or a quantity equivalent to 2,000 AED
- Cigars equivalent in value to 3,000 AED
- 2 kg of tobacco
- Gifts and perfume equivalent in value to 3,000 AED

[Dubai Airport](#)

Restricted and Prohibited Goods

- Any kind of narcotics.
- Any kind of firearms and ammunition, without a prior security approval.
- Any kind of immoral or sexually explicit materials.
- Any goods contrary to the regulations relating to the protection of commercial, industrial, moral, copyright, or artistic property in respect of which decisions are issued by competent authorities.

Duty-Free Purchasing

Incoming passengers are exempted from Customs duties from the Dubai Airport Duty Free, and within the following limitations:

- 4 litres of alcohol or 24 cans of beer (24 cans not exceeding 355 ml)
- 400 cigarettes
- 50 cigars
- 500 g of loose tobacco

List of Restricted Medication in the UAE

The Ministry of Health in the UAE and enforced by the UAE Ministry of Interior and International Narcotic Controlled Board (INCB) has a list of [Controlled Medicines and Medications](#) for all travelers to the UAE.

Foreign currency

Maximum amount of foreign currency carried into the UAE must not be in excess of 40,000 AED. Amount in excess of 40,000 AED must be declared with Customs.

Books, magazines, videotapes, DVDs

Books, magazines, videotapes or DVDs of a controversial nature may be confiscated by customs. Controversial nature in terms of any subject that would be degrading to the UAE, Arabs, or Muslim countries or individuals, and any material of a sexual nature. The possibility of such material being confiscated is highly probable. Another option that may be taken by the Ministry of Information and Culture is to use indelible ink to mark over objectionable text or pictures; this is commonplace especially in magazines showing photos of lingerie ads, for example. All seized items may be retained by customs for as long as two weeks.

Inoculations

No immunizations are required for travel to the UAE.

Pets

Pets are uncommon among Arabic people. Dogs are especially thought to be unclean. Therefore, be sensitive to the reactions from your Arabic neighbors and coworkers. For information regarding kennels and cattery in UAE, refer to the following site <http://www.zu.ac.ae/employment/html/pets.htm>

Bringing Pets

The cost of [bringing pets](#) to the UAE is the responsibility of the individual. Pets may only be imported to the UAE as cargo and this can be very expensive. If you choose to travel without your pet, two organizations in the Emirates can coordinate the importation of your pet once it reaches the UAE - the [British Veterinary Center](#) of Abu Dhabi and [Dubai Kennels and Cattery](#). These facilities also offer export services, but please be aware they only handle importing inside the UAE. If you hire a professional pet shipper from your home country, that organization will easily be able to coordinate the process in conjunction with one of the two above.

Travelling with Pets

If you choose to travel with your pet (ship it separately or have your pet travel with you) follow the guidelines outlined below:

a) Import Permit:

1. The import permit validity will be only for one month.
2. It is not allowed to import the animal with an expired import permit.
3. Log on to the website and register [UAE Ministry of Environment and Water](#)
4. You will be given a Reference #.
5. Send by email or fax to the Ministry a copy to the pets vaccination and rabies neutralization details as outlined below:

b) Vaccination card in which it is mentioned that the pet has microchip or tattoo number and vaccinated for the following (NB: microchip or tattoo is mandatory):

<u>Dogs</u>	Rabies*	Canine Distemper Virus (CDV)	Canine Parvo Virus	Infectious Canine Hepatitis	Leptospirosis
<u>Cats</u>	Rabies*	Feline Pan Leukopenia	Feline Rhinotrachitic	Feline Calicivirus	

		(FPV)	s (FHV-1)		
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* not required if animal under age of 3 months and the vaccination must have been within the last year and at least 21 days should be elapsed after the vaccination date.

c) Certificate for Rabies Serum Neutralization Antibody test:

Unless the animal is coming from one of the countries listed below, the certificate should be from a governmental laboratory or an accredited laboratory. If the animal is coming from one of the countries listed below, no certificate is required.

Australia	Austria	Andorra	Ascension island	Antigua & Barbuda
Aruba	Barbados	Bahrain	Bermuda	Belgium
Canada	Chile	Cyprus	Cayman Islands	Croatia
Denmark	Finland	Fiji	France	French Polynesia
Falkland Islands	Germany	Gibraltar	Greece	Hong Kong
Iceland	Ireland	Italy	Japan	Jamaica
KSA	Kuwait	Luxembourg	Liechtenstein	Monaco
Malta	Montserrat	Mauritius	Mayotte	Norway
Netherlands	New Caledonia	New Zealand	Oman	Portugal
Qatar	Sweden	Spain	Switzerland	San Marino
Saint Vincent & the grenadines	Saint kitts & Nevis	Singapore	United Kingdom	U.S.A
Vatican City	Vanuatu	Wallis & Futuna		

d) It is not allowed to import dogs or cats under 4 months of Age into UAE.

Dogs or Cats under 4 months of age will be kept in the Quarantine station until it become over 4 month of Age. All costs of housing, care, feeding, medical services and others has to be paid by the Importer

e) The pet will be shipped in Cargo not with the owner.

Check the IATA conditions for carrying pets (<http://www.iata.org>)

f) Each person is allowed to import only 2 pets.

g) The Following documents must be submitted on arrival of the animal:

- Original Health Certificate.
- Original Vaccination Card
- Original Certificate for Rabies Serum Neutralization

h) The importer will pay the fees (currently 200 Dirham (E-Dirhams) per pet) at the entry point on arrival of the pet. It is preferable that the importer buy an E-dirham card from any bank or post office before reaching the entry point.

i) The following breeds or types of dogs are prohibited to be imported into UAE:

- Pit Bull Terrier or American Pit Bull Terrier.
- Japanese Tosa (Tosa Inu; Tosa Fighting Dog).
- Argentinian Fighting Dog (Dogo Argentino; Argentinian Mastiff).
- Brazilian Fighting Dog (Fila Brasileiro; Brazilian Mastiff).
- Cross Breeds with extract of the above listed breeds.
- Wolf Dog Hybrid (Any dog mixed with a wolf).

j) When traveling with pet(s), do take into account the following:

- (i) Air travel routing - Airlines routing through the UK generally do not permit pets. But some travelers have found KLM and Lufthansa to be very helpful with good connecting flights and/or availability of facilities at the European airport for their pet(s). Therefore, you should request from your Human Resources representative the option to make your own travel arrangements based on the University's fare allowance and be reimbursed by the UAEU at a later date. UAEU reimbursement of air ticket purchases may take more than a month.
- (ii) Hotel accommodation upon arrival – Hotels will not allow pet(s). Al Ain does not have kennels for pets.

Shipping

Freighting

Please contact your local couriers and shippers to determine the most appropriate means to send your items. Your shipper will be able to advise you regarding cost, packing, UAE import regulations and inspection practices, insurance and shipping dates. You may ship your items to your [college's or department's address](#). **Addresses in the UAE only use P.O. Box numbers, not street names.** The PO Box of the UAEU is 15551 and the physical address of the University can be stated as; **** College, UAE University, Sheikh Khalifa Street at Tawam R/A, Maqam District, Al Ain, UAE).

Importing Cars

Any vehicles for personal use that complies with UAE safety and emission requirements can be imported into the UAE. Cars imported into the UAE are subject to 5% duty charge based on the value of the vehicle assessed by Customs. To collect your car, you will be required to surrender a photocopy of your passport, together with a copy of your shipping documents. Prior to importing your car, please check with an UAE agent to make sure that the spare parts for the make of your car are available in the UAE. At the same time, refer to the Ministry of Interior's regulations on the banning of old cars. Do note that to drive your imported vehicle in the UAE, the car must be insured and registered.

International Courier Services

The international courier services below offers online tracking of shipments:

[Aramex](#) – Aramex delivers internationally. Most important, Aramex offers discounted service to employees of the University when you show your University ID card. The Aramex office in Al Ain is located in the Kuwaitat area. Contact them at 03-7518181 or contact your department secretary.

Federal Express – Although FedEx does not have a local office in Al Ain, they will pick up your parcel. Their UAE customer service phone number is 8004050.

DHL – DHL has a local office in Al Ain. Contact them at 8004004.

UPS – For the local Al Ain Office, call them at 800-4774.

Mail and Courier Service

The UAE has a federally operated postal service with branches in Al Ain. To learn more about postal services in the UAE, visit the [Emirates Post](#) website. Personal post office boxes are available in Al Ain and home delivery, in some cases, has now been introduced. The main Post Office is located near the Clock Tower intersection.

However, in most cases University employees use their [University's college or business unit addresses](#):

(Your name)
(Name of the College or Business Unit)
UAE University
P.O. Box 15551
Al Ain
United Arab Emirates

UAE University Shipping Allowance

Based on the appointee's contract, the University may reimburse AED 2,000 as a shipping allowance. In the event that a couple is employed by the UAEU, only one of the spouses will be eligible for the shipping allowance.

AFTER ARRIVAL

For your convenience, the University has arranged for a representative to greet you at the Dubai airport in UAE. As you deplane at the airport in Dubai, and going towards the immigration counters, look out for a greeting service representative - Marhaba Service (representative with a blue coat) at Dubai airport (for those arriving into Abu Dhabi, please note that the airport is much smaller and, as such, a greeting service is not normally booked with the exception being for those with large families). If you do not see the greeting representative holding a sign with your name, please approach the representative and identify yourself.

The representative will then escort you through immigration and customs. If your visa was issued by the Ministry of Interior via the University Immigration Unit, the University driver would have given your original employment visa or resident entry visa(s) for your dependents to the greeting service. Therefore, please remind the representative of your visa(s). If you receive a scanned copy from HR via email, print and bring it with you. Upon exit of customs, the greeting service representative will direct you to a UAEU driver, who will in turn take you to the hotel in Al Ain.

Below are some details about your stay:

- The University will be responsible for room charges for up to 6 nights.
- The University will be responsible for the three meals daily at the hotel for new employees and their dependents (but only at the designated restaurant). Room service or meals at other restaurants on the hotel property will be at employee's expense.
- The Human Resources Department will arrange your on-boarding process.
- Though the hotel may provide internet access, it will, unless stated otherwise, be the employee's responsibility for any internet charges.
- Employees are responsible for any laundry, self-serve laundry, and dry cleaning services used at the hotel.
- Employees are responsible for any international phone charges incurred in the hotel rooms.
- Any other concerns about hotel accommodations should be directed to Ali Fadl at Community Relations Department. Ali Fadl's direct office contact number is +971-3-713-5913, mobile number is +971-50-663-3815 and email address is alif@uaeu.ac.ae
- On the first day of your orientation, you will, if included in your contract, receive your furniture and shipping allowance.
- Submit original passports (if applicable) and two (2) colour photos in the size required for passports photos of self to the Human Resources Department.
- Prior to your arrival, Human Resources will initiate the process of setting up a bank account for you.

For Faculty and Instructors, at the new Faculty and Instructor orientation, Faculty and Instructors will be given the choice to confirm acceptance of the bank account established. In the event that the new employee accepts the account that was opened for him or her, a representative from the bank will be available on the day of orientation to cash the check (August intake only).

As for Staff, in the event that the new employee accepts the new bank account, a Human Resources representative may arrange for a UAEU driver to escort the new employee to the bank to pick up an ATM or bank card.

In cases where the new employee declines the new bank account, the new employee will be responsible for establishing another bank account on his or her own, at an alternate bank.

- Submit any outstanding authenticated documents (if applicable) to the Human Resources Department.
- During the first week of your arrival, a Housing representative will show you your assigned accommodation. The UAEU is not responsible for the cost of your utilities, water, telephone, internet and cable TV services.
- Appliances and Furniture – UAEU assigned housing will come unfurnished except for air conditioning units and water heaters. The furniture allowance provided (where applicable) by the UAEU is to assist you with the furnishings of furniture, carpets, curtains, appliances and household items and is not intended to cover the full cost. A variety of styles of furniture and appliances are available in Al Ain, Dubai, Sharjah, and Abu-Dhabi. (Please refer to [shopping section](#)).

Medical Fitness Screening

All expatriates sponsored by the UAE University are required to undergo a government-controlled medical screening prior to the issue of a residence visa. Children under 18 do not have to undergo this test.

Effective July 1, 2008, the UAE Federal Law No. 7/2008 mandated that people renewing/applying for residence or employment visa have to undergo a number of medical fitness screenings and tests for diseases:

- HIV
- Hepatitis B
- Syphilis
- Leprosy
- Tuberculosis

Please note that if a person is found unfit and suffering from any of the diseases noted above he or she is likely to be sent back to his or her home country. As such, you are strongly encouraged to review these categories with your family physician prior to moving to the UAE.

Medical screening tests are to be done at the government Preventive Medicine Clinic in Al Ain. The University will be responsible for the cost of the medical fitness screenings. Test results will normally be available within 48 hours and the University will, unless otherwise arranged, pick up the test results from the Clinic. The original copies will be submitted to the University Immigration Unit in the General Services Department for [residence visa application](#), and a photocopy will go to the HR department for the employee's file.

The required medical tests for a new hire include:

- Height and weight measurements
- Pulse rate
- Hypertension (blood pressure)
- Chest X-Ray
- Blood tests; Hepatitis B and HIV (Human Immunodeficiency Virus)
- RBS (Random Blood Sugar)
- Urine and Stool test
- Retina scan

Documents and fees required for the medical screening tests are as follows:

- Original plus copy of passport
- Original plus copy of Resident Visa or Work visa
- 2 original medical check-up forms (supplied by the University)
- Around 600 AED (note that the University only covers the fees for new hires and that fees are subject to change without prior notice).

Medical Tests for Residence Visa Renewal

Medical screening tests are to be done at the government Preventive Medicine Clinic in Al Ain. Employees of the University will be responsible for the cost of the medical fitness screenings. Test results will be available within 48 hours and employees are responsible for picking up his or her test results from the Clinic. The original copies must be submitted to the University Immigration Unit in the General Services Department for [residence visa application](#), and a photocopy to be given to the HR department for the employee's file.

The required medical tests for residence visa renewal include:

- chest X-Ray
- blood test, HIV (Human Immunodeficiency Virus)

Documents and fees required for the medical screening tests are as follows:

- Original passport + one copy
- 2 copies of current residence visa
- Around 250 AED. Fees are subject to change without prior notice.

Residence Visa Application

For individuals planning to live in the United Arab Emirates, a residence visa must be obtained. For those who have successfully passed the medical fitness screening, the University Immigration Unit will assist you with the application of a residence visa with the Ministry of Interior, Naturalization and Residency.

Residence Visa Application for Employees

The documents required for residence visa application include:

- Signed visa application form obtained from University Immigration Unit in the General Services Department
- Original passport and original entry-work visa
- Employee's employment letter in Arabic with salary ("To Whom It May Concern" letter), prepared by Human Resources Department
- Original letter of certification of HIV test (form supplied by Human Resources Department and authenticated by the hospital at UAE)
- One (1) colour photos in the size required for passports
- Copy from the Insurance Health Card provided by the University
- Copy of Emirates ID Card application stamped by the ID Authority (note that the cost of this ID card is 370AED per person and is the responsibility of the employee – however, the University will assist you in obtaining this).

Residence Visa Application for Dependents

The documents required for residence visa application include:

- Signed visa application forms obtained from University Immigration Unit
- Documents Required:
 - Copy of Employee's passport and residence visa
 - Authenticated marriage certificate, divorce decree, or spouse's death certificate (whichever is applicable)
 - Authenticated child(ren)'s birth certificates (if applicable)
- Each dependent's original passport with entry-residence visa
- Employee's employment letter in Arabic with salary ("To Whom It May Concern" letter), prepared by Human Resources Department
- Original copy of dependent's (age 18 and above) HIV test results; note that daughter above 18 if she is not married can be sponsored by her father. A son above 18 can only be sponsored by his father if he is studying inside the UAE.
- Copy (front and back) of dependent(s)' HIV test results
- Copy of the Health Insurance Card provided by the University.

- Two (2) colour photos in the size required for passports, for each dependent. For dependents that are included in either the father or mother’s passport, a family or group picture of the father or mother (where applicable), and the child or children is required.
- Copy of Emirates ID Card application stamped by the ID Authority (note that the cost of this ID card is 370AED per person and is the responsibility of the employee – however, the University will assist you in obtaining this).

Initial Expenditure

Below is an initial list of necessary expenditure required for settling down in UAE for employee’s and families. Please note that these fees are subject to change without notice.

Dependent’s Entry-Residence Visa	130 AED for the spouse and 128 AED per passport, per child. In the event that the child shares the passport with the parent, the fee will only apply to the primary holder.
Dependent’s medical exam	For dependents 18 years and above, medical tests costs 250 AED.
Dependent’s Residence Visa (per dependent)	120 AED for one year 220 AED for two years 320 AED for three years Plus application fee of 20 AED for spouse and 18 AED for each child. In the event that the child shares the passport with the parent, the fee will only apply to the primary holder.
Emirates ID Card	370 AED per person
Telephone/Internet Services Application and Installation	Range from 150 AED to 1000 AED based on the desired internet options
Utilities and Water Services Deposit	1000 AED
UAE Driving License (refer to driving license)	300 AED to 1000 AED

Bank Accounts

Prior to the appointee’s arrival, the Human Resources Department will initiate the process of setting up a bank account on your behalf.

The following documents are required for opening a bank account:

- A copy of your passport
- A copy of your entry work visa
- A ‘To Whom It May Concern Letter’ from the Human Resources, stating your start date of employment and your monthly salary.

In order to ensure prompt deposit of your first salary payment, appointees are responsible for ensuring that the Human Resources Department is given the correct bank account details (including full IBAN number) for direct deposit of monthly salary.

Most banks in the UAE will provide you with an ATM card. You may be eligible to apply for a major credit card as well. Many banks also offer online banking services such as viewing your statements and paying your utility bills. For transfer of funds to countries outside of the UAE, most banks do apply a fee for the transaction.

List of some foreign and national banks in Al Ain are:

- [Citibank](#)
- [Emirates Bank](#)
- [HSBC](#)
- [National Bank of Abu Dhabi](#)
- [Standard Chartered](#)
- [Union National Bank](#)
- [Abu Dhabi Islamic Bank](#)
- [Emirates Islamic Bank](#)
- [Dubai Islamic Bank](#)
- [Alhilal Bank](#)

Salary Payments

Payments of salary are made at the end of each month. Salaries are credited directly to employee's bank accounts. In your first week at the UAEU, a HR representative will assist you in opening a bank account at [Union National Bank](#) (see Bank Accounts above).

For new faculty starting on the first semester of the academic year, the first salary check will be paid at the end of September. Therefore, ensure that you have sufficient money for the first six weeks in the UAE.

Medical Health Insurance

Medical health coverage is provided by the University for the employee, spouse and up to three (3) eligible children age 18 years or younger commencing from the first work day of your employment as per your contract. Employees may secure coverage for additional children by applying directly with the health service provider or via our existing provider (ADNIC) and making the necessary premium payments. The employee's contract will state the eligibility and dependent coverage.

For more information regarding health coverage, visit the UAEU Health Insurance Unit through the following link: http://www.uaeu.ac.ae/gs/health_insurance.shtml and the provider's website, Abu Dhabi National Insurance Company at www.adnic.ae .

Permanent Accommodation

Accommodation is provided based on grade/academic rank and family status and is offered in a variety of configurations and locations in Al Ain. All accommodation is in the private market. The University does not own any accommodation. The types of accommodation available vary depending on market conditions and may be either a house or an apartment. Accommodation standards are good, although quality and amenities may vary.

In the first few days of your arrival at UAE, a representative from the University Housing Unit will assist you with your assigned accommodation. However, the UAEU is not responsible for the cost of your utilities, water, telephone, internet and cable TV services.

Accommodation Allocation

Assignment of accommodation takes into account the following criteria:

- Desired time of occupancy
- Academic rank or grade level
- Single or married
- Number of dependents under 10 years old living in the UAE with faculty or staff
- Number of dependents above 10 years old living in the UAE with faculty or staff

Accommodation Requirements

The following considerations are used by the University in renting accommodations:

- Reasonable rent
- Locations and condition of the accommodation
- Size, design, and finishing quality of accommodation

Types of Accommodation

Based on market availability, family size, and academic rank or grade level, the types of accommodation available are:

- Detached house
- House in a complex
- Apartments: duplexes, quadruplexes or apartment units in a multiple storey building

Included in University Accommodation

Accommodation includes air conditioning units and water heater units. Appliances are not normally provided. However, if any appliances are provided by the landlord, they shall remain in the unit. If such property is removed from the residence, the resident will be billed accordingly.

Maintenance and Repairs

First report any breakage, damage or need for repair to dwelling units, facilities or equipment to the property watchman, landlord representative, or building management company. If the watchman, landlord representative, or building management company fails to comply with any maintenance or repair requests, then you need to contact the University Housing Unit.

Emergencies such as power or water disconnect, and major water leakage will be given priority. Such emergencies may be reported by calling the University Housing Unit:

Mohamed at 03-713-5830 or **Abdul Jabbar at 03-713-5828** during regular business hours. For emergency cases during holiday, weekend, and evening, you may reach **Mohamed at 050-573-7394** or **Abdul Jabbar at 050-523-3416**.

Light bulbs are considered first-time issuance only. You will need to replace them at your expense. Breakage of windows and doors caused by the resident will be the responsibility of the individual to arrange for the repair.

Be advised that the University Housing Unit employees may enter facilities during reasonable hours to perform routine maintenance inspections, repairs, or housekeeping duties after receiving a maintenance request from a resident, or after giving prior written notice as to date of entry. However, in the event of an emergency, as stated above, representatives from the University Housing Unit may enter facilities at any time without prior notice.

Household Insurance

The UAEU does not provide you with household insurance. Although Al Ain is one of the safest places in the Gulf, you are strongly encouraged to consider taking up some insurance for your household items in the event of a burglary or fire.

Mail Services

You may use the address of your [college or business unit](#). Your mail will be distributed to the mailboxes in your college or department. The University will also accept mail sent via courier. If you prefer a private mail box, this can be arranged at the main Al Ain Post Office.

Telecommunication and Internet Service

Land Line and Internet Service

[Etisalat](#) and [Du](#) offer both telephone and internet services. The required documents for setting up a landline, mobile phone service, and or internet service are:

- (a) a copy of your passport
- (b) a copy of the residence visa and,
- (c) a 'To Whom It May Concern Letter' (i.e. employment letter)

An initial installation or setup fee will apply. During your first week in the UAE, Human Resources representatives will assist you in obtaining your telephone and internet services

with Etisalat. To avoid any disconnection of services, if you do not receive a monthly statement thereafter, do contact your service provider. At the same time, to avoid disconnection of service while you are away in the summer, remember to prepay your account prior to leaving the country.

Mobile Phones

Two types of mobile phone services are available in the UAE; standard and wasel. The standard service is a monthly fee and you must also possess a residence visa. For wasel service, a residence visa is not required. The two companies offering mobile phone services in Al Ain are: [Etisalat](#) and [Du](#).

University E-Mail Account

UAEU employees will be assigned an e-mail account at start of employment.

Utility Service

During your first week in the UAE, the Housing Unit will assist you with setting up a utility account (electricity and water) with the Al-Ain Distribution Company (ADDC). A refundable deposit of AED 1000 is required during application.

Your utility bill will be sent to you, once a month. As a new customer, to avoid any disconnection of services, if you do not receive a statement after the first two months, do contact your service provider, Al Ain Distribution Company. At the same time, to avoid disconnection of service while you are away in the summer, be advised to prepay your account prior to leaving the country. For more information on setting up and closing a utility account, please refer to the [Al Ain Distribution Company](#) website

Driving

Driving Licence

To apply for a UAE driver's license you must have a residence visa and the Emirates Identity Card.

Usually, passport holders of United States, Canada, United Kingdom, Australia, New Zealand and most European countries, who have a valid driver's license (with at least 6 months validity before the date of expiration) as the country of their passport, and a UAE residence visa may apply for a 10-years [UAE driver's license](#) directly at Al Ain traffic department.

The following documents are required for a UAE driver's license (please note that prices are subject to change):

- A completed copy of a UAE driving license application form (fee of 10 AED).
- A letter of no objection from sponsor.
- Eye examination (fee of 20 AED).
- A copy of original passport and valid residence visa (be prepared to show your original passport and residence visa).

- A copy of a driver's license from your country of residence and an original copy of the Arabic translation (HR can assist with a legal translation for a fee of 50 AED).
- Driver's license fee of 200 AED.
- Emirates ID card or copy of application with stamp from ID Authority
- For spouse and dependents, please provide a copy of your sponsor's passport and residence visa.

Residents from all other countries that are applying for a UAE Driver's License must have a residence visa, and will have to undergo the following procedure:

- (a) Open file with the UAE traffic department:
 - Application fee of 100 AED
 - A letter of no objection from sponsor
 - Eye examination (fee of 20 AED)
 - A copy of original passport and valid residence visa (be prepared to show your original passport and residence visa)
 - An employment letter (i.e. 'To Whom It May Concern') from your sponsor or your spouse's sponsor
 - A copy of the driving license that an applicant possess
 - In return, you will receive a driving learning card
- (b) Attend a driving school for 4 days - Contact [Emirates Driving Company](#) to obtain the theoretical training certificate.
- (c) Upon passing theoretical training test, you may obtain a date from the traffic department to take a physical driving test.
- (d) There will be a cost to apply for a driving test. Failure to pass the driving test after 3 attempts will cause your file to be transferred back to the Emirates Driving Company, and you will have to undergo the theoretical and practical training again.
- (e) Upon passing the driving test, you can obtain a UAE Driver's License (fee of AED 200).

If you plan to leave the UAE and return to your country, remember to cancel your UAE driving license. Otherwise, if your UAE license is expired without a renewal, future application for a license renewal will incur a fine.

For more details on obtaining and renewing a UAE driving license, please refer to [Abu Dhabi Police](#) site.

Traffic Rules in the UAE

In the UAE, vehicles are driven on the right-hand side (similar to the United States and Canada). Al Ain is a city with many roundabouts. The “Safety Seat Belt Law” applies in the UAE. Children aged 10 years and under are required to ride in the back seat. The UAE Traffic Authority has zero tolerance for driving under consumption of alcohol. The blood alcohol limit in UAE is 0.0 and the penalty is jail and/or a 20,000 AED fine.

Under UAE law, if a driver causes the death or injury of another person accidentally or intentionally in a car accident, and was found guilty under criminal procedure or legally responsible for committing a wrongful act, offence or crime, he or she will have to pay diya or blood money. A blood money of the amount of 100,000 AED applies to a female victim, and 200,000 AED applies to a male victim (please note that the blood money amount may be subjected to change without notice). The judge shall make the final decision on the amount to compensate. The objective of the blood money is to compensate the victim’s family regardless of his or her religion or nationality. This liability feature is included in most vehicle insurance policies.

The [Abu Dhabi government](#) site offers an extensive list of traffic rules and road safety.

General driving tips and techniques:

Red Lights	No right turn.
Accidents	Do not leave the accident site. Contact the police. Be ready to show the police your car registration card and driver’s license. The police will take a record of your view of the accident and make decision on which motorist was at fault. The motorist at fault will receive a pink form, while the motorist determined by the police to be not at fault will receive a green form. No garages will be able to make repairs to your car without any of the forms.
Driving Lanes	Driving on paved shoulder is illegal.
Pedestrians	Always have the right of way, especially at crosswalks.
Seat Belts	Mandatory in cars and buses. Children 10 years old and under are not allowed to sit in the front seat of the car.
Speed Bumps	Found inside and outside the cities.
Speeding	Speeding is monitored by hidden radar cameras. Speeding fines are due prior to renewing your car registration or driver’s license. To check your traffic violation record in Abu Dhabi, visit Abu Dhabi Police website, or for fines incurred in Dubai, visit Dubai Police website.
Mobile Phones	Speaking on a mobile phone while driving in the UAE is a traffic violation.

The police emergency phone number is 999; the ambulance number is 998.

Traffic Violations, Fines, and Speeding Cameras

Traffic speeding cameras are located all over Al Ain, Abu Dhabi, and Dubai. Drivers are advised to conform to UAE traffic rules and regulations, and refrain from any traffic offences. [Traffic violations](#) can result not only in fines, but also in “Black Points” which,

if accumulated, can result in the suspension of your driving license or even harsher penalties.

Vehicles

Purchasing a Vehicle

To purchase a vehicle, you must have a UAE residence visa, a UAE driving license or a license issued by a GCC country.

New Vehicle

The following documents are required for purchasing a new car:

- ‘To Whom It May Concern’ letter stating your salary and contract period
- A ‘No Objection’ letter from your employer
- Copy of your passport
- Copy of your residence visa
- Copy of your UAE driving license
- Details of your bank account in the UAE

Prior to purchasing or registering a car, you must have a valid UAE Driver’s License and motor insurance. Motor insurance is compulsory in the UAE. A full comprehensive car insurance policy may cost up to 4% of the value of your car.

Pre-owned Vehicle

- Ensure that the seller’s loan on the car has been paid in full by requesting a letter from the seller’s bank
- Prior to making payments for the purchase of the used car, have the seller accompany you to the car registration office to transfer the registration to your name, and to ensure that all outstanding traffic violation fines are paid to date
- The seller needs to take a copy of the new registration in order to request for cancellation of the existing car insurance
- The buyer needs to purchase insurance before applying for registration of the car
- Evidence of a valid UAE Driver’s License
- Copy of buyer’s passport and residence visa

Vehicle Insurance

You may either purchase vehicle insurance through a car dealer or [locate an insurance company](#) yourself. Some insurance companies do go insolvent. So be aware and get the right deal at the best available price. Be sure to check that your vehicle insurance includes unlimited mileage, off-road driving (for 4wd), full insurance including liability insurance

especially death or injury of another person in a car accident. If you plan on traveling to Oman you should also ask for this additional coverage. Finally, please note that if you drink and drive, and have an accident, you will not be insured again.

Vehicle Registration and Licensing

Please refer to the [Abu Dhabi Police](#) website for details on registering and licensing new or second-hand vehicles, and registration renewal. When purchasing a car from a private individual, ensure that the seller is willing to accompany you to the Registration Center. One of the conditions to pass the car re-registration test is no outstanding traffic violation fines. At the same time, if the seller's car is financed by a bank, request a bank letter from the seller that the car loan has been fully paid.

Note: Your car registration card, proof of insurance coverage, and driving license must be kept with you in case of an accident. You must register your car on a yearly basis. You must also pay your traffic fines before you will be allowed to register your car or renew your driving license.

Vehicle Accidents

In the event of a car accident, do not leave the scene of the accident. If possible, move your car immediately to prevent a traffic jam before calling the police (**telephone number: 999**).

As of September 16, 2008 all minor traffic accidents will be handled and investigated by a private company, [Saaed](#). All phone calls on minor traffic accidents to the police will be redirected to an operator at Saaed. The operator in turn locates and dispatches an available Saaed car to the accident scene.

The task of Saaed, "traffic expert" is to collect information on both drivers' view of the accident, photographs the damages done to the cars, and reconstructs the accident scene on the spot. If both drivers agree with the decision made by the Saaed representative as to whom is at fault, the collected information will be sent electronically from the accident scene to both drivers' insurance companies and the police. Therefore, the drivers do not have to go in person to submit any paperwork with his or her insurance companies, but the driver will have to arrange with the insurance company for a location to drop off the damaged car. However, if one of the drivers disagrees with the conclusion made by Saaed, the police will be called to the scene.

Saaed charges a fee for answering the traffic accident call. Though there has been no published rate for the fee on the Abu Dhabi police site or in the media, some employees in the University who have recently been involved in car accidents claimed that a fee of 500 AED is to be paid by the driver who has been found to be at fault.

Do note that in a car accident you are required to produce your car registration card and driving license. As a result of the investigation, you will be given either a red slip from Saaed if your vehicle is at fault, or a green slip if your vehicle is not at fault. The slips act as an authorization for your vehicle to be repaired at garages in the UAE.

Emirates Identity Card

Who Should Enroll

The UAE Government requires all expatriates and UAE nationals who are lawfully living in the country to register and obtain an Emirates Identity Card. This requirement applies irrespective of age.

Valid Period of the Card

For UAE Nationals, the card is valid for 5 years. For UAE children the card must be renewed once the child reaches 15 years old. For residents from the GCC, the card may be valid for a maximum of 5 years. For expatriates from other countries, the validity of the card depends on the validity of his or her residency permit in the UAE. Thus, if the expatriate's residence visa is cancelled, the card will expire automatically. If the expatriate's residence visa is renewed, the card will also be renewed or reactivated.

Cost of the Card

The cost of the card varies and may be subject to changes. Therefore, please refer to the [EIDA](#) website for the latest information. The employee is responsible for all costs.

Usage of the Card

UAE Nationals can use the ID card instead of passport for travel between countries in the Gulf. The ID card is required for all residents, expatriates and nationals, who obtain governmental and non-governmental services. For Expats, you cannot obtain or renew residency without this card. Further usage of the card is listed in the [EIDA](#) website.

Obtaining the Card

Enrollment of the ID card is done at authorized typing centres in Al Ain (and other cities in the UAE). For a list of the centre go to the Emirates Identity Authority (EIDA) web site noted above. The typing centre will require your passport and take payment. They will complete an on-line application for you and issue you with a receipt stating that you have started the registration process. You will then go to the EIDA office to complete the process (taking photos and fingerprints). In Al Ain, the EIDA office is located in Al Khabisi Area, across from Al Jimi Mall and near the Ministry of Labor. For more information on the working hours of the office, please contact EIDA at 600-523-432.

Store Discounts to UAEU Employees

With your university ID card, you can obtain discounts from stores, hotels, air travel agencies, private schools and car dealers in Al Ain. This listing is just a small selection, so wherever you go ask for a university discount. Please refer to **UAEU site** for an expanded list of stores offering [discounts to UAEU employees](#).

Grievance, Disciplinary Procedures and Code of Conduct & Ethics By-law

Overview

This section covers policies relating to grievance, disciplinary procedures and code of conduct & Ethics. When employees feel secure in raising grievances and when disciplinary policies and procedures are transparent and clear, employee performance and morale are in a better status. Additionally, the existence of Code of Conduct & Ethics By-law under which the University operates and which governs the employee's performance, reduce the level of misunderstanding between employees, supervisors, students and clients.

Grievance

Scope

This policy is applicable to all non-faculty members of the UAEU.

Objective

The objective of this policy is to set the regulations concerned with the grievance process and identify the methods and procedures required employee feel oppression or abuse.

Policy

1. The Grievance Procedure should be employed in the following circumstances:
 - a. When an employee wishes to raise an issue concerning his/her own terms and conditions of employment.
 - b. When an employee wishes to raise an issue concerning any aspect of his/her personal working relationships within the UAEU.
 - c. When an employee feels oppression or abuse without any reason.
2. Employee shall initially approach the immediate supervisor in case of any grievance issue.
3. When the issue is not resolved through the immediate supervisor, employee may raise the grievance issue in writing to his/her concerned Dean/Director.
4. The concerned Dean/Director shall review the grievance issue and shall arrive at a decision within five working days. The outcome/decision arrived at shall be communicated to the employee in writing.
5. In the event that the employee is not satisfied with the outcome/decision, further appeal may be made to the HR Director whoo refer it to the HR Committee which decision shall be considered as final.

Disciplinary Procedures

Scope

This policy is applicable to all non-faculty members of the UAEU.

Objective

The objective of this policy is to inform all employees of the university's expectations in terms of performance and behavior both inside and outside the workplace. This policy also aims at specifying the disciplinary actions which will be taken to address the unacceptable behavior.

Policy:

1. Each employee should act properly and in accordance with the Code of Conduct & Ethics By-laws stipulated in this policy, and should adhere to UAE legislations. An employee who is deemed to be in breach of the job duties as stipulated in this policy or transgresses his/her job duties shall be subject to disciplinary measures stated in article no. (12) below without prejudice to any civil or criminal liability if necessary.
2. The employee shall not be relieved from disciplinary measures unless he/she establishes that he/she committed the breaches relating to his/her position in execution of a written instruction issued by his/her direct supervisor despite notifying his/ her direct supervisor , in writing, of the breach. In this case, the instructing party will be accountable.
3. Although it is not exclusive nor comprehensive, gross professional misconduct acts shall be subject to disciplinary investigation included under " Code of Conduct & Ethics By-laws" section in this policy.
4. The employee shall not be subject to a disciplinary measures unless a written investigation with the employee has been conducted, the employee's comments have been heard and his/her defence has been examined.
5. Preliminary Investigation:
 - a. The immediate director shall undertake conducting preliminary investigation in case of any breach committed by his/her employee, that cause subjecting the employee to the investigation committee.
 - b. Preliminary investigation can be verbal, that the content shall prove the need to subject the employee to investigation, and if the investigation is in writing , a copy of it shall be attached.
 - c. An employee shall be subject to investigation only if the immediate director finds any evidences that proof that his/her has committed the breach.
6. UAEU Vice Chancellor shall issue a decree to form an investigation committee from the third grade employees and below. The decree shall identify the committee's responsibilities , procedures, and number of the committee's members, and shall be headed by one of College of Law faculty member, and comprised of a representative from Human Resources Department and a rapporteur to prepare the meetings and write minuets and recommendations.

7. With the exception of those appointed by virtue of a Federal Decree or UAE Cabinet decrees, investigation cases of the second grade employees or above shall be submitted to the university Chancellor.
8. The investigation committee shall follow these procedures:
 - a. The committee shall suspend the investigation, if it appears that the employee has not committed any breach, or doesn't deserve to receive any disciplinary measure or because the evidences are not enough.
 - b. Determining the liability of the referred employee to the investigation on all or some of the charges raised against him, and committing such a contravention is a reason to refer the employee to the disciplinary council.
9. Investigation Committee recommendation shall be approved by the Vice Chancellor.
10. Employees disciplinary council shall be formed by the university Chancellor and comprised of the second grade employees and above, headed by one of the Vice Chancellor Deputies with the membership of the Secretary General and a faculty member from College of Law who has not headed the investigation committee that referred the employee to the disciplinary council, and the council rapporteur who will prepare the meetings and write the minutes as well as the decisions. For third grade employees and below, the council shall be formed by the Vice Chancellor and headed by the Secretary General with the membership of a faculty member from College of Law who has not headed the investigation committee that referred the employee to the disciplinary council, the Director of Human Resources Department and the council rapporteur who will prepare the meeting and write the minutes as well as the decisions.
11. Before imposing the measure, the Disciplinary Council shall clearly inform the employee with all the violations attributed against him/her, as well as the evidence that support his/her commission to the violation. Also, the council shall enable the employee to review all the documents, and give him/her the time to prepare his/her defense memorandum.
12. The Disciplinary Council shall impose the disciplinary measures, which include the followings:
 - a. Written Notice.
 - b. Written Warning
 - c. Deduct the adjusted salary for a period not more than 15 days against each violation, and not exceeding 60 days during one year.
 - d. Dismissal from the position together with maintaining the right to the salary or remuneration, or deprivation the quarter of one of them.
13. The competent authority for recruitment shall suspend the employee provisionally from his/her work for a period not exceeding three months, and subject to extension if needed. Suspending the employee provisionally from his/her work will result in suspending half of his/her adjusted salary starting from the date of suspension, but if it has been decided to suspend the investigation for any reason stipulated in article no. 8 (A), the suspended amount of his/her salary shall be released .

14. If it has been decided that the employee is fully or partly liable for the charges against him/her and so he/she referred to the disciplinary council, and if the council decided to impose the written notice measure or the written warning measure, the employee shall receive the suspended amount of his/her salary, but if the disciplinary measure is the salary deduction or the dismissal of the position, the council will decide the procedure that should be taken regarding the suspended salary.
15. The employee may raise a grievance against the council's decree in writing to the university Chancellor, if the employee from grade two and above, and to the Vice Chancellor if the employee from grade three and below, within two weeks of the date of notifying him/her with the penalty. The ruling issued in this grievance by the Chancellor/ Vice Chancellor shall be final.
16. All the disciplinary decrees shall be sent in writing to the employee, and kept in his/her file.
17. The resignation of employee shall not impede proceeding with his/her disciplinary interrogation procedures and it shall be prohibited to accept the resignation if the employee has been referred to the Disciplinary Committee or Disciplinary Council.
18. All disciplinary measures and investigation papers shall be kept in an additional file attached to the employee file.
19. The disciplinary measures imposed on the employee shall be erased upon the elapse of the following periods:
 - a. One year in case of written notice/ written warning.
 - b. Two years in case of salary deduction.

The disciplinary measure shall be erased by a decision of the Vice Chancellor, if the submitted reports of the employee's conduct and performance were satisfying . Erasing the penalty shall be considered as if it had never existed as regard to future.

Code of Conduct & Ethics By-law

Scope

This policy is applicable to all the employees of the UAEU.

Objective

The objective of this policy is to solidate the principles of professional ethical and disciplinary conduct by which employees conduct business on behalf of the UAEU.

Policy

1. The UAEU conducts its business with honesty and integrity and with respect to the interests of those with whom it has working or business relationships.
2. The UAEU recruits and encourage the recruitment of employees who have the skills, qualifications and abilities required for the work to be performed. without any discrimination in terms of gender, age, race, religion, nationality or physical abilities.
3. The UAEU is committed to providing a safe, healthy and educational working environment free of any kind of discrimination.
4. The UAEU believes it is essential to maintain direct and clear communication with employees through sharing information internally, feedback and consultation.
5. The UAEU expects its employees to avoid any personal activities or financial interests, which may conflict with their commitment in effectively performing their jobs. Any conflict of interest arising during the employment period has to be communicated to the relevant authorities at the university.
6. The UAEU expects employees to act honestly, conscientiously, reasonably and in good faith at all times having regard to their responsibilities, the interests of the UAEU, students and colleagues.

Quality Standards

- When an employee joins the UAEU, they are expected to make themselves thoroughly familiar with these policies and abide by them. Should the employee require any clarification, they should contact their immediate supervisor, or in his/her absence, any other designated manager/ supervisor.
- Ignorance of policies, work instructions, job description or any other published directive shall not be considered a reasonable excuse for unsatisfactory performance.

University Tools and Property

- The UAEU's property shall not be removed from the facilities without notifying and seeking approval from the immediate supervisor or relevant authority of the Department concerned and shall always be returned within the agreed time period.
- Employees are responsible for the proper handling of and care for tools, equipment, vehicles, etc. provided by the UAEU. In case of damage and/or

loss of tools and equipment, this shall be reported to the concerned Manager at once. All documents and reports related to the loss or damage shall be produced by the employee upon return to the office in order to file the insurance claim. Should the employee require any clarification, they should contact their manager, or in his/her absence, any other designated manager/supervisor.

- Permission to use UAEU vehicles, tools, and equipment outside the University premises must be obtained from the relevant immediate supervisor/Dean/Director prior to removing the tools and/or equipment.
- Use of the UAEU assets for private purposes without authorization, will normally lead to immediate termination of employment.

Telephones, Fax and Courier Services

- Office telephones, fax and courier facilities should not normally to be used for private communication. If the employee needs to make private international calls, in an emergency, it is his/her responsibility to ensure that the charge for the call is deducted from his/her salary at the end of the month.
- All telephone lines used for private purposes [e.g. at home] are to be registered in the employee's name only.

Using the University Email System

- The University's e-mail system is designed to facilitate the on-going operations of the UAEU. It is an essential tool for conducting business and employees are discouraged from using it for private purposes.
- Employees are responsible for the security of their UAEU internet account.
- The loading of unauthorized software is prohibited and will normally result in disciplinary action.
- If in doubt regarding any aspect of using the network or email facilities, employees should seek the advice of University IT personnel.

Attendance, Punctuality & Sickness

- An employee's presence on the job is essential to serve the UAEU's students, clients and employees, and to meet schedules and deadlines. Employees are expected to arrive before the formal commencement of the working day and to be ready to start working promptly at the working hours published. If for any reason the employee is late or absent, he/she should notify his/her immediate supervisor or relevant personnel prior to the scheduled time for starting work, or as soon as possible thereafter.
- If the employee is sick, then his/her immediate supervisor should be informed before the normal commencement time of work. Days of sickness for each employee shall be recorded and in case of excessive leave, the employee shall be interviewed to determine the reasons.
- In cases of continued excessive absences or tardiness, the UAEU reserves the right to take any action it deems fit to ensure the continued operational efficiency and effectiveness of the business, including, as a final resort, dismissal and replacement

Confidential Information

- Employees may have access to information that should be treated in a confidential manner and kept secure. Employees should exercise sound judgment and discretion in dealing with such information.

Conflict of Interest

- Employees should maintain the highest standards of honesty, integrity, impartiality and conduct to avoid situations that could create or lead to a conflict of interest.

Outside Employment

- All full time, permanent employees of the UAEU are expected to make their employment with the UAEU their sole occupational interest. Employees should not engage in outside employment that could interfere with the time and attention to duties at the UAEU, or which adversely affects the quality of work.
- To work for another agency, whoever it may be, during the UAEU time, will constitute gross misconduct. In such cases the penalty will normally be instant termination of services.

Personal Appearance

- Every employee should present a clean, neat and well groomed professional appearance.

Breach of Code of Conduct

- Misconduct involves contravention of above obligations. Serious misconduct involves serious and/or repeated contravention of the above obligations.
- Misconduct may lead to reprimand and warning. Serious misconduct, if established, will usually lead to dismissal without notice.
- Serious misconduct is behaviour which undermines the contractual relationship between employee and employer and /or threatens the well being of the University or its employees and students. Serious misconduct includes, but is not confined to the following examples:
- Refusing to perform properly specified duties or to carry out lawful and reasonable instructions of managers and supervisors.
- Assaulting or threatening to assault any employee, student or visitor on the University premises.
- Sexual misconduct.
- Behaving in a manner causing safety risks to students or staff.
- Being affected by alcohol or non-prescriptive drugs while at work.
- Having unauthorized possession of, or removing property belonging to the University, another colleague and student or visitor.
- Willfully submitting a false claim on a timesheet, for expenses, or any other deliberate falsification of the UAEU record.
- Deliberately or recklessly acting, or failing to act, in a manner resulting in serious damage to the UAEU property.

- Breaching confidential information.
- Offering or receiving a bribe.
- Repeatedly contravening the Code of Conduct.

Formal disciplinary action is not taken lightly. Where the UAEU has cause to believe that the Code has been breached, formal disciplinary procedures shall be invoked.

DISCLAIMER

This Welcome and Introduction document is for information only. It does not constitute a contract nor is the content legally binding. Some information is subject to change without prior notice.