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COVER PAGE AND DECLARATION

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I confirm that this assignment is my own work, is not copied from any other person's work (published/unpublished), and has not been previously submitted for assessment elsewhere.

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Main Body:

Case Scenario

You are a consultant who has been appointed by a corporation to create a report that reviews the company's HR policies. Recommend starting salaries for three newly created positions and create guidelines for the health, safety and overall wellbeing of the company's employees.

You are to choose either your current place of employment or a company that you have researched.

Assignment Instructions

1. Using relevant industry information, choose a company and critique the company's HR policies.

2. Propose new HR policies and include the following in your proposal:
 - a. how to improve employee retention.
 - b. more effective customer service practices.
 - c. the use of technology to improve interoffice communication.
 - d. create/revise employee performance appraisals.

3. Create job listing including starting salary information for the following position:
 - a. secretary.
 - b. marketer.
 - c. operations manager.

4. Create a health, safety, and wellbeing guide for the company.

Required no.1:

Using relevant industry information, choose a company and critique the company's HR policies.

Answer:

XYZ is a manufacturing company established in 1989 in UAE then expanded to cover most of the Gulf countries in addition to Lebanon, XYZ main activity is manufacturing and installing internal design and decoration to different type of companies, Currently XYZ has 300 Employees and labors.

Below we will evaluate the company's HR policies through the following criteria and determine the extent to which each is applied as follows:

	Criteria	**Evaluation table	Statement
1	Convenience	4	The suitability of HR policy is considered good as it corresponds to the activity and requirements of the company.
2	admissions	2	As the company contains various functional and cultural categories (workers, engineers, employees), so the degree of acceptance of the policies varies widely among them.
3	Healthy and safe work environment	3	The safety policies followed are good, but the lack of awareness of some employees and the lack of safety training programs are considered weak.
4	Vocational/Professional training programs	2	Lack of adequate training programs and non-

			implementation of the available programs due to the preoccupation of workers and employees with the company's work.
5	Documentation and examining	3	Documenting the human resources policy is good, but all employees' knowledge of what is stated in it is considered weak, as the majority of the company's employees are from the working class and most of them do not read or write.
6	justice	4	The HR policy is applied fairly among the company's employees.
7	career growth	2	The limited leadership positions in this type of company is one of the biggest obstacles facing the career growth of employees in the company.
8	Penalties	4	The company's sanctions policy is fair among all its employees and is based on clear and understandable foundations.
9	Ethics	4	The ethics of dealing between managers and employees is based on mutual respect among them, and workers are treated with respect.
10	Development	2	The human resources policy has not been modified or developed

			for a long time, despite the large size of the company, the increase in the number of employees and the changes taking place in the labor market.
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*((Note that we will evaluate each of the criteria according to the degree of availability of each))

Very Low	Low	Average	Good	Excellent
1	2	3	4	5

Therefore, our evaluation of the human resources policy will be within the average. ($30/50=0.6$)

Required no.2:

2. Propose new HR policies and include the following in your proposal:

- a. how to improve employee retention.
- b. more effective customer service practices.
- c. the use of technology to improve interoffice communication.
- d. create/revise employee performance appraisals

Answer(a):

Our HR policies include the following points to improve the policies related to employee retention:

- 1- Clarity: The goals of the company must be clear and measurable so that employees can strive to achieve them, and the goals must be difficult but achievable.
- 2- Comments: Employees should always review and evaluate comments, discuss them, and not neglect them, and determine the need to take their suggestions so that they always feel important.

- 3- Focus on the lives of employees: An atmosphere of work-life balance must be created, and priority should be given to the lives and conditions of employees.
- 4- Training and development: The needs of work and employees must be followed up and training and development programs should be developed for them, which motivates them to develop, especially in light of the continuous technological change.
- 5- Appreciation and reward: There must be a fair system of appreciation and reward among all employees according to the effort made by them, bearing in mind that this appreciation and reward is divided into two types:
 - 1) Material: It represents an increase in salaries, bonuses, or any amounts disbursed to employees.
 - 2) Intangibles: These are certificates of appreciation or allowances such as education, housing, health insurance, etc.
- 6- Health and safety in the work environment: The work environment must be healthy, in addition to checking and following up the health status of employees periodically, and the safety factors in the company must be good and applied.
- 7- Job well-being: Examples include flexible working hours, daycare, medical care programs, social responsibility, and occupational health and safety programs.

Answer(b):

For the most effective customer service practices, we include the following points in our HR policies:

- 1- Clarity: Customer policy should be clear, and all employees should be aware of it.
- 2- Communication: There must be constant communication with customers and always keen to listen to their observations, put them up and discuss them in front of the management to take them into account in the future.

- 3- Powers: Employees must be given powers to decide on customer complaints and find solutions directly, especially in simple matters.
- 4- Honesty: Always dealing honestly with customers in all circumstances to build trust with customers and make them feel comfortable.
- 5- Forecasting: Predicting the customers' needs and requirements by using the data we have available to them to benefit the customers.
- 6- Customer care: Creating a strategy for customer care, for example, creating an email or your subscription form on the website, knowing their requirements, complaints, and suggestions.

Answer(c):

Communication is essential in all aspects of personal and professional life to express ideas and feelings and exchange information and ideas, and technology is one of the most common techniques used, especially if technology is used in the right way, as this can be a contributing factor to the prosperity of employees and the company alike, Among the most important benefits and uses of technology are as follows::

- 1- Speed: Technological means help speed the delivery of data and information, which leads to quick response, decision-making and speeding up tasks.
- 2- Interaction: Technology is based on facilitating communication and interaction between company members, which breaks down barriers between the different departments of the company and enables management to access information more.
- 3- Accuracy: The means of communication contribute to increasing the accuracy of information and reducing errors in its transmission.
- 4- Efficiency and effectiveness: Technology contributes to the use of time, which preserves the time of managers and employees in the company.
- 5- Storage: Technology contributes to storing information in an easier and more effective way, and the possibility of retrieval at any time.

- 6- Costs: Cost management is improved by holding work meetings remotely and eliminating some related costs.
- 7- Remote work the presence of technology created the possibility of employees working remotely, which helps in the employee's comfort and provides them with privileges.
- 8- Training and development: Technology helps facilitate the delivery of development and training programs through recorded lessons that are sent to all targeted company employees.

Answer(d):

We will create employee performance appraisals within HR recruitment policies as follows:

Employee Name	
Title	
Department	
Appraisal Period	

Competencies	Rating	Reasons and justifications
Job skills and basic working knowledge.		
The ability to adapt to work variables and change work		
Accepts feedback and instructions and responds to management feedback.		
Adherence to the timeliness of the attendance system for work.		
The ability to communicate and express ideas well.		

The ability to cooperate with colleagues at work and work in team promotions.		
The ability to learn and acquire new work-related skills.		
Ability to carry out and complete assigned tasks correctly and on time.		
The ability to plan, organize, prioritize work, and find alternative solutions.		
Handle the workload and work under pressure.		

**The employee will be notified three weeks before the evaluation process and given a copy of the evaluation so that he evaluates himself and delivers the evaluation three days before the evaluation date, and then meets with the direct manager to discuss his evaluation process and express any objections or suggestions to that.

***((Note that the performance of the employees will be evaluated according to the following table of grades))

needs improvement	meets expectations	Above expectations	Significantly exceeds expectations
1	2	3	4

Required no.3:

Create job listing including starting salary information for the following position:

- a. secretary.
- b. marketer.
- c. operations manager.

Answer(a):

Required to work in the United Arab Emirates: **Secretary**

Job Description:

- Respond to inquiries received through phone calls, e-mails, or social media.
- Receiving visitors and guiding them to the appropriate departments and persons.
- Assisting employees in photocopying the required documents, keeping files, and archiving documents.
- Dissemination of circulars, correspondences, memos and forms to employees. Arranging the required meetings, the daily/weekly/monthly agenda, and coordinating work trips.

Requirements:

- College degree.
- Experience of not less than 3 years.
- Knowledge in the use of computer programs and Word/Excel.
- Fluency in Arabic/English.

The expected gross salary starts from 3,000 AED to 5,000 AED.

Please send your CV and the required certificates to the company's email:

XYZ@gmail.com.

Answer(b):

Required to work in the United Arab Emirates: **Marketer**

Job Description:

- Executing marketing strategies.
- Planning advertising and promotional campaigns for products and services, organizing and attending marketing events and events to increase the level of awareness and spread of the brand.

- Communicate with buyers to enhance the success of activities and enhance the company's presence.
- Contribute to the preparation of content for the dissemination of marketing materials and seek to publish them.
- Searching for new markets to exploit the available growth opportunities.

Requirements:

- Bachelor's degree in Marketing or any related field.
- At least 3 years of experience in sales.
- Knowledge in the use of computer programs and Word/Excel.
- Fluent in Arabic/English.
- The ability to communicate.
- Ability to work under pressure and work flexible hours.
- A valid UAE driving license.

The expected gross salary starts from 5,000 AED to 7,000 AED.

Please send your CV and the required certificates to the company's e-mail: XYZ@gmail.com

Answer(c):

Required to work in the United Arab Emirates: **Operations Manager**

Job Description:

- Supervising and improving the company's operational activities and ensuring that they are informed in an effective manner.
- Recruiting and supervising employees and working on their development.
- Ensuring that the company applies the applicable laws, legislation and regulations.
- Contribute to defining the company's strategic objectives and following up on their implementation.
- Managing and coordinating relations with external parties.

Requirements:

- Bachelor's degree in Business Administration or any related field.
- A master's degree is an added advantage.
- Experience of not less than 10 years.
- Good knowledge of the laws and regulations of countries, any certificates or courses in this field is an added advantage.
- The ability to communicate.

Expected gross salary starting from AED 10,000 to AED 15,000.

Please send your CV and the required certificates to the company's e-mail:

XYZ@gmail.com

Required no.4:

Create a health, safety, and wellbeing guide for the company.

Answer:

Health, safety, and wellbeing

XYZ Company

Objective

The objective of establishing this policy is to ensure a safe and secure work environment for all parties related to the company (owners, employees, workers, and dealers with the company) and to ensure that all work activities are carried out safely and to demonstrate the administration's commitment to health and safety in addition to achieving the welfare of employees and workers.

Scope

This policy is applied in the company's offices and factory and is applied to all current and future employees and workers, as well as to all visitors to the company and factory.

Provisions for workers' safety and health care

- Article 13, 36 Federal Decree-Law No. 33 of 2021 regulating labor relations.
- Article 22, 26, Cabinet Resolution No. 1 of 2022 regarding the executive regulations of Federal Decree-Law No. 33 of 2021 Ministerial Resolution No. 44 of 2022 regarding occupational health and safety and labor accommodations.
 - Administrative Resolution No. 28 of 2022 regarding occupational health and safety and labor accommodations
 - Both the employer and the worker shall abide by all the regulations and procedures issued by the Ministry of Human Resources and Emiratization and the competent authorities in the country in terms of occupational health and safety.

Definition

Occupational safety and health rules are defined as a set of measures taken by the company to preserve those who deal with it from a physical and psychological point of view and to prevent them from taking any risks.

Responsibilities

The responsibilities are divided into two parts as follows: management responsibility:

- 1- Providing a safe work environment.
- 2- Training workers on safety systems and providing them with information and instructions (guidelines and awareness).
- 3- Consulting and cooperating with workers in matters related to health and safety in the workplace, continuing to improve safety management systems and conducting periodic evaluation.

Staff

- 1- Obligations to safe work practices imposed by the company and related to safety (protective devices and special clothing).

- 2- Caring for and taking care of their health and the safety of themselves and others.
- 3- Follow up and comply with the directives issued by the official authorities.
- 4- Report accidents immediately and inform the management of any safety hazards or observations.

Risk Management

It is the process of identifying, evaluating, and controlling risks that may affect the company. The main steps are risk management: Subsequently:

- Identifying risks
- Identifying those affected by the risks
- Risk Assessment

The objective of the risk identification process is to avoid or mitigate the effects of those risks by identifying the following risks:

Activities / includes all activities that are practiced in the workplace of employees.

Behavior / which includes all possible human errors and all aspects related to the results of behaviors and behaviors on the work environment.

Infrastructure / which includes equipment and materials in the workplace and the dangers that arise outside the workplace, which negatively affect the health and safety of the employee.

The risk assessment process should include communication and consultation with all those affected. The qualitative approach to risk assessment is based on a relative measure of risk based on the division of risks different categories within categories commensurate with their nature, such as:

- low
- average
- high
- unimportant
- Important
- very important

Occupational safety and health procedures followed in the workplace (company and factory):

Below we will present the procedures followed to implement the safety and health policy and the people responsible for its follow-up and implementation

Policies	Details	Responsible
General		
	Setting guidelines related to safety procedures in different places within the company or factory.	Management
	Identify the persons responsible for occupational safety and health in the workplace and clearly define their responsibilities	Management
	Conduct regular monitoring and inspection and record and report problems or incidents so that they can be addressed	Management / Supervisors
Equipment and tools		
	Emphasize the need to wear safe clothing and prevent risks.	Employees / Supervisors
	Maintaining all machines, tools and equipment periodically and ensuring	Supervisors

	their safety to avoid any accidents or injuries	
	No equipment or devices may be used other than as specifically stated or authorized by the Company and any directions for use of such shall be strictly followed.	Employees / Supervisors
	Report defective equipment, furniture and structures as such without delay.	Employees / Supervisors
	Provide special training for workers when handling dangerous equipment and machinery so that they can be handled safely.	Management / Supervisors
	Safe storage and proper handling of any hazardous materials in the workplace.	Employees / Supervisors
Fire		
	Providing firefighting tools everywhere within the company, as well as installing fire detectors	Management
	All employees should familiarize themselves with fire escape methods and procedures	Employees / Supervisors

	Walkways and entrances must be unobstructed and properly lit	Management / Supervisors / Employees
Cleanliness		
	Attention to hygiene and sterilization to reduce the spread of viruses and epidemics	Supervisors
	Waste disposal facilities must be kept in a clean and sanitary condition. Waste must be disposed of in an appropriate manner and in accordance with the special instructions for the materials concerned	Supervisors
Food health and hygiene		
	Wash hands regularly before and during food preparation	Employees
	Ensure that cuts or sores are covered with correct waterproof bandages	Employees
	Maintain general hygiene and wear clean clothes	Supervisors / Employees
	Keep perishable foods covered and refrigerated	Employees
	Ensure that food waste is disposed of properly.	Supervisors / Employees

	Close the lid of the litter box and wash your hands after placing waste in it	Employees
	Inform supervisors/management of any defects or concerns regarding facilities (lack of hygiene, malfunction of refrigeration, food preparation tools and equipment)	Employees
Smoking		
	Smoking inside the company's premises is prohibited at all times, and special places are provided for smokers.	Supervisors / Employees
Diseases		
	Providing all the necessary tools such as medicines and simple medical devices for first aid, in addition to training workers on the basics of first aid to deal efficiently and quickly to rescue individuals in the event of any injuries.	Management / Supervisors
	Assigning one or more doctors to periodic examination of workers exposed to one of the	Management / Supervisors

	occupational diseases determined by the Ministry, provided that the results of this examination are recorded in the workers' files. Doctors must also inform the employer and the concerned authorities immediately of cases of occupational diseases that appear among workers.	
Training		
	Providing regular and continuous training on the application of occupational safety and health rules for all workers, and continuing to update them according to changes	Management

The importance of occupational safety and health rules:

The importance of occupational safety and health rules: Occupational safety and health is a set of features that make it a triple win, whether it is for clients, employees or even the institution. It helps to:

1. Existence of procedures and plans to preserve the safety and health of employees, workers, as well as customers, and placing them at the forefront of priorities.
2. Reducing the number of injuries and accidents in the workplace.
3. Protecting workers, preserving their health, and enhancing their ability to perform work, which ultimately serves the interest of the work.

4. The existence of a safe work environment that makes employees and workers able to perform their jobs in the best possible way.
5. Protect the equipment and tools used in the workplace from damage or loss.
6. Spreading the spirit of reassurance in the hearts of employees.
7. Increasing production, not disrupting work, and enhancing the efficiency of workers.
8. Create an attractive work environment capable of attracting new workers.
9. To preserve the lives of customers and not to risk the reputation of the brand if it is exposed to any of the hostile media attacks from competitors.
10. Gaining customers' trust as it maintains the quality of its products as well as the lives of its employees, which makes it characterized by exemplary professionalism.
11. Paying attention to the rules of occupational safety and health helps in enhancing the psychological safety of workers, which doubles their productivity as well as their job loyalty rate to the institution.

The wellbeing policy:

The meaning of employee wellbeing is summarized as providing a happy and positive work environment, and it is defined as a set of programs, initiatives and services that aim to improve the psychological, physical and mental health of employees, because of the importance they represent in developing their behavior, job performance and productivity, which positively reflects on their happiness, loyalty and affiliation with the company.

As we introduce the wellbeing policy through the following items:

Policies	Details
Health	
	Providing health insurance for company employees
	Do periodic medical examinations
	Commitment to providing healthy diets
	Providing sports activities and giving employees discounts / benefits for subscriptions to gyms

Workplace and environment	
	Provide a system of flexible working hours
	Providing professional guidance and guidance programs for employees, developing employees' capabilities, and enhancing their competencies through development programs
	Strengthening relationships and building more positive teams
	Physical and moral stimulation
	Designing the office work environment according to the principles of health and safety
Family and social relationships	
	Providing housing for workers in a suitable environment and a place close to work
	Providing or helping to provide housing for employees in areas close to work
	Establishment of nurseries at work sites
	Strengthening volunteering / charitable work and dedicating the concept of social responsibility by working with hospitals / labor camps
	Encouraging the external activities of the work teams and practicing common hobbies
	Regular gatherings (breakfast, dinner, social events)
	Privilege programs such as discount cards and monthly subscriptions

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