جامعة دار الحكمة
DAR AL-HEKMA UNIVERSITY

# Dar Al-Hekma University Employee Handbook

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## Message from the Executive Director for Finance and Administration

*Dear Employee,*

We are pleased to welcome you to the family of Dar Al-Hekma University.

The mission of Finance and Administration Division is to support all divisions of the University through the provision and management of financial resources, human resources, information technology, purchasing and other services to enable the University to realize its mission.

The Division is committed to providing outstanding services that meet the needs and requirements of students and employees.

The Division is composed of four Departments; namely, Human Resources, Accounting, Information Technology, and Support Services and one Unit: Procurement Unit.

This employee handbook covers key policies and procedures making it a ready reference for employees' concerns and queries. For further enquiries, you may directly contact the concerned department.

We look forward to your contribution and hope that we all join hands to realize the University's vision and achieve its objectives.

The Executive Director for Finance and Administration

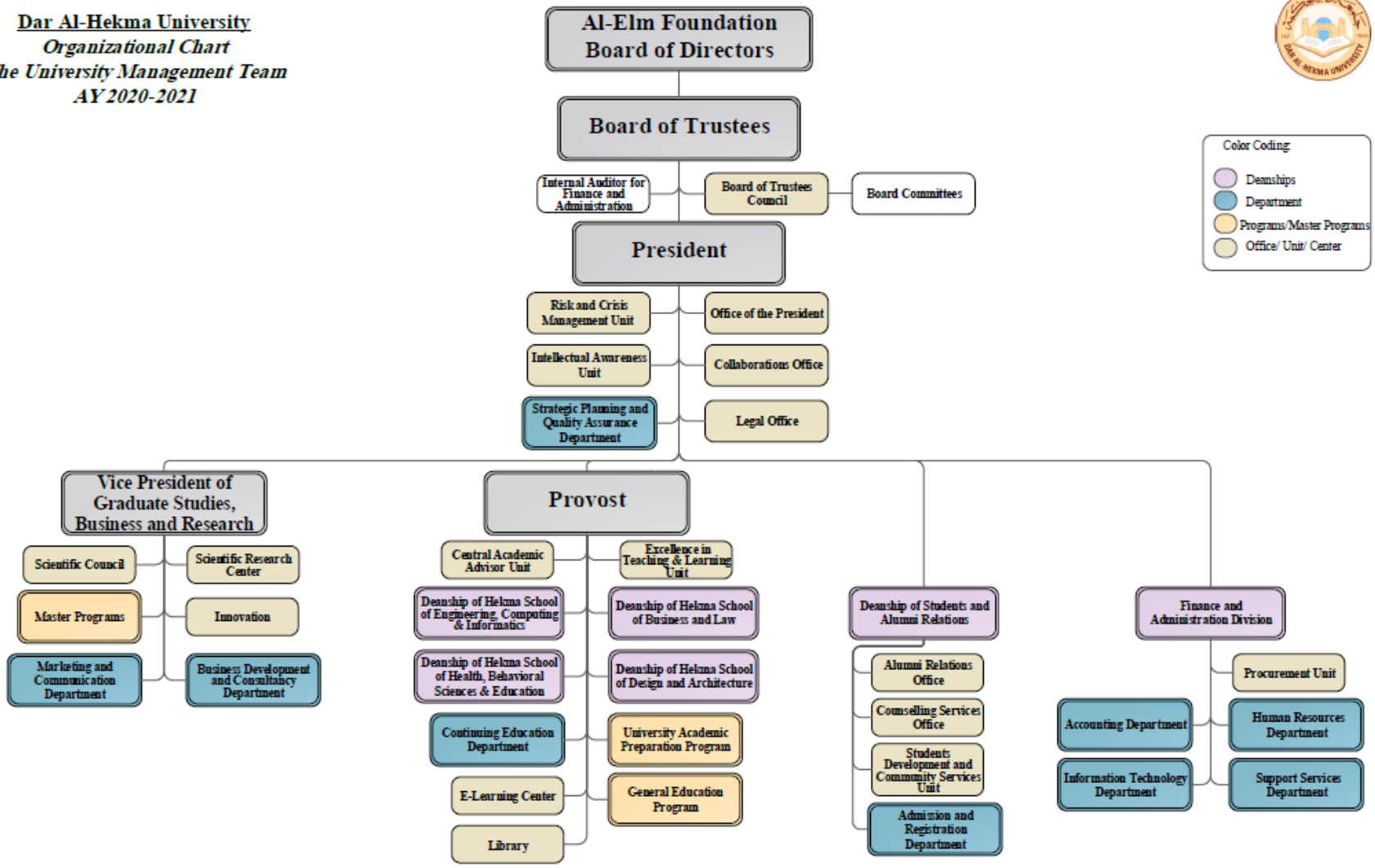
# Introduction

This employee handbook provides brief descriptions on policies related to employment, career training and development, working hours, authorized and unauthorized absences, conduct, job related policies and other general policies of the Human Resources, Accounting, and Purchasing and Support Services Departments.

رؤيتنا
نسعى أن تكون جامعة دار الحكمة مؤسسة رائدة للتعليم العالي للمرأة في المملكة العربية السعودية، ونموذجًا متميزًا للتعليم والتعلم، لتتمكن خريجاتنا من إحداث تغيير إيجابي في أنفسهن ومجتمعاتهن والإنسانية بقصد إرضاء الخالق عزّ وجلّ.
رسالتنا
إعداد خريجة راعية رائدة قائدة
Our Vision
Dar Al-Hekma University is a premier institution of higher education for women in the Kingdom of Saudi Arabia and a model of teaching and learning. Our graduates will be capable of bringing about positive change for the betterment of self, society and humanity with the aim of pleasing the Creator.
Our Mission
To graduate accomplished women, leaders, and entrepreneurs.
DAR AL-HEKMA UNIVERSITY

قيمنا
Our Values
التقوى
Righteousness
الإحسان
Integrity
محاسبة النفس
Self Accountability
السعي للتميز
Quest for Excellence
العلم
Knowledge
التعلم مدى الحياة
Lifelong Learning
تثمين المعرفة
Appreciation for Knowledge
الإبداع
Creativity
الرؤية للمستقبل
Vision for the Future
العدل
Fairness
تعزيز التآلف
Promoting Harmony
الإستدامة
Sustainability
المحافظة على التراث
Preserving Our Heritage
خدمة المجتمع
Service to Our Community

**Dar Al-Hekma University**
***Organizational Chart***
***The University Management Team***
***AY 2020-2021***



# HUMAN RESOURCES DEPARTMENT

## I. HUMAN RESOURCES Department (HRD) MISSION

The HR mission is to recruit, develop and retain the best possible employees and create a culture built on commitment to creativity, diversity, effective communication, and healthy work-life balance.

## II. CODE OF CONDUCT

Dar Al Hekma (DAH) is committed to promoting a culture of high professional and ethical standards. DAH's mission of teaching, research and public service must be carried out in the best way possible for the maintenance and advancement of those standards.

DAH's professional and ethical standards are based on the concept of **righteousness** derived from the Islamic normative system, including:

*Integrity*: Self-accountability – Quest for Excellence – Working with Integrity
*Knowledge:* Appreciation for Knowledge – Lifelong Learning – Preserving Heritage
*Justice:* Vision for the Future – Promoting Harmony – Service to the Community

DAH community members must adhere to the Code of Conduct and must bring any suspected violations of applicable standards, policies, laws or regulations to the attention of the appropriate officials. Raising such concerns is regarded as a service to the University and will not jeopardize the community member's position or employment.

DAH will take appropriate disciplinary action against community members who violate the Code of Conduct, including termination of employment, service or other relationships with the University. In some circumstances, civil and criminal charges and penalties can be imposed.

### A. General

#### 1. Academic Freedom

DAH is committed to academic freedom and promotes activities that provide opportunities to pursue the academic objectives of research, teaching, education and scholarship. University members should be able to communicate informed views and criticisms based on their learning and study without being censored and jeopardized (refer to **AA.1.0-PP** Academic Freedom).

Academic freedom implies academic responsibility which entails respect for the rights of others to express their opinions, fairness in expounding differing points of view and encouragement of critical thinking.

## 2. Discrimination

DAH provides equal opportunities and guarantees equal treatment to all its members and applicants regardless of their gender, age, race, color, religion, national origin, social status, marital status or disability.

## 3. Harassment

DAH prohibits harassment and inappropriate behavior of all kinds based on gender, age, race, color, religion, national origin, social status, marital status or disability.

## 4. Integrity

Unethical practices will not be tolerated and integrity will never be compromised. DAH members must conduct themselves with academic honesty and respect the intellectual property of others.

Misrepresentation of credentials is unethical and will not be tolerated. DAH members must not plagiarize, conduct unauthorized collaborations, fabricate documents or violate DAH rules.

DAH employees are obliged to conduct University business transactions with the utmost honesty, accuracy and fairness. No employee should accept anything of value offered in return for performing his/her duties, other than the compensation, benefits and reimbursement of expenses duly authorized by the University.

## 5. Conflict of Interest

a. A conflict of interest situation arises when an individual is positioned to influence the University's relationship with an outside party in ways that would lead directly to the individual's personal or financial gain.

b. The interests of DAH must be the first priority in all decisions and actions.

c. DAH administrators, faculty, staff and others acting on the University's behalf are obliged to:

   i. Avoid ethical, legal, financial or other conflicts of interest and ensure that their activities and interests do not conflict with their obligations towards DAH or its welfare.

   ii. Refrain from unauthorized disclosure of any confidential information affecting the intentions of the University regarding investments, property acquisitions, purchasing or contracting for supplies and services.

   iii. Refrain from soliciting and accepting personal gifts from individuals or entities

that provide or seek to provide, services or supplies to the University.

iv. Disclose outside activities and interests that have the potential of conflict of interest.

v. Avoid discussions, decisions or activities, including those related to employment of immediate family members that involve a conflict of interest.

vi. Exercise utmost good faith in all transactions they participate in while in office and refrain from using their positions or knowledge gained therefrom for their personal benefit or financial gain.

d. DAH administrators, faculty and staff are required to complete and sign a Conflict of Interest Agreement Form upon signing their contracts.

## 6. Financial Reporting

All University accounts, financial reports, expense reimbursements, time sheets and other documents, including those submitted to government agencies must be accurate, clear and complete and backed up by the necessary supporting documentation.

## 7. Dress Code

DAH employees are required to observe a dress code when appearing in public and representing the University. Staff members who do not adhere to the dress code will be subject to disciplinary action without prior notice.

Females entering the University must be dressed in abayas and head scarves in accordance with University directives. Failure to comply with these directives will result in denial of entry.

Staff members are required to observe the dress code on the University premises during and outside of working hours. Revealing, transparent, tight fitting and short clothes are strictly prohibited. At a minimum, female staff members' clothing must extend to the knees and cover the shoulders at all times.

## 8. University Property

DAH community members are required to safeguard the University property and equipment to which they have access. Individuals will be held responsible, and therefore may be required to replace, repair or compensate for any damage of University property caused by neglectful, wanton or careless actions. This includes University property in all University accommodations.

## 9. Health and Safety in the Workplace

University members have a shared responsibility to ensure a safe, secure, and healthy environment for all University students, faculty, staff, volunteers and visitors who are expected to:

a. Follow safe workplace practices and report accidents, injuries and unsafe conditions.

b. Report suspicious activities.

c. Protect the environment, including the handling of hazardous waste and other potentially harmful agents, materials or conditions.

d. Comply with the University safety instructions, as per the University Safety Manual.

## 10. Fire and Safety in the Workplace

Employees have a responsibility to work and act in a manner which safeguards not only their own welfare, but also that of other employees of the University. Employees are responsible for familiarizing themselves with the University's Fire & Safety at Work Regulations. Any employee found acting in an irresponsible manner, or in contravention of the University safety regulations will be subject to a disciplinary action.

## 11. Drugs, Intoxicant & Alcohol

Anyone who is found to be involved in the production, sales, consumption or distribution of illegal drugs, intoxicants or alcohol will be subject to instant dismissal.

## 12. Smoking

Smoking is prohibited in all areas and grounds of the University. Employees must observe the "No Smoking" directives. Failure to comply with "No Smoking" signs and regulations will subject the employee to a disciplinary action.

## B. Faculty Code of Conduct

### 1. Academic Integrity

Faculty members must be honest, trustworthy, fair, respectful and responsible in their:

a. dealings with individuals within the University and whoever is associated with it.
b. actions while at DAH and when acting on the University's behalf.
c. teaching, scholarship and research.
d. use of intellectual property.

### 2. Professionalism

DAH members must:

a. adhere to University policies and procedures.
b. be objective in their work-related actions.
c. be timely in meeting deadlines.
d. engage in professional development.
e. work constantly to improve the quality of their teaching and knowledge in their field.
f. maintain confidentiality.
g. meet or exceed the standards of their profession.
h. be positive role models.
i. contribute to the advancement of the University.

### 3. Interpersonal Relationships

While interacting with students, staff, faculty, administrators and other persons related to the University or participating in University activities, faculty members should be:

a. cooperative
b. encouraging
c. courteous
d. compassionate
e. sensitive
f. fair
g. open-minded
h. respectful
i. aware of socio-cultural obligations
j. supportive
k. tolerant
l. tactful

# III. EMPLOYMENT POLICIES

## A. Recruitment

1. The Recruitment Officer/Human Resources (HR) Director coordinates with the Department to advertise open positions in appropriate local as well as international newspapers, professional journals, recruitment websites, headhunters and the University website.
2. In order to obtain authorization to fill a vacant position, the head of the department/division where the position is must prepare a written request and obtain the approval of the Vice-President/Provost/and the Dean of Students.
3. The recruitment request must include the title of the position, the job description, the required qualifications (degree, experience, skills, etc.) and the date the candidate is needed.
4. For faculty positions, the Department/School Recruitment Committee must initiate the recruitment request. The composition and terms of reference of the Recruitment Committee are governed by the policies of the Academic Affairs Division.
5. The recruitment process must target both internal and external sources.
    a. For Internal Sources: The advertisement of the position is internally communicated through electronic mail, bulletins and the University website.
    b. For External Sources: The advertisement of the position is posted in target media such as newspapers, journals and/or magazines, professional and vocational societies' websites, recruitment agencies and other suitable media.
6. For Faculty positions, the following is checked:
    a. The most recent degrees of applicants should be from universities, which are approved by the Saudi Ministry of Higher Education.
    b. Applicants who have online or distance learning degrees are excluded.
    c. The availability of an employment visa for international hiring.
    d. The proof of rank for faculty position.
7. For Administrative positions, HR conducts the following:
    a. Business Writing Assessment
    b. Typing Assessment
    c. Computer Skills Assessment
    d. Personality Assessment and Interview
    e. Initial interview with the HR Director

8. After HR prepares a long list of candidates, the department that has the vacant position is responsible for preparing a short list of candidates.
9. Candidates selected for interviewing are notified of all the details required for the interview in a timely manner.
10. Interviews are conducted by an interview panel. For faculty positions, the interview panel is composed of at least three faculty members (including one senior faculty member and a counselor) from the recruiting Department/School. For administrative positions, the interview panel is composed of the Director and one or two senior employees from the recruiting department.
11. For all positions, once a candidate passes the interview, the Human Resources office carries out a reference check. At least two referees are usually contacted. The candidate will also be subjected to a personality test. In case of international hiring, a personality expert conducts the personality test during the interview.
12. Any new faculty will be positioned as per the latest academic ranking if she/he has the proof of that rank.
13. Any new faculty member who is a PhD holder with no proof of rank will be given the title of Assistant Professor. However, such faculty members will be required to go through the approved process of the assistant professor rank appointment as per the Faculty Appointment and Promotion Policy #48.
14. Faculty members are eligible to apply for promotion after spending at least one year at Dar Al-Hekma University as per the Faculty Appointment and Promotion Policy.
15. Any Faculty with a master's degree that is considered a terminal degree in her/his field and could not provide a proof of rank for an Assistant Professor or higher, will be given a "Lecturer" job title.
16. Once a candidate fulfills all the requirements, she/he will receive a job offer.

## B. International Recruitment

1. Upon the applicants' acceptance of the job offer, the Government Relation Office starts the process of issuing their employment visa at least three (3) months before the expected date of service.
2. Government Relation Office facilitate and guide the new employee through the visa process.
3. Upon receiving a copy of the stamped visa, the Government Relation Office books a flight for the employees at least a week before their reporting date so they have enough time to settle and accommodate.

4. Upon Arrival:
    a. Appropriate arrangements are usually made for the new faculty member's reception at the airport and transportation will be provided.
    b. The assigned accommodation is usually ready before the arrival of the faculty member. However, he/she has to notify Human Resources Department of his/her confirmed flight schedule a few days before his/her date of arrival.
    c. A new faculty member joining the University for the 1st semester will be on DAH payroll from September 1st or from the actual date he/she reports for duty after September 1st. Those joining in the 2nd semester will be on the payroll from the official start of the term or from the actual date he/she reports for duty after the set date.
5. After Arrival:
    a. Once the new employees arrive at the University, the Government Relation Office will start processing their Iqama (residence permit).
    b. Once the employees' Iqama is issued, the Government Relation Office will facilitate the process of opening a bank account with any local bank of the employees' choice.

## C. Hiring Volunteers

1. Dar Al-Hekma University engages volunteers to carry out projects different from the tasks assigned to regular employees; thus providing them with an enriching community service experience.
2. There is no contract of employment or services between the University and its volunteers.
3. Volunteers must complete and sign a Volunteer Work Agreement and submit it to the Human Resources Department.
4. Volunteers do not have to commit to a set number of hours. Work hours are decided through mutual agreement between the volunteer and the Department Director/Chair and Dean of School.
5. The University has the right not to give a volunteer an offer of work.
6. Either the University or the volunteer can end the volunteering period at any time and without any prior notice. However, unless there is an emergency or a misconduct incident, it is preferable that each party gives at least a two weeks' notice.

7. Volunteers are entitled to request a reference letter from their supervisors, detailing the skills and knowledge they acquired through their volunteer work as well as personal qualities observed by their supervisors.
8. All records (soft and hard copies) including accounts, documents, drawings and private notes made or acquired by the volunteer about the University in the course of her volunteering activity are the property of the University and are to be used for the University's purposes only. Volunteers agree to return these records to the University on demand at any time and to return them without demand if the volunteer ceases for more than one month to be actively involved with the University's work.

## D. Faculty Credentials

1. As per the regulations of the Saudi Ministry of Education (MOE), the University accepts graduate degrees (Masters and PhDs) provided they fulfill the following conditions:
    a. They must be from recognized universities, as per the Ministry's list of approved universities.
    b. They must be earned through on-campus full-time study. Distance learning and/or online academic degrees are not accepted.
2. At the time of recruitment, new faculty members must provide the Human Resources Department (HRD) with the documentation necessary for verification of their credentials. This includes, but is not limited to, original certificates, official transcripts, proof of rank, a curriculum vitae, and relevant licenses or diplomas.
3. New non- Saudi faculty should submit an official degree certificate verified and stamped by the Saudi Cultural Mission and the Saudi Embassy in the country they earned it.
4. New Saudi faculty should submit equivalencies (معادلة) of all degrees earned abroad.
5. An official transcript should be with the University letterhead including the following elements:
    a. The official seal of the issuing academic institution
    b. Signature of the appropriate authorizing agent, preferably the university registrar
6. Obtaining official transcripts (including, if necessary, translation into English or Arabic) is at the expense of the prospective faculty member.
7. Obtaining an evaluation of the transcripts is at the expense of the University.
8. If a faculty member is teaching in a discipline which requires licensure and/or certification, she/he is responsible for providing the University with documentation of licensure and certification issued by the appropriate authorities and for ensuring that

credentials are renewed or updated as required. The University has the right to periodically request updated documents from faculty members to maintain their credential folders.

9. Since all employees are put on a probationary period for the first three months of recruitment, the Human Resources Department submits the faculty member's documents for verification before the end of the probationary period as follows:

   **a.** The American Verification Center for International degrees

   i. The Human Resources Department sends all degrees earned outside the Kingdom of Saudi Arabia to a U.S verification organization that is a member of National Association of Credential Evaluation Services (NACES) to obtain a general report that includes the following:

      - The equivalency of the faculty credentials
      - The accreditation status of the universities
      - The mode of study of highest degree, if possible

   ii. The cost of this verification process is borne by the University.

   **b.** The Ministry of Education (MOE)

   i. For non-Saudi faculty members:

   The Human Resources Department sends copies of all degrees along with a signed Consent Form addressed to the Saudi Cultural Mission to authorize MOE to verify each degree. In return, MOE sends a general report that includes the following:

      - The authentication of each degree;
      - The status of the universities as per the Ministry of Education's list of recommended universities; and
      - The mode of study of each degree.

   ii. For Saudi faculty members:

   Saudi faculty members who earned one degree or more from abroad must submit their degrees' equivalencies after being verified and certified by the Ministry of Education (معادلة الشهادات).

10. If the new recruited faculty member fails to submit her/his credentials to the Human Resources Department before the end of the probationary period, the University will consider her/his contract null and void.

11. The University reserves the right to terminate immediately a faculty member from her/his assignment in case of academic fraud or if the verification process reveals that the mode of study was distance or online learning.

## E. Appointment of Department Chairs/Directors

The appointment of Department Chairs/Directors is carried out in accordance with the following policy:

a. The President, on the basis of the authority delegated to her by the Board of Trustees, and on the recommendation of the Provost of Academic Affairs, appoints the Department Chairs/Directors.
b. The term of the Department Chair/Director is two years, renewable depending on the needs of the department and the availability of a qualified faculty with a minimum rank of assistant professor.
c. The Department Chair/ Program Director shall be notified of the renewal or cease of her/his appointment one month before the end of her term.

## F. Faculty Appointment and Promotion

1. The appointment of Assistant Professors and promotion to the ranks of Associate and Full Professor is done through a recognized public University in Saudi Arabia (hereafter referred to as the 'Promoting University').
2. DAH University reviews the applications of faculty members and makes recommendations to the Promoting University for faculty members' appointment or promotion.
3. Newly appointed PhD holders without a proof of rank will be employed as Assistant Professors but must go through the Promoting University process. The Human Resources Department (HRD) instruct new members to complete the application form and submit it to her/his designated academic department to proceed with the appointment process.
4. Newly appointed Assistant Professor, Associate Professor and Professor with a proof of rank issued from a credible university will not go through the process of the Promoting University unless the candidate is applying for promotion.
5. Newly appointed Associate or Professor without a proof of rank will receive an Assistant Professor rank and title and should go through the promotion process for the higher rank after a set period as stated in the policy # 48.
6. A Faculty member with a Master's degree that is considered a terminal degree in her/his field and could not provide proof of the rank of an Assistant Professor or higher will be given the title of Lecturer.
7. Faculty members are eligible to apply for promotion after spending at least one year at Dar Al-Hekma University.
8. The Board of Trustees (BOT) confirms and issues resolutions of approved promotion.
9. The Scientific Council communicates the Promoting University decision to the applicants.

## G. Personal Information

The University expects that employees will promptly notify the appropriate personnel representative of any change in name, home address, telephone number, marital status, number of dependents or any other pertinent information that may have changed.

## H. Privacy of Personal Information

1. The University collects, maintains and uses information about current and former employees only for appropriate, necessary, and clearly defined purposes. These include educational, research, institutional and job-related purposes within the parameters of the law.
2. The release of the employees' sensitive information is subject to the approval of the University upper management.
3. The Human Resources (HR) Department is responsible for providing safeguards to secure and protect information from accidental/intentional misuse or improper disclosure within or outside the University.
4. The University releases personal information, other than standard personnel information, as stipulated in No. (1) only in the following cases:
    a. Court orders
    b. Legal processes
    c. Situations such as employment references or award nominations
    d. Other circumstances specified by the University upper management.
5. All records, containing personal information of current/ former/ prospective employees established and stored at the University, are the property of the University.
6. The University is authorized to publish and share directory information in order to avoid disruptions of the University business operations.
7. The University has the right to share personal information amongst University members that have a legitimate interest in such information.
8. The University reserves the right to share employees' information with some external entities as required by institutions of higher education and in compliance with the Saudi Arabia's governmental regulations and law as follows:
    a. Saudi Arabian Governmental bodies (GOSI, Ministry of Education (MOE), Ministry of Labor (MOL), Ministry of Interior (MOI), Ministry of Foreign Affairs (MOFA), HRDF, Jeddah Chamber of Commerce and Industry (JCC), etc.)
    b. Local Accreditation Bodies (National Center of Academic Assessment and evaluation)
    c. International Accreditation Bodies

d. Visa and Travel Agencies
e. Academic credential evaluation service providers, such as Taif University and/or any other public university providing services such as faculty certificates verification, faculty appointment, and promotion processes.
f. Third party service providers such as (HR System Provider, DAH Website, Medical provider, Archive Provider, online training etc.), and other entities based on employees' requests such as (Accommodation, Banks, Hotel and Translation Centers, etc.)

9. The HR releases employees' information for job related purposes on a regular basis to the following internal departments:
    a. IT Department for system review/ implementation
    b. Accounting Department for Payroll purposes
    c. Quality Assurance for statistical reports for internal and external requests
10. The HR stores DAH employees' records and documents in hard and soft copies. Soft copy records are entrusted and stored at a third party archive provider, with whom HR signs a confidential agreement that governs the utilization of employees' information.
11. Employees authorized to deal with records containing employees' personal information are responsible for ensuring confidentiality, accuracy, and completeness of the information.

## I. Confidentiality

The University requires all employees to sign a confidentiality undertaking as a condition of employment, in view of the possibility that they may be privy to information which is confidential and/or intended for the use of the University only. All employees are required to maintain such information in strict confidentiality.

Should an occasion arise in which you are unsure of your obligations under this policy, it is your responsibility to consult with your supervisor. Failure to comply with this policy could result in a disciplinary action, including termination of service.

## J. New Employee Orientation

The University holds an orientation program for new employee at the beginning of each semester, when Heads of Divisions and Departments introduce the University's structure, main systems and policies.

## K. University Identification Card

1. The University provides all new employees with a University Identification Card (ID) bearing their photograph, name, employment number, job title, Department/Division, and date of hire.
2. Loss of University ID card:
    a. If an employee loses or damages her/his ID card, she/he must inform the HR Department and the Front Desk staff.
    b. The employee bears the cost of a new ID card replacing a lost or damaged ID card.
3. Employees are required to return their ID cards to the University upon resignation, termination, or non-renewal of their employment contracts.
4. Employees must carry their ID cards with them when assigned a business task outside the University.

## L. Employee's Bank Account

1. DAH employees are required to open bank accounts, either with the University's contracted bank or with another bank within the Kingdom of Saudi Arabia for the purpose of receiving monthly salary deposits and other payments.
2. To open bank accounts, employees have to register online through the bank website to book an appointment to visit the branch and need the following original documents:
    a. An Employment Letter including the following information:
        i. Employee's full name
        ii. Details of employment (job title and date of hire)
        iii. Resident Identity number (non- Saudi nationals), or National Identification number (Saudi nationals)
        iv. Passport number (non- Saudi nationals)
    b. Resident Identity (for non- Saudi nationals) or Saudi Identification Card (for Saudi nationals)
    c. Passport (for non- Saudi nationals)
3. Employees wishing to change their registered bank account must notify the Human Resource Department 20 days before the end of the month; otherwise, their salary will be deposited to the previous bank account. In the case of university or public holidays falling during that month, employees must notify the Human Resource Department of the change in bank account 15 days prior to the start of the public holiday before payroll is processed for the month.

## M. Probationary Period

1. As per the labor law, all new full-time employees are subject to a probationary period of 90 days, which can be extended, upon a mutual written agreement, to a maximum of 180 days.
2. In order to support the new employee to successfully pass the probationary period, the Department Chair/Director evaluates the new employee's performance twice. The first evaluation is conducted six weeks after the start of the probationary period to give the employee feedback about her/his performance and tips on how to improve her/his performance, if needed. Two weeks before the end of the probationary period, the second evaluation will be conducted The Department Chair/Director reports the outcomes of both evaluations to the employee and the Human Resources (HR) Department.
3. The Department Chair/Director must report cases of underperformance to the Director of the HR and/or the Vice-President of Finance and Administration. The evaluating Department Chair/Director/ Dean of School/Vice-President/Provost/Dean of Students, the Director of Human Resources and the Vice-President of Finance and Administration jointly decide whether to keep up the employment or not.
4. The HR Department must inform the employee whether or not she/he has successfully passed the evaluation period, after receiving the joint decision of the people mentioned in item 3.
5. During the probationary period, either the employer or the employee can terminate the employment contract without prior notice.
6. The employee who chooses to terminate her/his employment during the probationary period will not be entitled to end of service benefits, air tickets, or travel expenses.
7. Part time employees are subject to a three-week probationary period as stipulated in their contracts.
8. Upon mutual written agreement, transferred employee to a different position is also subject to a probationary period of 90 days, which can be extended to a maximum of 180 days.

## N. Iqama Renewal

The Government Relations Office renews the Iqamas of the employees under the University's sponsorship and their dependents (except for the husband as the employee is responsible to renew it through her Abshir account).

Employees who have dependents must pay the imposed dependents fees before the Government Relations Office can process the Iqama renewal

## O. Exit/Re-Entry Visa

1. To issue an Exit/Re-entry visa, employees under the University's sponsorship should send an email with their complete request (visa type and validity period) to the Government Relations Office at least five (5) business days before the day of travel.
2. Employees are responsible for updating the Government Relations Office in case of issuing a new passport as the passport number mentioned in the visa has to match the one in the passport used when exiting the country, and failing to do so will result in stopping the employee at the airport by the passports officers.
3. The employee should use the exit re-entry visa (single or multiple) within the validity period (exit before and return before). If the employee didn't use the issued visa, she/he should email the Government Relations Office and request to cancel it at least five (5) working days before the expiry date, otherwise, the concerned employee will be responsible for paying a penalty of 1,000 SAR.

## P. Visit Visa

Departments planning to invite visitors for a program or a short course should submit an approved visa requisition form to the Government Relations Office three months before the start date of the event along with a clear copy of the visitor's passport, highest degree, work experiences and an updated CV.

## Q. Outside Consultancy Services

1. The engagement of DAH member in any private practice of any professional skill is considered a kind of outside consultancy services.
2. The provisions of consultancy services are considered as one of the main functions of the University.
3. A full-time DAH member must obtain a written permission from the University President before committing to provide any kind of consultancy services.
4. There is a Consulting Service Committee (CSC) for the purpose of processing outside consultancy services requests.
5. Please refer to the Outside Consultancy Services Policy # 23.

# IV. JOB RELATED POLICIES

## A) Job Policies

### 1. Renewal of Contracts

Contracts may be renewed by mutual consent of the University and the employee as stipulated in the employment contract. In case of contract renewal, the employee has to sign and return the new signed contract to the HR Department within a period of maximum two weeks from the issuance of the new contract. Failure to do so will render the contract null and void.

### 2. Resignation/Termination by the Employee

1. Employees intending to terminate their contracts before the end of the contract period must provide the University with a written notice within the following time limits:
    a. Sixty days prior to the termination date of staff contracts;
    b. Four months prior to the termination date of faculty contracts.
2. Employees who do not respect the required notice period must pay the University an amount equal to the employee's salary during the notification period and are not entitled to air tickets.
3. Employees are entitled to end-of-service benefits, as per Article 85, Part V of the Labor Law of Saudi Arabia, as follows:
    a. One-third of the award if she/he served a period of not less than two consecutive years and not more than five years;
    b. Two-thirds of the award if she/he served a period of more than five consecutive years but less than ten years;
    c. The full award if she/he served a period of ten or more years.
4. Employees must submit a letter of resignation addressed to the divisional Vice-President/ Provost/Dean of Students or Department Director/Chair and Dean of School with the following information:
    a. Name of the employee and her/his title;
    b. Date of resignation and the period of resignation notice being given to the University;
    c. Date of the last day of work;
    d. Reason for the resignation;
    e. Address of the employee after termination of employment.

### 3. Non-Renewal of Contracts by the Employee

An employee who does not want to renew her/his contract is required to give notice in accordance with the terms of her/his service contract; this is three-month notice for faculty and two months' notice for staff.

## 4. Non-Renewal of Contracts by the University

The University has the right not to renew the contract of an employee when the contract expires by giving notice in accordance with the contract terms as duly stipulated in the employment contract.

## 5. Contract Termination

1. The University has the right to terminate an employee's contract with or without prior notice, depending on the circumstances of the termination.
2. The Department Chair/Director and the respective Vice-President/Provost/Dean of Students must consult the Director of Human Resources when terminating an employee. The Director of Human Resources is responsible for ensuring adherence to the proper process and making sure that the action taken complies with the employee's contract of employment and the Labor Law of the Kingdom of Saudi Arabia.

   a. Terminating an employee with notice

      i. The notice period for terminating employees is two months for staff members and three months for faculty members.

      ii. The University will pay a compensation/indemnity of 2 months basic salary for terminating employee's contract as per the article 77 of the Labor Law in the Kingdom of Saudi Arabia.

      iii. The University pays gratuities and end of service benefits to terminated employees as per Articles 84, 85, 86, 87 and 88 of the Labor Law of the Kingdom of Saudi Arabia. The University pays the employee an end-of-service indemnity of a half a month's salary for each of the first five years and one month's salary for each of the subsequent years which is calculated on the basis of the last salary.

   b. Terminating an employee without notice

      i. The University has the right to terminate an employee's service and contract without notice, whereby the indemnity will be forfeited in cases of serious misconduct or in case of committing serious errors.

      ii. The following cases are considered serious misconduct or commission of serious errors, as per Article 80 of the Labor Law:

         1. Assaulting the employer, the manager in charge or any superiors during working hours.
         2. Failing to perform essential obligations stipulated in the work contract, or to obey orders, or deliberately failing, in spite of written warnings, to

observe instructions related to the safety of work and employees as clearly and repetitively posted by the employer.

3. Committing any form of misconduct or an act infringing on honesty or integrity.
4. Deliberately committing any act with the intent of causing material loss to the employer, provided that the latter l reports the incident to the appropriate authorities within twenty-four hours from being informed of such an occurrence.
5. Resorting to forgery in order to get the job.
6. Being hired on probation.
7. Being absent without valid reason for more than thirty days in one year or for more than fifteen consecutive days, provided that the dismissal be preceded by a written warning from the employer to the employee after the latter has been absent for twenty days in the first case and for ten days in the second.
8. Unlawfully taking advantage of one's position for personal gain.
9. Discloses work- related confidential industrial or commercial information.

iii. Employees terminated without notice are given the chance to object to the termination and stating their reasons for objecting.

## 6. Grievance

1. Dar Al-Hekma employees have the right to file a written grievance on matters related to policy violations regarding wages, working hours and working conditions.
2. No employee will be penalized for exercising the right to file a grievance or for assisting another employee in the presentation of a grievance.
3. The employee complaint and grievance procedure applies to all employees and is the only method to be used for resolving grievances. Any employee who attempts to circumvent the procedure will be subject to disciplinary action.
4. The University President is the final arbiter and takes the final decision in all grievance cases. There is no further avenue of appeal against her decision.
5. The Department Director/Chair must inform the employee of the decision made regarding her/his appeal within ten working days from the date of the submission of the appeal.
6. If the Department Director/Chair or any other administrative staff does not reach a decision on the appeal within ten days, the grievant has the right to process the appeal to the next step within five working days after the end of the ten-day period. Failure of the employee to process the grievance to the next level within the five working days

will be construed as a withdrawal of the grievance.

## 7. Harassment Prevention Policy

**Definitions:**

**Harassment in General**: Any behavior or comment that is inappropriate, unwanted, condescending, or cruel in a way that makes the target, feel uncomfortable, threatened or humiliated is a form of harassment. Harassment is sometimes a single act, but more often is composed of repeated acts performed over time.

a) **Sexual Harassment**: Article 1 of the Saudi Anti-Harassment Law defines harassment as follows: "Every statement, act, or sign with a sexual insinuation coming from one person to another affecting the latter's body, or disgracing her/his honor, or denigrating her/his demure by any possible means including the means of modern technology."

b) **Bullying**: The definition of bullying is when an individual or a group of people with more power, repeatedly and intentionally causes physical or emotional harm to another person or group of people who feel incapable of responding. Bullying may be verbal, physical, social, sexual, gender-related, or cyber/technology based.

c) **Cyberbullying**: The use of any form of information technology, for example emails, instant messaging, chat rooms, and cell phones to harass, threaten, or intimidate someone. Cyberbullying can include acts such as making threats, sending provocative insults or racial or ethnic slurs, or attempting to infect the victim's computer with a virus.

1. Any person who witnesses an act of harassment on campus, or in any of its facilities, or on board of any of its transportation facilities has the right to take the initiative to file, in writing, a complaint or a report about the incident. To be able to do so, the witness needs to fill out the Harassment Report Form and submit it to the HR System Support Officer, who will inform a specialized committee, whose members are appointed by the University management and chaired by the Director of the Human Resources Department. This said Committee must be in direct liaison with the President's Office.

2. Any person who has been a victim of harassment or a witness of such an act must not reveal the identity of the harasser, the identity of the victim, and the details of the incident except in front of the Committee designated for this purpose. Anyone violating this stipulation shall be subject to one of the disciplinary sanctions stated in the Administering Disciplinary Action Policy.

3. Any person who files a complaint shall not be subject to any harm when exercising her/his right of filing a complaint or reporting an incident of harassment against the

perpetrator of a crime that has taken place on the campus of the University, in any of its facilities, or on board of any means of transportation belonging to the University.

4. If any of the parties of the harassment incident were a Dar Al-Hekma student, a committee, headed by the Dean of Students with the membership of the Director of the Human Resources Department and other members assigned by the management of the University will be formed to investigate the incident and to apply the legal sanctions regarding such cases.
5. The Committee is responsible for finding out and ensuring that the complaint or report it received had not been maliciously reported after which it shall initiate the statutory procedures stated in this policy.
6. The Committee shall thoroughly examine the incident, take the necessary measures to find out all the details, and conduct the necessary administrative investigation with the parties concerned in accordance with general ethical principles.
7. The disciplinary sanctions stated in the Administering Disciplinary Action Policy shall be applied on the perpetrator of the harassment act. The incident will also be referred to the legal authorities so that they deal with it in accordance with the procedures stated in the Saudi Anti- Harassment Law.

## 8. Administering Disciplinary Action

1. The Department Director/Chair is responsible for applying the disciplinary process while observing the rights and obligations of both the University and the employee.
2. The Human Resources Department has the right to administer disciplinary actions for the following less serious offences. The disciplinary actions take the form of a warning, suspension without pay for up to five calendar days, or dismissal as per the Table of Violations and Penalties.
    a. Failure to comply with the dress code
    b. Failure to comply with non-smoking regulations
    c. Poor timekeeping
    d. Poor attendance record
    e. Unsatisfactory performance at work
    f. Insubordination to superior
    g. Minor breaches of University policies
3. Employees must be given the opportunity to identify and rectify the perceived offense in the case of less serious offenses.
4. The Human Resources Department has the right to administer disciplinary action for

the following serious offenses as well: The disciplinary actions take the form of summary dismissal as per Article# 80 of Saudi Labor Law and as per Policy# 12: Contract Termination.

a. Production, sale, consumption or distribution of alcohol
b. Production, sale, consumption or distribution of drugs
c. Theft
d. Major violations of Saudi laws and traditions
e. Fraud
f. Breach of confidentiality
g. Acceptance of gifts from students or their relatives
h. Malicious damage
i. Assault
j. Failure to perform the essential obligations stipulated by the work contract, or to obey orders

5. The University has the right to dismiss an employee who commits a less serious offense occurring during the probationary period.

6. The University has the right to administer the disciplinary actions necessary in cases of misconduct, poor timekeeping, unauthorized absenteeism, substandard work performance or any action which could be detrimental to the interest of the University.

7. The employee is entitled to be accompanied by a person of her/his choice at all disciplinary hearings after obtaining the approval of the University management.

8. The employee's Director, or any other designated administrative staff member, is responsible for investigating all incidents that could potentially incur disciplinary action. If the investigation produces evidence to conclude with reasonable certainty that the employee's behavior requires disciplinary actions, the Director follows the pre-disciplinary hearing procedures before seeking approval for the proposed disciplinary action.

9. Pre-disciplinary Hearing

a. The Department informs the employee concerned of any proposed disciplinary action and gives her/him every opportunity to respond before a final decision is made to take disciplinary action.
b. If the behavior leading to a possibility of a disciplinary action threatens the safety and well-being of employees and/or students, the employee is suspended with pay until a final decision is made to take the disciplinary action.
c. The Department Director/Chair is responsible for conducting the pre-disciplinary hearing. For serious offenses, the Department Director/Chair can request that the

concerned Vice-President/ Provost/ Dean of Students and/or the Director of Human Resources attend the meeting. In case of faculty offenses, the Dean of School attends the meeting.

10. The University's disciplinary procedures are in accordance with Articles (68), (69), (70), (71) and (72) of the Saudi Labor Law, as described below:

    a. Article (68): The penalty will not be made harsher in the event of a repeated violation provided that one hundred eighty days calculated from the day the employee has been informed of the previous violation, have already elapsed.

    b. Article (69): An employee must not be accused of any offense after more than thirty days from the date of the incident, nor will she/he be subjected to a disciplinary penalty after more than thirty days from the conclusion of the investigation and the confirmation of the employee's guilt.

    c. Article (70): An employee may not be subjected to disciplinary penalty for an act committed outside the workplace unless such act is related to the job, the employer, or the manager in-charge. Nor may a worker be fined for a single violation an amount of money exceeding a five-day wage, and no more than one penalty shall be applied for the same violation. No more than a five-day wage shall be deducted from her/his wages in one month in payment of fines. Suspension from work without pay must not exceed five days a month.

    d. Article (71): A disciplinary action may not be imposed on an employee except after notifying him in writing of the allegations, interrogating him, hearing her/his defense and keeping record of all the above in her/his file. The interrogation may be verbal in minor violations, the penalty for which does not go beyond a warning or a deduction of a one-day salary such an interrogation and penalty should be recorded in minutes of the session.

    e. Article (72): The employee shall be notified of the decision of imposing the penalty on him in writing. If she/he refuses to acknowledge the receipt of the written notification or if she/he is absent, the notice shall be sent by registered mail to the address kept in the employee's file. The employee may object to the decision of imposing the penalty upon her/him within fifteen days from the date of the notification of the final decision, excluding official holidays.

### 11. Table of Violations and Penalties

The tables below indicate penalties for up to four occurrences of specific violations. The University may also require employee counseling in cases of repeated offense.

Continued offenses may result in termination.

## I. Working Hours-related Violations

| Type of violation | Penalty (Deducted ratio is a ratio deducted from the daily pay) | | | |
|---|---|---|---|---|
| | First time | Second | Third | Fourth |
| 1. Leaving the work premises or leaving 15 minutes before working hours are over, without permission or an acceptable reason. | Written warning | 10% | 25% | One Day |
| | Plus deduction of the leave period's pay | | | |
| 2. Leaving the work premises or leaving more than 15 minutes before working hours are over, without permission or an acceptable reason. | 10% | 25% | 50% | One Day |
| | Plus deduction of the leave period's pay | | | |
| 3. Remaining in office or returning to it after working hours are over without justification. | Written warning | 10% | 25% | One Day |
| 4. A one-day absence within one contractual year without a written warning/notification or an acceptable reason. | Two days | Three days | Four days | A one-time deprivation of a promotion or an increase in salary |
| 5. Consecutive absences between 2 – 6 days within one contractual year without a written warning/notification or an acceptable reason. | Two days | Three days | Four days | A one-time deprivation of a promotion or an increase in salary |
| | Plus deduction of the absence period's pay | | | |
| 6. Consecutive absences between 7 -10 days within one contractual year without a written warning/notification or an acceptable reason. | Four days | Five days | A one-time deprivation of a promotion or an increase in salary. | Dismissal with end of service indemnity if the total number of absences does not exceed 30 days. |
| | Plus deduction of the absence period's pay | | | |

| | | | | |
|---|---|---|---|---|
| 7. Consecutive absences between 11 to 14 days within one contractual year without a written warning/notification or an acceptable reason. | Five days | A one-time deprivation of a promotion or an increase in salary and a dismissal warning as per Article (80) | Dismissal without end of service indemnity as per Article (80) of the Labor Law | - |
| | Plus deduction of the absence period's pay | | | |
| 8. Cessation of work for a period exceeding fifteen (15) consecutive days within one contractual year without a valid reason. | Dismissal without end of service indemnity, provided that the dismissal is preceded by a written warning after an absence of ten (10) days in conformity with the provisions of Article (80) of the Labor Law | | | |
| 9. Intermittent absence for periods exceeding a total of thirty (30) days within one contractual year without a valid reason. | Dismissal without end of service indemnity, provided that the dismissal is preceded by a written warning after an absence of twenty (20) days in conformity with the provisions of Article (80) of the Labor Law | | | |

II. Work Organization-related Violations:

| Type of violation | Penalty (Deducted ratio is a ratio deducted from the daily pay) | | | |
|---|---|---|---|---|
| | First time | Second | Third | Fourth |
| 1. Presence in a place during working hours other than the allocated workplace without justification. | 10% | 25% | 50% | One day |
| 2. Receiving visitors at the workplace, without obtaining permission from the Management. | Written warning | 10% | 15% | 25% |
| 3. Using machines, equipment, and tools of the University for personal purposes without permission. | Written warning | 10% | 25% | 50% |
| 4. Unjustifiably interfering in any job that is neither within her/his duties nor assigned to her/him. | 50% | One day | Two days | Three days |
| 5. Exiting or entering from the unallocated places for that | Written warning | 10% | 15% | 25% |
| 6. Negligence in cleaning and maintaining machines, or failing to report any defects in them. | 50% | One day | Two days | Three days |

| | | | | |
|---|---|---|---|---|
| 7. Failing to put back repair and maintenance tools and other supplies where they belong after the completion of work. | Written warning | 25% | 50% | One day |
| 8. Tearing up or damaging notices, ads, or communication memos related to the institution's Management. | Two days | Three days | Five days | Dismissal with end of service indemnity |
| 9. Failing to safe keep what is in her/his custody such as cars, machines, devices, equipment, tools, etc… | Two days | Three days | Five days | Dismissal with end of service indemnity |
| 10. Eating at the workplace, or outside the cafeteria, or out of break periods. | Written warning | 10% | 15% | 25% |
| 11. Sleeping during working hours. | Written warning | 10% | 25% | 50% |
| 12. Sleeping during working hours of a job that necessitates complete and continuous alertness. | 50% | One day | Two days | Three days |
| 13. Loafing around or leaving the office during working hours. | 10% | 25% | 50% | One day |
| 14. Manipulating or falsifying the time attendance record. | One day | Two days | A one-time deprivation of a promotion or an increase in salary | Dismissal with end of service indemnity |
| 15. Not abiding by the regular work orders or complying with the work instructions visibly posted in the workplace. | 25% | 50% | One day | Two days |
| 16. Inciting of incompliance to orders and written instructions related to work. | Two days | Three days | Five days | Dismissal with end of service indemnity |
| 17. Smoking in prohibited areas disregarding the safety of the employees and the institution. | Two days | Three days | Five days | Dismissal with end of service indemnity |
| 18. Neglecting work safety measures which may jeopardize the health and safety of the employees, or may damage, materials, tools, and equipment. | Two days | Three days | Five days | Dismissal with end of service indemnity |

III. Employees' Conduct-related Violations:

| Type of violation | Penalty (Deducted ratio is a ratio deducted from the daily pay) | | | |
|---|---|---|---|---|
| | First time | Second | Third | Fourth |
| 1. Quarrelling with colleagues or with other employees causing riots in the workplace. | One day | Two days | Three days | Five days |
| 2. Falsely pretending to be sick or being injured on the premises of the workplace or because of it. | One day | Two days | Three days | Five days |
| 3. Abstaining from the medical examination requested by the company's/institution's doctor or refusing to follow medical instructions during any treatment. | One day | Two days | Three days | Five days |
| 4. Violating the health instructions posted in the workplace. | 50% | One day | Two days | Five days |
| 5. Writing or sticking notices/ advertisement on the walls of the workplace. | Written warning | 10% | 25% | 50% |
| 6. Refusing administrative inspection when leaving the premises. | 25% | 50% | One day | Two days |
| 7. Failing to deposit any collected cash into the company's bank account at the specific dates without acceptable reason. | Two days | Three days | Five days | Dismissal with end of service indemnity |
| 8. Abstaining from wearing protection and safety uniforms and devices. | Written warning | One day | Two days | Five days |
| 9. Deliberately being alone with the opposite sex in the workplace. | Two days | Three days | Five days | Dismissal with end of service indemnity |
| 10. Insinuating verbal and physical indecency towards co-workers. | Two days | Three days | Five days | Dismissal with end of service indemnity |
| 11. Attacking colleagues either verbally, or through gestures, or insulting, and | Two days | Three days | Five days | Dismissal with end |

| | | | | |
|---|---|---|---|---|
| humiliating them via electronic means of communication. | | | | of service indemnity |
| 12. Initiating physical assault or harm to co-workers or others in a very indecent way. | Dismissal without notification, end-of-service indemnity, or compensation as per the article No. Eighty (80). | | | |
| 13. Initiating physical or verbal assault against the employer, the responsible manager, and/or any of his/her superiors in the workplace or through electronic means of communication. | Dismissal without notification, end-of-service indemnity, or compensation as per the article No. Eighty (80). | | | |
| 14. Filing a vexatious notification or complaint. | Three days | Five days | Dismissal with end of service indemnity | - |
| 15. Failing to comply with the request of the Investigation Committee to appear, to testify, or to be heard. | Two days | Three days | Five days | Dismissal with end of service indemnity |

## 9. Handover and Clearance

1. When an employee leaves her/his job for any reason, a proper handover process must be carried in order to ensure a smooth transition and avoid administrative and/ or operational disruptions.
2. The Handover Form is the proof that proper handover was carried out. The Handover Form must be signed by the employee doing the handover, the employee assuming her position, and the Department Director/Chair, the Dean of the School the department is under and the Vice President/Provost/Dean of Students. .
3. As part of the handover process, the transferring/leaving employee must provide the following to the employee assuming her/his position:
    a. Hardcopies of documents, machines, tools and keys under her custody and softcopies of all correspondence and documents
    b. Endorsed lists of external contacts or suppliers
    c. An explanation of all pending projects
4. The Human Resources Department (HRD) will not process the Clearance Form unless they receive the signed Handover Form. .

## 10. Exit Interview

1. All employees leaving the University should sit for an exit interview conducted by the University Counselor and/or the HRD director during the last week of their employment.
2. If the employee leaving the University belongs to the upper management team, the President designates a committee to conduct the exit interview.

3. The exit interview must be conducted confidentially so that employees are free to discuss information related to their positions and the employer-employee relationship.
4. The University Counselor or the Committee Chairperson must generate a report summarizing the findings of the interview to be submitted to the President.

## 11. Employee No-Objection Letter

1. The University may issue a "No-Objection letter" in cases where an employee has satisfactorily completed her/his contract of employment with the University and the University does not have an objection to the employee seeking other employment possibilities in the Kingdom of Saudi Arabia.
2. Granting any employee a "No-Objection Letter" is conditional and based on a recommendation by the relevant Department Director/Chair, Dean of School or Vice-President/Provost/Dean of Students approved by the President.
3. The University does not issue "No-Objection Letters" to:
    a. employees who have been terminated by the University for bad conduct, poor performance or on the basis of a government directive;
    b. employees who have the potential to create commercial damage due to their knowledge of the University organization or its private financial information or who plan to join a competing institution in the Kingdom.

## 12. Gift Policy and Disclosure Register

1. All University employees are prohibited from soliciting, accepting or receiving any gifts, from anyone or anyone's family, directly or indirectly according to the terms of the procedures prescribed in this policy.
2. Any employee, who is in a position or situation that does not allow her/him to refuse a gift, she/he should report the acceptance of the gift within thirty (30) days.
3. Employees must mandatorily register, within 30 days, any gift that they receive, whose value is above SR 500, in the DAH Gift Register, using the form attached. Types of gifts include, but are not limited to, monetary gift/s; gift/s of appreciation; official gift/s; token gift/s; prizes, and gift/s of hospitality, from any internal or external party
4. Employees who do not comply with the above, will be referred to the Human Resources department and will be subjected to disciplinary consequences.
5. Employees must report to their direct supervisor any incidence that they witnessed of an employee accepting a monetary gift from another employee.
6. Employees must not accept any gift/s or benefits for their own personal interest or that of their family members, so that their performance, the natural flow of their work, and/or decisions regarding the University will not be affected.

7. Employees representing DAH University must not accept personal gift/s from service providers throughout the contract agreement period.
8. Employees must not ask any external parties for any personal gift/s; otherwise, they will be cautioned and will receive verbal and/or written warning delineating the consequence based on the nature and value of the gift received.
9. Employees who receive gift/s must register the gift/s using the "Gift Registry Form" and submit it to different divisions according to the table below:

| Type of Gift/s Received | Placement |
|---|---|
| Monetary Gift/s | Accounting/ Gift Registry Account |
| Gift/s of Appreciation | Respective Division's Office |
| Official Gift/s holding DAH name | Respective Division's Office or President's Office |
| Official Gift/s holding employee's name | Employee's Office/Home |
| Token Gift/s | Respective Division's Office |
| Prizes | President Office/ Provost Office/Student Affairs Dean's Office |
| Gift/s of Hospitality | Employee's Office/Home |

10. Offering Gifts:
    a. Department Chairs, Program Directors, Division Vice Presidents, Dean of Students, Dean of Schools and the President, who act as representatives of the University, have the right to offer gift/s to external parties for a maximum value of two-thousand Saudi Riyals (SR 2000) or its equivalent provided that such circumstances do not create a conflict of interest on behalf of the employee or the University.
    b. The Department Chairs, Program Directors, Division Vice Presidents, Dean of Students, Dean of Schools, and the President may offer a gift whose value exceeds two-thousand Saudi Riyals (SR 2000) or its equivalent only if funding has been provided by a sponsor for such a purpose, provided that such circumstances do not create a conflict of interest on behalf of the employee or the University.
    c. The President must approve all gift/s that will be offered by any representative of the University to any individual or organization.

## 13. Distribution of Employee Rights Upon Death

1. Upon joining the University, employees must provide the HR Department with the names and contact information of immediate relatives (next of kin) to be contacted in case of emergency including the employee's death.
2. In case of any employee's death, the University must request the employee's next of kin to submit the following:

a. an Inventory of Inheritance "Certification of succession defining of heirs to estate" that has all the names of the inheritors duly recognized and certified as per the laws and regulations of the country of the deceased employee.
b. a "power of attorney" that authorizes one of the heirs to receive the employee's rights.
c. a bank statement and clearance in case the deceased employee had a loan.

3. In case of the death of a Saudi employee, the University, through its counsel, distributes the final payment and rights of the deceased employee to the Labor Office or to one of the employee's heirs who has the "power of attorney" to receive the employee's rights.
4. In case of the death of non-Saudi employee, the University calculates and submits the employee's final settlement rights, as per the received documents in item 2 above, to her/his embassy in Saudi Arabia.

## B) Benefits

### 1. Social Insurance

1. All full-time and part-time Saudi employees of the University must be enrolled in the General Organization for Social Insurance (GOSI) on commencement of their employment with the University.
2. The contribution for the annuities branch for Saudis shall be fixed at 22 percent (22%) of the wages, of which twelve percent (12%) shall be borne by the employer and ten percent (10%) by the insured.
3. All full-time employees of the University must be enrolled in the occupational hazards social insurance system.
4. The contribution for the occupational hazards branch is fixed at two percent (2%) of the wages of the insured, the payment of which is the responsibility of the employer.
5. The above contribution shall be calculated on the basis of the total wages received by the insured and the accommodation, if provided to her/him.
6. As per the regulation of the General Organization for Social Insurance, GOSI, monthly payment should be discontinued during an unpaid leave.

### 2. Medical Insurance

1. The University provides medical insurance coverage to all full-time Saudi and Non-Saudi employees.
2. The Saudi employees can get medical insurance coverage for their dependents at a certain cost.

3. The Non-Saudi dependents who are under any employee's sponsorship will be also covered with medical insurance.
4. The Council of Cooperative Health Insurance (CCHI) standards/regulations are the reference that will determine the provisions of medical coverage and the corresponding terms and conditions.

## 3. Housing

1. The University provides furnished accommodation for internationally hired, full-time employees only.
2. The University provides a housing allowance equivalent to three months' basic salary for locally hired, full-time employees.
3. The type of housing unit for internationally hired is determined by a point system based on the following criteria:

| Criteria | Points |
|---|---|
| Job ranking (for faculty) | Professor = 5, Associate = 4, Assistant = 2, Lecturer = 1 |
| Management position | 2 points |
| Family size | 1 point per person |
| Kids above 7 years old | 1 point |

Housing is allocated according to the following system:

| Number of Points | House Type |
|---|---|
| 6 points or above | 3 bedrooms |
| Less than 6 points | 2 bedrooms |

4. If an employee requests a larger housing unit, but is not entitled to it as per the above criteria, she/he must cover the difference in price.
5. Internationally hired married employees accompanied by their spouses can opt for a housing allowance instead of the furnished unit.
6. The details of the housing allowance and method of payment are specified in the employee's employment contract.
7. In case the internationally hired employees resign or are terminated, they must evacuate the housing unit by maximum one month after the effective date of their termination or resignation.
8. In case of non-renewal of the Employment Contract, the internationally hired employees must evacuate the housing unit by maximum one month from the end of the Academic year's last semester.

## 4. Retirement

1. In accordance with Saudi Government regulations, Dar Al-Hekma University registers all Saudi nationals in the system of the General Organization for Social Insurance (GOSI) at the date of hire.
2. The Annuity Branch is mandatory and is applied to Saudi nationals with a contribution rate amounting to 22% of the contributory wage. From this total percentage, the employee pays 10%, and the University pays the other 12%.
3. The Human Resources Department provides GOSI with all documents required for processing the employees' benefits at retirement.

4. **Retirement Pension as per GOSI Regulations**

   A Saudi employee is entitled to a retirement pension provided that she/he meets the following conditions:

   a. Ceases to carry out any work subject to the scheme;
   b. Has attained the age of sixty or over;
   c. Has contributed for a period of at least 120 months, or at least 60 months provided that the contributor adds the complementary period to reach 120 months.

5. Saudi employees must communicate directly with GOSI representatives regarding retirement regulations and benefits.

6. **Gratuity and After-Service Awards**

   a. The University provides gratuities and after-service awards to all employees in accordance with the "Labor Law" of the Kingdom of Saudi Arabia (articles 84, 85, 86, 87 and 88).

   b. The end-of-service benefit consists of half a month's pay for each of the first five years following retirement and one month's pay for each of the subsequent years.

   c. The end-of-service benefit is calculated on the basis of the employee's most recent salary level.

# V. LEAVES AND AIR TICKET ENTITLEMENT

## A. Faculty Annual Leave

1. Full-time faculty members who join the University at the beginning of the Fall Semester are entitled to 60 calendar days of paid leave per year, equivalent to 5 days per calendar month.
2. Faculty leaves must be taken during the summer season. The leave schedule (start and end dates) is determined by the University calendar of each academic year.
3. Faculty members are not permitted to take their annual leave while classes are in session.
4. Faculty members who join the University during the Spring Semester are subject to the following provisions:
    a. Faculty members are entitled to an accrued annual leave calculated on the basis of 5 paid leave days per month.
    b. Faculty members will be paid a full salary for teaching in the summer session regardless of their teaching load.
    c. Faculty members will not be given a teaching load of more than 6 credit hours in a four-week summer session.
5. Faculty members who teach more than 6 credit hours in the summer session are remunerated as follows:
    a. For a four-week session, 50% of the basic salary per three (3) credit- hour course will be paid.
    b. For a six-week session, 75% of the basic salary per three (3) credit hour course will be paid.

## B. Annual Leave for Staff

1. Full-time administrative staff members are entitled to a paid annual leave that vary in the number of days according to the following categories:
    - Grade (10 - 11): 36 calendar days
    - Grade (7 - 9): 33 calendar days
    - Grade (1 - 6): 30 calendar days
2. Full-time administrative staff members must obtain the approval of their Department Director/ Chair, Dean of School and the respective Vice-Presidents/Provost/Dean of Students prior to taking their annual leaves. Employees cannot claim an annual leave after an absence.

3. The Department Director must make sure that their full-time administrative staff members leave arrangements and coverage schedules are organized in such a way as to maintain the smooth and efficient running of departmental operations.
4. Employees are permitted to carry over a maximum of 12 calendar days of unused leave into the next employment year. The leave balance as of August 31 of each academic year must not exceed 12 calendar days.
5. If work circumstances necessitate that a staff member not take her/his annual leave entitlement in order to fulfill specified tasks, the University has the right to postpone the annual leave of the employee to the next academic year for a period of 3 months maximum.
6. Employees must take their annual leave in the year it is due. They cannot forgo it or receive cash in lieu; however, it is up to the University management discretion to approve the request for leave encashment of more than 30 days.
7. Any unused and postponed leave will be forfeited if not used by the end of the 3- month extension.
8. Weekend days that fall within an annual leave are deemed part of the annual leave and are deducted from the employee's annual leave balance.

## C. Air Travel Tickets for Non-Saudi Employees:

1. The University provides return "Annual Leave Tickets" to non-Saudi employees for travel between Jeddah and the employee's national country or country of permanent residency at the most economical fare available.
2. The employees' dependents (spouse and children) are entitled to annual leave tickets if they are under the employee member's sponsorship. Tickets are provided for a maximum of two children up to the age of 18 years. If the employee is a divorcee or a widow, one son over the age of 21 years (her Mehram) is entitled to an annual leave ticket.
3. Employees have the right to opt to claim the cash value of their ticket(s) and make their own travel arrangements. The cash value is equal to the best price the University can obtain from the market on May 1st of that academic year.
4. Employees completing their contracts and are not renewing them are entitled with their dependents, if any, to one-way tickets to the national country or country of permanent residency.
5. Employees who request tickets for a travel destination other than their national country or country of permanent residency must pay the difference in cost.
6. Employees who transfer to another employer within the Kingdom or resign before the end of their contract period without giving the notification period as per their contracts are not entitled to air tickets.

7. Non-Saudi employees who are married to Saudi nationals or daughters of Saudi mothers are not entitled to annual tickets.
8. Non-Saudi guards, drivers, maintenance and nursery staff are entitled to one flight ticket every two years. The Head of Maintenance is entitled to a flight ticket every year.

## D. Delays in Reporting Back to Work

1. Any Faculty member or Administrative Staff who is unable to resume work as scheduled is responsible for immediately notifying her/his department Director/Chair and requesting a leave extension.
2. Employees must submit a formal written justification of the delay in reporting to work to their department Director/Chair.
3. If the Human Resources Department determines that the delay was caused by circumstances beyond the employee's control, the additional days are debited from the employee's current or future leave balance.
4. The Human Resources Department has the right to treat the unaccepted reasons for an overstayed period as leave without pay and invoke disciplinary action including but not limited to dismissal.

## E. Advance Salary Payment

1. A leave salary must be paid in advance if the employee (Faculty or Administrative Staff) applies for an accrued annual leave of 10 calendar days or more. If the leave period is less than ten days, the salary for that period will be processed along with the monthly payroll.
2. Employees wishing to receive their leave salary in advance must submit a Request for Advance Payment to the Human Resources Department two to three weeks before the commencement of the leave so that the payment can be processed through the Accounting Department in a timely manner.

## F. Sick Leave

1. The University's sick leave regulations include Articles 82, 117 and 156 of the Labor Law of the Kingdom of Saudi Arabia.
2. Full-time, regular employees who are absent due to certifiable health reasons qualify for the following maximum sick leave benefits during a single year, whether such leaves are continuous or intermittent. A single year begins from the date of the first sick leave submitted:
    i. Sick leave with pay for the first 30 days;
    ii. Sick leave with three-quarters of salary for the subsequent 60 days;
    iii. Sick leave without pay for the following thirty days.

3. A sick leave, up to 5 days, can be taken in case of hospitalization of an employee's child.
4. An employee must submit to the Human Resources Department a comprehensive and certified medical report for any sick leave.

5. Notification of Absence Due to Sickness

    a. An employee must notify the Department Director/ Chair of her/ his sickness on the first day of absence or earlier. Under exceptional circumstances, this notification must be made before the duty hours of the day begin in order to enable the Department Chair/Program Director to arrange for adequate staff substituting in the department.
    b. The Human Resources Department has the right to treat the employee's absence as unauthorized and if she/he fails to notify her/his Department Director/Chair in advance or does not submit a medical certificate issued by a University-authorized specialist. In such a case, the employee will be subject to disciplinary action.

6. Absence during the Annual Leave

    a. Staff employees who fall sick while on annual leave must obtain the approval of the Vice President of Finance and Administration to consider the period of sickness as a sick leave and credit that period to her/his annual leave balance accordingly.
    b. An employee who falls sick at the end of her/his annual leave must notify the Department Chair/ Director immediately to obtain an approval for the extended period of leave.

7. Absence outside the Kingdom of Saudi Arabia

    a. An employee who returns to her/his home country on sick leave, or whose annual leave or business leave is prolonged by sickness for a period of more than ten days, must be medically examined and pronounced fit before returning to Saudi Arabia.
    b. An employee must submit a full medical report certified by the Saudi Embassy to the Director of Human Resources prior to returning to work. The University management must be assured that the employee is medically fit to work before the employee is allowed to return to the Kingdom.

8. Sick Leave for Urgent Medical Treatment outside the Kingdom

    a. An employee who applies for a sick leave travel outside the Kingdom, which is usually granted for urgent medical treatment or for compassionate reasons when the employee needs to be at home when undergoing the treatment, must obtain the approval of the President in advance.

## G. Emergency Leave

1. DAH employees are entitled to five (5) days of emergency leave per contractual year, in addition to an annual leave and customary holiday entitlements.
2. Emergency leaves are used in the following cases::
    a. Upon illness of an immediate relative (father, mother, brother, sister, spouse, children, grandparents);
    b. In case of major accidents, such as fire at the place of residence or a similar disaster;
    c. Cases at the discretion and approval of the Department Chair/Director, Dean of School and the Divisional Vice-President/Provost/Dean of Students and the Divisional Vice-President/Provost/Dean of Students.
3. If an employee has no remaining emergency leave balance or if she/he has an emergency leave balance, but the Department Chair/Director/Dean of School/Divisional Vice-President/Provost/ Dean of Students does not accept the employee's reason(s) for taking an emergency leave, the following applies:
    a. The leave days will be deducted from the staff's annual leave balance subject to the approval of her/his respective supervisor. If the staff does not have any remaining annual leave balance, she/she has the right to apply for an unpaid leave after obtaining the approval of the concerned Department Head and Division's Head.
    b. Faculty members, have the right to apply for an unpaid leave after obtaining the approval of the concerned Department Chair/ Director and Provost since they cannot apply for an annual leave other than the summer vacation.
4. Weekend days (Fridays and Saturdays) that fall in the middle of an emergency leave are not considered part of the leave.

## H. Death in the Family Leave

1. In case of a death of a member of the immediate family, employees are entitled to a five-day leave.
2. The immediate family includes the employee's spouse, parents, grandparents, siblings, children, and grandchildren.
3. In case of the death of the husband, the following policy applies:
    a. Muslim employees are entitled to a paid leave for four months and ten days.
    b. Non-Muslim employees are entitled to a paid leave of 15 days.
4. The employee must submit a proof of the death of the family member upon her/his return to the University.
5. Weekend days (Fridays and Saturdays) that fall in the middle of such a leave are not considered part of the leave.
6. In the case of a death outside the immediate family, employees are permitted to take time off from their annual leave balance or to take an unpaid leave.

## I. Business Leave

1. Employees who are on a business leave for an official assignment or mission for the University need the approval of the department chair/director, Dean of School and the divisional Vice-President/Provost/Dean of Students.
2. Employees must submit an approved Leave Application Form prior to taking a business leave. Failure to do so will result in considering the employee's leave an unauthorized absence, which will elicit a disciplinary action.
3. Back to Office Report

An employee who travels on a business leave to carry out a University assignment or mission must submit the Back to Office Report Form no later than two weeks after returning from the trip and resuming duties. Failure to submit the report, the cost of the business trip will be deducted from the employee's salary. The Back to Office Report Form includes the following:

a. Objective of the trip
b. Duration
c. Outcome of the activity
d. Issues or points for future follow up

4. Business Leave Tickets

a. For all approved business trips, employees are entitled to airtickets in the following classes:

i. President – **First Class**
ii. Vice Presidents, Provost & Dean of Students – **Business Class**
iii. Associate and Full Professor – **Business Class**
iv. All other employees – **Economy Class**

b. If employees with different rankings are travelling together on a business trip, air tickets are issued to the whole delegation according to the higher rank.

5. Per Diem Allowance

a. The University pays employees traveling on business a per diem allowance as follows:

i. **The President**: The University arranges for the President's accommodation and transportation and pays the per diem allowance.
ii. **All other employees** have the choice to select one of the following options:
- Getting the full per diem allowance if they arrange for their own accommodation, or

- Getting half of the per diem allowance if they are sponsored by the host organization, or if the University arranges for the accommodation.

b. The per diem allowance covers the actual number of business days and an additional two days for travel if the actual travel time is four hours or more. It will also cover four additional days if the trip is to the US, Canada, or Australia. The President will be granted more paid extra days for networking and promoting the University.

c. The per diem allowance covers the cost of:
   i. Accommodation
   ii. Meals
   iii. Airport taxes and charges
   iv. Transportation to and from the airport
   v. Transportation to and from the place of business

d. If an employee is assigned on a business trip during an official break or weekend, the University credits the employee's annual leave balance with actual days of the business meeting and travel days.

e. When Laborers (messengers, guards, and maintenance staff) are assigned on a business trip, their per diem allowance covers the cost of the trip as specified in provisions E.2-E.4 above. The Management decides on the total amount of the per diem to be granted.

## J. Exam Leave

1. After obtaining the approval of the University Management to study, full-time employees have the right to apply for a paid exam leave for the purpose of sitting for final or semi-final exams relevant to their field of specialization.
2. An exam leave requires the approval of the University Management and the employee's Department Director/Chair.
3. The exam leave period should be equal to the actual exam days.
4. Employees must submit a Leave Application Form at least 15 days before the starting date of the exam. They must also provide evidence of being enrolled in an academic institution as well as a copy of the exam schedule.
5. Employees must submit evidence of having taken the exam right after returning from an exam leave.
6. Employees are not entitled to a paid leave for the purpose of re-sitting the exam. They must use their annual leave entitlement or obtain an authorized unpaid leave of absence for this purpose.

7. An exam leave is also granted for the following purposes:
    a. PhD Viva/Thesis Defense
    b. Certification exams related to the employee's field of study or specialization
8. Employees must obtain an approval from the Department Director/ Chair to leave during the working hours to attend certification exams such as IELTS, TOEFL, etc.,

## K. Wedding Leave

1. DAH employees are entitled to a five-day wedding leave once per contractual year.
2. DAH employees must complete the Wedding Leave Application Form and obtain approval from their Department Director/Chair, Dean of School and the respective Provost/Vice-President/ Dean of Students prior to taking the leave.
3. If an employee fails to submit the Wedding Leave Application Form with the necessary approvals, the Human Resources Department has the right to consider her absence as an absence without permission.

## L. Maternity Leave

1. Married female employees are granted a paid leave for childbirth to enable them to have a period of rest before and after delivery.
2. A maternity leave is ten weeks distributed as follows: a maximum of four weeks prior to the expected date of delivery and a minimum of six weeks following the delivery date.
3. A female employee is prohibited to report to work during the six weeks following the delivery, and she has the right to extend her leave for one additional month without pay.
4. If the delivery takes place earlier or later than the date estimated and certified by the doctor,, the total period of maternity leave remains ten weeks.
5. The maternity leave begins on the delivery date regardless of whether the delivery takes place during an official break, weekend or the faculty annual leave period.
6. A faculty member, who delivers during her annual leave, should count her maternity leave starting from the delivery date after which she can make use of her remaining annual leave balance.
7. An expecting staff member, who wishes to take her annual leave consecutively with her maternity leave, must obtain an approval from the Department Chair/Director.
8. An employee who delivers a baby with special needs, thus requiring additional care, is entitled for one month leave with pay after the end of her maternity leave, and she has the right to apply for an additional unpaid month, if need be.

9. Upon returning to work following a maternity leave, an employee is entitled to take rest periods of one hour a day for breast-feeding her newborn child. She will be granted this rest period, in addition to the regular rest periods, during the two years following the child's birth. .
    a. An employee who chooses not to register her newborn child at the University Nursery has the right to the breastfeeding hour, either at the beginning or at the end of her working hours, in a way that does not disrupt the normal flow of work.
    b. An employee who chooses to register her newborn child at the University Nursery is entitled to one or two breaks for a total duration of one hour for breastfeeding, in a way that does not disrupt the normal flow of work.
10. An expecting employee must notify her Department Chair/Director and the Director of Human Resources five months approximately before the expected start date of the maternity leave.
11. An expecting employee must submit a Leave Application Form one month before the expected date of delivery specifying the expected start date of her maternity leave.
12. Male employees are granted a three-day leave with full pay upon the birth of a child. They must submit a leave form supported by documents confirming the birth of their child.

## M. Holidays

All employees are entitled to avail the official holidays of Eid Al-Fitr and Eid Al-Adha as stipulated for academic institutions by the Saudi Government. Any employee who is assigned to work during an official holiday is entitled to receive time off subsequently in lieu of work performed during that official holiday.

## N. Unpaid Leave

1. An unpaid leave is a privilege and not an employee's right.
2. DAH employees are eligible to take an unpaid leave only once during their term of service.
3. The University grants unpaid leave to employees in the following cases:
    a. Personal or critical family issues
    b. Academic and Professional Reasons: like taking up or pursuing studies or training, or obtaining an academic or professional degree, provided that this will serve the interests of the University and fall within the employee's career plan.
4. Granting an unpaid leave is subject to the following conditions:
    a. The employee requesting an unpaid leave must have had a minimum of five consecutive years of service at Dar Al-Hekma.

b. The absence of the employee during the unpaid leave must not disrupt the operations of the University or adversely affect its operational efficiency.
c. The employee requesting an unpaid leave for one year and more must submit a written request for an unpaid leave to the concerned Department Chair/Director and the Dean of the School three months prior to the required date of the unpaid leave.

5. Unpaid Leave requests must be recommended by the Department Chair/Director and Dean of the School, approved by the concerned Vice-President/ Dean of Students/ Provost and submitted to the President for final approval.
6. The duration of the Unpaid Leave is as shown below:
    a. Personal or Family Reasons/Issues: A maximum of six months' leave.
    b. Academic and Professional Reasons: Granting an employee an unpaid leave for academic and professional reasons depends on the employee's length of service as per the following:
        i. 1-6 months or one academic semester for employees who have served for five consecutive years.
        ii. 7-12 months or one academic year for employees who have served for six to seven consecutive years.
        iii. 13-18 months or three academic semesters for employees who have served eight to nine consecutive years.
        iv. 18-24 months or two academic years for employees who have served for ten or more consecutive years.
        v. An employee is exempted from the above requirements if the area she/he intends to pursue falls in line with the University's staffing plan and the employee's career plan.
7. All employment benefits will be removed during an unpaid leave.
8. Time spent on an unpaid leave for academic and professional reasons might be considered for promotion if the employee acquires new knowledge, skills and qualifications required by the job.
9. Any research work during the unpaid leave should be associated with the University's name.
10. Time spent on an unpaid leave will not be counted towards the qualifying number of years of experience required for after service benefits.
11. An employee who is granted an unpaid leave must sign an agreement that upon the successful completion of her studies, she will work for the University for a period equal

at least to the period of the unpaid leave. This agreement could be revised as per the management's decision.

12. An employee who is granted an unpaid leave is not allowed to return to work before the agreed leave period is completed.
13.

## O. Unauthorized Leave/ Absence

1. Before going on a leave, employees must submit a leave form to the HR approved by their Department Director/Chair, the Dean of School to which the employee belongs, and the Divisional Vice-President/Provost/Dean of Students.
2. In emergency cases, employees must inform their Department Director/Chair on the first day of absence, either by phone/email or in person as appropriate, of the need to take an emergency leave and the expected days of absence. Please refer to FA.HR.19.0-PP Emergency Leave Policy.
3. Failure to follow either of the above protocols will result in the leave being considered an unauthorized absence.
4. The table below indicates violations and penalties for unauthorized absences.

| Type of violation | Penalty (Deducted ratio is a ratio deducted from the daily pay) | | | |
|---|---|---|---|---|
| | First time | Second | Third | Fourth |
| 1. A one-day absence within one contractual year without a written notification or an acceptable reason. | Two days | Three days | Four days | A one-time deprivation of a promotion or an increase in salary |
| 2. Consecutive absences between 2 – 6 days within one contractual year without a written notification or an acceptable reason. | Two days | Three days | Four days | A one-time deprivation of a promotion or an increase in salary |
| | Plus deduction of the absence period's pay | | | |
| 3. Consecutive absences between 7 -10 days within one contractual year without a written notification or an acceptable reason. | Four days | Five days | A one-time deprivation of a promotion or an | Dismissal with end of service indemnity if the total |

| | | | | |
|---|---|---|---|---|
| | | | increase in salary. | number of absences does not exceed 30 days. |
| | Plus deduction of the absence period's pay | | | |
| 4. Consecutive absences between 11 to 14 days within one contractual year without a written warning/notification or an acceptable reason. | Five days | A one-time deprivation of a promotion or an increase in salary and a dismissal warning as per Article (80) | Dismissal without end of service indemnity as per Article (80) of the Labor Law | - |
| | Plus deduction of the absence period's pay | | | |
| 5. Cessation of work for a period exceeding fifteen (15) consecutive days within one contractual year without a valid reason. | Dismissal without end of service indemnity, provided that the dismissal is preceded by a written warning after an absence of ten (10) days in conformity with the provisions of Article (80) of the Labor Law. | | | |
| 6. Intermittent absence for periods exceeding a total of thirty (30) days within one contractual year without a valid reason. | Dismissal without end of service indemnity, provided that the dismissal is preceded by a written warning after an absence of twenty (20) days in conformity with the provisions of Article (80) of the Labor Law. | | | |

# VI. TRAINING AND DEVELOPMENT

## A. Eligibility and Entitlement

1. Full-time Employees are permitted to take training courses and programs that are of strategic importance to the University and their career development.
2. Full-time employees who have worked for at least six months in the University are entitled to training and development.
3. An employee who is leaving the University within six months due to resignation, non-renewal or termination of contract is not entitled to training and development benefits. If the employee has used up her/his training and development budget six months prior to her/his resignation, non-renewal or termination of contract, the funds spent will be deducted from the employee's last salary payment or her/his end of service benefit.
4. Employees eligible for training are entitled to attend at least one annual training and development program within the approved training budget. Employees who wish to take additional training programs in excess of their allocated budget are entitled to do so at their own expense, provided they obtain the approval of the relevant Department Director/ Chair, Dean of School to which the employee belongs, the Vice-President/ Provost /Dean of Students, and the Vice-President of Finance and Administration.
5. The employee and her/his Department Director/ Chair jointly identify the employee's training and development needs, on the basis of relevance, employee's performance appraisal and the required competencies of the position.
6. The University contributes towards the total cost of the training program as far as the budget permits. The employee is responsible for covering any difference in cost.
7. Time spent at approved training programs during normal working hours is considered as part of the employee's normal working hours and is not counted towards accumulated leave nor is it considered a leave without pay.
8. The total number of professional development leave days granted to an employee during the Academic Year is subject to the approval of the Department Director/ Chair. The Department Director/ Chair must ensure that the days of leave do not affect the completion of the employee's assigned tasks.
9. The permitted number of professional development leave days of training programs taking place outside of Saudi Arabia, is equal to the number of days of the training program plus two additional days for travel; one before and one after the training. For training programs taking place in the US, Canada, or Australia, four days are granted for travel; two before and two after the training.

10. Employees who choose to go on a training not related to the responsibilities of their position, must make up for the working hours missed or request for an annual leave and are responsible for paying the training fees.
11. All faculty members must attend or participate in professional development activities related to their respective fields inside or outside the University.

## B. Training Records

1. Upon returning from the training, the employee must submit a post training report within one week. The report must include the following about the training:
    a. Objective
    b. Duration
    c. Results
    d. Issues or points for future follow up
2. The employee must also share the knowledge that they would have gained in the training with colleagues in her/his department and other relevant departments. .
3. If employees fail to submit evidence of attending the training, they must refund the University in cash. Otherwise, the amount of money will be deducted from their salaries.
4. Employees are strongly encouraged to maintain records of their training and development activities and to update their CVs accordingly.

## C. In-House Training:

The University arranges, with the available resources, different in-house training choices and possibilities which include but are not limited to:

i. **Induction for New Staff** – including an introduction to the University, its general policies and procedures, the department and the employee's individual responsibilities.

ii. **Continuing Professional Development (CPD)** – programs of general nature aiming to develop competencies that will enhance the employee's performance and that are in line with the University's set objectives.

## VII. Annual AWARD FOR OUTSTANDING PERFORMANCE

DAH University offers 12 awards per year for outstanding performance. One award recipient will be drawn from each of the following categories:

1. Department Chairs and Program Directors
2. Faculty Research
3. Faculty Teaching
4. Administrative Directors
5. Continuing Education Instructors
6. Teaching Assistants
7. Managers
8. Senior Administrative Staff
9. Junior Administrative Staff
10. PSSD Category I
11. PSSD Category II
12. PSSD Category III

# VIII. ACTING AND AUTHORITY DELEGATION

## A. Acting Appointments

1. During the absence of any of the divisional Vice-Presidents/Provost/Dean of Students, the President assumes their responsibilities or appoints a staff member to act on their behalf. The President's Office (PO) specifies the time period of the acting appointment through an official memo or e-mail.
2. During the absence of senior post staff members, acting appointments will be as follows:

| Absent senior post staff member(s) | Acting person in-charge |
|---|---|
| President | Provost |
| President and Provost | Dean of Students |
| President, Provost and Dean of Students | Vice-President of Finance and Administration |
| President, Provost, Dean of Students, and Vice-President of Finance & Administration | Vice-President of Institutional Advancement |

3. During the absence of a Dean of School, the Provost appoints an Acting Dean.
4. During the absence of a Department Director, the Department Director makes a recommendation for an acting person-in-charge, and the Vice-President/ Dean of Students either approves the recommendation of the Department Director or appoints a person to be in charge.
5. During the absence of a Department Chair, the Dean of School makes a recommendation for an acting Chair and the Provost either approves the recommendation, or appoints a person to be in charge.
6. During the absence of a Department Chair and the Dean of School, the Provost makes a recommendation for an acting Chair.
7. The acting person in-charge must operate within the delegation limits set by the middle or senior post staff member.
8. The acting person in-charge must maintain continuous communication with the middle or senior post staff member.
9. Acting appointments in the areas of finance, contracting and human resources are governed by the policies and procedures of each respective department.

## B. Delegation of Authority

1. Delegation of authority is the process of assigning authority to managers or employees lower down in the hierarchy.
2. Delegation is intended to ease the workflow and facilitate succession planning, personal and professional development.
3. Each director must delegate to those who have the competencies and confidence required to carry out the task. Other factors must also be taken into consideration, such as seniority and experience in the areas delegated.
4. When authority is delegated to subordinates, the responsibility remains with the delegator.
5. A staff member's level of responsibility must reflect her level of authority.
6. The delegation of authority and its limitations in Purchasing, Accounting, Recruitment and Termination of Contracts are governed and controlled by related policies and procedures.

## C. Delegation of Jeddah Chamber of Commerce and Industry (JCCI) Signatory

1. The person authorized to sign official documents that need to be stamped/ sealed by the JCCI is authorized to sign documents related to his/her department only.
2. During the absence of an authorized signatory, an authorized signatory from another department as listed in the JCCI can sign the documents instead, upon the approval of the acting head of the department to which the absent authorized signatory belongs.

# IX. FACULTY AND STAFF COMMUNITY SERVICE

a. DAH encourages and supports community service (CS) activities that involve a wide range of cultural, economic, environmental, scientific, social and other activities that are voluntary and not directly related to the formal duties of the jobs carried out by members of DAH.

b. Faculty and staff participation in CS activities is mandatory. Each DAH member must fulfill a minimum of 10 hours of community service each Academic Year.

c. The quality and quantity of CS activities carried out by full-time faculty and staff are considered as one of the criteria for the Annual Award for Outstanding Performance.

d. CS activities can be initiated at the individual, departmental, divisional or institutional levels.

e. CS can be performed on- or off-campus, locally, regionally or internationally.

f. The Community Service Officer announces community service opportunities to the DAH community and advises employees who seek community service activities.

g. Any employee who comes across a community service opportunity can share it with the Community Service Officer for approving it and announcing it to the University community.

h. The DAH Staff and Faculty members must not receive any monetary reward in exchange for their community service undertaking.

i. Employees' engagement in community research projects or course projects can be considered as CS activities.

j. Employees' engagement in CS activities does not create any obligations and responsibilities on the University.

k. DAH is not responsible for the Employees' own safety and welfare during off-campus CS activities.

l. Engaging in employee field visits, attending or participating in conferences or professional development activities are not considered CS.

m. Participating in DAH activities during the regular working hours is not considered as CS except for the activities approved by the Management.

n. Family members cannot be the recipients, beneficiaries or supervisors of the community service activity.

o. The employee who accrues the highest number of community service hours will be acknowledged at the Convocation Ceremony of each year.

# X. GENERAL POLICIES

## A. University Business Card

1. The following University officials are eligible to use University business cards:
    a. The President
    b. Vice-Presidents/Provost/Dean of Students
    c. Deans of Schools
    d. Department Chairs
    e. Directors of (Library, University Academic Preparation Program and General Education Departments)
    f. Administrative Directors
    g. Purchasing Unit
    h. Human Resources Department
    i. Marketing and Communication Department
    j. Community Engagement Department
    k. Development and Alumnae Relations Department
    l. Accreditation Unit
    m. Admission Unit
    n. Student Development Unit
    o. External Relations Office
    p. Any other position, upon the approval of the Vice President/Provost/Dean of Students.
2. Faculty members can order business cards on their own expenses after completing their probationary period and upon the approval of the Human Resources Department.
3. Eligible employees must have completed the probationary period before they can be issued a business card.
4. Employees who are not included in the above-mentioned categories must obtain the approval of the Human Resources Department regarding the information, layout and design of the business card. They are also responsible for shouldering the cost of printing the business cards.
5. Blank business cards are available at the office of each division.

# ACCOUNTING DEPARTMENT

## I. ACCOUNTING DEPARTMENT MISSION

The Accounting Department mission is to support all the divisions of the University through the efficient management of its financial resources by accurate and timely recording and reporting of all financial transactions.

## II. BUDGETARY CONTROLS

A. Each department in particular and each division in general operates on the basis of annual operating plans or budgets.

B. Budgets are the main guidelines for Department Chairs/Program Directors / Directors and the Divisional Vice-President/Provost/Dean of Students to achieve operational targets in terms of orders, revenues, cash flow, manning and overhead levels, and profits as well as many non-financial objectives.

C. The Chair/Director develops the Department/Program's budget on an annual basis. The budget must be approved by the Deans / Provost / Divisional Vice-President for further approval by the President and the Board of Trustees.

D. Any changes or amendments to the budget must be agreed upon and accepted by the Chairs, Directors, and the Deans / Provost / Divisional Vice-President so that there is clear agreement and commitments as to the agreed current operating parameters for the business.

E. The Accounting Department, headed by the Vice-President of Finance & Administration, is responsible for coordinating the budgeting processes and determining the budget formats and the details and figures to be presented. The underlying assumptions of budget must be clear and agreed upon by the University President, the and the Deans / Provost / Divisional Vice-President and Department Chairs/Program Directors / Directors.

F. The Budget Committee must approve the draft of the annual budget.

G. The annual budget must be submitted to the Board of Trustees for final approval prior to yearend.

H. The Budget period is from September 1 to August 31.

# III. CASH CONTROLS (Internal Control ADHERENCE)

## A. Floats & Petty Cash

### 1. Responsibility of Float Holders (Employees holding university cash)

Floats are the direct responsibility of the person holding the float. Before anyone is allowed to hold a float (Cash on hand), they must sign a written declaration accepting any responsibility for any shortfall in their float. The university reserves the right to deduct any shortfall from the float holder's salary. Apart from being responsible for the accountability of the funds, float holders are also accountable for ensuring that float funds are not misused and are spent only for the purpose intended. Floats are not to be used for IOU's (I owe you) or any similar advance.

### 2. Limits:

a. No **personal float** should exceed SR 5,000 unless approved by the Vice President – Finance & Admin / President.

b. No **office float** should exceed SR 20,000 unless approved by the Vice President– Finance & Admin / President.

### 3. Staff Advances Prohibited

No floats other than head office floats maintained by the finance department staff may be used for making any advances to other members of staff. The University will not reimburse any amounts not accounted for as business expenditure.

### 4. Approval of Petty Cash Items

All invoices and statements or forms submitted for reimbursement must be fully checked, added by the accounts department, signed for by the concerned Director / Department Chair/ Program Director and the Dean/ Provost / or the Vice President – Finance & Administration. Until expenses are approved, the float holder remains liable.

### 5. No Transfer

At no time can responsibility for any personal float be passed from the designated holder to another member of staff unless the float is returned intact to finance and re-issued with the appropriate authority to a new staff member.

## B. Handover of Cash & Assets

1. Any Employee having access to or control of fund or cash must officially handover such funds, against signature to his replacement using the Handover Form prior to departure/leave. Prior to a handover, a full cash count and reconciliation must be prepared and signed by the Director/ Department Chair/ Program Director and the Dean/ Provost/ or the Vice President – Finance & Administration. Without such reconciliation, the person taking over the float assumes all responsibility for discrepancies incurred by the previous holder.
2. The handover of funds must take place at least forty-eight hours before the scheduled departure time of the employees for vacation, final departure or re- assignment. The completed certificate, signed by the departing employee and his replacement and the Director / Department Chair/ Program Director and the Dean/ Provost / or the Vice President – Finance & Administration must be forwarded to the Finance Director prior to clearance.

## C. The University's right to recover shortages

1. The Saudi Labor Law states that if an employee intentionally or carelessly causes material loss to the institution, the she/he will be deprived of her/his service award provided the act that caused the material loss is reported to the appropriate authority.
2. It is therefore necessary that any staff holding any institution's funds or assets hand them over to an approved alternate prior to departure on a final exit or on for a vacation.

## D. Item Advances

1. In many cases specific cash advances are approved for staff to make specific purchases/business trip.
2. These advances are not floats. In no instance can any individual item advance exceed SR 10,000 except for business trips which is supported by a signed Business Trip Form. The conditions of personal liability of the recipient and the same rules apply as above.
3. All item advances must be liquidated within 48 hours after completion of their purpose or reporting to work. Failure to liquidate within the above-mentioned limits, the Accounting Department will automatically make full salary deduction.

# IV. EMPLOYEE PAY AND BENEFITS

## A. Payroll administration

1. New employees will be added to the payroll only when the following two documents are completed and made available to the Accounting Department:

    a. Letter of offer/ Employment Contract, indicating basic salary and allowances, signed by the authorized officers or the President and duly accepted by the employee.

    b. Report to Work Form confirming the actual starting date.

2. Part time/casual labor

    a. The control of the hiring of part timers/casual labor is the responsibility of the Department Chair/Program Director concerned Part time/casual labor costs must be covered by budgets allocated in each department and program for hiring employees.

    b. Any hiring of Part time/casual labor must be approved by the University President and Vice President – Finance and Administration.

    c. All part time employees/casual laborers must submit a copy of their passport or Iqama for payroll control at the time of hire, together with a specimen of their signature.

    d. The University is liable to pay monthly insurance to the General Organization for Social Insurance (GOSI) for part timers/casual laborers and as such the GOSI costs should be provided for the employee's salary deducted for his / her share.

    e. Specific HR Policies apply to part time/casual labor employees, who do not receive employee benefits and allowances.

3. Employees Leaving the Institution

    a. The final settlement for any employee leaving the institution requires a Clearance Form that should be submitted to the Accounting Department. It also includes settlement of any amounts of money due to the institution, return of any assets belonging to the institution.

    b. The final pay will be prepared 3 working days prior to the departure of the employee (provided the Accounting Department gets notice about the employee leaving the institution in a reasonable limit of time that allows it to prepare the final pay). The employee also needs to sign a financial waiver with the Accounting department in order to process the payment.

4. Deductions

The University reserves the right to deduct directly from the employee's salary any amount of money that the employee owes to the institution. This includes any advance, float or petty cash balances, allowances paid in advance, airfares recoverable advances which have not been liquidated within the specified limits for travel, unapproved expenses paid out by the institution, telephone usage or other items. All deductions will take place at the earliest possible time unless otherwise agreed with the employee.

5. Time Cards

All employees need to punch-in/out their daily attendance which will automatically be used as payroll authorization documents. In case of failure to time in/out the employee will be considered absent.

## B. Overtime

1. Overtime will be paid to employees if overtime has been budgeted and a prior approval has been obtained.
2. Over time is calculated based on Saudi Arabian Labor Law.

## C. Service Award

1. A service award will be paid upon the satisfactory completion of employment in accordance with the Saudi Labor Law.
2. Service awards are calculated and paid based on the Saudi Labor Law.
3. An Employee Clearance Form and a Waiver Form must be signed prior to the release of any final settlement.

The policy is cross- referred to HR Policy, Employment Contract

# V. PURCHASING

## A. Guidelines and Procedures

1. All purchases must be made through the Purchasing and Support Services Department (PSSD).
2. Employees must not verbally commit to a purchase unless a Purchase Order (PO) Form has been completed and approved.
3. Purchase orders must indicate the terms of purchase.
4. Supporting documents from suppliers must accompany purchase orders at the time they are being authorized.
5. Letters of intent or contracts of purchase must be subject to issuance of PO's and clearly worded as contractually non-binding until fully approved by the authorized signatories listed on the Limits of Authority.
6. Employees must not commit to expenditures that do not have valid budgets. It is the responsibility of the Accounting Department to check in every case.
7. The principle of budget substitution is in place to provide flexibility for business managers to operate within their broad operating targets. Expenditures which do not have budget cover fall outside the scope of the authorized signatories.
8. For large value items of equipment and contracts involving any significant service or value added element, the purchase order must be backed up and cross-referenced to a purchase contract.

## B. IT Purchases

1. Purchases of IT supplies must be approved by the IT Director to ensure that they are compatible with existing systems, are properly licensed, have maintenance and support, and are competitively priced.
2. The IT Director is responsible for the IT budget and for monitoring all expenditures. All new software being purchased should be virus tested.

## C. Telephone/courier Communications

Department Chairs/Program Directors / Directors are responsible for monitoring and controlling their employees' courier and telephone costs.

## D. Capital Expenditure

1. Capital expenditure is controlled separately from operating budgets and requires approval from the Board of Trustees for annual capital expenditure budgets.
2. Individual approval for all capital expenditure items is according to the Limits of Authority. All capital expenditure purchases require justification.

## E. Leases and Other Contracted Supplies

1. Whenever the supply of goods or services involves lease purchase or any other form of written contract which is outside normal "open credit" purchasing, the approval of either the Vice-President for Finance & Administration or the University President must be obtained, prior to making any form of commitment.
2. All leases, whether operating or non-operating, must be approved by either the Vice-President for Finance & Administration or the University President.

## VI. TRAVEL AND EMPLOPYEE EXPENSES

a. The Accounting Department reimburses employee business expenses which fall within the approved budget and per diem limits subject to prior approval.

b. Expense claims require the authorization of the employee's Director and Vice-President/Provost/Dean of Students.

c. Business goods and services must be procured through the PSSD whenever possible. Employees who purchase business goods and services while travelling will not be reimbursed unless a memo signed by the employee's Vice-President/Provost/Dean of Students and the Vice-President for Finance and Administration is submitted to the Accounting Department along with proof of payment for the purchase.

d. The University does not issue corporate credit cards to employees. Employees must use their own credit cards and claim reimbursement.

e. Categories of Expenses

1. Speeding and Fines
    a. Speeding fines and any related costs are not eligible for reimbursement.
2. Hotels
    a. Hotels must be booked at corporate rates and arranged via the Human Resources, unless better rates can be obtained directly or if the employee prefers to take an allowance and do her/his own bookings.
    b. Overseas business trips require budget approval or business case approval by the Vice-President for Finance and Administration and the University President.
    c. Overseas hotel accommodation must be pre-booked at corporate rates.
3. Flight Bookings
    a. Business flights must be booked through the Human Resources Department unless better rates can be obtained directly.
    b. The class of ticket depends on the employee's ranking as per the Human Resources policy.
4. Entertaining/Representation Expenses
    a. Entertaining expenses are restricted to client entertaining. The clients' names and the organization they represent must be provided on the claim.
    b. Entertaining expenses for suppliers are not reimbursable.
    c. Overseas entertainment or hospitality must be consistent with the objective of the business trip and restricted to relevant business parties.

d. Entertaining the spouses of clients or employees is not an allowable expense unless approved by the Chairman of the Board of Trustees.

e. Entertaining expenses must fall within the approved budget.

5. Staff Welfare Expenses

a. Employee welfare expenses (e.g. annual dinner, sports expenses), whether budgeted or not, are not an allowable cost unless specifically stated in a University policy or approved by the University President.

# SUPPORT SERVICES DEPARTMENT

## I. SUPPORT SERVICES DEPARTMENT (SSD) MISSION

SSD mission is to provide high quality services and maintain a safe and secure environment that are necessary for the effective and efficient operations of the University.

## II. General Services

- Information Desk

### A. Access Codes

1. Employees who need to make mobile phones calls or international numbers, as part of their work at Dar Al-Hekma University are entitled to access codes from the Information Desk.
2. Employees must keep access code information confidential and should not share it with any other person.

### B. SIM Card

1. Employees who need to make work-related phone calls outside their working hours or who receive many business calls at work are entitled for a SIM Card from the Information Desk.
2. Employees must justify their reasons for requesting a SIM card on the request form. The SSD does not approve SIM card requests for cases in which an access code would enable the employee to accomplish the tasks needed.
3. Employees who are leaving DAH must return the SIM card to the Information Desk as a part of the clearance process.

### C. Announcements

1. The Information Desk is responsible for overseeing announcements disseminated through the paging system, the digital screens, and SMS.
2. The Information Desk broadcasts University-related announcements only. No personal announcements will be broadcasted.
3. Paging System Announcements
    a. The Information Desk and Security Staff are the only employees permitted to make announcements using the paging system.
    b. Employees can request an announcement to be made over the paging system by sending an email to the Information Desk.

4. Digital Screen Announcements
    a. Any announcement on the digital screen must be academic or related to DAH campus activities.
    b. Announcements must be submitted as an image or video file through email to the Information Desk.
    c. Employees must submit requests for announcements at least one day before the actual event or the period of the announcement.
    d. Announcements will be removed at the end of the activity day.
5. SMS Announcements
    a. The Information Desk is responsible for sending emergency SMS to all DAH members. The Information Desk does not send emergency notifications to individual departments.
    b. The Information Desk is responsible for maintaining and updating the list of all faculty, staff and student mobile numbers in the SMS system for the purpose of emergency announcements.
    c. The Information Desk is responsible for charging and recharging SMS credits to all users.
    d. Employees are responsible for sending SMS regarding their own departments' announcements.
        i. If the SMS system is not functioning properly, employees can request the Information Desk to send an SMS message on their behalf by providing a list of recipient numbers beginning with (+966) in an Excel file.
        ii. Employees must include their own number within the list of recipients provided to the Information Desk to confirm the delivery of the SMS.

## D. Mailing

1. The Information Desk keeps employee mail items for a maximum of 10 working days. If employees do not collect their mail items within this time period, the Information Desk has the right to recycle the mail.
2. Employees are not required to pay for sending mail related to their work at the University.
3. The Information Desk is not responsible for mail lost due to incomplete information provided by the employee.

## E. Faxing

1. Employees are not required to pay for faxes related to their work at the University.
2. Employees who request to send personal faxes must pay the cost to the Accounting Department before hand and submit the receipt to the Information Desk.
3. The fees for sending personal faxes are SR 3/page (national) and SR 10/page (international).

- The Copy Center
    a. The Copy Center serves its clients on a first-come, first-served basis.
    b. Staff and faculty are permitted to use the Copy Center to copy work documents for academic or non-academic purposes free of charge.
    c. Staff and faculty are required to pay for personal copy requests.
    d. Students are required to pay for all copy requests, whether for academic or personal purposes.
    e. Users are required to submit files for copying in one of the following ways: by sending an email to copycenter@dah.edu.sa; by bringing the files to the Copy Center on a memory stick or CD; or by submitting a hard copy.
    f. The Copy Center will not fulfill any copy requests submitted by students on behalf of faculty members without receiving prior written authorization from the faculty member via email.
    g. All copy requests must conform to the Fair Use Guidelines governing copyrighted material as per the policy AA.Lib.15.0-PP Copyright.
    h. The Copy Center will copy a maximum of 2 articles or 25% of a journal, whichever is less, and up to 25% of a book.
    i. The Copy Center does not copy materials or pictures which violate Islamic principles.
    j. The Copy Center does not make copies of student, staff or faculty announcements or advertisements. The University plasma screens must be used for the purposes of announcements and advertising.
    k. Large copy jobs, constituting 50 copies or more or copies of entire book chapters, must be submitted a minimum of two days in advance, or three days in advance if binding is required.
    l. The Copy Center does not process copy requests submitted without the name of the requester and is not responsible for loss, theft or damage to copy jobs left unattended in the Copy Center.
    m. The Copy Center keeps completed copy jobs for 5 working days after the date of completion. If the requester does not pick up her copy within 5 working days, the Copy Center will recycle it or donate it to the Book Store.
    n. The Copy Center keeps all copy requests confidential.

o. Copy Center Pricing List

| Service | Colored or B&W | Price of A3 size | Price of A4 size |
|---|---|---|---|
| Binding | - | 6 SR | 3 SR |
| Copy & Print | B&W | 1 SR/page | 0.5 SR/page |
| Copy & Print | Colored | 2 SR/page | 1 SR/page |
| Copy or Print (Different Paper such as Canson, Transparency and Rock Hard paper) | B&W | 3 SR/page | 2 SR/page |
| Copy or print Canson paper | Colored | 4 SR/page | 3 SR/page |
| Copy or print Transparency | Colored | 4 SR/page | 3 SR/page |
| Copy or print ROCO card paper | Colored | 4 SR/page | 3 SR/page |
| Copy or print Transparency plastic | Colored | - | 3 SR/page |
| Laminating | | 8 S.R | 4 S.R |

- ## Food and Beverages

1. There are several outlets that provide a variety of main dishes, sweet and savory dishes, hot and cold drinks, sandwiches, salads, and healthy food.
2. There are all open Sundays to Thursdays from 8:00 a.m. - 4:00 p.m. In addition, there are a number of vending machines located throughout DAH premises such as coffee and hot drinks, salads.

- ## Internal Event Planning

1. The Support Services Department (SSD) is responsible for managing event bookings in the Auditorium, Atrium, and Lecture Halls 067, 068, and 151.
2. The Event Owner is the only person authorized to request an event reservation.
3. The SSD is the only department that has the right to let any DAH premises to external parties. All contracts for renting space for internal events on the DAH premises must be through the SSD.
4. The Event Owner has the right to book an event for a maximum of 3 days, any event that is longer than 3 days will not be approved by the SSD Director.
5. Venue reservation requests must be made in advance, as follows:
    a. Minor events: at least two weeks in advance.
    b. Major events and exhibitions: at least one month in advance.

6. The Event Owner must meet with the SSD Director 1 month in advance to discuss logistic related matters, and must send an email to the event booking group specifying the venue, date and time requested to make a reservation and secure a respective confirmation.
7. The Event Owner must take safety considerations into account, when designing the event layout. Entrances and exits must be kept clear at all times.
8. The Event Owner must submit the event layout and requirements to the Support Services through the Event Management System (EMS) according to the following timeframe:
    a. Minor events: at least three working days prior to the event day.
    b. Major events: at least ten working days prior to the event day.
9. The SSD Director must approve the event layout; if the layout does not meet the DAH safety standards, the SSD Director has the right not to approve or make any relevant changes.
10. The Event Owner does not have the right to make any changes in the layout after it is approved by the SSD Director.
11. Events that require electronic equipment which could trigger the University smoke detectors, such as electric grills, fryers, or popcorn makers, must be held in the outdoor area.
12. The event coordinator must apply for and acquire the Emarat Makkah approval before starting any planning procedure for the following:
    a. Events organized by DAH, with guest speakers coming from abroad;
    b. Events organized by DAH and are open for the public;
    c. Events organized by non-DAH members, where DAH property/space is rented by an external party. (Except for graduation ceremonies, they do not require approval).
13. The Event Owner is rendered responsible for all borrowed DAH assets and must return them to General Services Office in the same condition she/he received it.
14. Any employee who damages or loses any borrowed DAH asset must pay the cost of repair or replacement to the Accounting Department.
15. The Auditorium will not be reserved for any events during Exhibition days.
16. The Event Owner must send an email to the event booking group at least one week in advance, if the event requires rehearsal or the event is cancelled.

- Transportation Request

1. The Support Services Department (SSD) provides transportation for academic trips, staff and faculty business-related trips.
2. The SSD provides transportation to and from the residential compounds according to a fixed schedule.
3. The SSD is not responsible for personal transportation requests.
4. Employees must send an email to the Transportation Coordinator in advance, as follows:
    a. For staff and faculty trips: at least three days prior to the trip date
    b. For academic trips: at least two weeks prior to the trip date
5. Employees must specify the purpose, time, number of passengers and destination of the trip in their email.
6. The Transportation Coordinator handles requests on a first come, first served basis.
7. The Transportation Coordinator does not confirm bookings for academic trips until the trip organizer has submitted a signed Off-Campus Trip Approval Form.
8. Deadline for submitting the signed Off-Campus Trip Approval Form should be at least 3 days before the day of the trip.
9. Drivers pick up all passengers from Gate 3.
10. Drivers will wait for passengers for a maximum of 15 minutes after the agreed-upon departure time. After 15 minutes, the trip will be cancelled.
11. Employees are responsible for informing the Transportation Coordinator by email of any changes such as time, location, number of passengers, or cancellation.

# III. Nursery

## A. Registration

1. The DAH Nursery accepts the children of DAH employees and students aged two months up to three years old.
2. The Nursery gives priority for spaces in the following order:

| | |
|---|---|
| **First priority** | International Faculty |
| **Second priority** | Local Faculty |
| **Third priority** | Staff |
| **Fourth priority** | Students |
| **Fifth priority** | Continuing Education (CED) Students |

3. Expecting DAH University mothers must reserve a seat in the DAH University Nursery at least two months prior to the birth date.

4. Expecting mothers should inform the Nursery of their expected back-to-work date on the registration form.
5. DAH members are permitted to register on a monthly basis provided there are spaces available.
6. In exceptional or emergency circumstances, registration on a day-to-day basis is allowed up to a maximum of three consecutive days, provided that there are available spaces.
7. DAH mothers on full term contracts are permitted to register their children to attend the Nursery two days a week for the duration of the semester. Fees are charged as 2/3 of the semester fee.

## B. Applicable Fees

1. Nursery fees for the Fall and Spring sessions are as follows:

<table>
<tr><th>Age group</th><th>Academic year Fees</th><th>Semester Fees</th><th>Monthly Fees</th><th>weekly Fees</th><th>Daily Fees</th><th colspan="3">Discount</th><th>File opining</th><th>Reservation Fee</th></tr>
<tr><td rowspan="2">Infants<br>(2 months - 12 months)</td><td>10,000 SR</td><td>5,000 SR</td><td>1,200 SR</td><td>300 SR</td><td rowspan="2">100 SR</td><td rowspan="2">1st child</td><td rowspan="2">2nd child</td><td rowspan="2">3rd child</td><td rowspan="3">200 SR<br><br>Non refundable<br>Non transferable</td><td rowspan="3">1500 SR<br><br>Non refundable<br>Non transferable<br>But<br>Deductible from the tuition fees</td></tr>
<tr><td colspan="2">Two days a week fees: 2/3 of the semester fees</td><td>-</td><td>-</td></tr>
<tr><td>Toddlers<br>(12 months – 3 years)</td><td>12,000 SR</td><td>6,000 SR</td><td>1,400 SR</td><td>350 SR</td><td>150 SR</td><td>Full fees</td><td>15%</td><td>10%</td></tr>
<tr><td colspan="2">Two days a week fees: 2/3 of the semester fees</td><td>-</td><td>-</td></tr>
</table>

2. Nursery fees for the Summer session are as follows:

| Age group | Monthly Fees | Weekly Fees | Reservation Fee |
|---|---|---|---|
| Infants<br>(2months – 12 months) | 1200 SR | 350 SR | 500 SR<br>Non-refundable<br>Non-transferable<br><br>Deductible from the tuition fees |
| Toddlers<br>(12months – less than 3 years) | 1400 SR | 400 SR | |

3. The Nursery unit confirms the seat reservation only upon receiving the application and the receipt of payment.

4. Faculty and staff have three options for tuition payments:
    a. Full academic year (the first day of the year).
    b. Full semester (the first day of each semester).
    c. Monthly payments.
5. Dar Al-Hekma students and Continuing Education students must pay the full tuition fees in advance.
6. If a child does not show up for two weeks following the agreed-upon start date, the Nursery cancels the registration and does not refund the tuition fees.
7. In case of withdrawal of a child, the Nursery refunds a portion of the monthly tuition fees (cash or monthly deduction payment) based on the timing of the withdrawal, as follows:

Fall/Spring Semester:

| | |
|---|---|
| Before the first day of the month | 90% |
| During the end of the first week of the month | 60% |
| During the end of the second week of the month | 30% |
| After the second week of the month | None |

8. Absent days are not deducted from tuition fees.

## C. Attendance

1. Children are not permitted to arrive before 8:00 am or to stay after 4:00 pm.
2. The mother or an authorized adult must drop off and pick up the child on time.
3. Mothers/guardians must report any changes in pick-up times at least half an hour ahead of the set time by phone or e-mail.
4. If a child will be absent, mothers/guardians must inform the Nursery by phone or by e-mail.
5. Mothers/guardians must bring their children to the Nursery in comfortable clean clothes, shoes, and diapers, or change their children themselves at the Nursery.
6. If the mother has a late workshop or course at the University, she must inform the Nursery unit at least a week ahead.
7. If the Nursery teacher detects any contagious illness during the day, the Nursery unit has the right to isolate the child until the mother arrives.
8. Sick children must stay at home if they require any extra care or attention.
9. If the child has any sign of infection, such as fever, vomiting or diarrhea, he/she must stay at home until at least 24 hours has elapsed since the last attack.

10. It is strictly prohibited for any child with a contagious illness to attend the Nursery. The mother/guardians must submit a medical report to the Nursery stating the child's illness and the time needed for the recovery.

## D. Summer Session

1. Summer session fees for the Nursery are not included in the academic year fees.
2. If the University cancels a summer course, the Nursery will refund summer session fees provided that the Nursery unit receives a confirmation email from the Department Chair responsible for the course.
3. Registration for the summer session is open only to working staff, faculty and students attending summer courses.

## E. Organization & Communication

1. Nursery teachers will provide the child with a daily report on regular basis.
2. Mothers/guardians must raise any inquiries or suggestions to the Nursery unit.
3. To arrange a meeting with a teacher, the mother/guardians must send an email to the Nursery unit two days in advance.
4. The Nursery does not take any child to the mother's office at dismissal time.
5. The Nursery is not responsible for children after they have been handed over to their mothers/guardians.
6. Mothers are permitted to visit their children in the Nursery provided that their visits do not adversely affect the child's mood.
7. No visitors other than the mother are allowed into the Nursery.
8. Mothers are not allowed to enter the classrooms.
9. Mothers are not allowed to take their break time inside the Nursery.

## F. Health, Safety and Security

1. Upon registration, mothers/guardians must provide the Nursery with accurate and up-to-date emergency contact information of parents or guardians.
2. Mothers/guardians are responsible for the following:
    a. Taking feeding bottles and dirty clothes home for cleaning on a daily basis and providing clean ones the following day.
    b. Taking bed linens home for cleaning on Thursdays and returning them on the following Sunday.
    c. Trimming the child's nails once a week.

3. Toys with sharp edges are not permitted in the Nursery.
4. Children must not come to the Nursery wearing jewelry or other valuable items. The Nursery is not responsible for any lost property.
5. Mothers are responsible for administering any prescribed medications.
6. In case of an accident, the University doctor/nurse is responsible for providing the first aid treatment and has the authority and responsibility to evaluate the situation and take the child to the emergency room, if necessary, after informing the mother or the father of the child.

## G. Food

1. Mothers/guardians must provide their children with all meals for the day, labeled clearly as breakfast, lunch or snack, and communicate any special instructions to the kitchen attendant.
2. Meals must be ready to eat without the need for additional chopping, slicing, or cooking.
3. Foods that spoil easily, such as fish, are discouraged in the Nursery.
4. Sweets, chocolate, potato chips, sodas and chewing gum are not allowed in the Nursery.
5. The Nursery is responsible for feeding the child unless the child refuses to eat. In this case, the responsible teacher will call the mother to takeover feeding her child.
6. The Nursery serves meals as follows:
    a. Breakfast at 8:30 am (Serving breakfast lasts for one hour).
    b. Lunch at 12:30 pm.
    c. Snack at 3:00 pm (Children who leave before 3:00 pm will not be served).

## IV. Clinic

The Clinic provides basic medical services to all currently enrolled employees for no additional charge. The Clinic opens from Sunday to Thursday, 8:00 am. to 4:00 p.m. on regular days, and from 8.00 a.m. to 7.00 p.m. when there are postgraduate courses scheduled.

### A. The Clinic services:

1. Diagnosing, treating, and prescribing medication for minor acute illnesses.
2. Administering first-aid treatment for injuries incurred on campus.
3. Screening for some chronic illness, including but not limited to, diabetes and hypertension.
4. Administering over-the-counter-medication.
5. Referring patients to hospitals when further treatment is necessary.
6. The Clinic does not provide laboratory and radiology services. It operates as a walk-in clinic and provides services on a first-come, first-serve basis, except for emergency cases.

### B. On Campus Emergency Medical Care:

1. In case of medical emergencies that are beyond the Clinic's scope of work, the employee will be transferred to the nearest hospital.
2. The Clinic Doctor or Nurse accompanies the employee to the hospital according to her medical condition. If a DAH employee needs to be transferred to the hospital for emergency treatment, the Human Resources (HR) Department is responsible for notifying the family.

### C. COVID – 19

1. The University has taken all careful precautions as per the highest safety standards necessary for your safe return to campus, as and when needed. The case of COVID-19 (Infected/ Suspected) should be reported through the following link: https://login.dah.edu.sa/covid19/login.php
2. To learn more about the preventive measures taken to contain the spread of COVID-19 visit DAH Website.

www.dah.edu.sa