



الجامعة الأهلية  
AHLIA UNIVERSITY  
BAHRAIN

Your  
global  
future  
**begins**  
here

**STAFF  
HANDBOOK**

[www.ahlia.edu.bh](http://www.ahlia.edu.bh)

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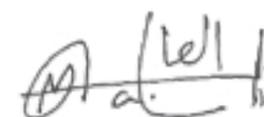
## **PRESIDENT'S MESSAGE**

Welcome to Ahlia University. This handbook provides university employees with an overview of Ahlia University life. The information in this handbook summarizes key matters/concerns that affect performance of the university and its employees. Detailed information can be accessed through the University's website at [www.ahlia.edu.bh](http://www.ahlia.edu.bh) and the Directorate of Human Resources web page at <http://www.ahlia.edu.bh/department/human-resource/>.

Ahlia presents a friendly, yet professional environment for all its employees. Through its commitment to its stakeholders, Ahlia received awards and moved up in university rankings. The Times Higher Education put Ahlia as the top university in the Kingdom of Bahrain in "Quality Education", "Reduced Inequalities", "Decent Work and Economic Growth" and "Partnership for the Goals".

Ahlia was also among the top three private organisations in Bahrain in HRH Princess Sabeeka Bint Ebrahim Al Khalifa, President of the Supreme Council for Women award for Bahraini women advancement.

Ahlia University is committed to achieving excellence in education, research and service to community and society at large. We are proud of our friendly and open communication environment. We hope that you will take pride in being associated with Ahlia, and that together we can utilize all the opportunities our university offers to excel and grow to achieve our common objective as well as professional satisfaction and fulfillment.



**Professor Mansoor Alaali**

President

**Ahlia University**

## ABOUT THIS HANDBOOK

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This handbook is intended for use by employees of Ahlia University. Many sections of this handbook summarize more detailed policies available in the electronic copy of the HR policy and procedure manual on the SharePoint of Ahlia University's website.

The information contained in this handbook supersedes all previously published staff handbooks and is subject to change at the discretion of the University. University policies and procedures, which may be updated and approved subsequent to the publication of this document, will take precedence over the contents of this handbook.

In addition, to ensure that you have the most current information, you may access the electronic copy of current policies and procedures, in addition to this handbook at SharePoint available at the university Website at [www.ahlia.edu.bh](http://www.ahlia.edu.bh), or call the Employee Relations Unit of the Directorate of Human Resources at 17313531. Ahlia University values your views about your work environment, and you are encouraged to communicate those views to Employee Relations at the Human Resources Directorate.

## INTRODUCTION TO AHLIA

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### About Ahlia University

Established in 2001, Ahlia University was the first private University, licensed by the Government of the Kingdom of Bahrain. Right from the start, the founders articulated their vision of a distinctive institution of higher education to ensure that research, science, humanities, business and education take their rightful place in the building and advancement of our society.

Ahlia University is an autonomous institution, independently chartered, funded and managed by the private sector. All the professional programmes offered by AU are recognized by Bahrain's Higher Education Council as well as highly reputed and distinguished leading Universities including those in France, UK and USA.

Ahlia University comprises the following colleges:

1. **College of Arts & Science**
2. **College of Business and Finance**
3. **College of Engineering**
4. **College of Information Technology**
5. **College of Medical and Health Sciences**

Ahlia University offers students across the Gulf and internationally, the opportunity to join a truly productive and challenging University to receive a technologically advanced education and a highly distinctive liberal arts education. All the courses are taught by leading and diverse local and international faculty who possess outstanding academic credentials and relevant practical and professional experience to ensure our students receive an excellent educational experience.

Ahlia University continues to strive for a brighter future. With the building of a state of the art campus underway, and growing international partnerships that ensure students have the opportunity to study in international institutions offering highest quality of teaching and learning, Ahlia University offers you the opportunity to build a future of success with one of the most exciting and growing Universities in the Gulf.

### AHLIA UNIVERSITY VISION

Ahlia University aspires to become an outstanding regional and international academic institution by promoting the highest level of integrity in the achievement of excellence in education and research and within a broad range of high quality professional services to the community.

## AHLIA UNIVERSITY MISSION

As a leading institution for higher education, Ahlia University's Mission is to move forward the frontiers of human knowledge and elevate the social and living standards of the society. In support of this mission, the University is committed to:

- Producing graduates who are distinguished by their professional competence, humanistic outlook and uncompromising ethics
- Providing the facilities and support for its staff to pursue innovative research
- Establishing Ahlia University as an acknowledged center of excellence in certain fields of knowledge
- Working in partnership with local and regional communities to support societal and economic needs.

## AHLIA COMMITMENTS

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At Ahlia University we are proud of our growing reputation as a provider of excellent quality higher education in the Kingdom of Bahrain and the wider Gulf region.

The vision and mission of Ahlia University reflect the commitment of the governing body and the management of AU to live up to its ideals of providing excellent higher education for the people of Bahrain and beyond. The high quality of education at Ahlia University is at the core of everything we do, an aspect supported by the achievement of success in every review of the different programmes offered by the various colleges and of the institution as a whole, conducted by the quality assurance bodies in the Kingdom of Bahrain. Continued recognition of our programmes by those bodies stands testimony to the quality and rigor witnessed in the teaching and learning experience of our students.

Our commitment to excellence is manifested in our compliance with high international standards of academic practice, as well as the local regulatory authorities and; Bahrain's Higher Education Council standards. Our commitment to excellence is also reflected, in our adherences to our well established bylaws, Bahrain Labour Law, as well as strictly following our policy and procedure. Ahlia University's policies are well aligned to the Bahraini Labour Law in addition to the University's own well established by-laws.

Our commitment to excellence is illustrated in our core values that guide our actions, these are

### CORE VALUES

AU's stated core values are essential to the achievement of its vision and mission. These are:

**Academic Excellence:** We seek excellence in all our endeavors, particularly instruction and academic support facilities. We are committed to developing programmes that are viable, innovative and relevant to market needs. We uphold the commitment to national, regional and international accreditation of our programmes.

**Educational Opportunity:** We sustain our commitment to enroll, educate, and graduate students without regard to age, ethnicity, gender, national origin, socio-economic background, or educationally unrelated disability.

**Personal Growth:** We articulate and encourage growth and development of individuals as a means to achieving personal independence and self-satisfaction. We also view personal growth as a key factor to a higher level of contribution to the development of the University and society at large.

**Social Responsibility:** We promote active participation in constructive social change through voluntarism, leadership, and civic action on the part of our faculty, staff, and students; further, we accept a responsibility to contribute to the progress of our society through supporting worthy causes, conducting research that strives to advance human welfare and by preparing professionals for leadership roles in their professions and communities.

**Respect:** We appreciate the gifts and unique contributions of every person in the University community and value their diverse perspectives.

**High Ethical and Moral Standards:** We will exhibit a high standard of professionalism which will be embodied in behavior that is ethical, respectful, trustworthy, and competent.

**Integrity:** We shall be truthful, equitable and committed to intellectual honesty. We believe that an academic community is required to maintain intellectual and personal honesty in learning, teaching and research; to ensure fairness in institutional standards, practices and procedures; and to create a climate of mutual trust to encourage free exchange of ideas and advance the quest for truth and knowledge.

**Supporting Research and Development:** We work with faculty members, students and external partners in both industry and the community to support world-class research and enterprise, and to develop a sustainable portfolio of activities that strengthen and underpin the University's research base.

**Transparency:** We value transparency, where actions and decisions are made more visible to the public as an essential means of gaining the trust of stakeholders, developing and enhancing our educational programmes, and motivating all our staff.

**Providing Service of High Quality:** We value high quality service to all our stakeholders. We strive for excellence in our service by continuously maintaining and enhancing our own knowledge and skills.

## 1. GENERAL POLICIES AND GUIDELINES

### 1.1 GENERAL GUIDELINES

For academic matters, Ahlia University follows Academic Staff By-laws developed on August 2010 and updated and approved on 21st July 2018. For administrative matters Ahlia University follows the Kingdom of Bahrain labour Law No. 36 of 2012 for the Private Sector.

Adherence to labour law and academic bylaws contributes to protecting the interests of Ahlia and its employees, continuously improving employee performance and ensuring appropriate work behaviour, ensuring that the Management and the employees are aware of their rights and obligations.

Below are selected general policies and guidelines. Detailed policies are available at the University SharePoint on Ahlia University's website [www.ahlia.edu.bh](http://www.ahlia.edu.bh).

#### Code of Conduct

Ahlia University maintains cordial and harmonious relationships with all Government and Public Offices, Ministries, and other organizations throughout the kingdom of Bahrain. Ahlia University emphasizes the importance of maintaining a proper corporate image and ensures that no activities of the University are in any way in contravention of Government and Ministerial regulations.

#### Conflict of Interest

Ahlia University expects its employees to act loyal both on and off the job. A conflict of interest may arise if an employee engages in any activity or advances any personal interests, at the expense of Ahlia University interests. Ahlia University employees shall avoid situations which might cause divided loyalty. Considering the fact that individuals might encounter conflicting situations, all employees are urged to demonstrate loyalty while dealing with such encounters.

#### Intellectual Property

The University is dedicated to teaching, research, and dissemination of knowledge for the benefit of the public. The University highly encourages University faculty, students and staff members to undertake creative and scholarly works and to develop new and useful materials, devices, processes, and other intellectual property, some of which may have potential commercial value. These activities contribute to the public welfare, provide educational opportunities for students, contribute to the professional development of the individuals involved, and enhance the reputation of the University. Intellectual property that is developed by employees in the course and scope of their employment, or that makes significant use of University resources, is presumed to belong to the University. The University will have the necessary discretion in decisions made in relation to intellectual property, for the greatest benefit of the public, the University, and the employees.

#### Code of Ethics

It is the individual responsibility of each employee of the University to comply with the Code of Ethics of the University. Employees must adhere to law and act ethically at all times. The code provides general guidance for resolution of a variety of legal and ethical questions that employees of Ahlia may encounter.

The Code of Ethics comprises a set of ideals and values that is upheld to maintain ethical behaviour. It further supports Ahlia employees to agree on how they shall conduct themselves in day to day operational activities.

Ahlia's Code of Ethics defines the ethical principles of *Accountability, Honesty and Integrity, Fairness, Sustainability, Confidentiality and Health and Safety*.

#### Accountability

Ahlia University employees are responsible for the decisions and actions taken by them according to the responsibilities of their position and functions. The commitment to act professionally in conducting their duties and being accountable for their actions are expected from all employees of Ahlia University.

#### Honesty and Integrity

Ahlia University employees are expected to show honesty and integrity and operate in good faith in all their dealings and shall disclose all the required information when needed for proper decision making.

Ahlia University employees shall act honestly and with integrity in their day to day activities and decision making. Employees are expected to be frank, candid and open in their communications and dealings with others, be it their fellow colleagues, shareholders, vendors, partners or students. More details regarding this area are discussed under the general guidelines.

#### Fairness

Fairness refers to the equitable treatment of different people, or groups, conforming to a consistent set of standards. Employees are entitled to expect fair treatment at Ahlia University and are expected to treat others fairly. That also requires employees to conduct themselves in such a way so as to ensure that Ahlia University's reputation for fairness is sustained and enhanced all the time.

#### Sustainability

The University sustainability shall be considered as an ongoing concern not only for accounting purposes but also as a physical entity in its business operations in the face of risk and economic changes. Sustainability of Ahlia operations not only depends on profit but also on its social responsibility activities and commitments toward the community.

### **Confidentiality**

Confidentiality is ensuring that access to information and data is given only to the authorized personnel in Ahlia University. It encompasses the avoidance/prevention of misuse and misappropriation of Ahlia University data and resources, and protects Ahlia university rights and proprietary information.

### **Health and Safety**

Health and Safety is to protect and promote the health and safety of people working at Ahlia University work sites and is also extended to protect the well-being of Ahlia stakeholders who shall ultimately use the premises built by Ahlia. It also encompasses identification and prevention of workplace related hazards.

## **1.2 HUMAN RESOURCES DIRECTORATE - IMPORTANT CONTACTS**

The Human Resources Directorate works closely with all colleges, business units, faculty and administrative staff of Ahlia University. The mission of the directorate is to ensure adequacy of human resources and excellence in employee performance in order to support the overall Mission of Ahlia University; to attract a highly qualified, diverse workforce and retain it through a stable and credible work environment; to provide equal opportunities for development and growth; and ensure delivery of exemplary customer service through modern human resource management techniques and methodologies. The main functions of the directorate are organized in three main divisions; Employee Relations, Recruitment & Selections and Training, Development & Performance Management.

**The Employee Relations** division deals with, but is not limited to: Payroll, Compensation & Benefits, Leave Management, Grievances and Disciplinary Code, Information Systems, Employees' Contracts, interpretation and administration of Policy & Procedures.

*The Contact Persons are Luma Jasim at 17313530 or ext. 3530 and Moosa Al Jamri at 17313531 or ext. 3531*

**The Recruitment & Selection** division deals with the processes of advertisement for vacancies, Applicant Screening, Interview, Job offers, Induction and Employment, Government liaisons (residency, passports, visa, etc...) and HEC requirements.

*The Contact Persons are Eman Al Hawaj at 17313532 or ext. 3532 and Mohamed Al Majed at 17313533 or ext. 3533*

**Training, Development and Performance Management** division deals with Training Need Analysis, formulation and coordination and implementation of Annual Professional Development Plans for all employees, performance appraisal and performance management.

*The Contact Person is Hussain Majed at 17313538 or ext. 3538.*

The Human Resources Management System will allow you to access, view and manage your personal information directly via our employee HRMS self-services portal. The following are some of the tasks that you will be performing in the system:

**Employee File:** View personal and leave file.

**HRMS Self Services:** Update personal information, apply for a leave, upload documents and view pay slip.

**Time and Attendance:** View attendance logs.

## **2. EMPLOYMENT AT AHLIA UNIVERSITY**

### **2.1 EMPLOYMENT STATUS**

**Full time employees** are those who normally work a minimum of 40 hours per week and are paid monthly salaries with all benefits offered by Ahlia University as specified in their relevant initial offer letters and the contracts of employment.

**Part time employees** are those who are offered employment contracts for the purpose of fulfilling regular vacancies for a specified period of time. Employees in this category are paid in lump sum amounts at the end of each month or semester or as agreed in the part time employment contract.

**Student employment,** Ahlia University provides the opportunity for students to work on a part time basis.

### **2.2 EMPLOYMENT CATEGORIES**

#### **Administrative Employee**

The administrative employees includes those staff members primarily responsible for managing the academic, financial, and administrative affairs of Ahlia University and for providing professional, technical, and administrative services to faculty and students.

#### **Faculty**

The faculty includes those members of various colleges holding the positions of graduate assistant, lecturer, assistant professor, associate professor or professor.

#### **Professor Emeritus/ Emerita**

A retired/resigned Ahlia University faculty member, meeting the requirements outlined in the Bylaws for Professor Emeritus, may be awarded the title of Professor Emeritus.

### 2.3 CONTRACT OF EMPLOYMENT

Contracts of employment are issued by the Human Resources Directorate, and signed by the university president. Contract documents elaborate on the period of employment, duties, rights and obligations. Faculty contracts usually come into effect on September 1st and end by the August 31st of every academic year.

### 2.4 JOB DESCRIPTION

When you begin your employment at Ahlia University, you will receive a written job description which outlines the purpose of the job, the main responsibilities, reporting structures, and performance expected.

Copies of job descriptions for all jobs at the university are available for review in the Human Resources Directorate, and members of the directorate are available to answer queries.

### 2.5 EMPLOYMENT ORIENTATION

An induction/orientation programme is normally conducted to new staff members of Ahlia University. The programme is coordinated by the Human Resources Directorate and includes an introduction to the university units and resources. The programme also includes an orientation to the respective college and programme offered by the dean/chairpersons and or directors.

Additionally, new employees receive general information and an overview of the organization during orientation that would help them to settle into their new role in the university.

### 2.6 WORK PERMIT, VISAS AND EXIT PERMIT

It is the responsibility of employees to obtain clearances and any other necessary documents to enable the university to assist in arranging for the residence visas for the employee, spouse and children, and work permits according to the terms and conditions of their contracts. Locally appointed employees must be able to obtain a release from their former employers and transfer their residence visas to Ahlia University.

When an employee wishes to bring his/her dependents such as parents and/or brother/sister on a visit visa, the same shall have to be reviewed and approved by the HR Director. However, Ahlia University shall not bear the visa and administrative charges towards visa processing. Visas and permits are subject to issue by the Government of Bahrain and Ahlia University will not be responsible for any refusal by the government to issue permits and visas.

The HR Directorate maintains detailed records of renewal dates for work permits, visas and etc. However, employees are equally responsible for ensuring that work and residence permits for both themselves and their families are renewed by the due date.

### 2.7 EMPLOYEE FILE AND EMPLOYMENT RECORDS

The official record of your employment at Ahlia University is maintained by the Human Resources Directorate. Ahlia University protects your privacy by restricting access to the personal data maintained in your file. Employee files contain all documents relevant to employment including the contract, CV, Job description, copies of degree certificates, credentials, HEC approval for employment, copies of passport and CPR. Files are updated on a regular basis and it is the responsibility of the employee to notify the Human Resources Directorate in writing of any changes to enable the directorate to maintain an updated employee file.

### 2.8 PAYROLL ACTION & RECORDS

The Employee Relations section at the HR directorate is responsible for preparing payroll and arranging payment of salaries, which are paid via bank transfer to Bahrain bank accounts on a monthly basis. It is the responsibility of the employee to provide accurate details of their bank account. Details of payment are provided on the pay slip issued to each employee on pay day by email.

### 2.9 PROBATION PERIOD

All newly recruited full-time employees of the university will undergo a probationary period for a minimum period of three (3) months as per employment contracts of Administrative Staff and a minimum of one semester for Academic Staff. The probationary period starts from the date of joining.

In order to protect the interests and values of Ahlia University, Deans/Directors are strongly advised to evaluate the behaviour and attitude of every new employee, throughout the probationary period, and take necessary actions if the employee conduct does not conform to the culture and values of Ahlia University.

The Dean/Director of the college/directorate shall fill the **Probation Review Form** at the end of the probation period and forward it to the Human Resources Directorate. Based on the evaluation, probation shall be either successfully completed, extended for a maximum of 3 additional months, or failed due to failure to meet expectation resulting in termination of the employment offer.

### 2.10 EMPLOYMENT CONFIRMATION

Upon successful completion of the probation period the employee shall acquire employment status as well as all the conditions and privileges of a regular employee.

### 2.11 WORK SCHEDULES

Achieving a work-life balance is important. As such Ahlia University permits a degree of flexibility in work arrangements for both its administrative and academic employees. Additionally, Ahlia University's ICT infrastructure enables and facilitates telecommuting up to a certain extent.

## Normal Hours of Work

### *Full Time Administrative Employees*

A full time administrative employee shall work at least 40 hours per week Sunday through Thursday as per the Bahrain Labour Law, Five (5) working, with Fridays and Saturdays as the normal weekly off days. A typical workday shall start either 8:00 or 9:00 a.m. as assigned by the university and nature of the work and end at 4:00 or 5:00pm respectively.

Each business unit can schedule its own working hours in accordance with the job requirements, provided that the number of working hours put in by each employee conforms to the work schedule mentioned above.

Working hours during the holy month of Ramadan shall be as per the Bahraini Labour Law which stipulates 6 working hours per day for Muslim Employees. The work schedule will normally be disseminated by the HR Directorate prior to the beginning of the holy month of Ramadan.

### *Part Time Administrative Employees*

Working hours and working days for part time employees will be assigned days and mentioned in the employment contract.

### *Full Time Academic Employees*

The total minimum number of working hours for full-time faculty members is 40 (forty) as per Labour Law of Bahrain. Due to the nature of academic work, academic staff have a flexible work schedule. In addition to teaching, full time academic staff responsibilities cover a variety of academic activities such as research, review of curriculum, syllabus and course materials, supervision of students projects, advising, participation in various committees and working groups and community engagement. Academic staffs are expected to be available on campus to meet and support their students and attend to their office hours of at least 10 hours /week as per the university policy.

### *Part Time Academic Employees*

The work schedule of part time academic staff will be based on agreement between the part-time academic staff and Dean of the college concerned, and will depend on the number of courses assigned in any given semester.

## 2.12 TIME AND ATTENDANCE RECORDS

It is required that all paid and unpaid hours shall be accurately recorded for Administrative Staff. Time and attendance records are maintained electronically in the Biometric Time Entry system and are carefully monitored by the Human Resources Directorate.

### *Full Time employees*

Administrative directors and employees are responsible for submitting approved leave application and permission forms before the end of each month, which document the amount of exception time (annual, sick, permission), so that the time is updated electronically using the Al Amthal system. Unjustified missing hours could result in salary or annual leave deductions.

Failure to submit the appropriate forms, and discrepancy with the Biometric time log, may result in a written warning, salary or annual leave deductions.

### *Part Time employees*

Each part time administrative employee must record the number of working hours each day as payments are based on the working hours recorded on that time sheet.

## 2.13 USE OF UNIVERSITY EQUIPMENT AND FACILITIES

### EMAIL POLICY

Every Ahlia University employee is entitled and responsible for using Ahlia University's electronic mail (E-mail) system. Any questions about this policy should be addressed to the ICT Centre.

The E-mail system is the property of Ahlia University and has been provided only for use in conducting official business of the university. All communications and information transmitted over, received from, or stored in this system belong to Ahlia records and shall remain property of Ahlia University.

Employees have no assurance of privacy in any matter stored in, created, received, or sent over Ahlia e-mail system.

Ahlia University, in its discretion as owner of the e-mail system, reserves and may exercise the right to monitor, access, retrieve, and delete any matter stored in, created through, received on, or sent over the e-mail system, for any reason and without the permission of employee.

Use of passwords or other security measures does not diminish the University's rights to access materials on its system under any circumstances.

Any password used by employees for any of the files must be revealed to Ahlia University as e-mail files may need to be accessed in an employee's absence.

Employees shall be aware that deletion of any e-mail messages or files shall not truly eliminate the messages from the system. All e-mail messages are stored on a central back-up system in the normal course of data management.

Even though Ahlia University has the right to retrieve and read any e-mail messages, those messages shall still be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any e-mail messages that are not sent to them. Any exception to this policy mandates the prior approval of the President.

Ahlia University policies apply fully to the e-mail system, and any violation of those policies can result in disciplinary action including discharge. Therefore, employees of Ahlia University are advised not to create, send, or receive any emails if they contain intimidating, hostile, or offensive material concerning race, colour, religion, sex, age, nationality, disability or any other classification protected by bylaw.

The e-mail system may not be used for addressing religious or political causes, commercial purposes, helping outside organizations, or other non-job related activities.

The e-mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization from Ahlia management. Employees, if uncertain of whether certain information is copyrighted, proprietary, or otherwise inappropriate for transfer, shall refrain from transmitting the information through the email, and should consult the ICT centre and HR Directorate for further clarification.

Management approval is required before anyone can post any information on commercial on-line systems or the Internet in the public domain. Any approved material that is posted needs to be brought under the University's copyright and trademark policies. An employee not obtaining prior approval from Ahlia to act as an official representative of Ahlia University and wishing to post information must include a disclaimer in that information stating, "Views expressed by the author do not necessarily represent those of Ahlia University"

Users shall routinely delete outdated or otherwise unnecessary e-mails and computer files in order to help keep the system running smoothly and effectively, as well as minimize maintenance costs. Employees are reminded to be courteous to other users of the system and always conduct themselves in a professional manner. Users of e-mail communication should take utmost care, and exercise judgement and responsibility as they would for letters or internal memoranda written on official letterheads of the university, seeing as emails may be misdirected or mistakenly forwarded and may be viewed by persons other than the intended recipient.

E-mail records and computer files may be subject to disclosure in litigation. Ahlia employees are expected to avoid making statements in e-mail or computer files that would not reflect favourably on the employee or Ahlia University if disclosed in litigation or otherwise.

Any employee who discovers misuse of the e-mail system should immediately contact the Human Resources Directorate.

Violations of the Ahlia e-mail policy may result in disciplinary action including discharge from the service of Ahlia University.

Ahlia has the right, but not the duty, to monitor any and all of the aspects of its computer system, including, but not limited to, monitoring sites visited by employees on the Internet, monitoring chat groups and news groups, reviewing material downloaded or uploaded by users to the Internet, and reviewing e-mails sent and received by users.

Ahlia reserves the right to modify this policy at any time, with or without prior notice.

*For more information please contact: Director of ICT Centre 8955.*

## EQUIPMENT USE

**Keys:** Office keys pertaining to each employee will be issued by the Head of Safety and Security of the Administrative Services Directorate. You are personally responsible for keeping safe all keys issued to you. Under no circumstances are keys to be loaned or duplicated. Lost keys should be reported immediately to the Administrative Services Directorate. All keys must be returned to the Administrative Services Directorate on your last day of work or whenever requested.

**Office equipment:** The University makes available needed equipment and supplies to support conduct of work. All office equipment and supplies should be used only for University purpose. If you borrow equipment of the university, any such borrowing must be approved by your directorate/section head and you are responsible to return the borrowed equipment intact and liable for any loss or damage.

**Photocopy machines:** photocopy machines in the University premises shall be used for official purposes and are not intended for any personal use.

*For more information please contact Mr. Mohammad Jasim at 17313541 or ext: 3541  
email: mjassim@ahlia.edu.bh*

## 2.14 SAFETY AT THE UNIVERSITY

Ahlia University protects the health and safety of people working on Ahlia' campus, and other stakeholders who use the premises and worksites of the university. Work related hazards are identified and prevention strategies are implemented across the university to ensure safety and security.

*Key Areas of responsibility in health and safety*

### ▪ Leadership

Ahlia University shall be commitment at all levels of management to protecting and promoting the health and safety of its people working at, or visitors to, Ahlia University worksites as per published policies; accountability for implementation; and provision of sufficient resources.

### ▪ Identification and Evaluation

Ahlia University is committed to identify and record all health and safety hazards across the University and evaluates potential health and safety hazards in existing facilities.

### ▪ Prevention and Control

The Board of Directors of Ahlia University recognizes the need to protect and promote health and safety of employees through prevention and control of occupational injuries and accidents, and elimination of occupational factors and conditions that could be hazardous to health and safety at work.

## ACCIDENTS AND EMERGENCIES

Maintaining a safe work environment requires the continuous cooperation of all employees. Ahlia University strongly encourages all employees to communicate with fellow employees and their supervisors regarding safety issues. In addition:

- All employees shall be provided care, first-aid and emergency service, as required, for injuries or illnesses while on Ahlia premises. Employees shall contact their supervisor, the security personnel, and/or emergency number in the event of an accident or emergency.
- Ahlia University provides coverage and protection to its employee in accordance with the Social Insurance Law if an employee is injured while working on the University premises. When an injury occurs at work, no matter how small or insignificant, it shall be reported immediately to the employee's supervisor, who in turn shall notify the HR Directorate of the incident.
- Failure to immediately report accidents may preclude an employee's coverage under social insurance.

## 2.15 EMPLOYEE RETENTION, EMPLOYEE GRIEVANCES AND EMPLOYMENT TERMINATION

### Employee Retention

Ahlia University values its employees and aims to retain distinguished performers through a package of competitive pay, excellent benefits, a collegial and intellectual environment, and opportunities for career and professional development, Ahlia strives to ensure adequacy of resources and employee grievance resolution mechanisms.

*Benefits are explained in detail in other sections of this handbook.*

### Employee Benefits

Ahlia University offers compensation and benefit packages that are comparable to or higher than those offered by other institutions in the higher education sector

Compensation and benefits include, but are not limited to:

- Competitive salary
- Health insurance
- Life insurance
- 30 calendar days for administrative staff , total 8 weeks for every full Academic year of service for academic staff & all other leaves as stipulated by the Bahrain Labour Law
- Housing and other allowances

### Work Environment

Ahlia University ensures that its working environment is pleasant, safe and conducive for productivity and performance.

### Training, career and professional development

Ahlia University maintains a fixed amount of financial support to provide all employees with the opportunities for professional development. A professional development plan is formulated and implemented on an annual basis.

Ahlia University has a promotion policy that is fair and implemented professionally.

### Availability of Resources

Ahlia University ensures the availability of all resources including equipment, space in order to meet the job requirements.

### Conflict Resolution

Ahlia University ensures the availability of appropriate mechanisms to deal with grievance, and conflict resolution in a professional manner.

### Advanced notice of contract renewal

Ahlia University ensures the retention of its distinguished staff members through provision of an advanced notice 2 months prior to the date of contract renewal.

## EMPLOYEE COMPLAINT AND GRIEVANCE

- Every employee has the right to complain and lodge their grievance/ complaint in writing within ten (10) working days of an occurrence and/ or within ten (10) working days of the employee having reasonable knowledge of the occurrence of the event that induced such grievance.
- All grievances shall be submitted to the employee's Dean / Director with a copy to the HR Director.
- Upon receipt of complaint/grievance the Dean / Director shall promptly address the complaint along the following lines:
  - Step 1: The Dean/Director shall try and resolve the complaint at his/her level as within a week of receiving the complaints.
  - Step 2: If the complaint/grievance is not resolved, the employee has the right to submit the written complaint to the Vice President in writing for a resolution his/her grievance. The Vice President shall respond to the employee's complaint in writing within one week of receiving the complaint. If the grievance still persists, the employee can submit a complaint in writing to the President.
  - Step 3: The President shall personally meet with the concerned employee and settle the grievance /complaint. The decision by President shall be deemed final.

### Investigation

Upon receipt of any grievance/complaint, Ahlia University shall decide to investigate internally or set up a disciplinary committee.

- Investigation of the situation or incident has to be conducted as soon as possible.
- In this investigation, the Dean/Director shall record all facts and statements of all witnesses to the event, including those of the employee concerned, and any witness the employee may wish to call.
- All statements must be recorded in the first person, and the Dean/Director shall prepare a complete report along with the recommendation of the Vice President and Legal Counsel (if any) and submit them to the President. After review of the report by the President, if accepted, Dean/Director issues a written warning to the concerned if found guilty in the presence of the Vice President.

#### **Disciplinary Committee**

In the case of formulation of a disciplinary committee, to be appointed by the President, the disciplinary committee shall advise the concerned employee by a copy of the referral decision and of the date, time and venue of the committee's first session at least one (1) week before the date specified for the first disciplinary session by a letter that needs to be delivered to the employee personally. If it is not possible to make a personal delivery to the employee, it may be sent by registered mail to the employee's latest known address.

*More detailed information about Disciplinary committee proceedings is available in the HR policy and procedure manual available in the University SharePoint.*

#### **Disciplinary Actions**

As per the Bahrain labour law, a range of disciplinary actions can be imposed on employees if found guilty of an offence, ranging from verbal or written notice-of-attention or written warning, or termination of service.

#### **Employee's Refusal to Accept the Written Warning**

In case of those employee(s) found guilty of an offence, the findings and decision of the disciplinary committee deemed is final, subject to the approval of the president. In the event of the employee refusing to accept the decision, the employee shall be informed of the action that will be taken, and a copy shall be filed in the employee file.

#### **Implementation**

The decision of the disciplinary committee is subject to the approval of the president. Upon approval by the President, the employee will be informed of the decision and same will be implemented as per university policies and Bahrain Labour Law.

*More information is available in the Policy and Procedure HR manual available in the SharePoint of Ahlia University and can be accessed through [www.ahlia.edu.bh](http://www.ahlia.edu.bh)*

#### **TERMINATION- END OF CONTRACT**

An employee may cease to work for Ahlia University when the employee resigns, retires, ends their contract or is terminated.

Ahlia shall reserve the right to end the services of an employee for any of the following reasons which are explained in detail in the Policy and procedure manual available in the Ahlia's SharePoint at [www.ahlia.edu.bh](http://www.ahlia.edu.bh):

- Administrative staff reaching the age of sixty (60)
  - Medical incapacity- A certified physician has determined in writing that the employee remains or will be, unfit to perform his/her duty for more than twelve weeks after first becoming medically unfit
  - Resignation
  - Dismissal under a disciplinary decision
  - Incompetence
  - Absence that exceeds the limits as determined by contract and labour law
  - Restructuring and downsizing or elimination of the post
  - Conviction of a crime of honour or breach of trust
- Unlimited duration open ended contracts can be terminated by either party (Ahlia University or the employee) by sending notification to the other party in advance for at least one (1) month
  - Ahlia University has the right to exempt the employee from the notice period.
  - During the probation period, the employee can resign without undergoing the notice period. However, the employee shall submit his/her resignation in writing at least three (3) working days prior to the date by which the employee is expected to leave.
  - In case of expatriates, upon termination, entitlements are granted as per the contract and Bahrain labour law.

### **3. PERFORMANCE MANAGEMENT AND PROFESSIONAL DEVELOPMENT**

#### **PERFORMANCE MANAGEMENT AND REVIEWS**

Performance management is an essential process to ensure appropriate performance of all units and employees leading to the achievement of the strategic goals of the university. Performance management complements the implementation of the university strategic plan. Faculty evaluation and performance appraisal of administrative employees are an essential process in performance management. Performance Management aims to enable every employee to consistently perform as expected and excel in his/her performance. Excellence in performance leads to providing better quality service to all stakeholders, faster response, less mistakes, and less conflicts. In addition, Performance management aims at recognizing and identifying distinguished performers. Among others, the system of performance management involves: clear performance expectations through formulation of individual objectives that are in line with the departmental/directorate or unit objectives, provision of support and resources needed, clear and immediate feedback to the employees to enable them to improve their performance and an overall performance management review. Performance Management is an on-going process that should contribute to building of a high performance culture.

## FACULTY EVALUATION

The University conducts an annual evaluation for each faculty member. The evaluation involves several components aimed at evaluating faculty performance in all aspect of academic work. Major components of faculty evaluation include:

- Student Online Evaluations of Instructors
- Peer Evaluation
- Chairpersons' and Deans' Evaluations
- Graduate Studies and Research Evaluations
- Quality Assurance Evaluations
- Vice President for Academic Affairs' Evaluations
- Community Engagement Evaluation

For more information, please refer to your Department chairperson.

*For more information about faculty evaluation contact Director of Centre of Evaluation and Measurement at 17298999 ext. 8668.*

## PERFORMANCE APPRAISAL FOR ADMINISTRATIVE STAFF

Performance appraisal is an integral part of the performance management process. Appraisal is done at the end of each year with the purpose of measuring employee performance and encouraging employee development. Findings are used to evaluate merit pay, opportunities for advancement and professional development. It is important to consider the employee's level of demonstrated performance during the specified review period and how it relates to the definitions of performance ratings, as well as the degree of applicability to the job. The appraisal measures selected traits including aspects such as professional knowledge, quality of work and productivity. Overall rating should reflect and describe the employee's performance.

*For more information about performance appraisal and management contact Moosa Al-Jamri at 3531*

## PROFESSIONAL DEVELOPMENT

Professional development at Ahlia University is recognized as an integral part of overall organizational development. It is recognized as central to the enhancement of the quality, effectiveness and outcome of the university programmes. Ahlia University acknowledges that employees are the most valuable asset and as such their continuous professional development is crucial to successful achievement of strategic goals.

Ahlia University is strongly committed to the professional development of the employees of various categories. The university is also committed to adhere to the standards set by the Higher Education Council (HEC) to spend a specific amount of its net revenue on professional development activities. This is manifested in its strategic plan as professional development is recognized as one of the important areas of consideration at strategic, operational, departmental and individual levels. By training, developing, coaching and mentoring of various categories of employees, Ahlia University promotes excellence to ensure maximum impact on student learning.

Professional development also demonstrates a strong commitment of the University to develop and retain talented employees, encourages a culture of continuous learning and incremental performance improvements; and supports the employees to reach their full career potential.

Professional development in Ahlia University follows a systematic approach from the identification of professional development needs to the delivery of well-designed developmental activities that are aligned with those needs. Annual Professional development plan preparation and implementation is coordinated by the HR Directorate. All employees are encouraged to participate in the needs identification, suggestion of professional development activity, or participating in delivery of a professional development activity.

Professional development activities range from one hour symposium, interactive workshops, local or international conference, to educational opportunity toward a higher degree. Provision of professional development activities is done both internally through various colleges or centralized through HR directorate department and externally through collaboration with other institution or external provider. Request for professional development activity is to be done through Training Request Form available in the Web page of the HR accessible through the University Website: [www.ahlia.edu.bh](http://www.ahlia.edu.bh).

*For inquiries about professional development activities please contact Mr. Hussain al Majid at 17313538 or ext. 3538 for faculty development and Mr. Moosa Aljamri at 17313531 or ext. 3531 for administrative staff development.*

## 4. SALARY ADMINISTRATION AND COMPENSATION

### 4.1 PAY PROCEDURES

#### *Full Time Staff*

The Employee Relations Division is responsible for preparing salaries, which are paid via bank transfer to Bahraini bank accounts on a monthly basis.

#### *Part time Administrative Staff*

Part time administrative employees are paid monthly based on the number of hours of work put in in a month as agreed in the contract/offer. Payment for the work put in a month is made in the following month. The Employee Relations prepare a payment issue letter once the attendance sheet of the part time administrative employee is signed by his/her direct supervisor.

#### *Part time Faculty*

Part time faculty is paid per course taught by the end of the semester as agreed on the contract/offer. The college officer prepares a payment issue letter at the end of each semester.

### 4.2 OVERTIME

- Overtime work is by definition an allocation of work beyond the required mandatory working hours and should be either in excess of official working hours on a working day, or official holidays or days officially declared as holidays by the university redundant.

- The Dean/Director concerned shall maintain and approve the overtime register detailing:
  - Dates on which the employee has been assigned overtime work
  - A breakdown of total hours worked by the employee
  - Reasons for overtime
- The Dean/Director concerned shall forward the overtime register to the HR Directorate for further processing and payment to the employee before the end of each month.
- Claim for overtime compensation shall only be made for period of time of work in excess of official duty hours..
- Incidental or unplanned overtime hours beyond the regular schedule of working hours shall not be treated as authorised work put in as overtime, and the employee shall not be compensated for the same. This includes working hours at the discretion of the employee or their Dean/Director to compensate for time lost due to authorized absence / time off during normal working hours.
- Employees working more than 36 hours per week (6 hours per day) during the holy month of Ramadan are eligible for overtime payment subject to the approval from the d Dean/Director concerned.
- Compensation calculation for overtime would be as per the labour law of Bahrain.

#### 4.3 SALARY ADMINISTRATION GUIDELINE

Ahlia University policies include salary scales set for all levels of employees, maintaining an equitable level, and attracting and retaining staff whose calibre helps the university achieve its operational and strategic objectives.

##### *New employee*

Starting salary is determined through careful consideration of market factors, internal equity, and the new employee's qualifications, experience, and responsibility level.

##### *Promotions*

- Faculty promotion follows the academic bylaws for promotion, which are available in the university SharePoint.
- Ahlia University shall consider the following points while awarding promotions to any employee:
  - A position becomes available within Ahlia university
  - Positions are considered vacant in accordance with the annual approved manpower plan of the organization
  - Consistent good performance
  - A distinct increase in duties and responsibilities; and
  - The employee possesses the minimum qualifications for the higher position in consideration or has clearly demonstrated the ability to perform at a higher level,
  - An employee must have been with Ahlia University for at least one (1) continuous year
- All promotions must be approved by the President.

## 5. BENEFITS

Ahlia University provides various types of benefits to the academic faculty and administrative employees as a supplement to the pay package in certain instances, and to promote the principles of fairness and social obligations towards all categories of employees.

### 5.1 CAR PARKING

- Parking is provided in designated areas of the University's parking premises.

### 5.2 AIRLINE TICKETS FOR EXPATRIATES

- Expatriate employees, based on the position and type of contract, are granted airline tickets once a year or every two years as per the procedure of the University to travel to their home country.
- Travel fund equivalent to return economy class tickets to and from the home country will be provided as part of this benefit.
- Employees must inform the Human Resources Department of their intent to utilize the travel at the time of applying for their annual leave.
- Tickets not utilized in a given year shall not be carried over into the next year.

### 5.3 TUITION FEES REIMBURSEMENTS

- The University provides financial assistance for the spouse and dependents/ children who are enrolled at any of the Ahlia University undergraduate or postgraduate programmes.
- The eligible spouse and dependent children who wish to become candidates for undergraduate or postgraduate programme must be admitted to the University through the usual procedures and meet the published criteria for admission.
- In order to utilize this facility, the employee must obtain a letter from the Human Resources Directorate indicating the names of the concerned spouse and/or dependents/children who wish to enrol in Ahlia University programme.

### 5.4 MEDICAL INSURANCE

- All Academic and Administrative staff of Ahlia University have medical insurance coverage. The medical insurance is renewed on a yearly basis and the employees have the option of adding their dependents to be members in the insurance pool. In such a case the employees is responsible to pay for their dependents.

### 5.5 LEAVE INDEMNITY

- At the termination of an expatriate employee's contract of employment, leave indemnity is paid by the University as per Bahrain Labour law

## 5.6 SOCIAL INSURANCE

- The University provides insurance coverage against industrial accidents for all employees as per the terms and conditions of the General Organization for Social Insurance (GOSI). Additionally, the University provides insurance for pensions of all Bahraini employees as prescribed by GOSI. Both the University and the employees contribute towards providing pension insurance. An employee's contribution is deducted monthly via payroll deductions, details of which could be found in the payslip.

*For further information about employee benefits please contact Ms. Luma Jassim at the HR Directorate at 3535*

## 6. EMPLOYEE LEAVE & OFFICIAL HOLIDAYS

### 6.1 ANNUAL LEAVE

#### Faculty

The Academic Employee is entitled to an annual paid leave of eight (8) weeks for every full Academic year of service rendered in full. Of these, two (2) weeks of leave is to be taken between the first and second semesters of an academic year while the remaining is to be taken at the end of the academic year, in accordance with the University academic calendar.

The Academic Employee who starts his/her duties at the beginning of the second semester is entitled to a paid leave of only six weeks (6) to be taken at the end of the academic year in accordance with the University academic calendar.

#### Administrative staff

An employee who has completed at least one year's service shall be entitled to annual leave on full pay of not less than 30 calendar days which accumulates at the rate of 2.5 days for each completed month of service.

All staff who have more than 60 days should settle the number of days accumulated not later than the end of the year as cited in Article 59 of The Labour Law for the Private Sector which states that the employer shall settle the balance of annual leave and the corresponding wage thereof every two years (60 days) as a maximum. If the balance of the employee's leave exceeds 60 days, the mentioned legal article will be applied authorizing the employer to write off the excess days from the accumulated leave of the employee.

Public holidays that fall during the employee's annual leave are compensated in accordance to the relevant policies and procedures.

### 6.2 SICK LEAVE

An employee who has completed service of at least three consecutive months at Ahlia University has the right to be granted sick leave of 15 days per year as per the Labour Law of Bahrain.

### 6.3 AL HAJJ (PILGRIMAGE) LEAVE

A Muslim employee who has served for a continuous period of 5 years is entitled to leave on full pay for 14 working days to perform pilgrimage obligations.

### 6.4 MARRIAGE LEAVE

Ahlia University shall grant 3 days marriage leave to employees as stipulated by the Bahraini Labour Law.

### 6.5 MATERNITY LEAVE

Female employees are entitled to 60 consecutive calendar days as Maternity Leave, provided that a medical certificate attested by the health authorities concerned clearly states the expected date of confinement. Such leave may include the period before or after confinement.

Female employees may also avail of an additional leave without pay for fifteen calendar days after the completion of their maternity leave.

Following childbirth, female employees are entitled to two hours off-duty per day as a feeding period. The feeding hours may be taken in two intervals of an hour each, for a total period of 6 months.

Female employees are also entitled to two periods of care per day for 30 minutes each until the child completes one year of age. Female employees have the right to combine these two periods for a total of one hour.

The above maternity and feeding hour benefits must be coordinated with the respective Director, College Dean/Chairperson to avoid interruption of normal duties.

### 6.6 PATERNITY LEAVE

Ahlia University shall grant one day leave for the male employee on the birth of a new child.

### 6.7 BEREAVEMENT LEAVE

Ahlia University shall grant 3 days of Bereavement leave in the event of the death of a spouse or a relative to the fourth degree of kinship and in the case of death of his/her spouse's relatives to the second degree of kinship as per the Labour Law of Bahrain.

### 6.8 EDDAH LEAVE

A Muslim female employee shall have the right to one month leave on full pay in the unfortunate event of death of her husband. She shall also be entitled to complete the death Eddah from her annual leave for up to three months and ten days. If she does not have annual leave in balance, she shall be entitled to avail & leave without pay.

## 6.9 CONTINGENCY LEAVE

Employees shall be entitled to remain off duty for contingency reasons for a period not exceeding 6 days during the year with a maximum of two days in each separate situation. Such contingency leave shall be considered as part of the employee's annual leave entitlements.

## 6.10 LEAVE WITHOUT PAY

Ahlia University shall grant leave without pay to an employee due to exceptional personal reasons in accordance with the following guidelines:

- The employee shall have no available leave
  - The request for leave without pay shall be made in writing by the employee with proper justification
  - The leave must be approved by the concerned Dean/Director
  - The employee shall cease to receive salary for the period of absence
  - The duration of absence without pay shall be limited to fifteen (15) calendar days per year; and
  - Unpaid leave period shall not be considered as part of the employee's service period.
- Official holidays and weekends falling within a period of unpaid vacation are included within the leave.

## 6.11 LEAVE WITHOUT NOTICE

If the employee is absent from work without legitimate cause for more than the period approved by labour law, the employer may terminate the labour contract without notice or compensation.

## 6.12 OFFICIAL HOLIDAYS

- Official holidays shall be granted by Ahlia University to its employees as declared by the government of Bahrain. The HR Directorate will announce these holidays as and when declared by the government.
- During official holidays, the employee is entitled to get full pay.
- Official holidays with full pay are granted as follows:
  - o Al Hijra New Year                      1st of Muharam
  - o Ashoora                                      9th & 10th of Muharam
  - o Prophet Mohd Birthday                12th Rabia Al Awal
  - o Eid Al Fitr                                    1st, 2nd, 3rd of Shawal
  - o Eid Al Adha                                9th, 10th, 11th, 12th, of Del Heja
  - o National Day                              16th & 17th of December
  - o Gregorian New Year                    1st of January
  - o Labour Day                                1st of May

All leaves can be applied through the Human Resources Management System (Al Amthal).

## 7. GENERAL INFORMATION AND SERVICES

### GENERAL RESOURCES

This handbook is designed as an informational document. The information available is further detailed in the University policies and procedures manual placed in the SharePoint of the University. You may use the e-mail and web addresses provided to find out more details if needed. An electronic version of this Handbook can also be accessed at: [www.ahlia.edu.bh](http://www.ahlia.edu.bh).

The web edition is constantly updated to reflect the changes that occur. If you find any information that needs modification or would like to suggest further useful inclusions, please contact the HR Directorate.

### ADREG SYSTEM

All faculty members shall be granted access to the ADREG System in order to preview courses assigned, take attendance, schedule, and report student-supervisor meetings and conduct other academic activities.

Contact:	Ms. Subhashini Bhaskaran	17298947	Ext 8947
	Ms. Sakina Abdulrasool	17298694	Ext 8695
	Ms. Hooreya Al Alawi	17298932	Ext 8932

### MARKETING, MEDIA & PUBLIC RELATIONS

The Marketing, Media & Public Relations Directorate is responsible for coordinating the digital information of Ahlia University including the University website, digital and social media. The University is active on Facebook, Instagram and Twitter. All updates to the website, social media or any enquiries regarding digital communications should be directed to the department.

For further information about the **website** please contact

**Mr. Haytham Abdulla at 17298933 Ext 8933**

For further information about **Communications and Content Management** please contact

**Ms. Tasneem Al Haddad at 17313529 Ext 3529**

For further information about **Social Media and Digital Marketing** please contact

**Mr. Saleh Shehab at 17313546 Ext 3546**

For further information about **Events and Marketing** please contact

**Mr. Yusuf Al Hawaj at 17313548 Ext 3548**

## LIBRARY

Ahlia University resources are available for the use of faculty and students of the University. The library provides a wide variety of educational and research materials to Ahlia students and faculty. It maintains a sizable physical collection of a variety of books across many disciplines. The Ahlia library is also equipped with a state-of-the-art digital library that provides access to several databases comprising more than 300,000 electronic documents including e-journals, e-books and other reference materials encompassing the disciplines of Business, Sciences, Engineering, Management, Information Technology, Physiotherapy, Interior Design, Mass Communications, Education, and Public Relations and Languages.

In addition, Ph.D. students as well as supervisors under the Brunel-Ahlia joint Ph.D. programme (WR) have access to the Brunel University Library facilities including as many as 120 databases providing access to over 2 million electronic documents including e-journals, e-books and reference materials.

Library Timings: Saturday to Thursday: 09:00 – 20:00; Friday: 14:00-18:00.  
Contact: Ms. Manayer Naseeb Ext 8982

## MAINTENANCE OF UNIVERSITY FACILITIES

Ahlia University's facilities are monitored and maintained on a regular basis. Breakdown of equipment, failure of utilities, breakages and any other faults should be reported to the Maintenance Officer.

Contact: Mr. Mahmood Al Naqi Ext 8924  
Mr. Mohammad Jasim Ali Ext 3541

## SAFETY AND SECURITY AT WORK

The University is committed to ensure a safe and secure environment for teaching learning and all aspects of academic work. Any incident that could jeopardize safety and security should be immediately reported to Mr. Mohammed Jasim Ali, Director of Administrative Services at 17313541 or extension 3541.

Overall security in the Gosi Complex is the responsibility of the management of the Complex (Telephone: 17291551).

*The Ahlia Head of Safety & Security Mr. Hameed Mansoor Abdulla (Telephone: 36258941) and our Administrative Services Director Mr. Mohammed Jassim Ali (Ext 3541) must be informed about any issue related to security and safety within the University premises.*

## TELEPHONE DIRECTORY

The internal telephone directory can be viewed at the Ahlia University web-page: [www.ahlia.edu.bh](http://www.ahlia.edu.bh).

## CONTACT DETAILS

### Telephone number formats

1. When calling from outside the University or from a mobile phone, add 1729 (GOSI Centre numbers) or 1731 (Kingdom Tower offices)
2. From overseas, dial + 973 1729 \*\*\*\* or + 973 1731 \*\*\*\*

**E-mail format: \*\*\*\*@ahlia.edu.bh**

**For further information on any part of this handbook please contact the Human Resources Directorate or refer to the HR policy and Procedure Manual available in the SharePoint of the University at [www.ahlia.edu.bh](http://www.ahlia.edu.bh).**

## IMPORTANT CONTACTS

### SERVICES

Office Requirements	17313534
Email Service	17298980
Telephone Repair Service	17298980
IT & Equipment	17298980
Internal Mail	17298976
ADREG system support	17298947 / 17298695
Operator	17298999
Purchasing	17313513 / 17313515

### EMERGENCY

Safety & Security Department	17290675
Security Guard	36921321 / 36928948
Maintenance Technician	36258934 / 36258920

### EMPLOYMENT

Human Resources	17313531 / 17313532
Payroll	17313530
Government Liaison	17313533

### PROFESSIONAL DEVELOPMENT

Administrative Staff Development	17313531
Academic Staff Development	17313538

### UNIVERSITY OFFICES

#### A

Administrative Services	17313534
Admission & Registration	17298550
Ahlia Centre for Information and Documentation (ACID)	17298661
Admission & Registration System Support	17298695

#### B

Business Development	17298973
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#### C

Centre for Accreditation and Quality Assurance (CAQA)	17298952
Centre for Measurement and Evaluation (CME)	17298944

College of Arts & Science	17298995
College of Business & Finance	17298986
College of Engineering	17298999 Ext. 8694
College of Information Technology	17298656
College of Medical & Health Sciences	17298961

#### D

Deanship of Student Affairs Office	17298963 / 17298560
Digital and Branding Department	17313529

#### F

Financial Affairs Directorate	17313527 / 3526 / 3502
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#### H

Human Resources Directorate	17313531
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#### I

Information & Communications Technology Centre	17298980 / 8940 / 8933
International Relations Directorate	17298999 Ext. 8900

#### L

Library and Information Resources	17298922 / 17298982
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#### M

Managing Director Office	17298997 / 17298948
Marketing & Public Relations Directorate	17313521 / 3512 / 3547 / 3546
Media Production Centre	17298950

#### P

President Office	17298964 / 17298559
Professional Relations Directorate	17298925 / 8561 / 8565

#### S

Student Activities and Services Directorate	17298932
Student Counseling Directorate	17298907 / 17298932
Strategic Planning Directorate	17298670

#### V

VP Academic Affairs	17298564
VP Admin & Finance Office	17298961



الجامعة الأهلية  
**AHLIA UNIVERSITY**  
BAHRAIN

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For more information please visit our website

**[www.ahlia.edu.bh](http://www.ahlia.edu.bh)**

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