

Human Resources Redefines the Work Place

Because productivity invariably depends on employee satisfaction, which is essential to all organizations, TE worked diligently in 2007 to satisfy its employees. This type of dedication will inevitably encourage employees to create, innovate and initiate breakthroughs that constructively shape a company's growth.

The first step towards achieving this goal was initiated by the Human Resources Department when it created the new appraisal system that caters to all levels of the organization. Based on best practices, the HR team designed the new program for appraising employees' performances in order to yield evaluations that accurately reflect the high callers here at TE. The department has also developed an information system aimed at managing the appraisal system and trained the assigned team to operate it.

The second step began when the HR department started amending the staff affairs rules and regulations sheet to ensure that both company and staff receive their full rights. A full promotions movement took place as of 1/9/2007 and a total of 5,400 employees have been promoted according to the company's promotions rules and regulations.

Another positive move was initiated when the company subsidized and financed the health care program to ensure the well-being of its employees through an efficient network of hospitals in the country. It also subsidized non-covered illnesses. A call center has been set-up to answer questions and complaints.

The completion of TE Intranet as a first phase of reaching out and communicating with company employees was another benchmark in 2007. Today, employees can browse useful and pertinent information that details each sector's and department's roles and responsibilities. They can also read updated news about telecommunications and other fields and interact with other employees through the posting of thoughts and personal ideas.

As for providing well-defined career paths, the Leadership Development Center (LDC) has witnessed the graduation of its fourth class, which makes a total of 99 graduates. These graduates are considered the seeds of change in the company. Another development program that TE is engaged in is the MBA program at the Nile University. It is also noteworthy to mention that the company helped two of Telecom Egypt's trainers in the United States of America obtain a Myers-Briggs Type Indicator (MBTI) training certificate.

TE Building (B7) In The Smart Village

The move to an upscale Smart Village building was necessary as a symbol of the transition into the 21st century. The move undoubtedly had a highly positive impact on our employees' performance and on our general operations apparatus through the institution of extremely essential and invaluable technology.

The building, which covers an area of 41,000 meters and accommodates 1,200 employees, consists of five floors (two underground and three above). The new headquarters has been geared with information systems, high tech office equipment, intelligent conference halls as well as facilities for dining, exercise and prayer; all to maximize the productivity of employees.

The building also is wired with the latest networking systems (Data Center) to allow for TE's need to gather the company's IT systems from one place. The Data Center will be fully operational in March 2008 and is located on the first floor and the first underground floor.

Employees will be able to sign in and out through Access Control, which also monitors the building's security systems. Security cameras, operated through a central control unit, keep the building highly secure.

Additionally, the new headquarters proximity to key ICT industry players will facilitate cooperation amongst all stakeholders.

