

Employee Handbook

Dr. Soliman Fakeeh Hospital (DSFH) in Jeddah, Saudi Arabia.

AHLAN WA SAHLAN (WELCOME)

We would like to welcome you as a new member of our organization, Dr. Soliman Fakeeh Hospital (DSFH) in Jeddah, Saudi Arabia.

This employee handbook is intended to serve as an orientation tool for new comers to DSFH and to Saudi Arabia at the same time in order to smooth their transition into the hospital's environment and into the Saudi culture. We will provide you with general information about the country and the culture as well as about the services, benefits and other programs. We hope you find the information here easy and useful. We also hope your work at DSFH turns out into a fruitful experience for you and a forward step in your career.

If you have any questions, you can always contact **Personnel Department**.

Again, welcome to Jeddah

Dr. Mazin S. Fakeeh, Director General

Mr. Ammar S. Fakeeh, Deputy Director General

Introduction to the Country

The Kingdom of Saudi Arabia, geographically situated in the southwestern part of Asia, comprises almost four-fifth of the Arabian peninsula, an area approximately one-third the size of the continental United States. The Saudi Arabian state was first established in the central region of the Arabian Peninsula in the early 18th century. King Abdul Aziz Bin Abdul Rahman Al-Saud founded modern Saudi Arabia in 1932. The nation experienced remarkable growth over a short period, spurred by the discovery of oil in the 1930s. The capital city of the Kingdom is Riyadh. The people of Saudi Arabia now enjoy a high standard of living owing to an increasingly diversified economy and have access to the most modern amenities and services.

Useful Information about the Kingdom

Calendar

The Kingdom of Saudi Arabia officially follows the Lunar Hijri calendar, which differs from the universally used Gregorian or Western calendar.

Electric Voltage

The voltage system differs with location and also appliances. In general both, 110 and 220,

voltage systems are widely used and some apartments have both types of sockets, so be sure when plugging in your appliances that you are using the right socket.

Official Holidays

The official working days are from Saturday through Wednesday. The government offices and the banks are off on Thursdays and Fridays. In the private sector, however, each organization is different. For example, at DSFH the working days are from Saturday through Thursday. Only Friday is the off day.

There are also two public holidays every year: the Eid al-Fitr celebration at the end of the holy month of Ramadan and that could last for **3** days, and Eid al-Adha, celebration at the end of annual pilgrimage to Makkah and that, too, would last for another 4 days. In addition, to the national day.

General Working Hours

Government working hours are generally from 7:30 AM to 2:30 PM. Private businesses are generally open from 9:30 AM to around 2:00 PM, with an evening session from 5:00 PM to 8:00 PM. Almost every business closes for a period of 10-20 minutes during the time of the Muslim prayers.

Banking

There are several licensed commercial banks operating in the Kingdom. They are regulated and supervised by the Saudi Arabian Monetary Agency (SAMA). The banks have a large branch network spread throughout the Kingdom. Credit and ATM cards are widely used in supermarkets and other major shops.

Currency

The Saudi Arabian Monetary Unit is the Saudi riyal (SR), which is divided into 100 Halalahs. Notes are in 1, 5, 10, 20, 50, 100, 200 and 500 riyal denominations. The riyal is quoted in US Dollars but is based on Special Drawing Rights (SDR). As the **SDR/Dollar** rates vary, the official Riyal/Dollar rate is revalued at intervals to keep within a narrow band with US\$= SR 3.75.

International Airports

Saudi Arabia has three international airports:

- King Abdul Aziz International Airport in Jeddah
- King Khaled International Airport in Riyadh
- King Fahd International Airport in Dammam

Saudi Arabian Airlines and a large number of international airlines operate from these airports.

Buses

A bus service has been introduced by the Saudi Arabian Public Transport Company (SAPTCO) to operate within and between all the major towns in Saudi Arabia in addition to international trips to some of the neighboring countries.

Taxis

Taxi transport within the city is common. Tariffs are reasonable and government regulated. However, you might still need to bargain and fix a price with the driver before getting into the cab.

Rail

Six train services with first-class air-conditioned carriages runs daily between Riyadh and Dammam on the Gulf Coast.

What to bring on First Day of Job

On your first day of job please bring the following with you:

- Your Passport
- 12 Passport size Photos (for your residency permit, IQAMA) , 6 photos size 3x2, white background, without glasses.
- Original work contract
- Original and a copy of your Diploma/Degree
- Original and a copy of your License/certificate (for Physicians, Nurses and any other technical workers)

Orientation

On the first day of duty all employees are required to report to the Personnel Department where the information will be provided regarding the day, time and place of New Employee Orientation Program (NEOP). Attendance of the NEOP is mandatory for all new employees.

Employee Blood Test

As a new employee, you are required to receive and pass a blood test that is provided by the hospital. The goal of the examination is to ensure that you are not exposed or are not a carrier of any communicable or other diseases. Depending on your line of work you will be required to do different tests. The NEOP coordinator will provide you with the information on how and when you are to do this test.

Staff Probationary Period

All employees are covered by a probationary period upon commencing employment. The average probationary period is three months. However, periods of probation vary depending on the complexity of the job and the nature of employment being offered. For further information you can contact the Human Resources Department.

IQAMA (Residency / Work Permit)

The following is a summary of government policies and other facts you should know regarding your Iqama:

- Upon your arrival at the hospital, you'll hand in your passport and 6-8 passport size photos to the Passport Office. The Passport Office will provide you with a hospital stamped photocopy of your passport to carry with you until you get your Iqama,

which could take about four to nine weeks in case if it is not during the off period of Ramadan and Hajj Eid.

- Your blood test will be done by the hospital after delivering your passport to the passport office. The results of the medical tests you did in your home country to fulfill the visa requirements are not accepted here.
- Your new Iqama is valid for two years.
- The renewed Iqama is also valid for two years.
- It is your responsibility to submit your Iqama three months before its expiration date in order to avoid fines which can be as much as SR1000 and other problems with the renewal process. If you are not sure about the expiration dates please go to the Passport Office for assistance.
- According to Saudi law, no foreign employee is allowed to keep his or her passport. For that reason, the Passport Office, for the length of your employment, will retain your passport.
- If you have to leave the Kingdom for a short period of time for any reason, you should, after the approval from your director, inform the Passport Office at least twenty days before your departure date so that they can obtain an Exit/Re-Entry visa on your behalf.
- The Exit/Re-Entry visa is usually valid for three months from the issue date and must be used by actually leaving the country. If after the issuance of the Exit/Re-Entry visa, you decide to remain in the Kingdom for any reason then that visa must be cancelled within one month from the date of issue otherwise you will be fined 1000SR. For that reason, you should always make sure that you inform the Passport Office of your change of plans for timely cancellation of your Exit/Re-Entry visa.
- If you do leave as planned, then before leaving the Kingdom you are to hand in your Iqama to the passport office. Upon your return to the Kingdom the passport office will retain your passport again and return your Iqama to you.
- In case of resignation, you must submit your Iqama at least twenty days before your last day of duty to the Passport Office. Your passport will be returned to you on your departure day at the Jeddah International Airport after having been stamped by the immigration officials.

Family Registration

Employees who are married and are bringing their families to the Kingdom should note that it is important that their passports along with a photo of the family members be brought to the passport office in order to add their names on the employee's residence permit (Iqama). Without this process they will not be able to obtain an exit/re-entry visa. The passports of your family members will be returned to you after adding their names and photos on your Iqama. Please make sure that you make photocopies of all pages of your Iqama for each member of your family to carry with them at all times.

Saudi Laws and Regulations

According to the Saudi Government Policy non-Saudi employees are strictly prohibited to:

- Engage in any contractual or non-contractual employment outside the hospital at any time.

- Encourage disobedience of Saudi laws and regulations.
- Be involved in labor strikes or industrial disputes.
- Hold political or religious discussions
- Process or consume alcoholic beverages or indulge in any form of substance abuse.

Payroll or Salary System

The salaries are paid in Saudi Riyals (SR) on the 28th of each month. If the payday falls on Friday or on an official holiday then you'll get paid on the next working day. Please go to the Personnel Department to find out about the name and the location of your bank if you are paid by check. It is advised that employees get sufficient funds when arriving to the Kingdom to cover their expenses till they get their first salary. However, in case of an emergency advance salary can also be provided (you can contact the Personnel Department for details).

Staff Health Care Plan

A. DSFH staff members are covered by Cumberland insurance company. Details of insurance policy will be provided at the Personnel office where you are handed your insurance company cards.

B. Emergency Medical Care

The staff member pays 10% of all his/her medical bills only up to the amount equal to his/her monthly salary.

C. Coverage for work-related illness / Injuries

All medical bills for work related illnesses not covered by General of Social Insurance (**GOSI**) will be covered entirely by the hospital. This topic is covered in detail under the work related injuries section

Staff Standards

DSFH expects its staff members to:

- Provide a friendly, comfortable and safe atmosphere for patients and visitors of the hospital.
- Be responsible for the performance of their duties.
- Deliver the best service possible to patients and fellow staff members.
- Behave in a manner that positively reflects the philosophy of the hospital.

Patients and visitors expect staff members to:

- Assist them with their needs adequately.
- Resolve problems with tact and diplomacy.
- Communicate effectively and advise the administration of DSFH of any changes in its environment which will impact the patient stay at the hospital.

Co-employees expect staff to:

- Work together as one team
- Ensure that the work environment is safe to ensure that no staff member is put at risk of any injury
- Be punctual
- Be conscious of other staff members and their needs.
- Provide an environment that is free from discrimination.

General Rules and Guidelines for Staff Conduct

Manner of provision of service:

Remember that you represent the DSFH to patients, visitors and others in the community. Your attitude and behavior are very important. Any discourtesy reflects unfavorably upon both the organization and you individually.

Dress Code & Uniforms

Dress code in Saudi Arabia: The dress code in Saudi Arabia is also strict and must be followed. Long shirts and dresses with long sleeves and a loosely fitted outer garment known as "Abaya" is strongly recommended for women. Men should wear appropriately conservative slacks and shirts.

Dress code at DSFH: When on duty, you are required to maintain a high dress code level that is both appropriate to the organization and your individual responsibilities (kindly refer to DSFH dress code policy for more information). Some duties may require employees to wear special uniforms or safety articles. DSFH issues uniforms to certain employees. According to the current policy every physician is provided with two lab coats per year and other staff is provided with two pairs of uniform per year.

Word of Caution

Foreign nationals coming to the Kingdom are strongly advised to show sensitivity and respect for local laws and customs, although they may differ from those practiced in other countries. Alcohol, illegal drugs, weapons, permissive publications of any kind are banned and trafficking and/or possession of them is severely punished. Please bear in mind that the Saudi law makes no distinction between Muslims and Non-Muslims.

Discipline

Certain conduct violations are unacceptable at DSFH. Listed below is a summary of major violations leading to disciplinary action initiated by your supervisor or department director.

This list is not intended to be all-inclusive:

- Failure to follow established rules, regulations or procedures.
- Failure to respect and practice confidentiality of information.

- Disrespectful behavior to anyone with whom you may come in contact with during your duties.
- Creating or contributing to unsanitary conditions.
- Failure to maintain standards of quality or quantity of work.
- Failure to observe safety rules and regulations.
- Defacing or theft of hospital property or the property of others.
- Insubordination.
- Falsifying application forms, references, employment records or other data requested by the Hospital.
- Possession of unauthorized weapons on the hospital premises.
- Leaving the premises or the assigned work area during scheduled working hours without permission.
- Excessive tardiness or absenteeism.
- Mishandling confidential information or records.
- Fraud or any attempt to defraud the hospital.
- Any act which decreases the overall efficiency of the services of DSFH

Disciplinary Actions and Procedures

A list of disciplinary actions have been established at DSFH to correct any form of misconduct or unacceptable behavior by employees. Those actions range from verbal and written warning to salary deduction, suspension and complete dismissal from employment at DSFH. Kindly refer to the hard copy of the Employees Handbook for more details.

Safety

Dr. Soliman Fakeeh hospital is a safe place to work and all employees have a responsibility to ensure that safety policies at DSFH are strictly followed. Among employees responsibilities to do or to report in that respect are:

- Accidents are preventable and avoidable.
- All employees will be required to follow safe working procedures at all times.
- All new employees will receive safety training/information during New Employee Orientation Program.
- All employees and immediate supervisors share responsibility for ensuring that employees attend safety training and that they carry out their duties in a safe manner.
- Employees will receive counseling and retraining if they commit an unsafe act or fail to report an unsafe condition. Disciplinary action will be taken when appropriate for violation of safety related policies and procedures.

- Equipment or conditions determined to be unsafe will be taken out of use or repaired on a priority basis.
- All employees are expected to be familiar with fire safety procedures.
- All employees will be evaluated in their performance appraisals on their ability to work safely.
- Proper body mechanics and proper use of equipment are essential for preventing accidents. Be certain that safety begins with you!

Work Related Injuries

If you are exposed to any accident during work no matter how minor, you must report it immediately to your supervisor and fill in an Occurrence/Variance report to ensure that appropriate action is taken. If you need medical attention due to the job related injury, your supervisor will take you or refer you to the Emergency Room. If further medical attention is required, the Emergency Room will refer you to the specialist.

All work related injuries are covered and paid by the Saudi Government Agency, General Organization Social Insurance (GOSI). The agency pays for all your medical care as well as your monthly salary during your disability period, to your work place, as follows:

- The 1st month: you'll be paid your full monthly salary.
- The 2nd and 3rd months: you'll be paid 75% of your monthly salary.
- From the 3rd months onwards: you'll be paid 50% of your monthly salary.

You must complete a Report of Employee Injury/Illness and return the form to your supervisor. Your supervisor will see that you receive necessary treatment from the emergency room.

You must report your absence immediately to your supervisor. If the absence is not properly reported, this time off will be considered as Unexcused Absence and you may receive disciplinary action for failure to follow established rules and regulations.

Also if you witness or discover an accident involving another employee, give whatever initial assistance you can then report the accident to your supervisor.

Following such procedure will ensure immediate attention to an injury when needed and may help to avoid similar accidents.

Sick Leave

Sick leave is paid time away from work due to personal illness or injury. The hospital doctor's written medical report may be required if sick leave is to be paid for an absence. The doctor's statement should include the nature of the illness and prognosis. If you will be absent, you must notify your supervisor or department director in advance of your scheduled workday that you won't be able to attend. Failure to do so may lead to denial of sick leave payment and result in disciplinary action taken. Further notification of absence must be given as required by your supervisor or department director. For any serious illness which may require you to be absent for longer periods, the Hospital pay schedule will be as follows:

- The 1st month: you'll be paid your full monthly salary.

- The 2nd and 3rd months: you'll be paid 75% of your monthly salary.
- From the 3rd months onwards: you'll be paid 50% of your monthly salary.

Leave of Absence

A Leave of Absence is a privilege that may be granted to the employee on approval of your department director and the General Director. A leave of absence is a specified period of time away from duty without pay.

Each request for a leave of absence will be handled and dealt with depending upon your needs as well as the needs of DSFH. A leave of absence is granted on the assumption that you will be available to return to regular employment at the time the leave expires.

If a leave becomes necessary, submit a completed "Leave of Absence Request" form to your department director. If your leave is approved, you must contact the Human Resources Department before leaving as well as upon your return from such leave.

Annual Leave (Vacation)

Your vacation is one of the topics discussed on individual basis in your contract. Please contact the personnel department for details.

Maternity Leave

It is usually 70 days as delivery leave. More details will be presented during the new employees' orientation which takes place every few months.

Job Abandonment

- Employees are required to notify their supervisor of intended absence for any reason before the beginning of their shift. An absence of ten consecutive days or total of twenty non-consecutive days during one year without notification or prior approval will be considered job abandonment and may result in termination of your employment.
- Employees are required to notify their director before 1month as a minimum before resignation.

Official Holidays

If you are required to work during the official holidays (Eid-al-Fitr and Eid-al Adha, one day each) then you will receive time in lieu, which can be taken some other day.

End of Service Benefits

This item is considered in detail in the orientation program that all new employees are entitled to attend.

Death

In case of death of an employee, all expenses of returning the deceased and his family to the country of origin will be paid for by the hospital. If you are on a family contract and any member of your family dies then the hospital will pay all the expenses of returning the body

of the deceased to the home country. One member of the family will be given a round-trip ticket to accompany the body of the deceased.