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civilisations



# EMPLOYEE HANDBOOK

2015/2016

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**WELCOME**

# WELCOME

Marhaba (Welcome in Arabic)! The Paris-Sorbonne University Abu Dhabi welcomes you to the UAE and wishes you a very pleasant and professionally rewarding time with us during your engagement. PSUAD faculty and staff play a critical role in the academic success of our students and the reputation of the University. Your smooth transition into the local and campus community is one of our principle goals.

This document is designed to assist you in your preparations for moving to the United Arab Emirates (UAE) and settling into your employment with the University. Main topic areas include information on the following:

- PSUAD University, Paris-Sorbonne University in Abu Dhabi
- UAE, the country
- Abu Dhabi, the city you will be living in
- Before Arrival, things you need to do before moving to the Middle East
- After Arrival, things you need to do to help settle down in the UAE

## PARIS SORBONNE UNIVERSITY - ABU DHABI

### BRIEF HISTORY

The Paris Sorbonne University Abu Dhabi was established in May 2006, under the patronage of HH Sheikh Mohammed bin Zayed Al Nahyan, the Crown Prince of Abu Dhabi and Deputy Supreme Commander of the Armed Forces, the Abu Dhabi Education Council (ADEC) and Paris Sorbonne University. Paris Sorbonne Abu Dhabi is an Emirati university, that benefits from 760 years of experience of the Paris Sorbonne University, with a state-of-the-art campus located on Al Reem Island combining comfort with the efficiency of new technologies.

While undergraduate education is offered in French, graduate programs are offered in English. Degrees are issued by the University of Paris Sorbonne in the field of Humanities, by the University of Paris Descartes for Law, Management and Economics and by Pierre and Marie Curie University in science. Paris Sorbonne University Abu Dhabi offers world-class degrees, both in undergraduate and postgraduate programs, following the European Credit Transfer System (ECTS) and is accredited by the UAE Ministry of Higher Education and Research.

Paris Sorbonne University Abu Dhabi is devoted to Abu Dhabi's vision of creating a cultural and scientific hub, and is an agent to realize this 2030 vision by delivering the future Emirati and international workforce and contributing to the UAE's economic diversification.

## MISSION AND VISION

As stated in the University's Strategic Plan:

**Vision:** "The Paris Sorbonne University Abu Dhabi is committed to the renowned excellence and worldwide recognition in Francophone education. Assimilated in the UAE national context, it is an exceptional model of learning and knowledge development that aims to create global leaders and thinkers and promote dialogue of cultures and civilizations"

**Mission:** "To create and maintain a university in which, for the benefit of the UAE and the world, the core competencies and rich heritage of Sorbonne Paris stimulate intellectual excellence, innovation, critical thinking, harmonization of cultures, and development of knowledge"

## PSUAD CAMPUS

The campus has a capacity of 2,000 students and the corresponding faculty and administrative staff, represents the ideal environment for both students and staff; a total of 93,000 square meters of teaching and entertainment facilities equipped with the latest technologies, two separate blocks for students accommodation 500 male and female students in single rooms, a multi-hall cafeteria, a substantial library, a 700-seat auditorium designed to suit an array of presentations, seminars, concerts and performances, a 1,000-vehicle capacity surface and underground parking lot, a succession of French and Arab gardens, roof-top tennis courts, and multi-purpose sports halls hosting some of the best equipment in the region. For more information, please click here [Sorbonne.ae](http://Sorbonne.ae).

## DRESS CODE

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

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

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

On campus (and where representing the University) PSUAD is committed to maintaining the highest possible professional image and expects employees to dress in a professional business manner and to maintain a neat and clean appearance at all times. In general, women should keep shoulders covered, avoid low neck-lines and cover legs to below the knees. Men should wear a long sleeve dress shirt (normally with tie), slacks and avoid open-toed shoes. National dress is acceptable.



**UNITED ARAB EMIRATES**

# UNITED ARAB EMIRATES

The following section provides a brief introduction to the United Arab Emirates. There are many additional sources of information on-line and a listing of links are noted at the end of this section. Additionally, we would encourage you to visit the very helpful link provided by the government at the [UAE Government website](#).

## GEOGRAPHY

The UAE has a very strategic location in the Middle East, at the tip of the Arabian Peninsula. It is bordered by the Arabian Gulf in the north, Oman and Gulf of Oman in the east and bordered by Saudi Arabia in the south.

## HISTORY

The UAE was founded on December 2, 1971 by the late His Highness Sheikh Zayed Bin Sultan Al Nahyan. The UAE is a founding member of the Gulf Co-operation Council (GCC). The capital of the UAE is Abu Dhabi; which is the centre of the current President His Highness Sheikh Khalifa Bin Zayed Al Nahyan. The country is made up of seven Emirates: Abu Dhabi, Dubai, Sharjah, Ras al Khaimah, Ajman, Umm Al Quwain, and Fujairah. Abu Dhabi and Dubai are the two main cities in the UAE.

## CLIMATE

From May to September, the climate in the UAE is hot and humid with temperatures ranging from 40-45 Centigrade (104-113 Fahrenheit) and humidity in excess of 90%. In October through April, the temperature in the morning and late evening is cool, and midday temperatures range from 20-35 Centigrade (68-77 Fahrenheit). Rainfall in UAE is very rare.

## LANGUAGES SPOKEN

Arabic is the official language of the country; however, the English Language is very common due to the highly multicultural population. English is the business language in many government and private organizations.

## CURRENCY

UAE currency is the dirham (AED or DHS) and is divided into 100 fils. The rate of exchange for US\$1 is approximately AED 3.67. One dirham is equivalent to approximately \$0.27.

## TIME ZONE

The UAE follows Greenwich Mean Time (GMT) plus 4 hours. Daylight savings time is not observed in the UAE.

## RELIGION & RAMADAN

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

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

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

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

Those who are unable to fast during Ramadan are expected to make up the missed days at a later date.

Exemption from fasting is made for:

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



During Ramadan, Muslims usually eat two meals a day. The first meal is called suhoor, and the second meal is called iftar. Suhoor is taken about an hour before dawn and must be finished before the dawn prayer (Imsak Time). Iftar is broken at sunset with a beverage and a few Dates, offering prayers, and sitting down to dinner. In consideration of Ramadan, business hours of operation are typically reduced. Therefore, if you need to conduct any business during Ramadan, always verify the adjusted hours of operation. You may also find it more difficult to schedule meetings, workshops, or seminars during this period.

Tips for Non-Muslims:

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

## ELECTRICAL SUPPLY FOR APPLIANCES

The electrical supply for appliances in the UAE is 220–240 volts, and 50 cycles. Outlet converters for laptops and most other electrical devices are available in grocery and electrical stores in Abu Dhabi.

## LIVING TOGETHER

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

## RELIGIOUS HOLIDAYS IN THE UAE

The two religious holidays (Eids) celebrated by Muslims are Eid Al Fitr and Eid Al Adha. Eid Al Fitr is at the end of Ramadan and people will be doing a great deal of shopping for new clothes, gifts, and celebratory foods. Eid Al Adha is the larger festival and starts approximately 70 days after Ramadan and marks the end of Hajj. In general, the government will announce the holiday and organizations may then decide which days will be granted as a non-working holiday, paid or unpaid.

## ALCOHOL

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

## ADDITIONAL ONLINE RESOURCES COVERING THE UAE

### UAE GENERAL INFORMATION

Miscellaneous topics on UAE  
 Abu Dhabi Police, Traffic Rules  
 Etisalat Yellow Pages  
 Lonely Planet Guide to the UAE  
 Trip Advisor  
 Oasis Living Magazine

### EXPATRIATE INFORMATION

Abu Dhabi Week  
 French Alliance in Abu Dhabi  
 Timeout Abu Dhabi  
 Expat Women  
 Abu Dhabi  
 Expat Groups in Abu Dhabi

**ABU DHABI**

# ABU DHABI

## INTRODUCTION

Abu Dhabi is the federal capital of the United Arab Emirates and the largest of the seven emirates. The emirate lies on the borders with the Kingdom of Saudi Arabia, the Sultanate of Oman and the Arabian Gulf. The emirate comprises of 200 islands and has 700 kilometres of coastline.

The city of Abu Dhabi is the headquarters for the President, the Prime Minister, most of the ministries and federal organizations, foreign embassies, Zayed Port and Abu Dhabi International Airport, as well as most oil companies. The Abu Dhabi Corniche (or waterfront) including its parks and fountains, is considered a major attraction in the city.

Abu Dhabi is known as a safe, clean and virtually crime free destination that helps businesses to thrive with a simplified "One Destination" approach and strong governmental support at the highest level.

## CHILDREN'S EDUCATION

The Abu Dhabi Education Council is responsible for managing, guiding, adopting and implementing various educational development strategies and initiatives in Abu Dhabi as well as monitoring and supervising schools and academic institutes in the Emirate. On the below link, ADEC provides detailed information on public/private schools and higher education institutes across Abu Dhabi including tuition fees and performance reports. It should be highlighted that the PSUAD operates under the auspices of ADEC.

[www.adec.ac.ae](http://www.adec.ac.ae)

## DAYCARE CENTRES

There are a significant number of centres providing daycare services to infants and toddlers across Abu Dhabi. On the below link, you will find a list of nurseries and daycare centers.

[www.2abudhabi.com/schools.html](http://www.2abudhabi.com/schools.html)

## DOMESTIC HELP

There are two ways to employ a maid legally: (a) use professional maid services from a maid service company, or (b) recruit a maid yourself. Some companies in Abu Dhabi will recruit a maid on your behalf. The UAE Government requires the employer (sponsor) to pay a maid's tax, equivalent to a year's salary

has to pay the maid's employment visa, health card, leave ticket every two years, and all incidental expenses including food. Maids are entitled to 15 days of paid leave for every year of service.

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

## WORK WEEK

Officially, the working week in the Paris Sorbonne University Abu Dhabi is from Sunday to Thursday, with Friday and Saturday as the weekend. PSUAD staff observe a seven hour (9:00am to 4:30pm) work day with half an hour unpaid for lunch. Specific Faculty and Lecturer teaching hours are set by the Department Head and Deputy Vice Chancellor. Working hours during Ramadan are shortened. Please refer to "Religion and Ramadan" in the UAE section for more details.

## DRINKING WATER

While tap water in the UAE is safe to drink, some people filter their tap water prior to drinking or drink bottled water. Bottled water can be purchased from local markets or delivered to your home. Ice for camping and picnics can be purchased from many of the larger supermarkets in the city.

## TRANSPORTATION IN THE CITY

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

## CAR RENTALS

While tourists may rent a car, those coming to the country on a work or residence entry visa cannot rent until they obtain an Emirates Identity card and a UAE driving license.

This means that new hires must use taxi's or public transportation for the first few weeks while their residence paperwork is being finalized.

Below are some car rental locations in Abu Dhabi:

AGENCY	NUMBER
Thrifty Car Rental	02 445 5011
Europcar Abu Dhabi	02 626 1441
Advanced Car Rentals	02 676 6445
Dollar Rent A Car	02 641 9002
Avis	02 5757180

## TAXI

Basic taxi services are readily available from many locations in the downtown area and from major shopping centers. Travel within the city does not normally cost more than 20AED (~5\$US). Taxi service with a better quality of car, but at a slightly higher rate is offered by Al Ghazal Taxi (+971 2 600 535 353).

## LANDMARKS & ROADS

While Abu Dhabi is moving towards a clearer system of street addresses, directions are usually based on roads and landmarks around the city. Street names are commonly used as well as landmarks. Most taxi drivers speak English and they are familiar with the major roads and landmarks.

An updated google map service will have the information you need to have with regards to directions in Abu Dhabi. For general help on how Abu Dhabi roads are set up, please visit the below document prepare by Abu Dhabi Commercial Properties (ADCP):

How to Find Your Way on Abu Dhabi Island?

## BUSES

Public buses are available in town and for travel from the Public Bus Station (in the Al Wahdah Mall area – Defense Road) to Dubai and the rest of the UAE. In public buses, women and couples sit in the front rows while men occupy the back seats. The new deluxe coaches between Abu Dhabi and Dubai are fitted with wireless internet, toilets and audio-visual facilities. Inner city buses are very convenient and details can be found on the [Department of Transport](#) website.

## ENTERTAINMENT IN ABU DHABI

Abu Dhabi has a lot of entertaining activities and places which are known world-wide. Below are some links to main entertainment attractions in Abu Dhabi:

- **Shopping malls**, in Abu Dhabi include big hypermarkets, variety of shops, cafes, food courts, and many other entertainment facilities for the whole family.
- **Restaurants** in Abu Dhabi are specialised in different cuisines to satisfy the unique mixture of cultures in the Emirate. There are a lot of cafes, fast food and fine dining restaurants in the city.
- **Yas Marina Circuit** is one of most important entertainment attraction in the city as it has one of the biggest karting circuits all over the world and is used as well for Formula 1 races.
- **Yas Water World** is a highly entertaining water park in Abu Dhabi.
- **Ferrari World** is the biggest indoor fun city in Abu Dhabi.
- **Cinemas/Movie Theatres** can be found in most major shopping malls in Abu Dhabi and they screen the latest Hollywood and international releases.
- **Hotels/Resorts/Beaches.**
- **Health & Fitness Clubs.**

## MEDICAL FACILITIES

Abu Dhabi has both private and government operated health facilities. In emergency cases, visitors can be treated at the government hospitals for a nominal fee, depending on the services needed. All PSUAD staff are medically insured by the Daman Health Insurance Company. On Daman's website, you will find a list of all Abu Dhabi health services providers such as hospitals, clinics, and doctors, and their contact numbers and locations.

[www.damanhealth.ae](http://www.damanhealth.ae)

## PETROL (GASOLINE) SERVICE STATIONS

Petrol or gasoline service stations are located throughout Abu Dhabi city (and along all major routes between cities). Petrol service stations offer various grades of gasoline differentiated by their octane rating; 91 (E-plus), 95 (Special) and 98 (Super). Some petrol stations also carry diesel and natural gas. Many petrol stations also carry gas cylinders for BBQs.

**BEFORE ARRIVAL**

# BEFORE ARRIVAL

This section of the welcome guide provides you with information to help prepare for your move to the UAE.

## TRAVEL TO UAE

The University will provide air travel for our employees and their family of up to three children to the UAE, from the country of origin as stipulated in the employment offer. Please note that the University medical insurance coverage for employees begins two to three days from joining. Therefore, the University recommends new employees purchase any necessary personal travel and medical insurance prior to the start of their contract.

## VISAS AND SPONSORSHIPS

Unless the new hire is a citizen of the UAE and GCC, they and their dependents will require visas to enter, live and work in the UAE. New hires are “sponsored” by the University and the cost of visas for new hires and their authorized dependents is covered by the University.

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

There are two main parts to the visa process; the first step is obtaining an entry visa and the second relates to changing that entry visa into a residence visa. The University HR Department will handle both processes on behalf of the employee and their family. For details on converting the entry visa to a residence visa please go to the section on Residence Visa Application.

## ENTRY VISA APPLICATION PROCESS FOR NEW HIRES

After finalizing pre-recruitment formalities and 1 month prior to your joining date, the University will proceed with the work entry visa process as follows:

- Request scanned copies of passport and color photos with white background in the size required for passports for the new hire and, where applicable, spouse and dependent children.
- The University PRO will submit an application to the Ministry of Interior for entry visa approval and process the work visa.
- Note that the entry visa process cannot take place if the new hire has any member of his/her family listed in their passport. In these cases the new hire has to firstly transfer the dependent to the spouse's passport.

- Once your “Online Visa” gets ready, a copy will be sent to the new hire via email. The new hire should print out a coloured copy of this and carry it with them as they go through passport control upon entry into the UAE.
- It is critical that the new hire advises passport control that they are entering on a work entry visa and ensure that the Immigration Officer doesn't stamp the passport as a visitor.
- After arrival in the UAE, the HR Department will help you to complete the health insurance, medical fitness screening, and Emirates ID to convert the work entry visa to a residence visa.

## ENTRY VISA APPLICATION PROCESS FOR SPOUSE AND CHILDREN

- The new hire should advise the HR Department if they prefer their dependents to enter with them or whether they will be arriving at a later date. The University will try to accommodate this request where possible.
- For more information concerning visit visas to the UAE, please see the [UAE Federal Government](#) site. Note however, that visa regulations and costs are subject to change without notice and travelers should check with their travel agent or nearest UAE embassy before travelling.

## DOCUMENT AUTHENTICATION

Authentication is a guarantee that the documents contain truthful and accurate information. Authenticated documents are required as a condition of employment with the PSUAD as they are necessary for obtaining residence visas in the UAE and for the employee's eligibility for family status. All costs associated with document authentication are borne by the employee and are not reimbursable.

### Documents to be attested prior to relocation to UAE

- Academic Degree

The only documents that should be fully notarized in your home country is the Academic Degree as it will be requested for the pre-employment check process that takes place at the early stages of recruitment. The procedures with regard to the Academic Degree authentication in France is outlined below. Since most of the information was obtained from government websites, we advise you to verify the authentication procedures by contacting both your appropriate government offices and the UAE Embassy in your country as costs and processes are subject to changes. For documents originating from other countries, please contact the UAE Embassy in your country to determine the required authentication procedures.

Please ensure that you use a reputable courier service when sending documents for authentications. The following are general procedures need to be followed:

#### Step 1

Original or a photocopy of the diploma has to be attested by your hometown municipality (Mairie).

#### Step 2

After the notary of the municipality, it has to be endorsed by the Ministry of Foreign Affairs in Paris, France.

#### Step 3

Get the document translated to Arabic by a legal translator.

#### Step 4

Get the document endorsed by a UAE Consulate or Embassy in Paris - France.

#### Documents to be authenticated upon arrival to UAE:

Authenticating the below documents is necessary for obtaining residence visas in the UAE, National ID and for the employee's eligibility for family status. HR department will only keep a photocopy of the authenticated documents, and all original copies will be returned to the employee:

- Original Family Records Book (livret de famille). If you still need the Family Book Records back home, you can instead bring your marriage contract and your children's birth certificate.
- Divorce Decree or Spouse's Death Certificate (if applicable).
- Divorced mothers who want to sponsor their child(ren) in UAE must produce an authenticated document signed by the child(ren)'s father stating that he authorizes the mother to sponsor the child(ren) for residence in UAE. (Note: These italicized words must be included in the document). Failure to produce an authenticated document may lead to a costly complication resulting in the mother sending the child(ren) back to the country of origin, at his or her own expense. If you have adopted children, be sure to inform your HR representative so that he or she can advise you about the UAE requirements regarding adopted children.

In addition to the documents listed above, the following additional documents are required:

- Dependent(s)' school reports.
- 4 color photos of self in the size required for passports.

- 4 color photos in the size required for passports, of spouse (where applicable).
- 4 color photos in the size required for passports, of each dependent(s) (where applicable).

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

Authenticating Procedures:

#### Step 1

The original document has to be attested by your hometown municipality (Mairie) in France – Please note that the attestation of the (Mairie) expires within a year.

#### Step 2

You need to take the documents to French Embassy in UAE to authenticate them.

#### Step 3

The final authentication by the Ministry of foreign Affairs in UAE.

### CUSTOMS REGULATIONS

As you will be arriving in Abu Dhabi Airport, there are a lot of regulations and laws with regards to security checks, prohibited good and duty free and cash allowance. To avoid any complications at the airport, please visit the [Abu Dhabi Airport](#) website for detailed information about the customs regulations.

### INOCULATIONS

No immunizations are required for travel to the UAE.

### PETS

Pets are uncommon among Arabic people. Dogs are especially thought to be unclean. Therefore, be sensitive to the reactions from your Arabic neighbours and coworkers. For information regarding kennels and cattery in UAE, refer to the following site by the [Ministry of Environment and Water](#).

## SHIPPING

### FREIGHTING

Please contact your local couriers and shippers to determine the most appropriate means to send your items. Your shipper will be able to advise you regarding cost, packing, UAE import regulations and inspection practices, insurance and shipping dates. You may ship your items to the University address or your apartment address when you get settled.

### IMPORTING CARS

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

### INTERNATIONAL COURIER SERVICES

Please, visit the link for international courier services: [Courier Services in Abu Dhabi](#).

### MAIL AND COURIER SERVICE

The UAE has a federally operated postal service with branches in Abu Dhabi. To learn more about postal services in the UAE, visit the [Emirates Post](#) website. Personal post office boxes are available in Abu Dhabi and home delivery, in some cases, has now been introduced. However, in most cases University employees use the PSUAD address.

(Your name)  
(Name of the Department)  
Paris Sorbonne University Abu Dhabi  
P.O. Box 38044  
Abu Dhabi- Al Reem Island  
United Arab Emirates





**AFTER ARRIVAL**

# AFTER ARRIVAL

## FIRST WEEK IN ABU DHABI

Upon arrival at Abu Dhabi airport you will be greeted by the 'Golden class' staff member holding a placard with your name. This 'meet and assist' service will guide you through the arrival and immigration process.

Upon exit of customs, the "Golden Class" representative will direct you to a PSUAD driver, who will in turn take you to the hotel.

Below are some details about your stay:

- The University will be responsible for room charges for up to 14 nights.
- The University will cover your breakfast and internet service during your stay at the hotel.
- The Human Resources Department will arrange your on-boarding process.
- Employees are responsible for any laundry, self-serve laundry, and dry cleaning services used at the hotel.
- Employees are responsible for any international phone charges incurred in the hotel rooms.
- Any other concerns about hotel accommodations should be directed to the HR Department.
- Submit original passports (if applicable) and two (2) colour photos in the size required for passports photos of self to the Human Resources Department.
- Submit any outstanding authenticated documents (if applicable) to the Human Resources Department.
- During the first week of your arrival, the HR Coordinator will help find accommodation and assist you with the leasing logistics.
- HR PRO will help you during the first week to authenticate your documents.

Upon joining, the PRO and HR Coordinator at PSUAD will take you through the following steps in order to finalize your recruitment formalities and issue your residency visa. Please ensure that you carry the following documents:

- Original Documents for authentication.
- Original Passport.
- Original entry visa with immigration stamp.
- 4 passport size photos with white background.

## MEDICAL FITNESS SCREENING

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

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

- HIV.
- Hepatitis B.
- Syphilis.
- Leprosy.
- Tuberculosis.

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

HR staff will book your appointment and take you to do the test.

## EMIRATES IDENTITY CARD

### WHO SHOULD ENROL

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

### VALID PERIOD OF THE CARD

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

### COST OF THE CARD

The cost of the card varies and may be subject to changes. Therefore, please refer to the **EIDA** website for the latest information. While the University will cover your ID card expenses, costs for dependents is the responsibility of the employee.

## USAGE OF THE CARD

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

## OBTAINING THE CARD

The HR Department will help you obtain the EIDA upon joining by getting the required documents ready, applying for it on your behalf, and booking an appointment for the finger prints. You will be directed to the Al Wahdah Mall branch to do the finger prints.

## MEDICAL HEALTH INSURANCE

Medical health coverage is provided by the University for the employee, spouse and up to three (3) eligible children age 18 years or younger commencing maximum within three days of joining. Employees may secure coverage for additional children by applying directly with the health service provider or via our existing provider (Daman) and making the necessary premium payments. The employee's contract will state the eligibility and dependent coverage. The HR Coordinator will do the necessary to get your card ready.

## RESIDENCE VISA APPLICATION

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

## RESIDENCE VISA APPLICATION FOR EMPLOYEES

The documents required for residence visa application include:

- Signed visa application form obtained from HR Department.
- Original passport and original entry-work visa.
- Employee's employment letter in Arabic with salary ("To Whom It May Concern" letter), prepared by Human Resources Department.

- Original letter of certification of HIV test (form supplied by Human Resources Department and authenticated by the hospital at UAE).
- One (1) passport size colour photo.
- Copy from the Insurance Health Card provided by the University.
- Copy of Emirates ID card application stamped by the ID Authority.

## RESIDENCE VISA APPLICATION FOR DEPENDENTS

The documents required for residence visa application include:

- Signed visa application forms obtained from the HR Department.
- Copy of Employee's passport and residence visa.
- Authenticated marriage certificate, divorce decree, or spouse's death certificate (whichever is applicable)
- Authenticated child(ren)'s birth certificates (if applicable).
- Each dependent's original passport with entry-residence visa.
- Employee's employment letter in Arabic with salary ("To Whom It May Concern" letter), prepared by Human Resources Department.
- Original copy of dependent's (age 18 and above) HIV test results; note that daughter above 18 if she is not married can be sponsored by her father. A son above 18 can only be sponsored by his father if he is studying inside the UAE.
- Copy (front and back) of dependent(s)' HIV test results.
- Copy of the Health Insurance Card provided by the University.
- Two (2) colour photos in the size required for passports, for each dependent. For dependents that are included in either the father or mother's passport, a family or group picture of the father or mother (where applicable), and the child or children is required.
- Copy of Emirates ID card application stamped by the ID Authority (note that the cost of this ID card is 370 AED per person and is the responsibility of the employee – however, the University will assist you in obtaining this).

The HR Department will help you obtain the required documents and help you on processing the visas.

## BANK ACCOUNTS

Upon joining the HR Department will help you set up your bank account by preparing the required letter and contacting the National Bank of Abu Dhabi representative to come and assist you. If you wish to open the account with any other bank, we will contact the bank representative to come and assist you (this is subject to the service that bank provides).

The following documents are required for opening a bank account:

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

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

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

List of some foreign and national banks in Abu Dhabi are:

- Citibank.
- HSBC.
- National Bank of Abu Dhabi.
- Standard Chartered.
- Union National Bank.
- Abu Dhabi Islamic Bank.
- Emirates Islamic Bank.
- Dubai Islamic Bank.

## PERMANENT ACCOMMODATION

Accommodation is provided based on your entitlement amount and is offered in a variety of configurations and locations in Abu Dhabi Emirate Only. The University does not own any accommodation. The types of accommodation available vary depending on market conditions and may be either a house or an apartment. Accommodation standards are good, although quality and amenities may vary.

In the first few days of your arrival at UAE, the HR Coordinator will assist you with your accommodation. However, the PSUAD is not responsible for the cost of your utilities, water, telephone, internet and cable TV services, agency fees and refundable security deposit.

For more information about accommodation types and rental fees, we encourage you to visit the below link:

[www.propertyfinder.ae](http://www.propertyfinder.ae)

We advise you to read through "Accommodation" section in the HR Manual for more information on your entitlement.

## SALARY PAYMENTS

Payments of salary are made at the end of each month. If you join after mid-month, your first salary payment will be at the end of the following month. Salaries are credited directly to employee's bank accounts. In your first week at PSUAD, a HR representative will, if you wish, assist you in opening a bank account at the National Bank of Abu Dhabi (see Bank Accounts above).

## MAIL SERVICES

You may use the University address. Your mail will be distributed to the mailboxes in your department. The University will also accept mail sent via courier. If you prefer a private mail box, this can be arranged at the main Abu Dhabi Post Office.

## TELECOMMUNICATION AND INTERNET SERVICE

### LAND LINE AND INTERNET SERVICE

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

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

An initial installation or setup fee will apply. During your first week in the UAE, Human Resources representatives will assist in obtaining telephone and internet services by preparing letters requested by the service providers. To avoid any disconnection of services, if you do not receive a monthly statement thereafter, do contact your service provider. At the same time, to avoid disconnection of service while you are away in the summer, remember to prepay your account prior to leaving the country.

## MOBILE PHONES

Two types of mobile phone services are available in the UAE; standard and Wasel. The standard service is a monthly fee and you must also possess a residence visa. For wasel service, a residence visa is not required. The two companies offering mobile phone services in Abu Dhabi are: **Etisalat** and **Du**.

## UNIVERSITY E-MAIL ACCOUNT

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

## UTILITY SERVICE

Upon selecting your accommodation, the HR Department, will assist you with setting up a utility account (electricity and water) with the Abu Dhabi Distribution Company (ADDC). A refundable deposit of AED 1,000 is required during application.

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

## DRIVING

### DRIVING LICENSE

The UAE Government provides drivers licenses to drivers from many western countries without the need for a drivers exam. If you have a valid driving license from your home country and you are a citizen of the UK, Australia, New Zealand, or a European or North American country, the process for obtaining a UAE driver's license is quite simple.

If, however, your license is not from one of the recognized countries, or you do not currently have a valid driver's license from your home country, you will need to take lessons and pass an examination.

Please visit the following website for further details on applying: [UAE driver's license](#).

## TRAFFIC RULES IN THE UAE

In the UAE, vehicles are driven on the right-hand side (similar to France, the United States and Canada). Abu Dhabi is a city with safe roads and clear traffic signs. The "Safety Seat Belt Law" applies in the UAE. Children aged 10 years and under are required to ride in the backseat. The UAE Traffic Authority has zero tolerance for driving under consumption of alcohol. The blood alcohol limit in UAE is 0.0 and the penalty is jail and/or a 20,000 AED fine.

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

The Abu Dhabi Government site offers an extensive list of traffic rules and road safety.

General driving tips and techniques:

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

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

## TRAFFIC VIOLATIONS, FINES, AND SPEEDING CAMERAS

Traffic speeding cameras are located all over Abu Dhabi and the UAE. Drivers are advised to conform to UAE traffic rules and regulations, and refrain from any traffic offences.

## VEHICLES

### PURCHASING A VEHICLE

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

#### New Vehicle

The following documents are required for purchasing a new car:

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

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

#### Pre-owned Vehicle

- Ensure that the seller's loan on the car has been paid in full by requesting a letter from the seller's bank.
- Prior to making payments for the purchase of the used car, have the seller accompany you to the car registration office to transfer the registration to your name, and to ensure that all outstanding traffic violation fines are paid to date.

- The seller needs to take a copy of the new registration in order to request for cancellation of the existing car insurance.
- The buyer needs to purchase insurance before applying for registration of the car.
- Evidence of a valid UAE Driver's License.
- Copy of buyer's passport and residence visa.

### VEHICLE INSURANCE

You may either purchase vehicle insurance through a car dealer or **locate an insurance company** yourself. Some insurance companies do go insolvent. So be aware and get the right deal at the best available price. Be sure to check that your vehicle insurance includes unlimited mileage, off-road driving (for 4wd), full insurance including liability insurance especially death or injury of another person in a car accident. If you plan on traveling to Oman you should also ask for this additional coverage. Finally, please note that if you drink and drive, and have an accident, you will not be insured again.

### VEHICLE REGISTRATION AND LICENSING

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

### VEHICLE ACCIDENTS

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

### DISCLAIMER

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

