Ella's Beauty

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HR POLICY — RULES, REGULATIONS & PROCEDURES

Company: Ella's Beauty Salon · **Location:** Block B, Hostel Silicon Oasis, Dubai, UAE

Overview: This policy is the key reference for every member of the Ella's Beauty team. It explains the rules of employment, conduct and grooming expected in a high-standard ladies salon, in line with UAE Labour Law (Federal Decree-Law No. 33 of 2021). The company may amend this policy from time to time; the current version is always available in the staff attendance app.

1. Employment & Probation

- Every employee receives a written employment contract per UAE Labour Law.
- Probation period is up to 6 months; during probation the company may terminate with 14 days' notice.

2. Working Hours, Attendance & Day Off

- Salon working hours are **11:00 AM to 9:00 PM**, with a 1-hour unpaid break taken in coordination with the team leader so client service is never interrupted.
- Each employee has an **individual weekly day off** agreed with management and recorded in the attendance system.
- **Overtime pay is not applicable** at Ella's Beauty. Work schedules are managed within the contracted hours, and any work on the weekly day off happens only with prior management approval and is compensated with a substitute day off.
- Check-in and check-out are recorded in the **Ella Beauty attendance app** on your registered phone at the salon. The account works on one phone only; changing phones needs management approval.
- Arriving late or leaving early without written approval is subject to salary deduction; repetition may lead to disciplinary action.

3. Grooming, Uniform & Hygiene

- Staff must arrive in the full, clean Ella's Beauty uniform with a neat, professional appearance — you are the face of the salon.
- Uniforms are company property, provided by the salon. Replacements or size changes are requested through the app (Uniform Request). Lost or damaged uniforms may be charged.
- Strict hygiene standards apply at all times: sanitised tools after every client, clean stations, disinfected implements per Dubai Municipality requirements. Every specialist is responsible for her station and tools.

4. Client Care & Confidentiality

- Every client is welcomed warmly and served to the highest standard. Complaints are passed to the manager immediately — never argue with a client.
- Client information, phone numbers, photos and service history are strictly confidential. Photographing clients or sharing salon/client content on personal social media is forbidden without written management approval.
- Personal phone use during client service is not permitted except for emergencies or salon business.

5. Leave Entitlements

- **Annual leave:** 30 calendar days of paid leave after one year of service (accrued pro-rata). Requested through the app and approved by management with proper handover and schedule coverage.
- **Sick leave:** per UAE law. Report sickness through the app immediately. A medical certificate (DHA-attested) is **mandatory** — sick leave without an approved certificate is **not accepted and is treated as absence**.
- **Sick leave or absence linked to the day off, weekend or an official holiday** (immediately before, after, or bridging it) without an attested certificate is not accepted, results in a **formal warning letter** issued automatically, and the **salary deduction covers the total linked period** — the absent/sick days together with the adjoining day(s) off or holiday(s). The warning is withdrawn if a DHA-attested certificate is submitted to HR.
- Absence without reporting is deducted from salary; repeated unreported absence leads to a written warning.
- **Official UAE public holidays** are paid days off, recorded in the attendance system, and are never counted as absence. Working on a public holiday happens only with prior management approval and is compensated with a substitute day off.

6. Salary, Commission & Benefits

- Salaries are paid monthly in AED by bank transfer or the company's approved payment method, with a payslip issued from the attendance system. As a free-zone establishment, WPS registration is not mandatory for the company.
- **Commission** on services, retail sales and monthly targets is set by management, recorded monthly and paid with the salary — it appears as its own line on the payslip.
- **Travel assistance allowance applies to management positions only.** Other roles are not eligible.

- End-of-service gratuity per UAE law after one year of service.

7. Salon Assets & Products

- Tools, machines, furniture, products, uniforms and stock are company property for salon use only. Lost, damaged or misused items may be deducted from salary.
- Product usage must follow the set portioning — waste and unauthorised personal use of professional products is a policy breach.
- Stock and retail items are counted; discrepancies are the responsibility of the assigned staff.
- **Work ID card:** every employee is issued a company ID card, which remains company property. Replacement of a **lost or damaged** ID card is requested through the staff app and costs **AED 50**, deducted from the employee's salary once the replacement is approved. Normal wear replacement is free.

8. Conduct & Discipline

Professional, respectful behaviour is expected at all times — with clients and colleagues. Disciplinary steps: verbal warning → written warning → final warning → termination, depending on severity, per UAE law. Serious breaches (client data misuse, theft, safety endangerment) may lead to immediate termination.

9. Resignation & Termination

- **Two months' written notice** is required for resignation. Final settlement is paid within 14 days of the last working day.
- **Termination by the company** may be **immediate — without notice — in the cases permitted by Article 44** of UAE Federal Decree-Law No. 33 of 2021 (gross misconduct), or with **one month's notice**, subject to the nature of the case and management's discretion, in accordance with the UAE Labour Law.
- **Training costs:** the company invests in professional training for its staff. An employee who terminates the employment contract of her own free will within **2 years** from the commencement date shall repay the value of the training received, **estimated at AED 7,500** (or the amount stated in her employment contract). The repayable amount is calculated **proportionally to the remaining period** of the 2 years, in line with UAE Labour Law, and may be deducted from the final settlement.

10. Acknowledgment & Electronic Signature (legally binding)

- Every employee must read this policy and sign it electronically in the Ella Beauty attendance app before her first payroll.
- The electronic signature consists of the employee typing her **full legal name**, together with her unique **Employee ID**, her **registered personal phone**, and the exact **date and time (Dubai)**, all recorded permanently in the company system and confirmed by email to HR for the personnel file.
- Pursuant to **UAE Federal Decree-Law No. 46 of 2021 on Electronic Transactions and Trust Services**, this electronic signature has the same legal force and effect as a handwritten signature, and this acknowledgment is valid and enforceable **without any physical signature or company stamp**.
- By signing, the employee confirms that she has read this policy in full, understood it, and agrees that it forms part of her terms of employment with Ella's Beauty. The company may update this policy from time to time; updates are announced in the app and the current version always applies.