Office Policy Manual

M/s.Mazoon College’s policies and procedures in this document are not prepared to create any contractual commitments by, and employees shall not interpret them as such.

It’s a descriptive guide to management policies and suggested procedures to be followed while working with Mazoon College. College management has the right to modify, cancel, or supplement extra guidelines at any time without notice.

No policy is expected to assured the continuity of rights or benefits. From any statements in this manual, no guarantee for employment or employment for any term is implied or can be proposed.
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Introduction

Mazoon College was established in the year 1999 with a mandate to provide great opportunity for learning, research and development to all nationalities at par with world class standard of education. For fulfilling its commitment, the College has been entered an affiliation agreement with the Missouri University of Science & Technology USA for associate & bachelors programs and with Banasthali Vidyapeth, Jaipur, India for M.tech in Computer science programs.

Presently the college is providing an excellent ambience for Master's Degree, Bachelors Degree and Associate Diploma in Accounting, Economics, English, Business Administration, Management Information Systems & Psychology, Computer Science, Information Science & Technology, and an Intensive English Program (IEP).

These programs are highly relevant to our business and industry and society at large. The students have great prospects to get employed after finishing these courses.
LETTER FROM MANAGING DIRECTOR

Welcome to Mazoon College.

We are pleased to have you as an employee of Mazoon College and hope that you find your association with the college to be an enriching and engaging work experience. Whether you have just joined our staff or have been at the Mazoon College for many years, we are confident that you will find our campus a dynamic and rewarding place in which to work and we look forward to a productive and successful association.

This manual will guide you to our office policies. Its intention is to sum up / emphasize our prevailing policies and practices for staff members and of course it cannot cover every contingency that may arise and as you know all these policies are subject to alter. If you have queries or would like to get more details, your Department Head / Director (F&A) / HR Manager is your most immediate source.

We invite you to share with us your thoughts and feedback about work life at Mazoon College. Please feel free to call upon any member of the Human Resources Department to assist you in any matter that concerns you and your job at Mazoon College.

Sincerely,

Dr. Juma S Al Ghailani

(Managing Director)
Welcome to Mazoon College

As Director of Administration & Finance, I would like to welcome you to the Mazoon Community. The success, prestige and longevity of our institution would not be possible without the dedication and hard work of our employees. The staff in the Office of Human Resources is committed to ensuring that your transition to Mazoon’s campus, culture and work environment is smooth and rewarding.

For those of you who are already a part of Mazoon, I hope you will find this updated handbook a useful resource and guide for referencing resources, benefits and policies. This Office Policy document was developed to outline the benefits, policies, and programs available to eligible employees. Employees should familiarize themselves with the handbook as it will answer many questions about their job with Mazoon College.

I need to emphasize here again that please don’t consider this manual as an agreement and is not prepared to create any contractual / legal liabilities. You have to read, comprehend, and apply the provisions mentioned in the manual. It narrates most of your duties as an employee and outlines various steps taken by Mazoon College to benefit its employees. The most important objective is to provide a work atmosphere that is beneficial to both professional and personal development. This document will provide our staff with:

• Resources and opportunities that is distinctively available to all our employees,

• Outlining the information about our workplace expectations,

• Policies on Workplace safety , and,

• Resources for work life and professional development.

It’s a common fact that no document can foresee the entire situation or query about a policy. As our College continues to grow, the need may arise and College reserves the right to amend, add-on, or withdraw any policies or portion of the Handbook from time to time as it deems suitable, in its absolute and sole discretion.

If you have any comments, questions, or suggestions to improve this handbook please contact the Office of Human Resources at 24513321/19.

Sincerely,

Director (Administration & finance)
ADMINISTRATION OF THE COLLEGE

Mazoon College's administrative structure is as per the organizational chart shown as follows,
EQUAL OPPORTUNITY

Provide equal opportunity to everybody is Mazoon College’s policy. We are committed to select the best-qualified person for each position in the college.

An employee of the college will not discriminate against another applicant for job or a colleague because of religion, creed, race, national origin color, sex, ancestry or other mental or physical disability.

This policy applies to all service practices and personnel proceedings including advertising, screening, hiring, testing, selection for training, rates of pay, promotion, demotion, termination, and any other forms of overtime or compensation.

BUSINESS ETHICS & CONDUCT

The successful business operation and reputation of Mazoon College are built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of this College is dependent upon our student’ trust and we are dedicated to preserving that trust. College will observe with all valid regulations and laws and it expects the same from all its employees to do their duties in accordance with the relevant laws and to abstain from any unethical, illegal, or dishonest, behavior.

Every college employee is responsible to adhere with the policy of professional ethics and conduct. Disciplinary action which may leads to termination from job may result in case of failure to fulfill with this code of professional ethics & behavior.

EMPLOYMENT CLASSIFICATION

- **Regular Full-time Academic Staff** - An employee who has been entered a full time employment contract with the college for teaching is referred as Full time academic staff.

- **Regular Full-time Administrative Staff** - An employee who has been entered a full time employment contract with the college for administrative & admission related jobs are referred as full time administrative staff.
• **Part-time Academic staff** - An employee who hired for a period not exceeding six months or a semester for teaching and who is not entitled to regular benefits is referred as part-time academic staff. An extension of their part-time contract is possible as and when college requires their service. Their payment is based on gross hours worked in a month.

**PROBATION / INTRODUCTORY PERIOD OF NEW EMPLOYEES**

Every newly recruited employee should be in a three months “probation period” in which both the Mazoon College and employee will get an opportunity to assess each other to find out whether the employee is suitable for job.

Each of the new recruit should ensure that he/she fully conscious of the type of his/her job before starting employment. A detailed job description should be furnished by each Manager/HOD and it should include goals to be achieved. Standard of performance include, but not restricted to, quantity and quality of work the ability to perform the job, attendance, loyalty etc. Absence for a long period will normally result extending the probation period by the duration of absence. The employees are encouraged to ask queries if any aspect of the job is uncertain.

At the end of three months probation period of employment each new employee should receive a performance evaluation from his/her supervisor. Before and/or after this time period they may also receive periodic reviews. Employment may continue during this period, either employee / employer may break the employment relationship, or at the judgment of the supervisor probation period may be extended for another few more months.

Employees are not eligible to use sick leave or vacation during the probation period. College will credit them with vacation and sick leaves retroactive to his/her start date if he / she successfully completes the probation period. In case of probation period being extended, the employee remains unable to take vacation & sick leave, subject to the Manager/ HOD discretion.

**APPLICATIONS FOR EMPLOYMENT**

Mazoon College mainly depends on the accuracy of data presented and information contained in the job application, during the recruitment process and employment. Any material omissions, falsifications, misrepresentations, may result in the elimination of the individual from further process of employment or, termination of employment if the candidate has been selected.

**JOB DESCRIPTIONS**
The purpose of job descriptions at Mazoon College is to set hiring criteria, Job position requirements, identifying standards for employee performance, and establish standards within a limited period of time making reasonable induction for new staff. When new job positions are identified, the H/R Department and the hiring coordinator prepare job descriptions and make sure the existing job descriptions are up to date. On periodical basis job descriptions may also be revising to include any changes in responsibilities, duties and positions. Every staff members will make sure that their job descriptions are accurate and reflecting the exact work assigned to them. All staff members should keep it in mind it is not a fixed job description but additional responsibilities may also be entrusted as and when necessary. Human Resources Department will be the immediate help for clarify various matters regarding job description.

ATTENDENCE AND PANTUALITY
To sustain a safe and creative work atmosphere, College expects staff to be reliable and to be on time in reporting for regular duties. Absence and delay puts more burdens on other co-workers and on the management. In exceptional cases, an advance notification about being late to work or are unable to work as planned, should be provided by each employee to their HOD/H/R Department

Presently we are following time card attendance system in the college. Every staff members have to get a time card from HR department (except HOD’s, where a separate register is maintained) for their daily attendance procedure. HR department will provide guidelines for the usage of time cards. At the end of the month HR department will prepare attendance summary of the staff based on their time cards and submit it along with all relevant documents to accounts department for processing payroll.

PERFORMANCE APPRAISAL AND INCREASES IN PAYSCALE

Mazoon College has developed a management by objective policy for performance review. Every employee must be given an opportunity to outline individual goals. The evaluation will be based on how well set goals have been met. Each Head of department will meet their employee who completes his probation period of three months to set up further employment goals which must be consistent with college academic policies and the departmental goals. The performance review process normally occurs at the end of first year of employment, on an agreed date. Further review meetings will also be scheduled at an interval of twelve-months and will be noted in the earlier appraisal report.

It is the HOD’s / Manager’s task to create and maintain a work atmosphere where staff can frankly discuss of their performance and related topics. The employees should be informed in advance about their performance review date. It should include the subject
matter, time and place, to be discussed for the staff to plan for the review. The staff and the HOD / Manager are to bring the following information:

- A progress report made toward the status of meeting his / her employment goals;
- Examples demonstrating their strengths and find out areas where further guidance is required;
- A set of work related tasks where the employee can take part in to improve his / her performance;
- A proposal of job related tasks and targets to be achieved for the next year;
- Detailed job performance report for the previous year.

It is the responsibility of the HOD / Manager for ensuring a comfortable environment at the review meeting and should encourage mutual interaction. It must be done in a way with absolute privacy and with no distractions. They should make sure that each employee is well-known with their assigned duties, set goals, and the criterion for appraisal. After completing the review process each employee may be requested to sign the review document. Feedback from employee should be invited after the appraisal and it will become part of the record. The report is then forward for evaluate by the next level management.

Mazoon College has a policy that annual salary increment should be related to staff performance. Subsequent to appraisal process, the HOD / Manager will grade the staff performance based on his / her significant level of contribution to the college. Criteria should comprise how well they meet agreed upon objectives, his / her vital input to the smooth functioning of the department in comparison with other staff. The rankings will be as follows:

1 = Substandard  2 = Marginal  3 = Meets Job Standards
4 = Excellent    5 = Outstanding

After completing review & ranking process, the HOD / HR manager will take decision relating to the employee’s pay increase. Any merit increment will be retroactive to the date of appraisal process. The report will then forward with a recommendation for merit increase to the top level management (MD & Dir-Finance & Admin). This information should be treated as fully confidential between the College and each employee.

**METHODS FOR PERFORMANCE IMPROVEMENT**

If the company management comes across unsatisfied job performance from an employee’s, then it can be resolved through some methods of performance
improvement like adequate counseling. It is entirely the discretion of college management to provide corrective counseling. The college has the right to defend its valuable time and cost dedicated to staff orientation and training at any time if that goal is in the college’s prime benefit. The college clearly holds the right to release “at will.” Although remedial counseling is agreed upon, the management may be terminated it at any stage at its own discretion. By its sole judgment, management may warn, relocate, suspend, or release any staff at its discretion.

The HOD/HR manager, with permission from MD / Director-Administration, will decide the methods well-matched to the situation. The various performance improvement steps are mentioned below:

- **Vocal counseling** - The HOD/HR manager may first review relevant job necessities with the employee to make sure his/her knowledge of them as a first step in correcting undesirable performance or behavior. They should consider the seriousness of issues, his/her earlier appraisal reports and the situations leading to the relevant case. The seriousness of the performance / misconduct can be indicated by stating that a series of procedure will follow if the problem is not resolved within a limited time. An employee feedback form to be filled to ensure his/her comprehension about the severity of problem and the necessary corrective action. For future reference, soon after the session the HOD/HR manager should document the counseling process.

- **Written Warning** - If the undesirable performance or actions continues, the first step should be warning by writing. In certain cases, such as breach of an important policy or safety obligation may validate a written warning than decide to corrective counseling. The warning letter should indicate the problem and the corrective measures to be taken. The letter shall emphasize severity of the problem, and it should indicate the consequences may result if progress is not observed. All these documents becomes part of the employee’s personnel file, and the respective HOD / manager may direct that the warning letter be removed after a period of time, under suitable conditions.

- **Corrective Probation** - If the issues still continuing and could not be resolved through methods mentioned above and the situation demand it, the person should be positioned on probation again. Repeating probation period is a severe action wherein termination will happen if no improvement in performance or conduct can achieved within the said probationary period. The H/R Director and the employee’s HOD/Manager, will determine the length of probation after reviewing the documents relating to employee’s remedial counseling. In general, the probation period should be between one to three months, depending on the situation. During the probationary period, the HR Director and the HOD/Manager will analyze the performance of the employee and will check whether he
/she achieved the preset performance level and to reconsider whether to avoid or extent probation period, or taking necessary action.

- **Suspension** - In case of a grave incident where employee was supposedly caught up, a few days pay less suspension could be justified when situations logically require an inquiry. It may also be acceptable when employee welfare, safety, or self-esteem may be negatively affected if a suspension is not imposed. Besides, with prior consent of the H/R Director, suspension may be imposed without pay for up to three successive working days for such confirmed misbehavior as deliberate breach of safety rules, alcohol consumption at work place or fighting. To proceed with a suspension, a detailed report should set forth the situation justifying the suspension and this report shall be an integral part of employee’s personnel file.

**Note:** Suspension is a corrective action and is not normally intended for performance deficiencies.

- **Involuntary Termination** - H/R department is responsible to prepare the notice for involuntary terminations based on the reports submitted by the respective HOD/Manager. Termination notification will be given by the HOD/manager and direct the employee report to the personnel department for debriefing and completion of termination documentation. Only in case of major violation which cannot be tolerated & such cases which cannot be resolved through counseling process, this involuntary termination step will be applied.

The below mentioned classification and definitions of violations, for which performance improvement, remedial counseling, or any other punitive measures may be taken, are simply descriptive and not restricted to these instances. Depending on the relevant facts or situation a particular violation may either be minor or major.

**MINOR VIOLATIONS** Those violations which have some impact on the stability, work competence, harmony and safety within campus can be treated as minor violations. Normally by corrective counseling it can be rectified except recurring or when dissimilar incidents happen in quick sequence. Examples of minor violations are as follows:

- Extreme tardiness;
- Disappointing performance of job;
- Damage to college property;
- Interfering with others job;
- High absenteeism;
Failure to follow working hours, and various job schedules.

Performing unauthorized personal work on company time;

Non notification of intentional absence before or within an hour after the start of a session to the respective HOD/Manager;

Personal and unauthorized use of the college Internet, telephone, or other equipments.

MAJOR VIOLATIONS - Those violations which comprise any intentional or willful violation of college rules and regulations may prevent successive employment of an employee is called major violations. Examples of some major violations are as follows:

Combating inside college campus;

Recurring incidence of linked or unlinked minor violations, depending upon the seriousness of the case and the situations leading to it;

An act of violence which might put in danger the safety / lives of others;

Disappearing from college for personal reasons during working hours without get prior approval from the HOD/Manager;

Carrying / bringing weapons / firearms onto the college campus;

Intentionally abusing, stealing, destroying / damaging college equipments, property, tools, or others property / belongings;

Disclosure to unauthorized persons about confidential information of college and its employees;

Intentionally ignoring college procedures / policies ;

Deliberately falsifying any records / documents of the college ;

Absence for three consecutive days without prior approval / excuse from management ;

Without proper authorization, installing unrelated software to the college computers;

E-Policy violation set out in the manual.

PROGRESSIVE DISCIPLINE
Mazoon College’s policy in these regards intents to establish reasonable and reliable regulation for unacceptable conduct in the college. The finest punitive measure is the one which need not have to be imposed and should evolve from good guidance and reasonable administration at all departments.

College’s best interest comprises of ensuring equal dealing with its entire staff and make sure that corrective measures are timely, identical, and unbiased. The purpose behind all
disciplinary actions is to rectify the dilemma, avoid repetition, and mould the employee to a success in future.

Even though job with Mazoon College is based on mutual agreement, either College or employee has the right to terminate the agreement with advance intimation, and management may use progressive authority at its will.

Our disciplinary action consists of following steps—official warning, suspension with or without pay, and at last dismissal / termination of job—which varies with seriousness of issues and number of incidents.

Management identifies certain types of staff issues that are grave enough to defend either a suspension or, in extreme cases, dismissal / termination, without passing through the normal steps of progressive discipline.

We hope that by means of progressive discipline, most staff issues can be corrected in advance, which is in best interests of both the College & employee.

**Termination**

The function of termination is to be treated in a professional & confidential, manner by all concerned. Personnel department and the respective HOD’s, must guarantee consistent, thorough, and unbiased procedures of termination. This policy must be applied as per the college policy of equal opportunity to staff members.

Terminating employees are entitled to all payments till last working day, including leave salary.

Employment with the company is normally terminated through one of the following actions:

- **Resignation** - Employee’s voluntary termination (as per article 16 of college employment contract subject to the amended sections 2 & 3 of the above mentioned article)

- **Dismissal** - involuntary termination for inferior performance or misbehavior (as per article 15 of employment contract)

- **Layoff** - termination due to reduction of the work force or elimination of a position

**TERMINATION PROCESSING PROCEDURES:**
The HR-Manager must immediately notify of the termination by the HOD/Manager so that termination procedure can be started. The Director-Administration will guide and coordinate these procedures.

Any outstanding dues from the terminating employee will be deducted from the final settlement by the accounts department as per respective articles mentioned in the employment contract.

The HR department has to arrange certificates pertaining to resignation/termination (experience certificate, release from the job etc) as per the request of the employee or as per the rules of the college. If the employee wants to leave the country then HR department has to make arrangement for visa cancellation & other related procedures by coordinate with the respective employee.

The H/R must receive all documents, keys, and all other college properties from the employee on the last day of his / her employment. An exit interview with the employee shall be conduct by the HR Dept.

After the exit interview, the employee can pick up his / her final settlement check from the Accounts Department. The final settlement check shall include salary till the last working day, earned leave salary, gratuity and any other monitory benefits due to the employee.

**EMPLOYEE BENEFITS**

**Vacation**

All the employees who completes one year of service in the college will be eligible for annual vacation of 30 days. The employee must be in active pay roll status to be eligible to take annual vacation. A terminated employee will not be paid for vacation not taken during his tenure. **Vacation is not vested and it will get forfeited if it is not availed during an academic year.**

The HOD/Manager of the employee's is responsible for scheduling his / her vacations, Human Resources Department is responsible for matters relating to vacation. Staff members should plan their vacation ahead and coordinate with their HOD/Manager to work out their vacation schedule. In general, an advance notice of two months is expected for leave application and it is necessary for smooth scheduling of job and vacation plan as a whole.

The employee should prepare application form for leave and submitted to his/her HOD for approval. HOD approved application form to be submitted to HR department for further processing. After getting Director-Administration’s approval the employee can
go ahead for booking his ticket with the approved list of travel agencies. The Dean / MD have the right to alter or cancel an employee’s annual vacation if it will affect college's normal working schedule. In such cases the employee will be compensated for the cancelled vacation or he/she can find another appropriate date for his/her vacation.

**Holidays**

Our college is working for 5 days (Saturday to Wednesday) in a week and Thursdays & Fridays are holidays. You will be informed about various other national & religious holidays as per ministerial decision & norms as we are following similar holiday schedule as per ministry establishments. There will be a break of few days after each semester, which will be decided by the management.

**Eligibility for Holiday Pay**

For eligible to get holiday pay, staff members should work till the last listed day before a holiday and the first listed working day subsequent to the holiday unless time off on these days has been exempt with pay (e.g. vacation and sick leave). Only full time regular staff members are eligible for complete holiday pay. Part time employees are not entitled for holiday pay.

Temporary employees are also eligible for an equal number of college holidays, but they may be paid only the total regular working hours. College considers the rationale behind holidays as a time for employee leisure so working on holidays is totally discouraged. In case any urgent requirement for an employee to work on a scheduled holiday, he/she is eligible to get pay as per the rules & regulations prevailing in the Omani labour law in addition to their normal pay.

If any public holiday falls within an employee’s period of vacation, then it will not be considered separately.

**Medical Facility**

The College is providing medical facilities to all staff by entering an agreement with Insurance Company. As per the agreement staff can avail medical facilities from various clinics & hospitals across the country

**Workers’ Compensation Insurance**

In accordance with the Omani labor Law, Mazoon College has to insure its entire staff against any type of accidents / injuries which taking place on the job. It includes any illness or injury during the course of service that requires medical / hospital treatment and this coverage starts from the date of employment. Within 24 hours of the incident
happened employees must report it to their department head and then to the HR department. In case of HOD’s absence the employee can notify it to H/R department directly. It is utmost important to report it soon either it is a minor or major injury. It will help an employee to eligible for coverage, in an appropriate manner.

**Sick or Personal Leave**

A full-time regular employee can claim sick leave as per Oman labour law. As per the law, a fulltime employee is eligible for 56 days sick leave in a financial year (August to July period) with payment and the calculation of sick leave salary will be as follows.

- From 1st to 14th day – full salary.
- From 15th to 28th day – 75% of salary
- From 29th to 42nd day - 50% of salary
- From 43rd to 56th day - 25% of salary

Upon termination unused sick leave will be forfeited. It is not allowed to exceed sick leave beyond 56 days without written approval from H/R Director. Approval on such cases will only be approved only if the employee agreed and signed the document, that overdrawn sick leave should be deducted from his / her immediate month salary.

To be eligible for sick leave an employee should follow the following rules.

1. In case of illness or injury employee should notify it to his / her supervisor/manager at the beginning of each working day except in case a serious accident / injury and the resultant hospitalization.

2. When the employee returns to work he / she have to submit a Sick leave certificate / Hospital’s release statement / to HR department for prove the illness.

If an employee takes sick leave continuously for one week without informing college authorities will invite termination without notice.

**Maternity leave is also considered as sick leave in this context and the same rules will apply for salary calculation.**

While on leave, they cannot claim sick leave.
Apart from the above an employee is entitled to special leave with gross salary, according to the following circumstances (Ref: Omani Labour Law)

1. Three days for marriage, this shall not be given more than once, throughout the period of service.

2. Three days for the death of a son or a daughter or a mother or a father, or a wife, or a grandfather or a grandmother or a brother or a sister.

3. Two days for a paternal uncle, or an aunt.

4. Fifteen days for performing pilgrimage, which shall be once throughout the period of service, provided that the employee has completed one year of continuous service with the employer.

5. Fifteen days in one year for examinations for Omani employees who study in one of the schools, institutes, colleges or universities.

6. An employee shall have the right to a four day emergency leave with gross salary during the year in emergency cases, and it shall not exceed two days per each case.

In order to be entitled to the leave provided for in paragraphs 2, 3 and 6, the employee must present proof of death from the relevant authorities

HEALTH INSURANCE

Mazoon College provides health insurance to all staff and their dependents (spouse & 2 children under the age of 18 years) with access to medical treatment to various hospitals/Clinics as per the list provided by the insurance company.

Subject to the agreement between the College and insurance company, eligible employees may join in the health insurance plan. Coverage begins on the date of employment.

EMPLOYEE RECOGNITION

Mazoon College believes that the good efforts of its employees are to be encouraged and rewarded. To that end, the company will recognize the faithful service of its employees by providing recognition of service plaques to all five-year employees. Also, the opportunity to select a gift from a selection of gifts chosen by the company for employees with at least ten years of continuous service and at five-year intervals from and after the tenth anniversary.
The company encourages the involvement of its employees in cultural, social, service, and recreational activities during their non-work hours. Mazoon College will be happy to recognize individual honors and achievements in these areas as well by reporting such items in the company newsletter or posting results on the company bulletin board.

**Note:** Promptly notify your HOD/manager of any such honors or achievements.

**PAYROLL**
Payroll Paychecks are issued the last working day of each calendar month following service. Faculty salaries are paid over twelve months, September 1 through August 31 (which includes one month leave salary). Time cards are to be submitted to HR Department at least 3 days before the payday. All wages are paid by direct deposit or other means of electronic transfer. Paychecks for all other employees are issued the last working day of each calendar month following service. Direct deposit of paychecks is available. For information regarding direct deposit please contact the manager of Human Resources. Omani Employees are covered by Social Security. The amount of Social Insurance withheld from the paycheck is in accordance with current rates. Omani employees may contact the nearest Social Security Administration branch for more information.

**ADMINISTRATIVE PAY CORRECTIONS**
Mazoon College takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Human Resources Department so that corrections can be made as quickly as possible.

**OVERTIME COMPENSATION**
Academic Staff are eligible for overtime compensation in case if their teaching load exceeds the agreed hours as per the employment contract. The eligibility is based on extra subject they are teaching per semester and payment will be made at the end of the respective semester. The following are the rules and regulation in this regard.

1. The respective HOD has to submit in advance (before each semester begins) the schedule of extra courses teaching by their faculty members to the dean for approval and a copy to finance and admission department to cross check the requirement.
2. Maximum two extra courses can be assigned as extra courses to a full time faculty member.

3. Departments are expected to justify the creation and assigning extra course(s) to its faculties.

4. For a class of self study students 50% of the above remuneration will be paid.

Approved proposal will be handed over to finance department to facilitate payment at the end of each semester. The payment schedule is as per the following table.

<table>
<thead>
<tr>
<th>Qualification</th>
<th>5 or Less Students</th>
<th>More than 5 Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>PhD Holders</td>
<td>R.O.350/- per course</td>
<td>R.O.400/- per course</td>
</tr>
<tr>
<td>Master Degree Holders</td>
<td>R.O.300/- per course</td>
<td>R.O.350/- per course</td>
</tr>
<tr>
<td>Bachelors Degree Holders</td>
<td>R.O.275/- per course</td>
<td>R.O.325/- per course</td>
</tr>
</tbody>
</table>

For the administrative staff, it is the management discretion to provide extra compensation for overtime works/ holiday works depending on the nature of job to be done. The payment will be 15 times if his/her extra service is necessary and the management is asked for extra hour’s duty or work on holidays

**Payroll Deductions**

The following deductions will be made from every employee’s gross wages:

1. Absence as per time card

2. Salary advance deduction if any

Other optional deductions include the portion of health insurance not paid by the company, which is deducted from each payroll check. Other voluntary contributions, such as contribution to any national cause, employee’s welfare funds etc if any).

**WORKPLACE GUIDELINES**

**WORK HOURS, MEALS, and BREAKS**

A workday begins at 8 a.m. and ends at 9.00 pm depending on the schedule of two session teaching hours with an hour off for lunch. Each workweek consists of minimum 40 hours for teaching staff (for teaching & admin works) and 40 hours for administrative staff, and generally includes work performed from Saturday through Wednesday. An expectation of an average forty-hour work week is a requirement for all regular full-time exempt and nonexempt staff members. While the daily work schedule will vary from department to department, it is expected that during the course of a work-week staff members will be engaged in 40 hours of work. Workload demands may require exempt employees to work more than 40 hours in any given week, but this does not provide entitlement to additional compensation.

Lunch or meal periods will vary by department and will range from a half-hour to a full hour depending upon the rules of the department. In areas that must provide continuous coverage, lunch periods will be staggered at the discretion of the HOD/Manager so that there is an employee on duty at all times. Work hours and break times vary according to departmental responsibility and are scheduled by the department head and/or supervisor. Hours for part-time positions or multi-shift operations may vary based on departmental and service needs. However, the nature of our work sometimes demands workday or workweek hours different than those set forth above. Variation to the schedule will be made or approved by department managers.

**SMOKING**

No smoking will be allowed inside the College & Hostel premises at any time. This policy is for the health and safety of all employees. Smoking will be allowed only outside the campus and some other designated areas.

Your cooperation is requested, as this policy must be rigidly enforced to comply with company health and safety requirements and to maintain proper insurance coverage for our building.

**DRESS CODE: PERSONAL AND PROFESSIONAL APPEARANCE**

Appropriate dress and personal grooming contribute to employee morale and affect the overall image of the College. Employees are expected to dress in a way that reflects pride, professionalism and respect for co-workers, students, parents and visitors. Attire should
be neat, clean and in good taste. Each employee should dress appropriately for the area in which he or she works.

**CHILDREN AT WORK**
The College generally discourages employees from bringing their children to work. However, the College recognizes that from time-to-time and especially in cases of emergency, children are brought into the workplace, but this practice should be the exception to the rule and children should be under adult supervision at all times when present on campus. The presence of children may be prohibited in certain areas by the appropriate supervisor. Sick children in the workplace may also create health concerns for others. Employees should use their sick leave to care for an ill child. Supervisors are encouraged to work with employees to resolve childcare issues and issues regarding children in the workplace. Nonetheless, children in the workplace should always be the exception to the rule.

**PARKING REGULATIONS**
The College recognizes the use of motor vehicles as a convenience, and it is not obligated to provide parking for all vehicles entering campus. It will, however, make an attempt to provide a reasonable number of parking spaces for properly registered vehicles within the scope of resources and available sites. Employees may park on campus after having registered his or her vehicle with the Security personnel & with HR department. There is no fee for parking permits for faculty or staff. However, if an employee receives a ticket for a parking violation outside college campus, the employee must pay for the ticket. In order to ensure an orderly flow of motor vehicle traffic and to maximize utilization of the limited parking facilities on campus, all members of the College community must accept the obligation to observe these policies. The regulations are designed to maximize our limited parking space and to avoid detracting from the natural beauty of the campus.

**SAFETY WORK ENVIRONMENT**
To assist in providing a safe and healthful work environment for employees, students, and visitors, Mazoon College has established a workplace safety program. This program is a top priority for the management. The Administration Department has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

College provides information to employees about workplace safety and health issues through regular internal communication channels such as HOD-employee meetings, bulletin board postings, e-mail, memos, or other written communications. Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their HOD, or with another manager; or bring them to the attention of the Admin/HR.
Department. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate HOD/manager. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Human Resources Department or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers’ compensation benefits procedures.

PERSONAL DATA CHANGES
It is the responsibility of each employee to notify Mazoon College promptly of any changes in personal data. Name changes, personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any of your personal information has changed, notify the Human Resources Department in writing; a signed request is required for all official data changes. Changes to department names or other official information should be also being communicated to the Human Resource and other campus departments.

ACCESS TO PERSONNEL FILES
Mazoon College maintains a personnel file on each employee. The personnel file includes such information as the employee’s job application, résumé, records of training, completed Conversations Documents, salary increases, and other employment records. Personnel files are the property of Mazoon College and access to the information they contain is restricted. Generally only HOD’s and management personnel of Mazoon College who have a legitimate reason to review information in a file are allowed to do so and access is restricted to information related to the inquiry only. Employees who wish to review their own file should contact the Director of Human Resources. With reasonable advance notice, employees may review and/or copy their own personnel file in the Human Resources department in the presence of an individual appointed by Mazoon College to maintain the files.

NEPOTISM
Hiring committee shall always seek the most highly qualified and competent candidates for vacant positions, with consideration to qualified individuals regardless of their relationship to other employees at the College. The College will not prohibit
employment of spouses, domestic partners, or close relatives in the same department or administrative unit, provided that neither employee participates in making recommendations or decisions specifically affecting the appointment, retention, tenure, work assignments, promotion, demotion, or salary of the other, and that one family member does not directly supervise another. Departments hiring same family members must comply with the College’s affirmative action and personnel policies. The Director of Human Resources will make the determination of whether good faith recruitment efforts have been exhausted, consulting with the Managing Director, before the hiring of a family member is approved. Financial policies specifically prohibit requests for reimbursement by one relative from being approved by another relative.

**EXIT INTERVIEWS**

Exit Interviews will generally be offered to all employees who leave the College. An exit interview will consist of the completion of an exit questionnaire and/or an interview with a Human Resource Manager, the Director of Administration, or the Dean. Such interviews give the employee the opportunity to offer suggestions or complaints about their employment with the College and to share feedback about their overall employment experience. Exit interviews are held in confidence, except when the discussion involved is a matter where confidentiality is limited by law or College policy, such as harm to others; or unless the employee wishes to have the contents of the interview shared with relevant College personnel. Information obtained in Exit Interviews is used to improve the quality of the work experience at Mazoon College. The information is used in such a way that it cannot be attributed to any individual.

**REFERENCES FOR FORMER EMPLOYEES**

When employees depart the College they are generally asked if they want the College to respond to reference checks or inquiries that are requested by other employers. Unless specifically prohibited by the employee, the College will generally respond and provide the following type of information: confirm dates of employment, position(s) held, and whether an employee is eligible for rehire. Requests for information or references of a more specific nature should be forwarded to the Director of Human Resources or the Dean of the Faculty, as appropriate.

**CAMPUS-WIDE EVENTS**

Generally, the College holds several campus-wide events to which employees are invited. These events are offered at no charge to employees; some examples are the Employee introduction party, generally in October; Iftar meal, generally in September etc.

**REHIRING FORMER STAFF MEMBERS**

If a former staff member is rehired, their status is that of a new employee, and eligibility for benefits, including vacation accrual, is based on the most recent date of hire.
Staff members who are terminated for cause, or who do not provide sufficient notice as outlined in Section – Resignation and Termination, may not be eligible for rehire.

RETURN OF PROPERTY
Employees are responsible for all property, materials, or written information issued to them or in their possession or control. Employees must return all Mazoon College property immediately upon request or upon termination of employment. Unless restricted by law, College will withhold from the employee's final paycheck, the cost of any items that are not returned when required. In addition, College may also take all action deemed appropriate to recover or protect its property.

VISITORS IN THE WORKPLACE
To provide for the safety and security of employees and the facilities at Mazoon College, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances. All visitors should enter College at the main entrance. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors. If an unauthorized individual is observed on College’s premises, employees should immediately notify their HOD or, if necessary, direct the individual to the main entrance.

DRUG AND ALCOHOL USE
It is College management’s desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on College premises and while conducting business-related activities off College premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee’s ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences. Employees with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with their HOD or the Admin department to receive assistance or referrals to appropriate resources in the community.
Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Human Resources Department without fear of reprisal.

**SEXUAL AND OTHER UNLAWFUL HARASSMENT**

Mazoon College is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual’s sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources Department or the President of the company so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful behavior will be subject to disciplinary action, up to and including termination of employment.

**FINANCIAL POLICIES:**

**Financial Accounting Policy**

The College Accounting System is designed to record, classify, summarize, and report financial data in conformity with established accounting policies. The College uses the accrual basis of accounting in accordance with IAS. Revenues are recorded when earned and expenses are recorded when incurred and measurable, regardless of when the related cash flows take place. The College's financial statements are prepared in accordance with generally accepted accounting principles.

**Internal Control Measures**

Mazoon College is committed to maintaining a strong system of internal control as a business best-practice. These Internal control measures are organizational plans and procedures which are designed to:

- Safeguard assets;
- Verify the accuracy and reliability of accounting data and other management information;
- Promote operational efficiency; and
- Adhere to prescribed policies and compliance with International Financial reporting standards and with the rules for Disclosure and proformas issued by Capital Market Authority of the Sultanate of Oman.
All employees of the College must perform their duties in accordance with proper internal control as established by prescribed standards and principles or as set by the department or unit head (or designee). Any observed weaknesses in internal control must be brought to the attention of the Director Finance & Administration. Failure to adhere to the University’s policies and procedures may be considered misconduct and may be subject to disciplinary action as provided in the applicable personnel policies.

**FIXED ASSETS ACCOUNTING POLICY**

The Accounting Department of Mazoon College is responsible for maintaining an accurate record of all inventory equipment in the possession of the College. To this end, it reviews all invoices for purchases of equipment to ensure that the equipment is recorded in property records. To keep the equipment inventory records updated, departments should promptly notify to accounts department the following situations:

- Obtain equipment without using a Payment Voucher or purchase order.
- Permanently transfer equipment (location changes and faculty departures).
- Dispose of or retire equipment.

**E-POLICIES**

**General Principles**

This policy makes it clear that Mazoon College owns and controls all workplace technology and therefore all communications and activity conducted over it. Authorized use of Mazoon College - owned or operated computing and network resources shall be consistent with the mission of the College and consistent with this policy. Underlying this policy is the idea that each employee has a responsibility to use the company’s information technology resources in a manner that increases productivity, enhances the company's public image, and is respectful of other employees.

**Information Technology Resources Defined:**

Information technology resources consist of all electronic devices, software, and means of electronic communication including, but not limited to, the following: personal computers and workstations; lap top computers; computer hardware such as disk drives (local and portable), USB flash drives, and tape drives; peripheral equipment such as printers, modems, fax machines, and copiers; computer software applications and
associated files and data, including software that grants access to external services, such as the Internet; electronic mail; telephones; cellular phones; pagers; blackberries; PDAs; Smart phones; USB devices; and voicemail systems.

**Permitted General Access:**

Generally, employees are given access to the company’s various technologies based on their job functions. Only employees whose job performance will benefit from the use of the company’s information technology resources will be given access to the necessary technology. Authorized users of College computing and network resources include those who may not work for the company, but whose access has been authorized by management. Access, passwords, and e-mail accounts are granted by management of the College and therefore access to the systems can also be denied by management.

This policy does define in detail the acceptable usage of the information technology resources of the company by its employees. Generally, the resources should be used for business related functions; however, there are a few exceptions:

- To send and receive necessary and occasional personal communications;
- To prepare and store incidental personal data (such as personal calendars, personal address lists, and similar incidental personal data) in a reasonable manner;
- To use the telephone system for brief and necessary personal calls;
- To access the Internet for brief personal searches and inquiries during meal times or other breaks, or outside of work hours, provided that employees adhere to all other usage policies.

In subsequent sections, this policy defines unacceptable uses of the information technology resources of the company in more detail. The Company reserves the right, upon reasonable cause for suspicion, to access all aspects of its computing systems and networks, including individual login sessions to determine if a user is violating this policy or state or federal laws.

**User Responsibilities**

**Privacy**

No user should view, copy, alter, or destroy another’s personal electronic files without permission (unless authorized or required to do so by law or regulation). In addition, users should not have an expectation of privacy. The information technology system belongs to the company. Users expressly waive any right of privacy in anything they create, store, send, or receive on the company information technology system.
Sharing of Access

Computer accounts, passwords, and other types of authorization are assigned to individual users and should not be shared with others. You are responsible for any use of your account. If an account is shared or the password divulged, the holder of the account will lose all account privileges and be held personally responsible for any actions that arise from the misuse of the account.

Prohibited Use

Abuse of Mazoon College computer resources is prohibited and includes, but is not limited to:

Game Playing:
Computing and network services are not to be used for recreational game playing. Game playing on company time is counter productive.

Chain Letters:
The propagation of chain letters is considered an unacceptable practice by the College and is prohibited. If a chain letter is received by an employee the company prohibits the forwarding of the email to anyone.

Faxing:
Using the company fax machine or computer faxing capabilities for non-company related activities is strictly prohibited. The company prohibits the use of any telephone facsimile machine, computer, or other device to send an unsolicited advertisement to a telephone facsimile machine unless authorized by management.

Harassing, Discriminatory, and Defamatory use:
Employees use electronic mail for correspondence that is less formal than written memoranda. Employees must take care, however, not to let informality degenerate into improper use. The company does not tolerate discrimination or harassment based on gender, race, color, religion, national origin, age, physical disability, mental disability, medical condition, marital status, veteran status etc. Under no circumstances may employees use the company's information technology resources to transmit, receive, or store any information that is discriminatory, harassing, or defamatory in any way (e.g., sexually explicit or racial messages, jokes, cartoons).

Gambling:
The use of company computers and networks to gamble is strictly prohibited.

**Online Shopping:**

The use of the company computers and the Internet to conduct personal online shopping is prohibited.

**Unauthorized Monitoring:**

A user may not use computing resources for unauthorized monitoring of electronic communications. However, the company has the right, but not the duty, to monitor any aspects of its computer system including monitoring sites visited by employees, chat groups, newsgroups, and downloading and uploading of files.

**Flooding or Spamming:**

Posting a message to multiple list servers or news groups with the intention of reaching as many users as possible is prohibited. Spamming email addresses within or outside the company is also prohibited.

**Private Commercial Purposes:**

The computing resources of Mazoon College shall not be used for personal or private commercial purposes or for financial gain.

**Political Advertising or Campaigning:**

The use of Mazoon College computers and networks shall not be used for political purposes.

**Software Piracy:**

Access to the Internet enables users to download a wide variety of software products for a fee as shareware or for free. You are required to fulfill all license and copyright obligations of software that you download for your own use. These software downloads become the property of the company. Any employee who knowingly violates this software piracy rule is subject to termination.

**Use of Unlicensed Software:**

The use of unlicensed software on company computers is strictly prohibited. All software in use on the company's information technology resources must be officially licensed software. No software is to be installed or used that has not been duly paid for and licensed appropriately for the use to which it is being put. No employee may load any software on the company's computers, by any means of transmission, unless
authorized in writing in advance by name. Authorization for loading software onto the company's computers should not be given until the software to be loaded has been thoroughly scanned for viruses.

**Pornography:**

Employees are not allowed to visit sites that are considered “obscene”. The company may maintain a system to monitor Internet usage. In the event that an employee disregards this policy and continually visits “unauthorized” sites, it will be grounds for termination after a warning has been issued to the employee. The company has the right to view private files that have been downloaded to check for the propriety of these downloads. The company also prohibits using company computer resources to send sexually oriented images or messages.

**GENERAL E-POLICIES**

**Acceptable E-mail Usage**

In the operation of this company, e-mail is a business tool. The use of e-mail is reserved primarily for business use. However, under some circumstances, Mazoon College's e-mail systems can be used to send and receive messages to and from children, spouses, domestic partners, and immediate family, however, the time involved in such activity should be limited to free times.

**E-mail Passwords**

Only authorized employees issued e-mail passwords are permitted to use passwords to access their own e-mail accounts. Only authorized employees are permitted to use the password of another employee to access that employee's e-mail account. Misuse of passwords and the unauthorized sharing of passwords will result in disciplinary action, up to and including termination.

**Forwarding E-mails**

Users may not forward e-mail to others without the express permission of the sender. The express permission is necessary since frequently e-mail contains confidential, proprietary, and trade secrets. All employees must consider that e-mail messages meant for a single reader may not be meant for widespread distribution.

**General E-mail**

In general, the use of the Mazoon College's email system as medium for the bulk distribution of information is discouraged.
On rare occasions, email may be the best mechanism to distribute information to large segments of the Mazoon College community. In addition, these guidelines should be followed:

- Messages should be plain text with no attachments. (If recipients require another kind of material, it can be posted at a website and links can be included in the message.)
- Distribution lists should be kept private. This can be done by listing recipients in Bcc: addresses instead of To: addresses or Cc: addresses.
- Timing and other details of bulk mailings should be coordinated with company postmaster.

**Accurate Communication via E-mail**

All employees should make every attempt to communicate truthfully, accurately and clearly via e-mail. Employees should use the same due care in drafting e-mail as they would for any other company communication.

**Spamming**

Employees are prohibited from sending spam (unsolicited e-mail). Employees are prohibited from sending company-wide e-mail messages to all employees without the approval of an appropriate supervisor.

**Spoofing**

Employees are prohibited from hiding their identity (spoofing) when sending e-mail. Any anonymous or pseudonymous e-mail messages are prohibited.

**Confidential and Sensitive Information via E-mail**

Sending via e-mail proprietary information, trade secrets, or other confidential information of the company is strictly prohibited. This type of information is a valuable asset of the company. Unauthorized dissemination of this type of information may result in civil liability as well as criminal penalties. E-mail messages are like paper documents. Client-related e-mail messages should be carefully guarded and protected. Before sending an e-mail message every employee should think about how a third party to the message might interpret the message.
**Blind ‘Carbon Copies’**

Due care must be exercised when sending blind carbon copies (blind cc) of e-mail messages. All employers using “blind cc” must ensure that the addressee’s privacy is not violated.

**E-mail Retention**

E-mail is a generic term and does not refer to any particular type of record, however, most e-mail is typically considered to be correspondence. Records in e-mail systems include not only the messages sent and received, but also the transmission and receipt data as well.

Since e-mail is considered a usually type of correspondence, e-mail retention periods should agree with company records retention policy.

If you have determined that the e-mail message is not correspondence, but it is another type of record, then review the appropriate retention schedule to determine the applicable retention / disposition period.

Certain e-mail messages may be considered non-records. Examples of such non-records include:

- Non-business Listserv messages
- Courtesy copies (duplicates) of messages.
- Minor, non-policy announcements or reminders, i.e., blood drives, company fund raising activities, etc.

All employees are responsible for retaining e-mails. Employees are also responsible for deleting drafts and non-business e-mail messages once they are no longer needed. Don’t assume that even though you have deleted e-mail messages that they cannot be recovered.

**Management Access to Technology Resources**

**Information Assets are Company Property**

All messages sent and received, including personal messages, and all data and information stored on the college's electronic mail system, voicemail system, or computer systems are college property regardless of the content. As such, the college reserves the right to access all of its information technology resources including its computers, voicemail, and electronic mail systems, at any time, at its sole discretion.
Employee Privacy

Although the college does not wish to examine personal information of its employees, on occasion, the college may need to access its information technology resources including computer files, electronic mail messages, and voicemail messages. Employees should understand, therefore, that they have no right of privacy with respect to any messages or information created or maintained on the college's technology resources, including personal information or messages. The college may, at its discretion, inspect all files or messages on its information technology resources at any time for any reason. The college may also monitor its information technology resources at any time in order to determine compliance with these policies, for purposes of legal proceedings, to investigate misconduct, to locate information, or for any other business purpose.

Employees should assume that any communication - whether business related or personal - that they create, send, receive, or store on the college's information technology resources may be read or heard by someone other than the intended recipient. In particular, highly confidential or sensitive information should not be sent through e-mail, or the Internet.

The college reserves the right to keep an employee's e-mail address active for a reasonable period of time following an employee's departure from the company to ensure that important business communications reach the company. Mazoon College will review such communications and send any appropriate personal communications to the former employee if forwarding information is provided at termination.

Passwords

Some of the college's information technology resources can be accessed only by entering a password. Passwords are intended to prevent unauthorized access to information. Passwords do not confer any right of privacy upon any employee of the company. Thus, even though employees may maintain passwords for accessing information technology resources, employees must not expect that any information maintained on the information technology resources, including electronic mail and voicemail messages, are private. Employees are expected to maintain their passwords as confidential. Employees must not share passwords and must not access coworkers' systems without express authorization.

Data Collection by the College
The best way to guarantee the privacy of personal information is not to store or transmit it on the company's information technology resources. To ensure that employees understand the extent to which information is collected and stored, below are examples of information maintained by the college. The college may, however, at its sole discretion, and at any time, alter the amount and type of information that it retains.

**SUGGESTIONS**

By submitting suggestions for practical work-improvement or cost-savings ideas, all staff members have the chance to contribute to our growth and future success. In this suggestion program all regular employees are qualified to participate.

All suggestions should contain a explanation of the problem or situation to be improved and the reasons why it should be suggested. It should be an idea that will help College to solve an existing issue, improving procedures, reducing its operational costs, student service enhancement, and make the College a safer and better place to work. All these suggestions should focus on general administration of the College instead of concerning co-workers and management personal. Seek the help of HOD/manager for further assistance.

All yours suggestions will be forwarded to the respective committee through HR department after review. You will be notified soon about the acceptance or denial of your suggestion.

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**Acknowledgement**

I have received a copy of the College Policy Manual, specifying its regulations, practices & policies which I agree to follow & observe during my period of work with Mazoon College. I aware that that it is my duty to read and understand its contents and to clarify any matters I don’t comprehend.

__________________________  ______________________
Signature                                      Date