

Employee Handbook



Table of Contents

MESSAGE FROM THE EXECUTIVE DIRECTOR OF FINANCE AND ADMINISTRATION	7
INTRODUCTION	8
ORGANIZATIONAL STRUCTURE.....	9
DAH STRATEGIC GOALS, VISION, MISSION AND CORE VALUES	10
HUMAN RESOURCES DEPARTMENT	11
I.HUMAN RESOURCES DEPARTMENT (HRD) MISSION.....	11
II.RECRUITMENT OFFICE.....	11
1. Staffing Plan	11
2. Recruitment Process for full-time employees	11
3. Recruitment Process for part-time faculty	13
4. Government Relation Office and International Employees	13
5. Faculty Credentials	14
6. Hiring Volunteers	15
III.ORIENTATION AND GUIDANCE SERVICES	16
1. New Employee Orientation	16
2. University Identification Card	16
3. Probationary Period.....	16
4. Mentoring Program	17
5. Recruitment and Onboarding Satisfaction Assessment.....	19
6. Coaching Center.....	20
IV.EMPLOYEE RIGHTS AND DUTIES	21
A. All Employee Code of Conduct	21
1. Academic Freedom	21
2. Discrimination.....	21
3. Harassment.....	21
4. Integrity	22
5. Conflict of Interest.....	22
6. Financial Reporting	23
7. Dress Code.....	23
8. University Property.....	23
9. Health and Safety in the Workplace	23

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

10.	Fire and Safety in the Workplace	24
11.	Drugs, Intoxicant & Alcohol	24
12.	Smoking	24
B.	Faculty Code of Conduct	24
1.	Academic Integrity	24
2.	Professionalism	24
3.	Interpersonal Relationships.....	25
C.	Employee Information.....	25
1.	Personal Information	25
2.	Privacy of Personal Information	25
3.	Confidentiality	26
4.	Employee's Bank Account.....	27
5.	Business Cards	27
D.	Government Relations.....	28
1.	Iqama Renewal.....	28
2.	Exit/Re-Entry Visa.....	28
3.	Family Visit Visa	29
4.	Business Visit Visa	29
E.	Attendance and Working Hours.....	29
1.	Attendance and Working Hours for Administrative Staff	29
2.	Full-Time Faculty Workloads and Working Hours.....	30
F.	Job Policies	36
1.	Renewal of Contracts	36
2.	Employees' Resignation	36
3.	Non-Renewal of Contracts by the Employee	37
4.	Non-Renewal of Contracts by the University.....	37
5.	Contract Termination	37
6.	Handover and Clearance	39
7.	Exit Interview	39
8.	Distribution of Employee Rights Upon Death.....	40
G.	Benefits	41
1.	Social Insurance	41
2.	Medical Insurance	41

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

3.	Housing.....	41
4.	Education Allowance.....	42
5.	Employees' Loans.....	43
6.	Retirement and End-of-Service Award	43
H.	Leaves Types and Air Ticket Entitlement.....	44
1.	Faculty Annual Leave.....	44
2.	Staff Annual Leave	45
3.	Air Travel Tickets for Non-Saudi Employees:.....	45
4.	Delays in Reporting Back to Work	46
5.	Sick Leave	46
6.	Emergency Leave	48
7.	Death in the Family Leave.....	48
8.	Business Leave	49
9.	Exam Leave	50
10.	Wedding Leave.....	51
11.	Maternity Leave	51
12.	Holidays	52
13.	Unpaid Leave.....	52
14.	Unauthorized Leave/ Absence.....	54
I.	Training and Development.....	55
1.	Eligibility and Entitlement	56
2.	Training Records.....	57
3.	In-House Training:	58
4.	Talent Management	59
J.	Annual Award for Outstanding Performance	61
K.	Faculty Community Service	61
L.	Performance Management System (PMS)	62
M.	Councils and Committees.....	62
N.	Policies and Procedures	63
O.	Appointment and Promotions	63
1.	Appointment of Academic Department Chairs and Program Directors	63
2.	Appointment for Senior Management Positions	65
3.	Faculty Appointment and Promotion.....	67

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

4.	Staff Transfer and Promotion.....	69
5.	Staff and Faculty Annual Salary Increase (ASI) and Remuneration:.....	72
V.COMPLAINTS AND GRIEVANCES.....		73
1.	Grievance	73
2.	Harassment Prevention Policy	73
3.	Administering Disciplinary Action	75
FINANCE DEPARTMENT		83
I.FINANCE DEPARTMENT MISSION		83
II.BUDGETARY CONTROLS.....		83
III.CASH CONTROLS (INTERNAL CONTROL ADHERENCE).....		85
1.	Floats & Petty Cash	85
2.	Handover of Cash & Assets	86
IV.PURCHASING		86
1.	Guidelines and Procedures.....	86
FACILITY MANAGEMENT AND SUPPORT SERVICES DEPARTMENT.....		88
I.DEPARTMENT MISSION.....		88
II.GENERAL SERVICES		88
A. Information Desk		88
1.	Access Codes.....	88
2.	SIM Card	88
3.	Incoming Mail.....	89
4.	Outgoing Mail	89
5.	Announcements	89
B. The Copy Center		90
C. Food and Beverages		92
D. Internal Event Planning.....		92
E. Transportation Requests.....		94
F. Security Office		94
1.	Campus Opening Hours	94
2.	Entering and Exiting Protocol	95
3.	Entry of Visitors	95
4.	University Access Control System	95
5.	The Lost and Found Facility.....	96

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

G.NURSERY	96
1. Registration	96
2. Payment	97
3. Applicable Fees	98
4. Summer Session	98
5. Attendance	98
6. Organization & Communication	99
7. Health, Safety and Security	99
8. Food	100
III.OCCUPATIONAL SAFETY AND HEALTH	101
1. Evacuation and Emergency Shutdown	101
2. Firefighting Plan.....	102
INFORMATION TECHNOLOGY DEPARTMENT	103
I.INFORMATION TECHNOLOGY (IT) MISSION.....	103
II.ROLE OF IT DEPARTMENT:.....	103
1. Services for Staff and Faculty:	103
2. Online Learning Platforms:.....	103
3. IT Policies:.....	103
4. IT Contact Channels:	103
5. Training and Workshops:	104
6. Software Licenses and Downloads:.....	104
III.technical GUIDELINES:	104
1. Use of Email, Internet and Other Electronic Resources	104
2. Information Technology Computer Use	104

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

Message from the Executive Director of Finance and Administration

Dear Employee,

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

The Finance and Administration Division is a collaborative partner to the university that provides value-added expertise, strategic guidance, and high-quality services which are designed to support educational programs through managing financial assets, information technology, optimizing physical resources, and investing in human capital.

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

The Division is composed of five departments; namely, Human Resources Department, Finance Department, Information Technology Department, Facility Management and Support Services Department and Procurement, Contract Administration and Warehouse Department.

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 of Finance and Administration

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

Introduction

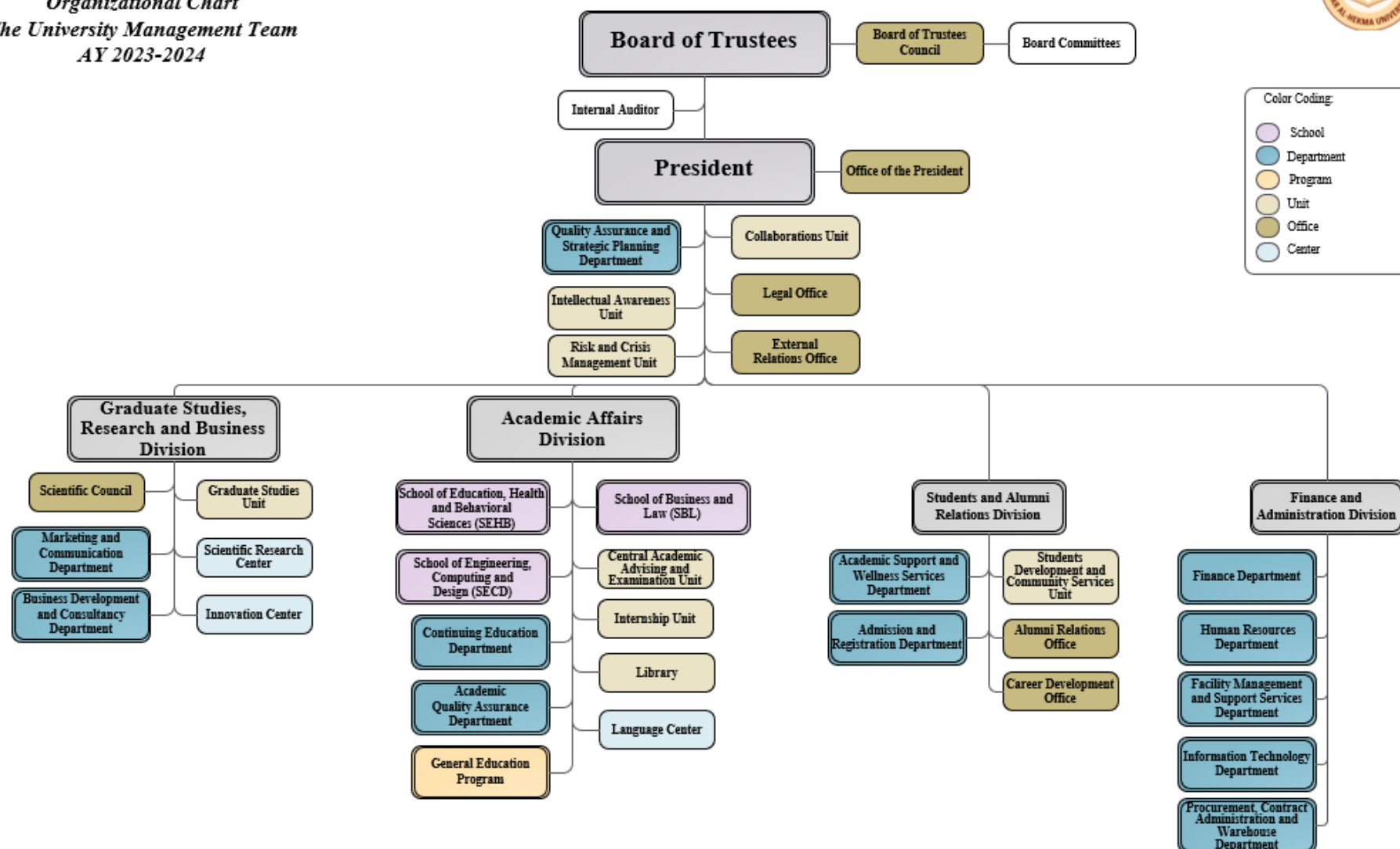
The Dar Al-Hekma University Employee Handbook has been created to serve as a source of reference for all DAH staff and faculty. The Employee Handbook provides information about a range of policies, procedures and guidelines that employees need to know regarding the Human Resources, Finance, Facility Management and Support Services and Information Technology Departments. For instance, this handbook contains brief descriptions on policies related to employment, careers, training and development, working hours, authorized and unauthorized absences, conduct and so on.

For detailed information, staff and faculty are advised to refer to the full versions of these policies that are accessible through the shared drive.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024



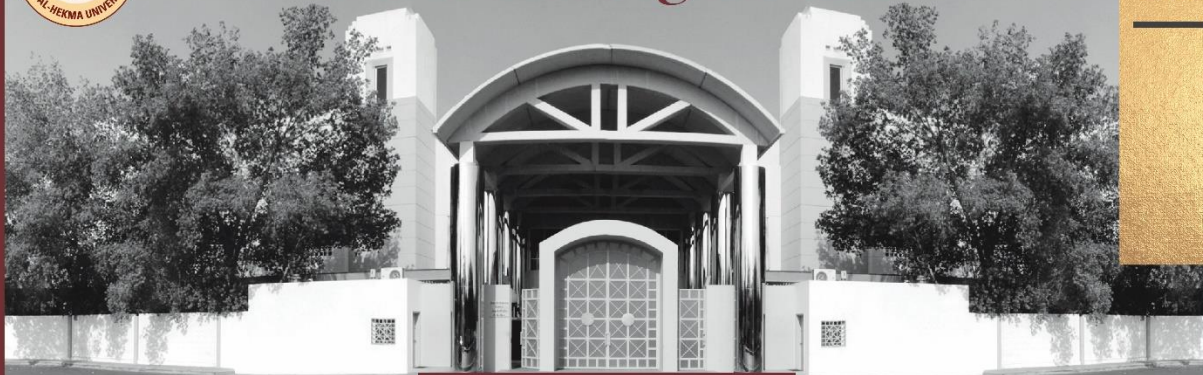
Dar Al-Hekma University
Organizational Chart
The University Management Team
AY 2023-2024





DAH Strategic Plan

21
26



STRATEGIC GOALS



ENSURE HIGH QUALITY PROGRAMS, SERVICES AND TEACHING



ACHIEVE FINANCIAL SUSTAINABILITY



EXPAND ACADEMIC PROGRAMS AND STRATEGIC RESEARCH CONTRIBUTIONS



UPSKILL AND PREPARE GRADUATES TO TRANSITION INTO PROFESSIONAL CAREERS & LEADERSHIP ROLES THAT FULFILL JOB MARKET NEEDS



EXPAND REACH & IMPACT OF DAR AL-HEKMA



OUR VISION

A university that takes the lead in education, development, and creativity to positively impact the society

OUR MISSION

Graduating leaders and entrepreneurs who embody the values of the university by providing an educational environment that encourages development, creativity, scientific research and community service



CORE VALUES

- Quest for Excellence
- Appreciation for Knowledge
- Service to Our Community
- Creativity and Innovation
- Vision for the Future

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

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 DAH values, competencies, creativity, and diversity.

II. Recruitment Office

1. Staffing Plan

- a. Each academic Department/ Program has to submit a five-years Faculty Staffing Plan. The Faculty Staffing Plan has to be reviewed and approved by the School Dean, Provost, and Head of the Central Academic Advisor Unit.
- b. The Staffing Plan shows the required number of faculty members in each Program for each Academic Year. The staffing plan is based on the expected numbers of students, new tracks, new programs, and increasing faculty with the Associate and Full Professor ranks.
- c. Non-academic departments have to submit an annual staffing plan that shows the required number of staff with the needed qualifications for the following year.
- d. The HR Director/ Recruitment Officer meets with the Finance Director during the budget preparation process to confirm the final list of required faculty and staff for each department with the associated costs.

2. Recruitment Process for full-time employees

- a. In order to obtain an authorization to hire a full-time employee in a certain position, the head of the department/division checks whether or not that position already exists in the organizational structure of the division.
 - i. If the said position is not already in the organizational chart, the head of the division initiates the process of creating it for the following academic year.
 - ii. If the position already exists, the department head starts the recruitment process.
- b. The Recruitment Office is responsible for reviewing and screening all CVs received from both internal and external sources.
- c. The HR and the hiring department review the job description for the vacant/initiated position before starting the recruitment process.
- d. The recruitment process is based on the availability of qualified candidates. In case there are suitable internal University candidates available, the recruitment office will recommend them directly to the hiring department.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- e. In case there are no internal University candidates available, the recruitment office will post the vacancy on appropriate social media platforms, headhunters, and the University website.
- f. Once a candidate passes the interview, the HR department must carry out a reference check with the immediate previous manager and the HR department of the previous employer.
- g. Once a candidate passes all the tests and submits all the requirements, the recruitment office is responsible for preparing, sending, and following up on the job offer. If the job offer is accepted by the candidate, the search ends. If the job offer is rejected, the process starts again.
- h. All employees must complete the Pre-Employment Form which include two sections about health declaration and degree verification.
- i. The Recruitment Office must check the following for faculty positions:
 - i. The availability of budget.
 - ii. The university from which the applicant earned his/her most recent degree. That university must appear on the Ministry of Education's list of recognized and approved universities, or it must be accredited in its country of origin.
 - iii. The accepted modes of study of applicants are on campus, full-time, or part-time study. Applicants with online or distance learning degrees are excluded.
 - iv. The proof of current rank for faculty.
 - v. Approval of the University Scientific Council from a government University before hiring the candidate.
 - vi. Approval of the University Council before sending the letter to the Ministry of Education (MOE) to confirm the appointment.
- j. The Recruitment Office must check the following for Non- Saudi faculty candidates, in addition to the above criteria:
 - vii. Having proof of a two-year of teaching experience.
 - viii. The availability of an employment visa for international hiring.
- k. The Recruitment Office must conduct the following pre-employment assessments for administrative positions:
 - i. English Business Writing Assessment as per the required level identified in the job description.
 - ii. Typing Assessment.
 - iii. Computer Skills Assessment as per the required skills identified in the job description.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- iv. Technical assessment, if needed, by the hiring department.
- v. Personality Assessment.
- vi. Initial interview with the HR Director/Recruitment Officer.
- vii. For workers and maintenance, passing the Professional Accreditation Test as per the Labor Office regulations.

3. Recruitment Process for part-time faculty

- a. Part-time faculty employment is possible as per the cases below:
 - i. when there are specific courses that need a specialized candidate to teach the course.
 - ii. when there are budget limitations for hiring full-time faculty.
 - iii. when the candidate is not available for full-time employment.
- b. Non-Saudi qualified part-time faculty candidates may be hired through the Ajeer portal to have work permits under DAH University. This system is governed by the Ministry of Human Resources and Social Development.
- c. The interview and selection process for part-time faculty follows the same process as full-time faculty members.
- d. The salary scale for part-time faculty teaching in the undergraduate programs is based on academic rank and the years of teaching experience.
- e. The salary scale for part-time faculty teaching in the graduate programs is based on the academic rank.

For further information, please refer to FA.HR.2.0-PP Recruitment Policy.

4. Government Relation Office and International Employees

- a. 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 reporting date.
- b. Government Relation Office facilitates and guides the new employee through the visa process.
- c. 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.
- d. **Upon Arrival:**
 - i. Appropriate arrangements are usually made for the new faculty member's reception at the airport.
 - ii. The assigned accommodation is usually ready before the arrival of the faculty member.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

e. After Arrival:

- i. Once the new employees arrive at the University, the Government Relation Office will start processing their Iqama (residence permit).
- ii. 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.
- iii. The Government Relation Office is responsible for orienting the new international faculty with accessing and using all the government portals to issue their family exit re-entry visa and to activate their bank account through Absher portal. Also, to apply for visit visas through the Ministry of Foreign Affairs portal.

5. Faculty Credentials

- a. 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:
 - i. They must be from recognized universities, as per the Ministry's list of approved universities.
 - ii. They must be earned through an on-campus full-time study. Distance learning and/or online academic degrees are not accepted.
- b. At the time of recruitment, new faculty members must provide the human resources department with the necessary documents for the verification of their credentials. This includes, but is not limited to, original certificates, official transcripts, proof of rank, a curriculum vitae, and relevant licenses, diplomas, and certificates.
- c. New non-Saudi faculty should submit an official degree certificate verifying their highest degree and stamped by the Saudi Cultural Mission and the Saudi Embassy in the country where they earned it.
- d. New Saudi faculty should submit equivalencies (معادلة) of all degrees earned abroad issued through the Ministry of Education (MOE) Website.
- e. All new faculty should submit an official sealed English transcript by maximum one month from the first day of work, and the cost will be shouldered by them.
- f. The University has to receive a confirmation of the appointment for all the new faculty hired members from the Ministry of Education (MOE).
- g. 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 official 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.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- h. Since any newly hired faculty member is on a probationary period, the human resources department could submit the faculty member's documents for verification before the end of the probationary period to the International Verification Center for International degrees for special cases such as:
 - i. The equivalency of the faculty credentials
 - ii. The accreditation status of the universities
 - iii. The mode of study of the highest degree, if possible.
- i. A new faculty member must submit her/his credentials to the human resources department before the end of the probationary period; otherwise, the University will consider her/his contract null and void.
- j. The University reserves the right to immediately terminate 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.

For further information, please refer to FA.HR.28.0-PP Faculty Credentials Policy.

6. Hiring Volunteers

- a. Dar Al-Hekma University hires volunteers for clerical positions to carry out projects different from the tasks assigned to regular employees.
- b. Only Saudi candidates can be nominated and hired as volunteers.
- c. There is no contract of employment or services between the University and its hired volunteers.
- d. Volunteers must complete and sign a Volunteer Work Agreement and submit it to the Department of Human Resources.
- e. Volunteers do not have to commit to a set number of hours. Working hours are decided through mutual agreement between the volunteer and the immediate supervisor.
- f. The University does not have the obligation of offering a job opportunity to any volunteer.
- g. Either the University or the volunteer can end the volunteering period at any time and without any prior notice. However, unless there is an obligation to do so or a misconduct case, it is preferable that each party gives at least a two weeks' notice.
- h. Volunteers are entitled to request a reference letter from their supervisors, either during their service at the University or after leaving, detailing the skills and knowledge they acquired through their volunteer work as well as personal qualities observed by their supervisors.
- i. Volunteers are not entitled to have any DAH University items such as office keys, stamps, nor any documentation belonging to the department where they are offering

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

their services.

For further information, please refer to FA.HR.31.0-PP Hiring Volunteers Policy.

III. Orientation and guidance services

1. New Employee Orientation

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

For further information, please refer to FA.HR.3.0-PP Onboarding and Mentoring Policy.

2. University Identification Card

- a. 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.
- b. Loss of the University ID Card:
 - i. If an employee loses his/her ID card, he/she must inform the Information Desk staff.
 - ii. The employee bears the cost replacing a lost ID card through the accounting department.
- c. Employees are required to return their ID cards to the Information Desk upon resignation, termination, or non-renewal of their employment contracts.
- d. Employees must carry their ID cards with them when assigned on a business task inside/outside the University.

For further information, please refer to FA.HR.4.0-PP University Identification Cards Policy.

3. Probationary Period

- a. 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.
- b. Upon a mutual written agreement, an employee transferred to a different position is also subject to a probationary period of 90 days, which can be extended to a maximum of 180 days.
- c. In order to support the new employee to successfully pass the probationary period, the department head concerned 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 his/her performance and tips on how to improve his/her performance, if needed. Two weeks before the end of the probationary period,

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

the second evaluation is conducted by the department head who reports the outcomes of both evaluations to the employee and to the human resources (HR) department.

- d. The department head concerned must report cases of underperformance to the Director of HR. The department head / dean of school/divisional head concerned, the director of Human Resources and the executive director of the finance and administration division jointly decide whether to keep the employee or not.
- e. The HR department must inform the employee whether or not he/she has successfully passed the evaluation period, after receiving the joint decision of the management members mentioned in item “D” above.
- f. During the probationary period, the University has the right to terminate the employment contract without prior notice.
- g. The employee who chooses to terminate her/his employment during the probationary period is obliged to give 60 days’ notice period or to pay two months’ salary.
- h. 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.
- i. Part-time employees are subject to probationary periods as stipulated in their contracts.

For further information, please refer to FA.HR.6.0-PP Probationary Period Policy.

4. Mentoring Program

- a. To achieve an effective onboarding process, the Human Resources Department and Academic Affairs Teaching & Learning Taskforce have established a Mentoring Program for DAH employees.
- b. The main goal of this program is to provide support and guidance to new DAH staff and faculty members in order to enhance academic excellence and productivity in a positive work environment.
- c. This program strives to help new/inexperienced employees to:
 - i. Learn about Dar Al-Hekma University: its surrounding community, policies, rules, regulations and its supporting resources.
 - ii. Adjust to the new work environment and become an active member of the university.
 - iii. Grow and develop professionally in an environment that fosters teamwork, creativity and innovative thinking through activities offered at the department/school and university levels.
 - iv. Address questions and concerns in a confidential manner.
 - v. Retain new classified and academic/non-academic staff by helping them become more familiar with the organizational culture, how to accomplish their jobs, and to be aware of university resources.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- vi. Provide a constructive feedback system so that mentees can understand the impact of their behavior on the university.
- d. A mentor is a trusted and experienced advisor who has a direct interest in the development and education of a younger or less experienced colleague at work. The relationship between the mentor and the mentee is unique. The mentor assumes numerous roles while contributing to a sustaining relationship of shared interests and goals. This role is totally voluntary and is carried out in addition to other work responsibilities. A mentor makes a commitment to an assigned mentee to help him/her grow into the organization's culture and become a productive and effective organizational member. It is highly recommended that the mentor be selected from the same department/ school that the mentee belongs to.
- e. **Mentor Responsibilities:**
 - i. Meet regularly with the mentee - preferably 2-3 times per month.
 - ii. Maintain strict confidentiality.
 - iii. Listen and give feedback/guidance.
 - iv. Monitor, review, critique, and discuss potential actions.
 - v. Refer the mentee to the appropriate office for specific information, when appropriate.
- f. **Benefits of participating in the program for a Mentor:**
 - i. Increased communication about what is happening in other areas of the university
 - ii. Gain increased respect and recognition from others in the organization as individuals who have the ability to identify, encourage and promote other employees
 - iii. Extend their network to other mentors and mentees
 - iv. Contribute to the development of employees
 - v. Use or develop additional skills not required in current position
 - vi. Provides a window to "get by giving"
 - vii. Enhances your value to others
 - viii. Encourages you to set an example, thereby enhancing performance
- g. All new academic faculty and non-academic staff will be part of the Mentoring Program. The effectiveness of the Mentoring Program depends on the active participation of both the mentee and the mentor.
- h. **Mentee Responsibilities:**
 - i. Meet regularly with the mentor - preferably 2-3 times per month
 - ii. Maintain strict confidentiality
 - iii. Take responsibility for own growth and success
 - iv. Accept constructive feedback

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

i. **Benefits of Participating in the Mentoring Program for a Mentee:**

- i. expand their view of the university and its culture.
 - ii. connect employees closer to the university and to each other
 - iii. increase communication among university employees.
 - iv. career benefits including professional advice, managerial training, insight into the organizational culture, networking opportunities, and career exploration.
 - v. growth in their sense of competence, identity, and effectiveness as a professional.
 - vi. provides an outlet to discuss fears and concerns.
 - vii. setting of high performance standards and goals that stimulate personal motivation.
 - viii. learn to cope with the formal and informal structure of the university.
 - ix. provide a successful and productive integration of new classified and academic staff to the university.
- j. The Mentoring Program procedures and working sessions will be documented through forms and checklists used and signed by both parties involved in the mentoring program and submitted to the supervisors of the mentoring program. Please refer to Mentoring Program guideline for more information.
- Please refer to Mentoring Manual for further details.

5. Recruitment and Onboarding Satisfaction Assessment

- a. Dar Al-Hekma University seeks to ensure all employees are effectively and efficiently introduced to their new positions and the relevant policies, systems and processes of DAH in order to perform and develop in their roles.
- b. The Human Resources Department's Recruitment and Onboarding Satisfaction Assessment helps the university management gain insight and understanding about the primary hindrances facing the new employee, in order to help the new hires adjust to the social and performance aspects of their jobs so they can quickly become productive, contributing members of the organization.
- c. After the employee's acceptance of the position, the Human Resources Development will begin the onboarding process to ensure a smooth and successful onboarding experience.
- d. The HR Department conducts the Recruitment and Onboarding Satisfaction Assessment interview for new hires after the completion of the probation period through the HR Consultant.
- e. The HR Department sends the Employee Onboarding Survey to the new hires as the last step of the Recruitment and Onboarding Satisfaction Assessment for improving

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

the onboarding process and ensuring the best possible performance, satisfaction and employee retention rate.

6. Coaching Center

- a. Employees at Dar Al-Hekma enjoy the facility of the Coaching Center as it helps them in more than one way to overcome hurdles, find their true selves, and be in control.
- b. Coaching is a goal-oriented process that helps employees to be the best they can by awakening their true power, unlocking their potential and living their true purpose through promoting their self-awareness and responsibility. It is also key to maximize personal effectiveness and increase individual performance. Coaching can help with a variety of areas related to life and the business environment such as work-life balance, self-awareness, problem-solving, time management, team building, and staff development.
- c. Coaching can help with a variety of areas related to life and business environment such as:
 - i. work-life balance;
 - ii. self-awareness;
 - iii. problem solving;
 - iv. time management;
 - v. team building; and
 - vi. staff development.
- d. The main purpose of coaching is to empower the employees to take control of every aspect of their life along with the acceptance of their personal responsibility that is an integral part of such a control. A coach primarily shows them how to do this and guides them through every step of the way.
- e. The Coaching Center, under the Human Resources Department, is responsible for:
 - i. Arranging informative talks related to personal development in collaboration with the Performance and Development Unit.
 - ii. Announcing for special-offer services of external life coaches.
 - iii. Announcing internal free coaching sessions.
- f. For booking an appointment, employees contact the internal and external coach and arrange for the coaching session.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

IV. Employee Rights and Duties

A. All Employee 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 a way that maintains and advances 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

All employees of the University 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 employee's position or employment.

DAH will take appropriate disciplinary action against any employee who violates 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.

1. Academic Freedom

DAH is committed to academic freedom and promotes activities that provide opportunities of pursuing 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 (Politics and religions) (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. (Refer to FA.HR.14.0-PP - Harassment Prevention Policy).

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

4. Integrity

- a. Unethical practices will not be tolerated, and integrity will never be compromised. DAH members must adhere to norms of academic honesty and integrity and respect the intellectual property of others.
- b. Misrepresentation of credentials is unethical and will not be tolerated. DAH members must not plagiarize, conduct unauthorized collaborations, fabricate documents, or violate DAH rules.
- c. 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 to performing her/his duties, other than the compensation, benefits, and reimbursement of expenses duly authorized by the University.
- d. Employees are prohibited from accepting or receiving any personal gifts from internal or external parties, unless they are symbolic gifts such as food or flowers that could be publicly shared. This is mandated as it unduly influences or undermines the integrity of university admission, employment, business, or purchasing decision, or any other decision made in pursuit of the university's mission throughout the employee's contract agreement period.
- e. Employees are prohibited from accepting or receiving any personal gifts from students, even symbolic gifts such as food or flowers.
- f. In case an employee receives a gift for the University, he/she should inform his/her divisional head and justify the reason for receiving such a gift.

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.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- 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 by supporting documentation.

7. Dress Code

- a. Dar Al-Hekma employees are required to observe the dress code when they represent the University and appear in public. Employees who contravene the dress code will be subject to disciplinary action without prior notice.
- b. Employees are required to observe the dress code on the University premises during and outside working hours. Revealing, transparent, tight fitting, crop tops, short clothes, ripped jeans, yoga pants, and leggings are strictly prohibited.

8. University Property

Dar Al-Hekma employees are required to safeguard University property and equipment in all University accommodations 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.

9. Health and Safety in the Workplace

Dar Al-Hekma community members have a shared responsibility of ensuring a safe, secure, and healthy environment within the University and, accordingly, are expected to:

- a. Follow safe workplace practices and report accidents, injuries, and unsafe situations.
- b. Report suspicious activities.
- c. Protect the environment by properly handling hazardous waste and other potentially harmful agents, materials, or conditions.
- d. Comply with the University safety instructions outlined in the Safety Manual.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

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 have academic integrity and should make sure that they are honest, trustworthy, fair, respectful, and responsible in their:

- a. Dealings and actions with individuals at the University and with whoever is associated with it and also in their acting on behalf of the University.
- b. Teaching, scholarship, and research
- c. Using intellectual property.

2. Professionalism

DAH members must:

- a. Adhere to the University policies and procedures.
- b. Be objective in their work-related actions.
- c. Be timely in meeting deadlines.
- d. Engage in professional development.
- e. Constantly work on improving the quality of their teaching and knowledge of their fields of specialty.
- 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.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

3. Interpersonal Relationships

While interacting with students, staff, faculty, administrators, and other individuals related to the University or 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

C. Employee Information

1. 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.

2. Privacy of Personal Information

- a. 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.
- b. The release of the employees' sensitive information is subject to the approval of the University upper management.
- c. The Human Resources Department is responsible for providing safeguards to secure and protect information from accidental/intentional misuse or improper disclosure within or outside the University.
- d. The University releases personal information, other than standard personnel information, as stipulated in No. (a) only in the following cases:
 - i. Court orders
 - ii. Legal processes
 - iii. Situations such as employment references or award nominations
 - iv. Other circumstances specified by the University upper management.
- e. All records, containing personal information of current/ former/ prospective employees established and stored at the University, are the property of the University.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- f. The University is authorized to publish and share directory information in order to avoid disruptions of the University business operations.
- g. The University has the right to share personal information amongst University members that have a legitimate interest in such information.
- h. The University reserves the right to share employees' information with some external entities as required by institutions of higher education and in compliance with Saudi Arabia's governmental regulations and laws as follows:
 - i. 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.)
 - ii. Local Accreditation Bodies (National Center of Academic Assessment and evaluation)
 - iii. International Accreditation Bodies
 - iv. Visa and Travel Agencies
 - v. 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.
 - vi. 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.)
- i. The HR releases employees' information for job related purposes on a regular basis to the following internal departments:
 - i. IT Department for system review/ implementation
 - ii. Accounting Department for Payroll purposes
 - iii. Quality Assurance for statistical reports for internal and external requests
- j. 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.
- k. Employees authorized to deal with records containing employees' personal information are responsible for ensuring confidentiality, accuracy, and completeness of the information.

3. 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.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

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.

4. Employee's Bank Account

- a. 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 (KSA), for the purpose of receiving their monthly salary deposits and other payments.
- b. Employees must have the following original documents when visiting the bank to open a new account:
 - i. An Employment Letter including the following information:
 - (a) Employee's full name
 - (b) Details of employment (job title and date of hire)
 - (c) Iqama number (non- Saudi nationals), or National Identification number (Saudi nationals)
 - ii. Iqama (for non- Saudi nationals), or Saudi Identification Card (for Saudi nationals)
 - iii. Passport (for non- Saudi nationals)
- c. Employees wishing to change their registered bank accounts should submit a clearance letter from the previous bank to avoid any unexpected commitment. The new bank accounts information must be updated through the Employee Self Service System twenty days before the end of the month; otherwise, their salary will be deposited to the previous bank account. In case university or public holidays fall during that month, employees must update the information through the Employee Self Service System before the payroll is processed for that month.

For further information, please refer to FA.HR.5.0-PP Employee Bank Accounts Policy.

5. Business Cards

- a. The following University officials are eligible to use the University business cards:
 - i. The President
 - ii. Vice-President/Provost/Assistant Provost/Dean of Students/Executive Director
 - iii. Deans of Schools
 - iv. Department Chairs
 - v. Program Directors
 - vi. Directors of (Library, University Academic Preparation Program and General Education Departments)
 - vii. Administrative Directors
 - viii. Procurement Unit
 - ix. Human Resources Department
 - x. Marketing and Communication Department

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- xi. Quality Assurance and Strategic Planning Department
 - xii. Alumni Relations Office
 - xiii. Admission Unit
 - xiv. Student Development and Community Services Unit
 - xv. Continuing Education Sales Staff
 - xvi. Any other position, upon the approval of the divisional head of the concerned department.
- b. Eligible employees must complete their probation period before they request a business card.
 - c. Faculty members can issue business cards at their own expense after completing their probation period and upon the approval of the human resources department.
 - d. Employees who are not included in the above-mentioned categories must obtain the approval of the Human Resources Department regarding the information printed on the business card and shoulder the cost of printing those cards.

For further information, please refer to FA.HR.27.0-PP University Business Card Policy.

D. Government Relations

Please refer to Government Relations Manual for further details.

1. 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 own Absher account. The university will cover the fees).

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

2. Exit/Re-Entry Visa

- a. 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.
- b. 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.
- c. 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, he/she 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 SAR 1,000.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

3. Family Visit Visa

Residents in Saudi Arabia can invite their immediate relatives (Mother, Father, Wife, Children, Father-in-Law and Mother-in-Law) on a family visit visa. Single-family visit visas are valid for three months, six months or a year and can be extended through the Absher portal after processing the fees.

4. Business 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.

E. Attendance and Working Hours

1. Attendance and Working Hours for Administrative Staff

- a. The regular working hours for full-time administrative staff are 40 to 48 hours per week, as per the employee contract.
- b. The daily working hours are 8 hours/day for five working days from Sunday to Thursday, with a total of 40 to 48 hours weekly.
- c. Administrative staff are entitled to 30 minutes per day for rest, prayers and meals.
- d. Administrative staff must record their working hours on a daily basis using the face recognition, or any equivalent system that the management puts in use.
- e. Each administrative staff is entitled 15 minutes per day as a delay and up to 60 minutes per month before any salary deduction is implemented. Longer periods of tardiness will be treated, on a monthly basis, as follows:
 - i. Any accumulation of 60 minutes' tardiness or less per month, in addition to the above-mentioned 60 minutes, will result in a deduction from the salary worth the accumulated minutes.
 - ii. Any accumulation of 60 minutes' tardiness or less per month in addition to the 120 minutes mentioned in items (e and e.i) will result in a deduction of a half-day rate.
 - iii. Any accumulation of tardiness in addition to the 180 minutes mentioned in items (e, e.i, e.ii) will result in a deduction of a one-day salary rate for every 60 minutes or part thereof.
- f. Working 6 hours or more on weekends, official breaks, or during DAH major events, if required by the Management, could be compensated by granting the administrative staff lieu leave days or overtime as per the Saudi Labor Law.
- g. All lieu leave days should be utilized by the end of August of the same year they were earned and will not be added to the annual leave balance or carried over to the following academic year.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- h. When the University requires administrative staff to work overtime, the management will make arrangements to roster the administrative staff for stand-by duties.
- i. Overtime hours are paid an additional amount equal to the hourly wage plus 50% of the basic salary.
- j. Any administrative staff who fails to conform to the hours and pattern of work as required by the University without a prior approval of the immediate supervisor will be subject to a disciplinary action as stipulated by the FA.HR.10.0-PP Administering Disciplinary Action Policy.
- k. The University complies with the Saudi Labor Law stipulations regarding absence from work.

For further information, please refer to FA.HR.22.0-PP Attendance and Working Hours of Administrative Staff Policy.

2. Full-Time Faculty Workloads and Working Hours

- a. The regular full-time working hours of DAH faculty members are 40 hours per week, and the working days are from Sunday to Thursday.
- b. The classes of postgraduate programs can be offered on weekdays or during weekends.
- c. The teaching load of each faculty can be distributed between undergraduate and postgraduate programs.
- d. In case a faculty member is requested to teach in a master's program offered on Fridays and Saturdays as part of his/her load, he/she can choose to take lieu leave or to decrease the weekly attendance hours by 6 hours.
- e. In case a faculty member who teaches in a master's program offered on Fridays and Saturdays has an overload, he/she will be compensated for the overload hours by the end of the academic year.
- f. Full-time faculty members are required to have the following teaching load as per the University policy:

1) Instructor/TA	18 credit hours
2) Faculty (UAPP)	18-20 credit hours
3) Lecturer	15 credit hours
4) Assistant Professor	<ul style="list-style-type: none"> • 12 credit hours in addition to working on research and publishing at least one paper per year (one SCOPUS or ISI Index); or • 15 credit hours per semester when not working on research.
5) Associate Professor	<ul style="list-style-type: none"> • 12 credit hours in addition to working on research and publishing at least one paper per year (one SCOPUS or ISI Index); or

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

	<ul style="list-style-type: none"> • 14 credit hours per semester when not working on research.
6) Full Professor	<ul style="list-style-type: none"> • 9 credit hours in addition to working on research and publishing at least one paper per year (one SCOPUS or ISI Index); or • 12 credit hours per semester when not working on research.

g. Policy terms for additional appointments/assignments of faculty:

All the administrative assignments below follow the workload and the stipend as per the DAH Stipend Structure Policy.

1) A faculty member who is temporarily assigned to an academic department /office/center/clinic or consultancy center and teaching:

a. The Provost / Assistant Provost / Vice President / Deans:

- i. The Provost, Assistant Provost, Vice President, Dean of Students and Alumni Relations and School Deans are exempted from teaching unless there is a need to do that. Each credit hour will be compensated on the basis of the faculty overload scale after obtaining the President's approval.
- ii. The working hours of the Provost, Assistant Provost, Vice President, Dean of Students and Alumni Relations and School Deans are as follows:
 - (a) A total of 35 working hours per week with a minimum of 6 working hours per day over five working days from Sunday to Thursday if they have a teaching load.
 - (b) A total of 40 working hours per week with a minimum of 7 working hours per day over five working days from Sunday to Thursday if they do not have a teaching load.

b. Department Chairs and Program Directors

- i. Department Chairs are required to teach 6 credit hours per semester.
- ii. Program Directors are required to teach 9 credit hours per semester.
- iii. In case a Department Chair or a Program Director is assigned to teach more than the assigned teaching load per semester, he/she will be compensated for each credit hour on the basis of the policy of Overload Remuneration Scale for Full-Time Faculty.
- iv. The working hours of Department Chairs and Program Directors are as follows:

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- (a) A total of 30 working hours per week - 6 working hours per day over five working days from Sunday to Thursday, if they have a teaching load and research.
 - (b) A total of 35 working hours per week with a minimum of 6 working hours per day over five working days from Sunday to Thursday, if they have a teaching load only.
- 2) A faculty member who is originally hired as a director or a manager or who is seconded or transferred to a non-academic and a non-teaching position:
 - a. will not be entitled to a stipend.
 - b. will have 8 working hours per day and will be exempted from teaching.
 - c. will be compensated for any assigned teaching as per the University Administrative Staff Teaching as a Part-Time scale.
- 3) If a faculty member is assigned as a Legal Advisor or as the official lawyer of the University:
 - a. He/she will be entitled to a stipend as per the DAH Stipend Structure Policy.
 - b. His/her teaching load will be reduced by three credit hours.
 - c. The working hours of such a faculty member, in this case, will be based on his/her academic rank.
- 4) For other cases, the teaching load, and the working hours will be suggested by the HR department in consultation with the Vice President for Academic Affairs, and the final decision will be jointly made by the Executive Director of Finance and Administration and the President.
- 5) Any Dean/Department Chair/Program Director who does not wish to be involved during official breaks and his/her annual leave with the division's/department's/program's operational tasks like answering calls, attending meetings, and solving problems, should delegate the responsibility of those tasks to another member of the division/department/ program. In this case, the stipend that the Dean/Department Chair/Program Director receives will be reduced by 50%.
- h. Faculty Underload and Overload:
 - i. A faculty member who is teaching more than his/her regular workload hours during any semester, is entitled to an overload compensation by the end of the academic year as per the policy of Overload Remuneration Scale for Full-Time Faculty.
 - ii. A faculty member who is under-loaded during any semester must make up for

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- the number of under-loaded hours in the following semester.
- iii. The maximum overload credits for any faculty member are 18 credits in total each semester. Any faculty who exceeds 18 credits has to obtain the approval of the Department Chair, the School Dean and the Provost.
 - iv. The overload compensation is paid at the end of the Academic Year.
 - v. Prior approvals of the respective Dean and the Provost are required for any exception to this policy.
 - vi. Any Department Chair/Program Director who needs to assign a course to a faculty member from another department or program should obtain the approval of the concerned Department Chair/Program Director prior to agreeing with or making an offer to the concerned faculty member.
 - vii. Any non-teaching academic assignment to a faculty member such as course development, curriculum review, and/or work on accreditation, could be considered as part of the load in case the faculty is under-loaded.
 - viii. The concerned Dean and the Provost must approve the number of credit hours of such an assignment.
 - ix. If the total workload exceeds the teaching load in the case mentioned in item F above, the faculty member will be compensated as per the policy of Overload Remuneration Scale for Full-Time Faculty for course development, and/or curriculum review, and any educational consultancy services.
- i. Implementation of Workload and Working Hours
 - i. The University has the right to assign relevant tasks including teaching in other departments to any faculty member who does not have a full teaching workload.
 - ii. Table (1) below shows the total working hours, distributed over main work duties, of full-time faculty members per rank.
 - iii. Faculty members have the right to spend preparation, grading, and research related working hours off campus at the discretion of the Department Chair, School Dean and the Provost, who all have the right to revoke this privilege, if needed.
 - iv. Each faculty member who is a Ph.D. holder has to do research and publish at least one paper per year (one SCOPUS or ISI Index).
 - (a) The research proposal forms have to be submitted at the beginning of the academic year within the first month of the fall semester.
 - (b) The Research Center will follow up with the faculty until he/she publishes the paper.
 - (c) The paper has to be submitted by the end of April.
 - (d) Depending on the progress reported by the Research Center, a faculty member who fails to publish will be asked to teach 3 or 6 credit hours during summer or the following semester.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

Table (1) Faculty Professional Duties by Rank

Academic Rank	Teaching Load	Office Hours	Preparation and Grading Hours	Advising and/or Committees	Research *	Total
Instructor/TA	18	10	12	0	0	40
Lecturer (UAPP)	18-20	8-6	12	2	0	40
Lecturer	15	10	10	5	0	40
Assistant Professor / Associate Professor Doing Research	12	9	10	5	4	40
Assistant Professor Not Doing Research	15	10	10	5	0	40
Associate Professor Not Doing Research	14	11	10	5	0	40
Professor Doing Research	9	10	10	5	6	40
Professor Not Doing Research	12	13	10	5	0	40

* The research must be registered through the DAH research committee.

- v. Table (2) below shows the average number of hours per day that a full-time faculty member, as per his/her rank, must spend on campus. These hours cover teaching, office hours, advising, and/or assignments on committees.
- vi. Full-time faculty members must complete the total full-time working hours as stipulated in Table (1) over the five working days.
- vii. The program director, department chair, School dean, and/or provost have the right to ask any faculty member to work beyond the stipulated weekly average working hours indicated in table (2).
- viii. The stipulated working hours per day vary as per each faculty's schedule, but the total of average hours on campus per week must be completed as indicated in table (2).
- ix. In case of an approved leave(s), the total number of hours required per week will be calculated on the basis of the number of worked days.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

Table (2) Faculty Working Hours by Rank

Academic Rank	Total Number of Teaching hours + Office Hours + Advising and/or Committees	(On Average) Per Day
Instructor	18+10+12= 40 hours/week	40/5= 8 hours/day
Lecturer (UAPP)	18+8+2=28 hours/week 20+6+2=28 hours/week	28/5= 5.6 hours/day = 5 hours and 30 minutes/day
Lecturer	15+10+5= 30 hours/week	30/5= 6 hours/day
Assistant Professor/ Associate Professor Doing Research	12+9+5= 26 hours/week	26/5= 5.2 hours/day = 5 hours and 15 minutes/day
Assistant Professor Not Doing Research	15+10+5= 30 hours/week	30/5= 6 hours/day
Associate Professor Not Doing Research	14+11+5= 30 hours/week	30/5= 6 hours/day
Professor Doing Research	9+10+5= 24 hours/week	24/5 = 4.8 hours/day = 5 hours/day
Professor Not Doing Research	12+13+5= 30 hours/week	30/5 = 6 hours/day

- x. Upon the recommendation of the Program Director, Department Chair and the preliminary approval of the Dean of the concerned School and the approval of the Vice President for Academic Affairs, a faculty member's teaching load can be reduced based on one or more of the following factors:
 - (a) Class size and other related classroom issues.
 - (b) Nature of the course.
 - (c) Level of advising or contact with students.
 - (d) Involvement in approved projects.
 - (e) Studying for a doctorate degree - a maximum of 6 credits for the whole period of study.
- j. Responsibility of Monitoring the Workloads:
 - i. Every Department Chair is responsible for assigning and monitoring the

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

workloads of the department's faculty members to ensure individual compliance with the workload requirements. The Department Chair should also make sure that other academic duties are assigned equitably among the faculty members in the department.

- ii. Every Department Chair must report all faculty workloads and under loads to the Dean of the concerned School and seek the approval of the Provost, who must report these workloads to the Department of Human Resources.
- iii. Every Department Chair should notify, in writing, the Dean of the concerned School of any under loaded faculty members clarifying the reason, the justification, and the steps being taken to remedy the situation. The Dean of the concerned School should submit the notification to the Vice President for Academic Affairs for approval. The Office of the Provost should send the approval to the Department of Human Resources.
- iv. The Head of the Central Academic Advisor Unit will verify the workload of each faculty against the plan of study, number of faculty, number of sections, and number of full-time/part-time faculty under the supervision of the provost.
- k. Consulting services and outside employment are treated as per the University Policy GRB-BDCD.1.0-PP Outside Consultancy Services.
- l. Failure to comply with the required hours of attendance will subject faculty members to administrative action as per the DAH policies, FA.HR.10.0-PP Administering Disciplinary Action and FA.HR.12.0-PP Contract Termination.
- m. Faculty members who are fresh graduates with Master's Degrees could be hired as teaching assistants or lecturers based on the program's needs.

For further information, please refer to FA.HR.45.0-PP Full-Time Faculty Workloads and Working Hours Policy.

F. 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. Employees' Resignation

- a. 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:
 - i. Sixty days prior to the termination date of staff contracts;
 - ii. Four months prior to the termination date of faculty contracts.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- b. 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. Non-Saudi employees will not be, in this case, entitled to air tickets.
- c. Employees are entitled to end-of-service benefits, as per Article 85, Part V of the Labor Law of Saudi Arabia, as follows:
 - i. One-third of the award if he/she served a period of not less than two consecutive years and not more than five years;
 - ii. Two-thirds of the award if he/she served a period of more than five consecutive years but less than ten years;
 - iii. The full award if he/she served a period of ten or more years.
- d. 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. The resignation letter must contain the following information:
 - i. Name of the employee and his/her title;
 - ii. Date of resignation and the period of resignation notice being given to the University;
 - iii. Date of the last day of work;
 - iv. Reason for the resignation;
 - v. Address of the employee after termination of employment.

For further information, please refer to FA.HR.11.0-PP Employees' Resignation Policy.

3. Non-Renewal of Contracts by the Employee

An employee who does not want to renew his/her contract is required to give notice in accordance with the terms of his/her service contract; this is three-months' 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 as per the labor law.
2. The Department Chair/Director and the respective divisional Head 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 Kingdom of Saudi Arabia.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

a. Terminating an employee with notice

- i. The notice period for terminating employees is 60 days for staff members and 90 days 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 benefit 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. The end-of-service award 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 award or indemnity will be forfeited in cases of serious misconduct or the commission of serious errors.
- ii. The following cases are considered serious misconduct or commission of serious errors, as per Article 80 of the Labor Law:
 1. If, during or by reason of the work, the employee assaults the employer, the manager in-charge or any of his/her superiors.
 2. If the employee fails to perform his/her essential obligations arising from the work contract, or to obey legitimate orders, or if, in spite of written warnings, he/she deliberately fails to observe the instructions related to the safety of work and employees as posted by the employer in a prominent place.
 3. If it is established that the employee has committed a misconduct or an act infringing on honesty or integrity.
 4. If the employee deliberately commits any act or default with the intent to cause material loss to the employer, provided that the latter shall report the incident to the appropriate authorities within twenty-four hours from being aware of such occurrence.
 5. If the employee resorts to forgery in order to obtain the job.
 6. If the employee is hired on probation.
 7. If the employee is 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 if the latter is absent for twenty days in the first case and for ten days in the second.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

8. If the employee unlawfully takes advantage of his/her position for personal gain.
9. If the employee discloses work-related industrial or commercial secrets.
- iii. Employees terminated without notice are given a chance to state their reasons for objecting to the termination.

For further information, please refer to FA.HR.12.0-PP Contract Termination Policy.

6. Handover and Clearance

- a. When an employee transfers or leaves his/her job for any reason, a proper handover process must be carried out in order to ensure a smooth transition and avoid administrative and or operational disruptions.
- b. The Handover Form is the proof that the handover was officially and properly carried out. This form must be signed by the employee leaving a position, the employee assuming the position, and the departmental and divisional heads concerned.
- c. As part of the handover process, the employee who is either leaving the University or has been transferred to another position, must hand over the following to the employee assuming his/her position:
 - i. Hard and soft copies of all documents, machines, tools, and keys in his/her custody and softcopies of all correspondence.
 - ii. Endorsed lists of external contacts or suppliers.
 - iii. An explanation of all pending projects.
- d. The employees who should fill out a clearance are:
 - i. Departing full-time (FT) employees.
 - ii. Departing part-time (PT) employees at the end of their contract.
 - iii. Retuning FT faculty at the end of each academic year.
- e. The departing employee has to submit the required Handover Form and clearance request within two weeks maximum before the end of his/her contract.
- f. The Department of Human Resources (HR) will process the clearance request of the departing employee once it receives the signed Handover Form.

For further information, please refer to FA.HR.30.0-PP Handover and Clearance Policy.

7. Exit Interview

- a. The Human Resources Department schedules exit interviews with employees leaving the University during the last month of their employment.
- b. The Human Resources Department ensures that employees are informed that their participation is voluntary and has no negative consequences.
- c. The exit interview consists of two parts: the first part is a questionnaire designed to measure the employee's satisfaction with the physical environment, their job role, remuneration, relationships, training and development, and management. The second

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

part is an interview with the HR consultant or the HR Director to look into the gathered information, understand the employee's perspective and reflect on the underlying reasons for leaving the University, and discuss the findings of the questionnaire.

- d. The exit interview records are kept confidential and employees are assured that the provided information is presented to the management in an anonymous aggregated form.
- e. The HR Consultant generates a report summarizing the findings of the exit interview including an analysis of the questionnaire.
- f. The Human Resources Department and the HR Consultant are responsible for generating the annual report of the exit interviews and developing recommendations in coordination with the Quality Assurance and Strategic Planning Department.
- g. The Human Resources Department submits the final annual report to the University Quality Assurance Committee through the divisional head for review and discussion.
- h. The Quality Assurance and Strategic Planning Department sends the agreed upon recommendations to the concerned divisional heads to include in their Improvement Plan (IP) for subsequent years.
- i. The President provides the Chairman of the Board of Trustees (BOT) with a report on senior management members leaving the university, if requested.

For further information, please refer to FA.HR.13.0-PP Exit Interview Policy.

8. Distribution of Employee Rights Upon Death

- a. 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.
- b. In case of any employee's death, the University must request the employee's next of kin to submit the following:
 - i. 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.
 - ii. a "power of attorney" that authorizes one of the heirs to receive the employee's rights.
 - iii. a bank statement and clearance in case the deceased employee had a loan.
- c. 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.
- d. 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 his/her embassy in Saudi Arabia.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

For further information, please refer to FA.HR.55.0-PP Distribution of Employees' Rights Upon Death Policy.

G. Benefits

1. Social Insurance

- a. 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.
- b. The contribution for the annuities branch for Saudis shall be fixed at (21.50%) of the wages, of which (11.75%) shall be covered by the employer and (9.75%) to be deducted from the employee's monthly salary (basic salary + housing allowance).
- c. All employees of the University must be enrolled in the occupational hazards social insurance system.
- d. 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.
- e. The above contribution shall be calculated on the basis of the basic salary and housing allowance.
- f. As per the regulation of the General Organization for Social Insurance, GOSI, monthly payment should be discontinued during an unpaid leave.

2. Medical Insurance

- a. The University provides medical insurance coverage to all full-time / part-time, Saudi and Non-Saudi employees.
- b. Saudi employees can get medical insurance coverage for their dependents if they are not covered by any insurance.
- c. The Non-Saudi dependents who are under any employee's sponsorship will be also covered with medical insurance.
- d. 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

- a. The University provides a housing allowance equivalent to three months' basic salary for full-time Saudi employees, and non-Saudi employees who are married to Saudi nationals, mother of Saudi nationals or daughter of Saudi mother.
- b. The housing allowance for full-time non-Saudi locally hired employees is fixed rate as per job grade stipulated in the contract.
- c. The University provides two options for full-time internationally hired employees:

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- i. Housing Allowance: a fixed rate of SR 30,000 per year with an additional benefit in the first contract only:
 - a. SR 20,000 as furniture allowance for the faculty accompanied by their family
 - b. SR 15,000 for the single faculty

ii. Housing Unit:

House Type	Criteria
2 bedrooms Accommodation	faculty accompanied by their family
1 bedroom Accommodation	Single/ small family members faculty

- c. If an employee requests a larger housing unit, but is not entitled to it as per the above criteria, he/she must cover the difference.
- d. Locally hired non-Saudi employees can opt to receive a housing unit instead of a housing allowance based on the following criteria:
 - i. Ten years of work experience at the University.
 - ii. Associate Professor rank or higher (for faculty only).
 - iii. Having a current managerial position.
 - iv. Available budget.
 - v. Availability of a housing unit.
- e. The University provides two options for employees who are living in the compound: either to avail of University's transportation to and from the University or a monthly transportation allowance as agreed with Human Resources Department at the time of signing the contract.
- f. For couples who are both employees at the University, the housing allowance/unit will be granted to one of them.
- g. The details of the housing allowance and method of payment are specified in the employee's employment contract.
- h. In case of termination or resignation of an employee, he/she must evacuate the housing unit within maximum one month after the effective date of his/her termination or resignation.
- i. In case of non-renewal of the Employment Contract, the employee must evacuate the housing unit within maximum one month from the end of the academic year's last semester.

For further information, please refer to FA.HR.29.0-PP Housing Policy.

4. Education Allowance

- a. The University will pay education allowance up to a total of the below per year for tuition fees for children (aged 5-18):
 - i. **Faculty:** SR 30,000 (Thirty Thousand Saudi Riyals)
 - ii. **Administrative Directors:** SR 15,000 (Fifteen Thousand Saudi Riyals)
 - iii. **Administrative Managers:** SR 12,000 (Twelve Thousand Saudi Riyals)

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- b. These fees are payable only for those who are undertaking their education in Saudi Arabia. Payment will be made upon submission of related documents (e.g. invoices).

5. Employees' Loans

a. Eligibility:

- i. Only a full-time employee is eligible to apply for a personal loan after the completion of one year.
- ii. An eligible employee is entitled to such a loan if he/she is in dire financial circumstances.
- b. A full-time employee may request an interest-free loan up to a maximum of 50% from his/her End of Service (EOS) amount.
- c. The employee has to pay back the amount through monthly payroll deductions, not exceeding 50% of the monthly salary after signing a mutual loan agreement with the accounting department stating the monthly deductible amount he/she has to pay.
- d. If the employee requests a loan more than 50% of his/her end of service amount, approvals from the Executive Director of Finance and Administration and the University President are required.
- e. Granting the loan is based on the availability of the University cash flow.
- f. A loan must be redeemed in full before another one is considered.
- g. A loan should be redeemed over a maximum period of one year from the date of receiving the loan. In case of an employee's request to extend the duration of repayment of the loan for more than one year, approval from the Executive Director of Finance and Administration is required.
- h. In the event of the death of the employee who has requested a loan, the accumulative leave benefits and the rest of EOS will be used to redeem the remaining owed amount.
- i. Employees requesting a loan for the first time will have a priority to get a loan over other employees.

For further information, please refer to FA.HR.43.0-PP Employees' Loans Policy.

6. Retirement and End-of-Service Award

- a. Dar Al-Hekma University registers all employees, on the date of their hire, in the system of the General Organization for Social Insurance (GOSI) in accordance with the Saudi Government regulations.
- b. GOSI was established to implement the provisions of the Kingdom's Social Insurance Law and complete the process of achieving the compulsory insurance coverage, collecting contributions from employers, and paying benefits for the eligible contributors or their family members.
- c. The Annuity Branch is mandatory and is applied to Saudi employees with a

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

contribution rate amounting to 21.50% of the contributory wage, of which the employee's share is 9.75%, and the University's share is 11.75%.

- d. The Human Resources Department must provide any documents required by GOSI for processing retired employees' benefits.

e. Retirement pension as per the GOSI regulations

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

- i. Having attained the age of sixty or over.
 - ii. Having stopped any engagement in any work subject to the scheme.
 - iii. Having completed a contribution period not less than (120) months.
- f. Saudi employees must communicate directly with GOSI representatives regarding the retirement regulations and benefits.

g. Gratuity and End-of-Service Benefits

- i. The University provides gratuities and end-of-service awards to all employees in accordance with the Labor Law of the Kingdom of Saudi Arabia (articles 84, 85, 86, 87 and 88).
 - ii. The end-of-service award consists of half a month's pay for each of the first five years of employment and one month's pay for each of the subsequent years.
 - iii. The end-of-service award is calculated on the basis of the employee's last salary before retirement.

For further information, please refer to FA.HR.40.0-PP Retirement and End-of-Service Award Policy.

H. Leaves Types and Air Ticket Entitlement

1. Faculty Annual Leave

- a. 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.
- b. Faculty leaves must be taken during the summer season. The leave schedule (start and end dates) is determined by the University calendar for that year.
- c. Faculty members are not permitted to take their annual leave while classes are in session.
- d. Faculty members who join the University during the Spring Semester are subject to the following provisions:
 - i. Faculty members are entitled to an accrued annual leave calculated on the basis

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

of 5 paid leave days per month.

- ii. Faculty members might be assigned for teaching and/or administrative assignment.
- iii. Faculty members will be paid full salary for teaching regardless of the teaching load.

e. Full-Time Faculty Teaching in Summer Semester:

Faculty members who teach more than 6 credit hours in the summer session are remunerated as follows:

- i. A four-week session will be paid 50% of the basic salary per three (3) credit hour course.
- ii. A six-week session will be paid 75% of the basic salary per three (3) credit hour course.

2. Staff Annual Leave

- a. Full-time administrative staff members are entitled to a paid annual leave as per the following:
 - i. Grade (12 - 14): 45 calendar days
 - ii. Grade (10 - 11): 36 calendar days
 - iii. Grade (7 - 9): 33 calendar days
 - iv. Grade (1 - 6): 30 calendar days
- b. Employees must obtain the approval from their direct supervisor prior to submitting the annual leave request through the Employee Self-Services System (ESS). The system does not accept the submission of the back-dated requests and no leave claims will be accepted after resuming work.
- c. Different types of consecutive leave are not permitted and will be modified accordingly by the HR team.
- d. The department head must organize the leave arrangements and coverage schedules in such a way to maintain the continued efficiency of departmental operations.
- e. Employees are not permitted to carry their unused leave into the next employment year. Any unused leave will be forfeited if not used by the end of August 31.
- f. Weekend days that fall in the middle of an annual leave are deemed part of the employee's annual leave balance.

3. Air Travel Tickets for Non-Saudi Employees:

- a. The University provides the value of the annual tickets to non-Saudi employees who are under the University sponsorship on economy class in the form of monthly payments starting from the beginning of the Academic year for a roundtrip route from the city of Jeddah to the employee's point of hire.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- b. The employees' dependents, spouse and two children up to the age of 18 years, are entitled to value of the annual tickets if they are under the employee's sponsorship.
- c. The amount of monthly ticket is not included in the calculation of the end of service.
- d. Non-Saudi guards, drivers, maintenance, and nursery staff are entitled to one ticket every two years.
- e. Non-Saudi employees who are married to Saudi nationals, mother of Saudi nationals or daughter of Saudi mother are not entitled to annual tickets.
- f. Upon the completion of the full contract period and the contract not being renewed for another period, half of the value of the annual tickets paid throughout the academic year and which was disbursed in the form of monthly payments shall be deducted from the end of service reward or from the last salary.
- g. In case of termination of the contract and the transfer of the sponsorship of the employee to any other sponsor in the Kingdom, the value of the annual tickets paid throughout the academic year and which was disbursed in the form of monthly payments shall be deducted from the end of service reward or from the last salary.

4. Delays in Reporting Back to Work

- a. An Employee (Faculty member or Administrative Staff) who is unable to resume work as scheduled must immediately notify his/her Department Director/Chair and request a leave extension.
- b. Employees must submit a formal written justification for the delay to their Department Director/Chair.
- c. If the Human Resources Department determines that the delay was caused by circumstances beyond the employee's control, the additional days are debited against the employee's current or future leave balance.
- d. 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.

For further information, please refer to FA.HR.16.0-PP Annual Leave and Air Ticket Entitlement Policy.

5. Sick Leave

- a. The sick leave regulations at the University include Articles 82 and 117 of the Labor Law of the Kingdom of Saudi Arabia.
- b. A full-time employee who is absent due to certifiable health reasons qualify for the following 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;

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- ii. Sick leave with three-quarters of the salary for the subsequent 60 days;
 - iii. Sick leave without pay for the following thirty days.
- c. A sick leave up to five days can be taken in case of hospitalization of an employee's immediate family: spouse, parents, and children.
- d. An employee must submit a comprehensive and certified medical report for any sick leave to the University.
- e. **Notification of Absence due to Sickness**
 - i. An employee must notify the department head of his/ her sickness on the first day of absence or earlier, if possible, and submit the leave request through the Employee Self-Service System (ESS). With the exception of special circumstances, this notification must be made before the duty hours of the day commence in order to enable the department head to arrange for adequate staff coverage in the department.
 - ii. The Department of Human Resources (HR) has the right to treat the employee's absence as unauthorized which will lead to disciplinary action if the employee fails to notify his/her department head in advance or does not submit a medical certificate issued by a University-authorized specialist.
- f. **Absence during the Annual Leave**
 - i. An employee who falls sick while on his/her annual leaves must obtain the approval of the Director of HR to consider the period of sickness as a sick leave and credit that period to his/her annual leave balance accordingly.
 - ii. An employee who falls sick at the end of his/her annual leave must immediately notify the department head to obtain an approval for the extended period of leave.
- g. **Absence Outside the Kingdom of Saudi Arabia**
 - i. An employee who returns to his/her home country on a sick leave, or whose annual leave or business leave is prolonged because of sickness for a period of more than ten days, must be medically examined and pronounced fit before returning to Saudi Arabia.
 - ii. An employee must submit a full medical report certified by the Saudi Embassy to the Director of HR prior to returning to work. The University management must be assured that the employee is medically fit to work before he/she is allowed to return to the Kingdom.
- h. **Sick Leave for Urgent Medical Treatment Outside the Kingdom**
 - i. An employee who applies for a sick leave travel outside the Kingdom which is granted for urgent medical treatment or for compassionate reasons in case the employee needs to be at home when undergoing the treatment, must procure the approval of the President in advance.

For further information, please refer to FA.HR.18.0-PP Sick leave Policy.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

6. Emergency Leave

- a. Employees are entitled to five (5) days of emergency leave per contractual year, in addition to an annual leave and customary holiday entitlements.
- b. Emergency leaves are granted in the following cases:
 - i. Upon illness of an immediate relative (father, mother, brother, sister, spouse, children, grandparents);
 - ii. In case of major accidents, such as fire at the place of residence or a similar disaster;
 - iii. At the discretion and approval of the supervisor.
- c. If an employee has no remaining emergency leave balance, or if he/she has an emergency leave balance, but the supervisor does not accept the employee's reason(s) for taking an emergency leave, the following applies:
 - i. The leave days will be deducted from the staff member's annual leave balance subject to the approval of his/her respective supervisor. If the staff member does not have any remaining annual leave balance, he/she has the right to apply for an unpaid leave after obtaining the approval of the department and division's heads concerned.
 - ii. Since faculty members cannot apply for an annual leave other than the summer vacation, they have the right to apply for an unpaid leave after obtaining the approval of the Department Chair and the School Dean.
- d. Weekends (Fridays and Saturdays) that fall in the middle of an emergency leave are not considered part of the emergency leave.

For further information, please refer to FA.HR.19.0-PP Emergency Leave Policy.

7. Death in the Family Leave

- a. In case of a death in the immediate family, employees are entitled to a five-day leave.
- b. The immediate family includes the employee's spouse, parents, grandparents, siblings, children, and grandchildren.
- c. In case of the death of the husband, the following applies:
 - i. Muslim employees are entitled to a paid leave for four months and ten days.
 - ii. Non-Muslim employees are entitled to a paid leave of 15 days.
- d. The employee must submit the leave request along with a document proving the death of the family member through the Employee Self-Service System (ESS).
- e. Weekends (Fridays and Saturdays) that fall in the middle of the death in the family leave are not considered part of the death-in-the-family leave.
- f. In case of the death of a relative who is not an immediate family member, employees are permitted to take time off from their annual leave balance or to take an unpaid

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

leave.

For further information, please refer to FA.HR.32.0-PP Death in the Family Leave Policy.

8. Business Leave

- a. Employees who are on a business leave for an official assignment or mission for the University need the approval of the Department Chair/Director and Dean of School /Divisional head.
- b. Employees must submit a leave request through the system 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.

c. Back to Office Report

An employee who travels on a business leave to carry out a University assignment or mission must submit the Return from Leave notification through the ESS and attach the Back to Office Report Form no later than two weeks after returning from the trip and resuming duties. Failure to submit the report may result in the cost of the business trip being deducted from the employee's salary. The Back to Office Report Form includes the following:

- i. Objective of the trip
- ii. Duration
- iii. Outcome of the activity
- iv. Issues or points for future follow up.

d. Business Leave Tickets

- i. For all approved business trips, employees are entitled to air tickets in the following classes:
 - a. President – **First Class**
 - b. Vice Presidents, Provost & Dean of Students– **Business Class**
 - c. Associate and Full Professors – **Business Class**
 - d. All other employees – **Economy Class**
- ii. If employees with different rankings travel together on a business trip, air tickets will be issued to the whole delegation according to the higher rank.

e. Per Diem Allowance

- i. The University pays employees traveling on a business trip a per diem allowance as follows:
 - a. **The President:** The University arranges for the President's accommodation and transportation and pays the per diem allowance.
 - b. **All other employees** have the choice to select one of the following options:

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- 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.
- ii. 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.
 - iii. The per diem allowance covers the cost of:
 - a. Accommodation
 - b. Meals
 - c. Airport taxes and charges
 - d. Transportation to and from the airport
 - e. Transportation to and from the place of business
 - iv. 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.
 - v. 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.i - e.iv above. The Management decides on the total amount of the per diem to be granted.

For further information, please refer to FA.HR.20.0-PP Business Leave Policy.

9. Exam Leave

- a. 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.
- b. An exam leave requires the approval of the employee's department head and divisional heads.
- c. The Exam leave period is equal to the actual exam days.
- d. Employees must submit a Leave Request through the Employee Self-Service System (ESS) 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. The system does not accept the submission of a back-dated request.
- e. Employees are not entitled to a paid leave for the purpose of re-sitting an exam. They must use their annual leave entitlement or obtain an unpaid leave of absence for this purpose.
- f. An exam leave is also granted for the following purposes:

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- i. PhD viva/Thesis defense.
 - ii. Certification exams related to the employee's field of study or specialization.
 - g. Employees must obtain an approval from their department head to leave during working hours to take certification exams such as IELTS and TOEFL, or similar exam.
- For further information, please refer to FA.HR.21.0-PP R Exam Leave Policy.

10. Wedding Leave

- a. Employees are entitled to a five-day wedding leave once per contractual year.
- b. Employees must submit the Wedding Leave Request through the Employee Self-Service System (ESS) along with documentation proving the wedding and obtain approval from their department head and the respective divisional head prior to taking the leave.
- c. If an employee does not submit the Wedding Leave Request through the ESS with the necessary approvals, the Department of Human Resources has the right to consider his/her absence as an absence without permission.

For further information, please refer to FA.HR.24.0-PP Wedding Leave Policy.

11. Maternity Leave

- a. Married female employees are granted a paid leave for childbirth to enable them to have a period of rest before and after delivery.
- b. 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.
- c. 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.
- d. 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.
- e. 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.
- f. 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.
- g. An expecting staff member, who wishes to take her annual leave consecutively with her maternity leave, must obtain an approval from the department head.
- h. An employee who delivers a baby with special needs, thus requiring additional care,

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

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.

- i. 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.
- j. 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.
 - i. 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.
 - ii. An expecting employee must notify her department head and the Director Of Human Resources five months approximately before the expected start date of the maternity leave.
- k. An expecting employee must submit a leave request through the Employee Self-Services System (ESS) one month before the expected date of delivery specifying the expected start date of her maternity leave.
- l. Male employees are granted a three-day leave with full pay upon the birth of a child. They must submit a leave request through the (ESS) supported by documents confirming the birth of their child.

For further information, please refer to FA.HR.17.0-PP Maternity Leave Policy.

12. 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.

13. Unpaid Leave

- a. An unpaid leave is a privilege and not an employee's right.
- b. Employees are eligible to take an unpaid leave only once during their term of service.
- c. The University grants unpaid leaves to employees for the following reasons:
 - i. **Personal or critical family issues**
 - ii. **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.
- d. Granting an unpaid leave is subject to the following conditions:

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- i. The employee requesting an unpaid leave must have had a minimum of five consecutive years of service at Dar Al-Hekma.
 - ii. The absence of the employee during the unpaid leave must not disrupt the operations of the University or adversely affect its operational efficiency.
 - iii. 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, the Dean of the School and divisional head three months prior to the required date of the unpaid leave.
- e. Unpaid leave requests must be recommended by the Department Chair/Director and the Dean of School, approved by the concerned divisional head, and submitted to the President for final approval. Accordingly, employees must submit the approved unpaid leave through the system.
- f. The duration of the unpaid leave is as shown below:
 - i. **Personal or Family Reasons/Issues:** A maximum of six months' leave.
 - ii. **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:
 - (a) 1-6 months or one academic semester for employees who have served for five consecutive years.
 - (b) 7-12 months or one academic year for employees who have served for six to seven consecutive years.
 - (c) 13-18 months or three academic semesters for employees who have served eight to nine consecutive years.
 - (d) 18-24 months or two academic years for employees who have served for ten or more consecutive years.
 - (e) An employee is exempted from the above requirements if the area he/she intends to pursue falls in line with the University's staffing plan and the employee's career plan.
- g. All employment benefits will be removed during an unpaid leave.
- h. 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.
- i. Any research work during the unpaid leave should be associated with the University's name.
- j. Time spent on an unpaid leave will not be counted towards the qualifying number of years of experience required for after service benefits.
- k. An employee who is granted an unpaid leave must sign an agreement that upon the successful completion of his/her studies, she will work for the University for a period

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

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

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

For further information, please refer to FA.HR.26.0-PP Unpaid Leave Policy.

14. Unauthorized Leave/ Absence

- a. Employees must submit a leave request through the Employee Self-Service (ESS) System approved by their department head and the dean of their respective Schools or divisional heads before going on leave.
- b. The system does not accept a back-dated request for all types of leaves except for the emergency, sick, maternity and death-in-the-family leaves. For those leaves, the system accepts a back-dated request of three (3) working days for an emergency leave, five (5) working days for a sick leave, and 10 working days for the maternity and the death-in-the-family leaves.
- c. When an employee needs to take an emergency leave, he/she must inform his/her department head on the first day of absence specifying the expected days of absence. Please refer to FA.HR.19.0-PP Emergency Leave.
- d. Failure to follow either of the above protocols will result in the leave being considered an unauthorized absence.
- e. The table below indicates the violations and the penalties incurred for employees' 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 having a written permission or an acceptable reason.	Two days' pay	Three days' pay	Four days' pay	A one-time deprivation of a promotion or an increase in salary.
2. Consecutive absences between two-six (2-6) days within one contractual year without having a written permission or an acceptable reason.	Two days' pay	Three days' pay	Four days' pay	A one-time deprivation of a promotion or an increase in salary.
				Plus, a deduction of the absence period's pay.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

Type of violation	Penalty (Deducted ratio is a ratio deducted from the daily pay)			
	First time	Second	Third	Fourth
3. Consecutive absences between seven-ten (7-10) days within one contractual year without having a written permission or an acceptable reason.	Four days' pay	Five days' pay	A one-time deprivation of a promotion or an increase in salary.	Dismissal with the end of service indemnity if the total number of absences does not exceed 30 days.
	Plus, a deduction of the absence period's pay.			
4. Consecutive absences between 11 to 14 days within one contractual year without having a written permission or an acceptable reason.	Five days' pay	A one- time deprivation of a promotion or an increase in salary and a dismissal warning as per Article (80) of the Labor Law.	Dismissal without end of service indemnity as per Article (80) of the Labor Law.	---
	Plus, a deduction of the absence period's pay.			
5. Cessation of work, without a valid reason, for a period exceeding fifteen (15) consecutive days within one contractual year.	Dismissal without the 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, without a valid reason, for periods exceeding a total of thirty (30) days within one contractual year.	Dismissal without the 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.			

For further information, please refer to FA.HR.25.0-PP Unauthorized Leave or Absence Policy.

I. Training and Development

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

1. Eligibility and Entitlement

- a. Employees are encouraged to take professional development days off to attend training courses and programs that are aligned with the strategic objectives of the University and their job requirements.
- b. Employees are responsible for their own professional development and should seek all opportunities to participate in activities and experiences that enhance their self and professional development.
- c. Full-time employees who successfully pass the probation period are entitled to training and development opportunities.
- d. Any employee, whether on a succession plan or not, who avails of an approved amount of money beyond the allocated training budget limit must sign a consent form to work for the University for an agreed period in return for the extra amount granted to him/her. In case the employee decides to leave the University before the agreed upon period ends, the funds spent will be deducted from his/her last salary payment or end of service benefits.
- e. The employee and his/her Department head jointly identify the employee's training and development needs, based on relevance to the technical demands of the job, results of the employee's performance appraisal, the required competencies of the position, and the strategic development of the department.
- f. Department heads have to confirm the specialized training plan of the department and estimate the cost of the training, if any, to be included in the following year's departmental budget.
- g. Upon the availability and the approval of the budget, the eligible employees are entitled to attend the specialized training as per the department's plan.
- h. The University contributes towards the total cost of the training program as per the approved budget. The employee is responsible for covering any difference in cost.
- i. In addition to the in-house and the specialized training recommended by the departments, employees must arrange to complete one free training from a free online platform based on their training needs and in coordination with their department head.
- j. Types' of employee trainings:
 - i. Specialized certification.
 - ii. Conferences / exhibitions.
 - iii. On-the-job training with a senior/ specialized employee within DAH.
 - iv. Committee member or a task force project assignment.
- k. Modes of employee trainings are:
 - i. Online training.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- ii. Face-to-face training inside or outside the University.
- l. Employees who wish to take additional training programs in addition to their department's allocated budget are entitled to do so at their own expense, provided they obtain the approval of the Department and Divisional heads.
- m. 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 an accumulated leave nor is it considered a leave without pay.
- n. The total number of professional development leave days granted to an employee during the Academic Year is subject to the approval of the Department head and the School Dean or Divisional head. The Department Director/Chair must ensure that the number of days of the leave does not affect the employee's ability to complete his/her assigned tasks. The professional development leave available to employees is for two weeks per year.
- o. The permitted number of professional development leave days for training programs taking place outside Saudi Arabia, is equal to the number of days of the training program plus two days for travel (One day before the training and one day after.). For training programs taking place in the US, Canada, or Australia, four days are granted for travel (Two days before the training and two days after.).
- p. Employees who choose to undertake training not related to the responsibilities of their position, must pay the training fees, make up for the missed working hours, or request an annual or emergency leave.
- q. Each School Dean, in collaboration with Department Chairs, specifies one (1) faculty from each program every academic year who is eligible to participate in conferences or exhibitions.
- r. Faculty application to attend conferences or exhibitions should meet the criteria stated in Appendix II in Policy FA.HR.8.0-PP "Employee Training and Development".
- s. Faculty application to present a paper in a conference should meet the criteria stated in Appendix II in Policy FA.HR.8.0-PP "Employee Training and Development", and obtain approval from the Vice President for Graduate Studies, Research and Business after obtaining the approval of the Department Chair and the School Dean. The budget for presenting a paper in a conference will be assigned by the Scientific Research Center in collaboration with the School's Dean.

2. Training Records

- a. Upon returning from the training, the employee must submit a Report of Participation in Professional Activity within one week to his/ her immediate supervisor. The report must include the following:

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- i. Name of activity and duration
 - ii. Objectives of participations
 - iii. Main outcomes and/or topics
 - iv. Recommendation for improvement.
- b. The employee must also make a presentation to colleagues in his/her department about the experience and the knowledge he/she acquired through the training funded by the university.
- c. Any employee who fails to submit evidence of attending the training sponsored by the University must refund the University either in cash or by instructing the Accounting Department to deduct the amount from his/her salary.
- d. Employees are strongly encouraged to maintain records of their training and development activities and to update their CVs accordingly.

3. In-House Training:

- a. The HR Department is responsible for developing the Employee Development Framework that describes the sources of the training topics and reviewing it when needed. The Employee Development Framework will guide the HR to plan the annual in-house training calendar.
- b. The HR Department is responsible for organizing and offering general courses (related to competency-based skills and self-development) for all staff and faculty and for preparing their budget.
- c. The University plans for in-house training courses within reasonable resources. These courses include but are not limited to:

Department	Topics
The Human Resources Department	General competency-based and self-development topics based on the Employee Development Framework and technical courses related to information technology and new programs.
The Excellence in Teaching and Learning Unit	General academic and program accreditation related topics and training for faculty members based on the request from the program director and the results of faculty surveys.
The Quality Assurance and Strategic Planning Department	Technical training related to quality and institutional accreditation.
The Continuing Education Department	Programs of general nature aiming to develop competencies that will support the employee's performance.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

All Departments	Lectures/conferences/exhibitions arranged by departments.
-----------------	---

For further information, please refer to FA.HR.8.0-PP “Employee Training and Development Policy.

4. Talent Management

- a. The President is responsible for overseeing the execution of talent management in senior administrative positions, and the Human Resources Department Director is responsible for overseeing the execution of talent management in middle position administrative positions.
- b. Talent management does not entitle individuals to positions, promotions or transfers. Employees must compete for vacant positions once announced in accordance with the HR policies and procedures.
- c. The Talent Management Plan must be in alignment with the strategic and growth plans of the University.
- d. Only Saudi nationals are eligible for succession to senior management positions. Saudi nationals, non-Saudis married to Saudi nationals, and employees whose mothers are Saudis are eligible for succession to middle management positions.
- e. Saudi candidates are given priority in succession to middle management positions only if their profile delineates better competency and qualifications than those of non-Saudi candidates.
- f. The candidate’s training and development is a combination of both professional advancement and self-development. While candidates are responsible for their career development, the University usually provides the necessary training if budget availability permits funding.
- g. The implementation of the talent management Plan will be through two committees:
 - i. The Top Management Committee consists of:
 - The University President (Chair)
 - The Executive Director of Finance and Administration
 - The Director of Human Resources Department.
 - The Advisor to the President for Human Resources
 - One external expert at least assigned by the President (if needed for a maximum of 2 meetings).
 - ii. The Middle Management Committee consists of:
 - The Executive Director of Finance and Administration (Chair)
 - The Director of Human Resources Department.
 - The Advisor to the President for Human Resources/Career Counselor

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- A Human Resources Officer
 - An experienced staff member assigned by the President
- h. The Director of Human Resources is responsible for submitting at the end of the Spring Semester of every academic year a list of eligible candidates per position to the Chair of the Talent Management Committee (The candidates should have no less than 85% on the Performance Management System (PMS) and a minimum of 3 years of experience at DAH).
 - i. The Director of Human Resources and the Advisor to the President for Human Resources /Career Counselor are responsible for keeping the Talent Management Tracking Sheet.
 - j. The Talent Management Committee is responsible for:
 - i. Identifying critical positions.
 - ii. Prioritizing employees and preparing them for targeted position.
 - iii. Assessing the employees' readiness for taking a higher position within the same unit/department/program or to take a similar or higher position in another unit/department/program.
 - iv. Specifying and implementing the career development plan that shows training and other actions that DAH will take to manage this development, track its progress, and plan for the budget.
 - v. Meeting annually in the middle of the Spring Semester to check the candidate's progress after having had the necessary training and giving recommendations for changes, if required.
 - k. The Talent Management Committee assesses each applicant's readiness based on the following criteria:
 - i. Qualification and skills required for the targeted position.
 - ii. Points collected over the previous years through the Performance Management System (PMS).
 - iii. Number of competencies in the targeted position (The employee should meet the required level of competencies for the new position in at least 5 competencies)
 - iv. Duration during which the concerned employee was an Acting Chair/Program Director, if applicable.
 - v. Assessment results and achievement reports, if any.
 - vi. Course evaluation, if applicable.
 - vii. Employee evaluation of the eligible immediate supervisor, if applicable.
 - l. Readiness is identified at three levels:
 - i. Ready I: Ready Now.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- ii. Ready II: Ready Soon in 1 or 2 years.
- iii. Ready III: Ready in 3-5 years.
- m. The following actions will be implemented based on the results of the assessment:
 - i. Employees with high performance and high potential are placed on an accelerated development plan.
 - ii. Employees with high performance and low potential will be provided with resources to ensure maintaining their high performance.

For further information, please refer to FA.HR.58.0-PP Talent Management Policy.

J. Annual Award for Outstanding Performance

DAH University offers 13 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. Managers
7. Office Manager/ Director
8. Community Services
9. Senior Administrative Staff
10. Junior Administrative Staff
11. Facility Management and Support Services Department Category I
12. Facility Management and Support Services Department Category II
13. Facility Management and Support Services Department Category III

For further information, please refer to FA.HR.38.0-PP Annual Award for Outstanding Performance Policy.

K. Faculty 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 participation in CS activities is mandatory. Each DAH member must fulfill a minimum of 10 hours of community service each Academic Year.
- c. The Community Services Award is one category of the university annual award; moreover, the quality and quantity of CS activities are considered as one of the criteria for the Annual Award for Outstanding Performance.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- 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 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.

For further information, please refer to AA.17.0-PP Faculty Community Service Policy.

L. Performance Management System (PMS)

The Performance Management System (PMS) is an operational process that aims at enhancing employee performance and effectiveness in alignment with the institution's goals and objectives. It involves planning, monitoring, rating, constructive feedback, and accountability. Please refer to Performance Management System Guidelines for further details.

M. Councils and Committees

DAH has several councils and committees at the levels of department, division and institution. Please refer to Councils and Committees Booklet for further details.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

N. Policies and Procedures

All DAH Policies and Procedures are available in the shared drive (P:\General\DAH Policies & Procedures).

O. Appointment and Promotions

1. Appointment of Academic Department Chairs and Program Directors

- a. A Department Chair or a Program Director normally holds office for a renewable term of two years.

b. Appointment of an Academic Department Chair:

- i. The concerned Dean of school initiates the appointment process three months prior to the start of the new term by submitting a recruitment request to the Office of the Vice President for Academic Affairs for filling the vacant position.
- ii. The Dean of the concerned school may review the Department Chair's job description and suggest amendments that should be reviewed by the Academic Quality Assurance Committee (AQAC) and approved by the Vice President for Academic Affairs.

b.1 Internal Appointment:

- i. In case the School Dean recommends the appointment of one of the existing faculty members to the position of Department Chair, he/she should submit a request to the Office of the Vice President for Academic Affairs including the qualifications of the recommended faculty member with evidence of achievement.
- ii. Faculty members on the DAH succession plan should be added to the pool of candidates for such positions and given priority.
- iii. If the Vice President for Academic Affairs approves the suggestion, he/she shall recommend the appointment to the President for final approval.
- iv. The President announces the new appointment to the University Council (UC) members.

b.2 External Appointment:

- i. In case of an unavailability of internal or local candidates, the Office of the Vice President for Academic Affairs requests the HR department to initiate an external recruitment process.
- ii. The HR department searches and prepares a shortlist of suitable candidates.
- iii. The candidates should satisfy the approved criteria/job requirements as described in the job description of the position.
- iv. The HR department must check candidates' references and verify the

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

qualifications of each.

- v. The interview panel, which consists of the Vice President for Academic Affairs (Chair), the concerned School Dean, and the Executive Director of Finance and Administration or the HR director, interviews the shortlisted candidates.
- vi. The HR consultant conducts a personality assessment for the shortlisted candidates separately or with the interview panel.
- vii. The chair of the interview panel submits the panel's feedback and the final scoring to the HR department.
- viii. The Vice President for Academic Affairs submits the applications of the best three candidates to the President with the recommendation for the selected one.
- ix. If approved, the President selects the final candidate from the top three shortlisted ones. In case the President does not approve the three recommended candidates, the Office of the Vice President for Academic Affairs restarts the search process for other candidates through the HR department.
- x. The President announces the new appointment to the University Council (UC) members.

c. Appointment of Program Director

- i. The Department Chair initiates the recruitment of a new Program Director by submitting a request to the Dean of the school concerned.
- ii. The Department Chair nominates the best candidates from the existing faculty of the concerned program.
- iii. The Department Chair coordinates an interview with the Dean of the school concerned, the Vice President for Academic Affairs and the HR director.
- iv. The interview panel members score the candidates based on the job criteria.
 - v. The selected candidate with the highest scores will be appointed for two years renewable based on the achieved objectives of the job.
- vi. The Vice President for Academic Affairs informs the University Council (UC) members of the appointment of the new Program Director.

d. Renewal of the appointment:

After a Department Chair or a Program Director completes his/her first term of appointment, the School Dean can recommend the renewal of their appointment and request the approval of the Vice President for Academic Affairs and the President. In such a case, the Dean should justify his/her recommendation by submitting the achievements of the Department Chair or Program Director concerned throughout their first two-year term appointment.

e. The Grade-level System:

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

Depending on the academic rank, the Department Chair and the Program Director could be under either Grade F4 assistant professor, F5 associate professor, or F6 professor and will be paid a monthly stipend as per the University stipend structure policy.

For further information, please refer to FA.HR.34.0-PP Appointment of Academic Department Chairs and Program Directors Policy.

2. Appointment for Senior Management Positions

- a. The term of appointment of the divisional heads and School is for three renewable years.
- b. The President initiates the appointment process for the positions of Vice-Presidents and Deans six months prior to the start of the new term.
- c. The President directs the Searching Committee members to start the search for qualified candidates based on the approved criteria and job requirements stated in the job description.
- d. The President and the head of the division concerned should agree on any additional criteria or qualifications and adjust the job description accordingly.
- e. The Searching Committee, whose secretary-general is the HR Director, is composed of:
 - i. The President.
 - ii. The head of the division concerned.
 - iii. The HR consultant.
 - iv. The Executive Director of Finance and Administration.
 - v. Other internal or external members assigned by the President (optional).
- f. The Searching Committee shall proceed as follows:
 - i. The Human Resources Department (HR) prepares a shortlist of qualified candidates including faculty members on the University succession plan.
 - ii. All candidates must go through an initial personality assessment.
 - iii. In case of unavailability of internal or local candidates, the Searching Committee requests the HR to initiate an external recruitment process.
 - iv. The HR department must check the candidates' references and verify the qualifications before the interview is conducted.
 - v. The Searching Committee interviews the shortlisted candidates and scores them based on the approved criteria.
 - vi. The President recommends the names of the qualified candidates to the Chairman of the Board of the Trustees (BOT).

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- vii. If needed, the Chairman of the BOT can call the Academic Development Committee to screen the candidates' profiles, conduct interviews, and share their feedback with the President.
- viii. The President selects the final candidate from the top three shortlisted ones.
- ix. The President or the HR Director negotiates the compensation and remuneration package with the chosen candidate.
- x. The President informs the University Council of the appointment.
- xi. The new appointee will be under probation for 90 days.
- xii. After the new Vice-Presidents, Dean of Students and Alumni Relations, and School Deans passes the probation period successfully, the Chairman of the BOT obtains the appointment approval from the BOT members and consecutively forwards the appointment to the Ministry of Education for final approval.
- xiii. After completion of the first term, the President can recommend the renewal of the appointment of a senior management member by submitting an approval request to the Chairman of the BOT. This request should be justified by submitting the senior management member's achievements throughout the first term of appointment.
- xiv. The senior management member may be asked to present her/his achievements to the BOT members for a final approval of the renewal of the appointment for a second or third term.

g. Renewal of the appointment:

The renewal of the appointment of a senior management position can be extended for a maximum of three terms.

h. The Grade-level System:

- i. If the Vice President is hired in a managerial position, he/she will be enlisted under Grade 13 and will not be entitled for a monthly stipend. However, if the candidate is initially hired as a faculty member ranked as an Assistant Professor or above, and then recruited in one of the said managerial positions, he/she will be paid a monthly stipend, as per the University stipend structure policy.
- ii. If the Dean is hired as Dean, he/she will be enlisted under Grade 12 and will not be entitled for a monthly stipend. On the other hand, if the Dean is initially hired as a faculty member ranked as an Assistant Professor or above and then assigned the position of a Dean, he/she will be paid a monthly stipend, as per the University stipend structure policy.

For further information, please refer to FA.HR.33.0-PP Appointment for Senior Management Positions Policy.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

3. Faculty Appointment and Promotion

a. Appointment of Lecturers

- i. A lecturer is appointed based on the recommendation of the Department Council, School Council, and Appointment Standing Committee. The University Council (UC) issues then a resolution in this respect, which is shared with the Ministry of Education (MOE) through the Office of the President.
- ii. A faculty with a master's degree that is considered a terminal degree with no proof of rank for an assistant professor or higher will be given the title of lecturer.

b. Appointment and Promotion of Full Time Faculty Members

- i. The appointment and promotion of assistant professors to the ranks of associate and full professor are done through a recognized public university in Saudi Arabia (referred to as the 'Public University').
- ii. DAH University reviews the applications of faculty members and makes recommendations to the Public University for faculty members' appointment or promotion.

Appointment

- (a) A newly appointed PhD holder without proof of rank will be employed as assistant professor but must go through the appointment process in the Public University.
- (b) The Department of Human Resources (HR) must instruct a newly appointed full-time faculty member to complete the Appointment Application Form and submit it to his/her designated academic department to proceed with the appointment process.
- (c) A newly appointed faculty member is responsible for completing the Appointment Application Form and attaching all supporting documents specified on the Public University's requirements' list (Appendix I in Policy "Faculty Appointment and Promotion").
- (d) A newly appointed faculty member must submit his/her Appointment Application Form in the first month of the semester in which he/she was hired.
- (e) Newly appointed associate or full professor without proof of rank will receive an assistant professor rank and must go through the promotion process for the higher rank after a set period as stated below (Promotion section # 1).

Promotion

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- (a) A faculty member is eligible to apply for promotion after at least 4 years of service in a specific rank at one of the Saudi Universities or any recognized University, and at least one year of service at Dar Al-Hekma University.
 - (b) Any faculty member seeking promotion is responsible for preparing his/her promotion application, completing the DAH Faculty Promotion Application Form, and submitting all supporting documents, and the additional required documents specified in the Public University's requirements' list (Appendix I in Policy "Faculty Appointment and Promotion").
 - (c) Any faculty member seeking promotion must meet the minimum research publications requirements based on the bylaws of the Ministry of Education (MOE).
 - (d) A faculty member seeking promotion must submit his/her promotion application in the first month of the fall semester to ensure processing his/her application within the same academic year.
- iii. A faculty member serving under one of the University schools must submit his/her application to the Department Council via the department chair. The Department Council is responsible for verifying the eligibility of the faculty member and forwarding the application to the School Faculty Appointment and Promotion Committee (SFAPC) then to the School Council via the department chair. The SFAPC and School Council then confirm the application and forward it to the Scientific Council via the school's office.
 - iv. A faculty member serving under the General Education Program must submit his/her application to the Program Faculty Appointment & Promotion Committee (PFAPC). The PFAPC is responsible for verifying the eligibility of the faculty member and forwarding the application to the Program Council and then to the Scientific Council via the program director.
 - v. The Scientific Council reviews all applications and decides whether an application is completed and meets all the required criteria before submitting them to the Public University.
 - vi. The proceedings of the Scientific Council are confidential.
 - vii. The Scientific Council sends the approved applications with all the required documents to the Public University via the Office of the President.
 - viii. The Office of the President is responsible for informing the HR, and the chair of the Scientific Council of the final decision received from the Public University.
 - ix. The University Council (UC) confirms and issues resolutions of any approved appointment and promotion.
 - x. The Scientific Council is responsible for communicating the decision to the applicants.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

c. Appointment and Promotion of Full Time Faculty Members (with proof of rank)

i. Appointment with proof of rank

- (a) Newly appointed assistant professors, associate professors, and professors with proof of rank issued from a credible university will not go through the process of submitting documents to the Public University.
- (b) The Department of Human Resources will start the process by sending the request to the Scientific Council to issue a resolution. The Scientific Council recommends issuing a resolution to the University Council. The Office of the President then shares the UC Resolution with the Ministry of Education (MOE).

ii. Promotion with proof of rank

- (a) Newly promoted associate professors, and professors with proof of rank issued from a credible university do not need to go through the process of submitting documents to the Public University.
- (b) The Department of Human Resources will start the process by sending the request to the Scientific Council to issue a resolution, then sends it back to the Department of Human Resources.

For further information, please refer to GRB.1.0-PP Faculty Appointment and Promotion Policy.

4. Staff Transfer and Promotion

- a. DAH University ensures that its staff members get utmost opportunities for transfer and promotion, in alignment with its commitment to institutional needs and institutional excellence.
- b. When considering candidates for transfer and promotion, department heads must make sure that the employee in question has the needed qualifications and the required skills and knowledge specified in the job description of the target position.
- c. Transfer and promotion opportunities emerge when the staff member is given expanded duties, responsibilities and authority, or moves to a different position, which has been vacated by another employee as a result of another incumbent having been promoted, transferred, or having retired. Other opportunities may arise when a new position is created.
- d. The HR Department is responsible for ensuring that all conditions and procedures for a transfer, promotion, and salary increase have been adequately and satisfactorily carried out.
- e. If after a departmental or University-wide posting of a vacancy, the position is not filled with any DAH staff members, who are usually given the priority in such cases, the HR department advertises the position and opens it to external applicants.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

f. Transfer Eligibility:

- iii. A staff member who has completed one year of service at DAH is eligible to apply for announced job vacancies.
- iv. The approval of the employee's immediate director is required before applying for an internal transfer opportunity.
- v. If the immediate department head rejects the transfer of a qualified applicant, the HR department discusses the reasons for rejection with him/her and submits its recommendations to the executive director of finance and administration who makes the final decision.

g. Promotion Eligibility:

- i. Promotion opportunities depend on the approved organizational chart, the need, and the availability of budget.
- ii. If an employee earns a new higher education degree, he/she stands the chance of being promoted if the earned degree is required for the position as one of the criteria of promotion.
- iii. The decision for promotion from the Compensation and Promotion Committee is based on several factors, including:
 - (c) A required degree and/ or professional certification for the position.
 - (d) An average of 95% and above in the performance appraisal of the staff member over the last two years of employment.
 - (e) The availability of budget to implement the promotion.
 - (f) A certain number of years that the staff member would have spent in the same position before he/she is promoted to a higher position as per the table below.
- iv. A staff member who has been promoted to the following higher job grade gets a 10% increase in salary.

Job Grade	Job	Number of Years
11	Director	10-12 years of experience related to the position and the grade
10	Manager	8-10 years of experience related to the position and the grade
9	Senior Officer/ Senior Supervisor, and other related jobs under the same grade.	6-8 years of experience related to the position and the grade
8	Officer/ Supervisor/ Executive Assistant, and other related jobs under the same grade.	5-6 years of experience related to the position and the grade

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

Job Grade	Job	Number of Years
7	Administrative Assistant/Storekeeper /Accountant	4-5 years of experience related to the position and the grade
6	Nursery team, Assistant, Central Academic Advisor, Storekeeper, Front Desk, and other related jobs under the same grade.	2-3 years of experience related to the position and the grade
5	The Maintenance team, Admin Clerk, and other related jobs under the same grade.	1-2 years of experience related to the position and the grade
4	Security Guard, Nursery Nanny, Copy Center Assistant, and other related jobs under the same grade.	1 year of experience related to the position and the grade

- v. When a staff member meets the promotion criteria stated in item G.3, the head of the department and the division concerned recommend the promotion of the staff member to the HR Department.
- vi. If a staff member is eligible for promotion, but there is no vacant position for him/her to be promoted to, he/she will be promoted in the grade only. In this case, the promotion will be only for a maximum of two grades above.
- vii. If a staff member whose job grade is 9 and above is eligible for promotion, he/she should go through a career assessment, which decides if he/she can be promoted to a higher grade or not. If the assessment proves that the employee is not eligible for promotion, he/she can go through the same assessment in the following year if he/she still fulfils the criteria for promotion.
- viii. The salary increment will be decided based on the budget availability. In case there is not a possibility of a salary increment, the staff member can be classified in the next higher grade of the scale.
- ix. For exceptional cases, the management has the right to waive one or more of the promotion eligibility conditions. The president, in consultation with the executive director of finance and administration, must approve those cases. Factors, including but not limited to the following, are those taken into consideration in the promotion of exceptional cases.
 - (a) Proved outstanding contribution/performance.
 - (b) Exceptional personality attributes.
 - (c) Continued professional development.
- x. If more than one employee is eligible for promotion for the same position in the same department, a selection process by a committee consisting of the department

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

director of the promoting department, the divisional head and the HR director takes place on the basis of the following criteria:

- (a) Recommendation of the director of the department.
- (b) Seniority of the employee.
- (c) A higher PMS score.
- (d) Score of the competencies related to the targeted position.
- (e) Better qualifications and training.
- (f) More relevant experience, preferably at DAH.

5. Staff and Faculty Annual Salary Increase (ASI) and Remuneration:

- i. The ASI is provided to motivate and reward the employees of the University.
- ii. All full-time employees benefit from the ASI, but it does not apply to consultants, and part-time and temporary employees.
- iii. Employees who have worked for 6 – 12 months of the reviewing year will be eligible for an ASI on a pro-rata basis (with a pro-rata reduction). Employees who have worked for less than 6 months of the reviewing year are not eligible for a pay review; they have to wait for the following year to have their first regular pay review.
- iv. The amount of the ASI given to an employee shall vary according to the performance score.
- v. In all cases, the ASI must not result in a salary above the maximum range of the employee's grade.
- vi. If the salary of the staff member is already at the maximum range of his/her grade, he/she will not be subject to an ASI. However, he/she will receive a bonus in the form of a lump-sum payment.
- vii. The ASI is effective on the first day of September of each academic year.
- viii. The overall ASI shall be determined by the University Council as per the recommendation of the president taking into consideration the University competitiveness in the employment market, its overall performance, and its financial standing.

For further information, please refer to FA.HR.37.0-PP Staff Transfer, Promotion and Salary Increase Policy.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

V. Complaints and Grievances

1. Grievance

- a. Dar Al-Hekma employees have the right to file a written grievance on matters arising from policy violations concerning wages, working hours, and working conditions.
- b. No employee will be penalized for exercising the right to file a grievance, or for assisting another employee in the presentation of a grievance.
- c. The grievance procedure applies to all employees and is the only channel for resolving grievances. Any employee who attempts to circumvent the procedure will be subject to disciplinary action.
- d. The University President is the final arbiter and takes the final decision in all grievance cases. There is no further avenue of appeal against his/her decision.
- e. The Department head must inform the employee, who presented a grievance, of the decision made with respect to his/her appeal within ten working days from the date the appeal was submitted.
- f. If the department head or any other administrative staff does not reach a decision regarding the appeal, submitted by an employee, within ten working 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 five working days will be construed as a withdrawal of the grievance.

For further information, please refer to FA.HR.9.0-PP Employee Grievances Policy

2. Harassment Prevention Policy

a. Definitions:

- i. **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.
- ii. **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 his/her honor, or denigrating his/her demure by any possible means including the means of modern technology.”
- iii. **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.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- iv. **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.
- b. 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.
- c. 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.
- d. Any person who files a complaint shall not be subject to any harm when exercising his/her 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.
- e. 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.
- f. 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.
- g. 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.
- h. 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.

For further information, please refer to FA.HR.14.0-PP Harassment Prevention Policy.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

3. Administering Disciplinary Action

- a. In the occurrence of an employee's serious or minor offense, the department head concerned is responsible for applying the disciplinary process while observing the rights and obligations of both the University and the employee.
- b. The Human Resources Department has the right to administer disciplinary actions such as warnings, suspension without pay for up to five calendar days, or dismissal after repeated offensive offenses as per the Table of Violations and Penalties for the following minor offences:
 - i. Violation of the dress code.
 - ii. Violation of the smoking regulations.
 - iii. Poor punctuality.
 - iv. Poor attendance record and unauthorized absenteeism.
 - v. Unsatisfactory performance at work.
 - vi. Insubordination to a superior.
 - vii. Minor breaches of the University's policies
- c. Employees must be given the opportunity to identify and rectify the perceived offense in the case of minor offenses.
- d. The University has the right to dismiss an employee who commits a minor offense during the probationary period.
- e. The Human Resources department has the right to administer disciplinary actions for the serious offenses listed below. The disciplinary actions take the form of summary dismissal as per Article# 80 of the Saudi Labor Law and as per the Contract Termination Policy# 12.
 - i. Production, sale, and consumption or distribution of alcohol.
 - ii. Production, sale, and consumption or distribution of illegal drugs.
 - iii. Theft.
 - iv. Major violations of Saudi laws and traditions.
 - v. Fraud.
 - vi. Breach of confidentiality.
 - vii. Acceptance of gifts from students or their relatives.
 - viii. Malicious damage.
 - ix. Verbal and/or physical assault.
 - x. Disregard for University policies by failing to perform the essential obligations as per the work contract, or to obey legitimate orders.
- f. The employee is entitled to be accompanied by a person of his/her choice at all disciplinary hearings after obtaining the approval of the University management.
- g. The employee's supervisor, or any other designated administrative staff member, is

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

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 action, the supervisor follows the pre-disciplinary hearing procedures before seeking approval for the proposed disciplinary action.

h. Pre-disciplinary Hearing

- i. The department concerned must inform the employee of any proposed disciplinary action and give him/her every opportunity to respond before a final decision is made to take that disciplinary action.
 - ii. If the misbehavior 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 appropriate disciplinary action.
 - iii. The department head concerned is responsible for conducting the pre-disciplinary hearing. For serious offenses, the department head can request that the divisional head and/or the director of Human Resources attend the meeting. In case the person being heard is a faculty member, the Dean of School concerned attends the meeting.
- i. The University's disciplinary procedures incorporate Articles (68), (69), (70), (71) and (72) of the Saudi Labor Law, as follows:
- i. Article (68): The penalty shall not be made harsher in the event of repeated violation if one hundred eighty days have elapsed since the previous violation was committed, calculated from the date the worker is informed of the penalty for that violation.
 - ii. Article (69): A worker may not be accused of any offense discovered after the elapse of more than thirty days, nor shall he/she be subjected to a disciplinary penalty after the elapse of more than thirty days from conclusion of the investigation and establishment of the worker's guilt.
 - iii. Article (70): A worker may not be subjected to disciplinary penalty for an act committed outside the workplace unless such an 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 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 his/her wages in one month in payment of fines, or his/her suspension from work without pay may not exceed five days a month.
 - iv. Article (71): A disciplinary action may not be imposed on a worker except after notifying him/her of the allegations in writing, interrogating him, hearing his/her defense, and recording the same in minutes to be kept in his/her file. The

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

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. This shall be recorded in minutes.

- v. Article (72): The worker shall be notified in writing of the decision of imposing the penalty on him. If he refuses to receive the same or if he is absent, the notice shall be sent to the address shown in his/her file by registered mail. The worker may object to the decision of imposing the penalty upon him/her within fifteen days, excluding official holidays, from the date of notifying him/her of the final decision.

j. Table of Violations and Penalties

The tables below indicate penalties for up to four occurrences of specific violations as per the Saudi Labor Law. The University may also require employee counseling in cases of repeated offenses. Repeated 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 fifteen (15) minutes before working hours are over, without having permission or an acceptable reason to do that.	A Written warning	10%	25%	One Day
	Plus, deduction of the leave period's pay.			
2. Leaving the work premises more than fifteen (15) minutes before working hours are over, without having a permission or an acceptable reason to do so.	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 having obtained a permission to do that.	A Written warning	10%	25%	One Day
4. A one-day absence, within one contractual year, without having a written permission or an acceptable reason.	Two days	Three days	Four days	A one-time deprivation of a promotion or an increase in salary.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

Type of violation	Penalty (Deducted ratio is a ratio deducted from the daily pay)			
	First time	Second	Third	Fourth
5. Consecutive absences between two-six (2-6) days within one contractual year without having a written permission 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 seven-ten (7-10) days within one contractual year without having a written permission or an acceptable reason.	Four days	Five days	A one-time deprivation of a promotion or an increase in salary.	Dismissal with the 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 having a written permission 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) of the Labor Law.	Dismissal without the end of service indemnity as per Article (80) of the Labor Law.	---
	Plus, deduction of the absence period's pay.			
8. Cessation of work, without a valid reason, for a period exceeding fifteen (15) consecutive days within one contractual year.	Dismissal without the 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.			

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

Type of violation	Penalty (Deducted ratio is a ratio deducted from the daily pay)			
	First time	Second	Third	Fourth
9. Intermittent absence, without a valid reason, for periods exceeding a total of thirty (30) days within one contractual year.	Dismissal without the 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. Being 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.	A Written warning	10%	15%	25%
3. Using machines, equipment, and tools of the University for personal purposes without permission.	A Written warning	10%	25%	50%
4. Unrightfully interfering in any job that is neither within his/her duties nor assigned to him/her.	50%	One day	Two days	Three days
5. Exiting or entering from the unallocated places.	A Written warning	10%	15%	25%
6. Neglecting 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.	A 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 the end of service indemnity

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

Type of violation	Penalty (Deducted ratio is a ratio deducted from the daily pay)			
	First time	Second	Third	Fourth
9. Failing to safe keep what is in his/her custody such as cars, machines, devices, equipment, tools.	Two days	Three days	Five days	Dismissal with the end of service indemnity
10. Eating at the workplace, or outside the cafeteria, or out of break periods.	A Written warning	10%	15%	25%
11. Sleeping during working hours.	A 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 of the time attendance record.	One day	Two days	A one-time deprivation of a promotion or an increase in salary.	Dismissal with the 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 incompliance to orders and written instructions related to work.	Two days	Three days	Five days	Dismissal with the 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 the 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 the end of service indemnity

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

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 any 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 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.	A 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 for the University into the University's bank account at the dates specified without an acceptable reason.	Two days	Three days	Five days	Dismissal with end of service indemnity
8. Abstaining from wearing protection and safety uniforms and devices when needed.	A Written warning	One day	Two days	Five days
9. Deliberately staying 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 others.	Two days	Three days	Five days	Dismissal with end of service indemnity

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

Type of violation	Penalty (Deducted ratio is a ratio deducted from the daily pay)			
	First time	Second	Third	Fourth
11. Attacking colleagues either verbally, or through gestures, or insulting and humiliating them via electronic means of communication.	Two days	Three days	Five days	Dismissal with end of service indemnity
12. Inflicting physical abuse or harm on co-workers or others in an obscene or abusive way.	Dismissal without notification, end-of-service indemnity, or compensation as per the article No. Eighty (80) of the Labor Law.			
13. Inflicting physical or verbal assault in the workplace or through any electronic means of communication on the employer, the managing directors, and/or any of his/her superiors.	Dismissal without notification, end-of-service indemnity, or compensation as per the article No. Eighty (80) of the Labor Law.			
14. Filing a vexatious notification or complaint.	Three days	Five days	Dismissal with end of service indemnity	-
15. Refusing to appear before the Investigation Committee when requested to do so.	Two days	Three days	Five days	Dismissal with end of service indemnity.

For further information, please refer to FA.HR.10.0-PP Administering Disciplinary Action Policy.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

FINANCE DEPARTMENT

I. FINANCE DEPARTMENT MISSION

The Finance Department maintains and supports the university's financial responsibilities, through developing and implementing effective and efficient financial planning, accurate accounting and transparent reporting, while providing customer service to support the university's mission.

II. BUDGETARY CONTROLS

- A. The budget of the University must be aligned with the main approved strategy and all related approved policies.
- B. Each department, in particular, and each division, in general, operates based on annual operating plans or budgets.
- C. Budgets are the main guidelines for the management to achieve operational targets regarding revenues, cash flow, manning, overhead levels, and profits.
- D. The budget should divide the structure into profit and cost centers; both centers contain annual expenditures. However, the profit center contains the revenues behind the annual expenditure as well.
- E. Each main center could include many subsidiary centers.
- F. All the budget templates should be prepared by the Finance Department and should be aligned with the chart of accounts.
- G. The Finance Department is responsible for coordinating the budgeting process, setting the budget formats, and determining the details and figures to be presented.
- H. The Finance Department considers historical data, governmental regulations, and actual financial performance before preparing the budget.
- I. Although the priorities of each academic year are identified and agreed upon at the level of the University Planning Committee and then disseminated to all divisions and departments, DAH applies a bottom-top budget, which means that preparing the budget starts with each Office and Unit under Departments until it reaches the higher level of the University, the University Council.
- J. The Chairperson of the University Council Committee **OR** the Executive Director of Finance and Administration announces the start of the budget preparation process to all the Management members. After that, the divisional heads request their departments to start preparing the budget based on the approved projects and operational requirements, and to

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

submit it to the divisional heads' offices. In the case of the Academic Affairs Division, the budget needs to be submitted through the School Deans.

- K.** The underlying assumptions of the budget must be clear and agreed upon by the members of the University Planning Committee.
- L.** The Finance Department/ Finance Committee sends the templates to all related stakeholders and arranges for a meeting with each divisional head and dean to discuss the budget requirements, when necessary.
- M.** The Heads of Divisions are responsible for sharing the approved projects/priorities with the deans and departments, and submitting, as per the proposed timeline, their Divisional budgets, which should include all cost estimates.
- N.** The Finance Department/ Finance Committee works on all received documents and aligns them with the agreed assumptions to issue the first draft of the budget, which should be ready for discussion, revision and initial approval of the Management Committee.
- O.** The Finance Department/ Finance Committee finalizes the draft of the budget based on the Management Committee's feedback and submits it to the University Council for approval and inform the Board of Trustees.
- P.** The Finance Department shares the budget with the related stakeholders.
- Q.** Changes, reallocation, amendments, or maintenance of the approved budget can be made in accordance with the Limits of Financial Authority.
- R.** Donations or external funding are sought for projects or expenses that are not within the budget.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

III. CASH CONTROLS (Internal Control ADHERENCE)

1. Floats & Petty Cash

a. Responsibility of Float Holders

- i. Each division of the University has its own petty cash based on need. Departments can request their own petty cash by completing an Application for Petty Cash Fund Form explaining the purpose of the float.
- ii. Petty cash is the direct responsibility of the petty cash holder.
- iii. Before any employee is allowed to hold petty cash, he or she must sign a written declaration accepting responsibility for any shortfall in their petty cash.
- iv. The University reserves the right to deduct any shortfall from the petty cash holder's salary.
- v. Petty cash holders are accountable for ensuring that petty cash funds are not misused and are spent only for the purpose specified on the application form. Petty cash is not to be used for promissory notes or any other unbudgeted expenses unless cleared on the same day.
- vi. The petty cash holder must physically count the petty cash at least once a year and report any discrepancies to the Executive Director or the Finance Director. The Finance Department can do a spot check of petty cash balances to ensure that petty cash is not used for personal purposes or as a promissory note.
- vii. If petty cash is not required or was required only for one purpose which is no longer valid, they must be returned.

b. Limits:

- i. No **personal cash** can exceed SR 3,000 unless approved by the Executive Director of Finance and Administration or the President.
- ii. **Finance Petty Cash** is SR 20,000 unless approved by the Executive Director of Finance and Administration / President.

c. Approval of Petty Cash Items

All invoices and statements or forms submitted for reimbursement must be reviewed by the Finance department and approved by the concerned Division Vice-President/Provost/Dean of Students or the Executive Director of Finance and Administration. Until expenses are approved, the float holder remains liable.

e. No Transfer

Responsibility for any personal float cannot be passed from the designated holder to another member of staff unless the float is returned intact to the Finance Department and re-issued with the appropriate authority to a new staff member.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

2. Handover of Cash & Assets

- a. Before periods of leave or final departure, employees having access to, or control of, funds or cash, must officially handover such funds to a designated employee by using the Handover Form and obtaining the required signatures.
- b. Prior to handover, a full cash count and reconciliation must be prepared by the employee and signed by the employee's supervisor.
- c. Without such reconciliation the person taking over the float assumes all responsibility for discrepancies of the previous holder.
- d. The handover of funds must take place at least forty-eight hours before the employee's scheduled departure time for vacation, final departure or re- assignment.

IV. PURCHASING

1. Guidelines and Procedures

- a. The purchasing office is responsible to solicit bids/quotes for goods or services needed in the University and not available in the store or warehouse.
- b. The Procurement, Contract Administration and Warehouse Department must solicit competitive bids for every purchase order that costs SR20, 000 or above, and select the lowest bidder that meets the requirements, provides the best quality and most appropriate delivery time.
- c. Supporting documents from suppliers must accompany purchase orders at the time they are being authorized.
- d. A written contract or purchase agreement must be signed prior to awarding the bid and as per the Limits of Financial Authority.
- e. Any amendment to an issued Purchase Order (PO), must be approved in accordance with The Limits of Financial Authority Policy. In such cases, the PO value should be the original PO value plus amended value.
- f. Purchase requests must be received by the purchasing office at least one week before the required date of the goods and/or services. No changes to submitted requests will be accepted after placing the order.
- g. All contracts must be reviewed and initialed by the legal advisor before signing.
- h. Employees must not verbally commit to a purchase unless a Purchase Order (PO) Form has been completed and approved.
- i. The Procurement Office must actively pursue credit management prior to committing to expenditures in order to fully safeguard the liquidity of the business. The minimum working standard for all account purchases (i.e., non-cash) is 60 days free credit.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- j. The Procurement, Contract Administration and Warehouse Department must enter all invoices received from suppliers in the system, then submit to the Accounting Department.
- k. The Procurement Office is responsible to review the outstanding purchases on a monthly basis in case of unfulfilled orders.
- l. It is the responsibility of the requester to ensure the availability of budget before issuing the purchase request (PR). In case the item is not budgeted, a request for reallocation is to be submitted for approval as per the Limits of Financial Authority Policy.
- m. 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 price.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

FACILITY MANAGEMENT AND SUPPORT SERVICES DEPARTMENT

I. DEPARTMENT MISSION

The 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

A. Information Desk

1. Access Codes

- a. Employees who need to make calls on mobile phone numbers or international numbers as part of their work at Dar Al-Hekma University are entitled to receive an access code from the Information Desk.
- b. Employees who fulfil the above criteria are required to fill out an Access Code/SIM Card Request Form, and after obtaining approval of their direct supervisor and the Director of Facility Management and Support Services Department, submit the form to the Information Desk.
- c. The Information Desk obtains an access code from the Ericsson Company and share it with the employee by email.
- d. Employees must keep access code information confidential and not share it with any other person.

2. SIM Card

- a. Employees who need to make work-related phone calls outside their working hours on regular bases are entitled to receive a SIM Card from the Information Desk after obtaining their direct supervisor's and the Facility Management and Support Services Department Director's approval on the Access Code/SIM Card Request Form.
- b. Employees must justify their reasons for requesting a SIM card on the request form. The Facility Management and Support Services Department does not approve SIM card requests for cases in which an access code would enable the employee to accomplish the same tasks.
- c. Upon receiving the completed form, the Information Desk provides the SIM Card to the employee and obtains their signature to confirm receipt.
- d. The Information Desk is required to retain a copy of the Access Code/SIM Card Request Form for documentation purposes.
- e. Employees who are leaving DAHU must return the SIM card and any DAHU-issued mobile device to the Information Desk as a part of the clearance process.

For further information, please refer to FA.SSD.9.0-PP Access Codes and SIM Cards Policy.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

3. Incoming Mail

- a. The Information Desk sends an email to the employee that mail has been received and is ready for pick up.
- b. The Information Desk keeps employee mail for a maximum period of 5 working days. If employees do not collect their mail within this time period, the Information Desk will send the mail to the employee through the Messenger, without any liability incurred by the Information Desk.

4. Outgoing Mail

- a. DAH members who need to send outgoing mail are required to fill out a Shipment request and send it to the Information Desk.
- b. If the shipment is personal, the Information Desk must send an email to the Accounting Department with the employee's information and the payment due. The employee is required to pay the fees at the Accounting Department according to the shipment price list, and submit the receipt to the Information Desk. The employee is then required to complete the Way Bill form.
- c. If the shipment is business-related, the Information Desk requests the employee to complete the Way Bill form.
- d. DAHU members are responsible to ensure all required information in the form is complete and accurate. The Information Desk is not responsible for mail lost due to incomplete information provided by the requester.
- e. The Information Desk provides a copy of the Way Bill form to the DAHU member for tracking purposes, while retaining a copy and receipt for documentation and verification purposes.
- f. The Information Desk contacts Express Mail to pick up the shipment(s).
- g. The Information Desk must provide a monthly shipments report to the Accounting Department.

For further information, please refer to FA.SSD.5.0-PP Mailing Policy.

5. Announcements

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

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

d. Digital Screen Announcements

- i. Any announcement on the digital screen must be academic or related to DAHU campus activities.
- ii. Announcements must be submitted as an image or video file through email to the Information Desk.
- iii. Employees must submit requests for announcements at least one day before the actual event or the period of the announcement.
- iv. Announcements will be removed at the end of the activity day.

e. SMS Announcements

- i. The Information Desk is responsible for sending emergency SMS to all DAHU members. The Information Desk does not send emergency notifications for individual departments unless upon approval of the General Services Manager.
- ii. 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.
- iii. The Information Desk is responsible for charging and recharging SMS credits to all users upon approval of the General Services Manager.
- iv. Employees are responsible for sending SMS regarding their own departments' announcements.
 - (a) 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.
 - (b) Employees must include their own number within the list of recipients provided to the Information Desk to confirm the delivery of the SMS.

B. The Copy Center

- a. The working hours of the Copy Center are from 8:00 AM to 5:00 PM. from Sunday to Wednesday, and from 8:00 AM to 4:00 PM on Thursday.
- b. The Copy Center serves its clients on a first-come, first-served basis.
- c. Staff and faculty are permitted to use the Copy Center to copy documents for work or academic purposes free of charge, granted that copying of a single work is not repeated and does not violate the Saudi copyright system's provisions.
- d. Staff and faculty are required to pay for their personal copy requests.
- e. Students are required to pay for all copy requests, whether for academic or personal purposes.
- f. Users wishing to photocopy documents are required to submit their files in one of the

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

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.

- g. 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.
- h. All copy requests must confirm Fair Use guidelines governing copyrighted material as per the Copyright Policy (AA.Lib.15.0-PP Copyright).
- i. All faculty using certain publications for educational purposes in terms of clarifying certain points to their student, or making copies for libraries or non-commercial documentation centers should respect the following conditions:
 - I. Copies should not be made for commercial or profitable purposes.
 - II. Making copies should be limited to the needs of the activities.
 - III. Making copies should not harm the financial benefits of the work being copied.
 - IV. Make sure that the publication being copied has been out of print, or its different editions have been lost or damaged.
 - V. Make sure when copying articles published in newspapers and periodicals on current topics, or broadcast works of a similar nature that the source and the name of the author, if any, are clearly cited.
- j. The Copy Center does not make copies of materials or pictures that violate Islamic principles.
- k. Photocopying jobs, constituting 50 copies or more must be submitted a minimum of three days in advance.
- l. Users should pick up their requested copies within two working days after the date of completion; otherwise, the copied materials will be recycled.
- m. The Copy Center keeps all copy materials confidential.
- n. Full-time faculty and only authorized assistants on behalf of part-timers and male faculty must submit their mid-term and final exams to the Copy Center a week before the final exam date, and they must not leave the Copy Center until they receive the printed copies.
- 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

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

Service	Colored or B&W	Price of A3 size	Price of A4 size
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

For further information, please refer to FA.SSD.3.0-PP Copy Center Policy.

C. Food and Beverages

- There are several outlets that provide a variety of main dishes, sweet and savory dishes, hot and cold drinks, sandwiches, and salads.
- There are all open Sundays to Thursdays from 8:00 a.m. - 4:30 p.m.

D. Internal Event Planning

- The Marketing and Communication (MARCOM) Committee is responsible for centralizing all the events to make sure that there is a clear plan for events held at DAHU and for getting them approved by the University Council at the beginning of each academic year. The events are then placed in the calendar of events and sent to the Department of Facility Management and Support Services within a period of a maximum of two weeks after the beginning of the academic year. Subsequently, the Department of Facility Management and Support Services ensures that the time between events is suitable and that there are no booking conflicts. The Department of Facility Management and Support Services should inform the MARCOM Committee of any conflicting events. After getting all the events approved, the Department of Facility Management and Support Services proceeds to book the events in the Event Management System (EMS).
- The Facility Management and Support Services Department makes sure that there is at least one day before and after the event to assist the processes of event arrangements, logistics, setups, and removals.
- In case of cancellation of any event, the event organizer must send an email three days in advance to the support services email group.
- The event organizer is the only person authorized to request an event reservation.
- Venue reservation requests must be made in advance, as follows:

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- i. Minor events: at least two weeks in advance.
 - ii. Major events and exhibitions: at least one month in advance.
- f. The event organizer must submit the event layout and requirements to the support services email group according to the following timeframe:
 - i. Minor events: at least three working days prior to the day of the event.
 - ii. Major events: at least ten working days prior to the day of the event.
- g. The safety and facility specialist must evaluate the layout of the event and then forward it to the Facility Management and Support Services Department director or the general service manager to approve it. If the layout doesn't comply with the safety regulations, the Facility Management and Support Services Department director or general service manager shall inform the event organizer to make the necessary changes.
- h. The event organizer does not have the right to make any changes to the layout after it is approved by the Facility Management and Support Services Department director.
- i. The General Services Unit handles event reservations on a first come, first served basis.
- j. The event organizer must take safety considerations into account when designing the event layout. Entrances and exits must always be kept clear.
- k. Events that require electronic equipment that could trigger the University smoke detectors, such as electric grills, fryers, or popcorn makers, must be held in the outdoor area.
- l. Event organizers must acquire all required governmental approvals, such as Emarat Makkah General Entertainment Authority approval, before commencing planning procedures for the following:
 - i. Events organized by DAHU, with guest speakers coming from abroad.
 - ii. Events organized by DAHU and are open for the public.
 - iii. Events organized by non-DAHU members, where DAHU property/space is rented by an external party. (Except for graduation ceremonies, which do not require approval).
- m. The event organizer is rendered responsible for all borrowed DAHU assets and must return them to the general services office in the same condition they received them.
- n. The employee who damages or loses any borrowed DAHU asset must pay the cost of repair or replacement of assets to the accounting department.
- o. The Auditorium will not be reserved for any events during DAHU exhibition days and graduation.
- p. The event organizer must inform the support services office at least one month in advance, if the event requires any rehearsals.

For further information, please refer to FA.SSD.7.0-PP Internal Event Planning Policy.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

E. Transportation Requests

- a. The Support Services Department (SSD) provides transportation for academic trips, staff, and faculty business-related trips.
- b. The SSD provides transportation to and from the residential compounds according to a fixed schedule.
- c. The SSD is not responsible for personal transportation requests.
- d. Employees must send an email to the transportation email group in advance, as follows:
 - i. For staff and faculty trips: at least three days prior to the trip date
 - ii. For academic trips: at least two weeks prior to the trip date
- e. Employees must specify the purpose, time, number of passengers and destination of the trip in their email.
- f. The staff of the transportation email group handle requests on a first-come, first-served basis.
- g. Drivers pick up faculty from Gate 3 and students from Gate 1.
- h. 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.
- i. Employees are responsible for informing the transportation email group by email of any changes such as time, location, number of passengers, or cancellation.

For further information, please refer to FA.SSD.8.0-PP Transportation Request Policy.

F. Security Office

The Security Office is recognized as the primary campus office responsible for providing security services to students, faculty, staff, and campus visitors. It is the policy of DAHU to report all incidents directly to the Incident Track System. All crimes or potential crimes that are reported to the Security Office will be forwarded to the Facility Management and Support Services Department Director and the Dean of Students and Alumni Relations.

1. Campus Opening Hours

- a. DAHU University's official working hours are from 7:00 am to 7:00 pm from Sunday to Thursday (weekdays). After 7:00 pm, only departments and divisions who have prior permission are allowed to enter the campus.
- b. On weekdays, males are allowed to enter the campus after 4:00 pm; prior to that time, male entrance requires approval from the Facility Management and Support Services Department director.
- c. Only authorized departments\divisions are allowed to enter the campus on Fridays and Saturdays, as per the approved time scheduled.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- d. DAHU members must complete the “Authorization Form for Entering and Exiting the Campus” for accessing the DAHU campus outside official working hours and on weekends, and secure the signature of the Facility Management and Support Services Department Director two days in advance.
- e. The Security Staff has the authority to not allow any employee to enter or stay in the campus if he/she fails to submit the authorization form.

2. Entering and Exiting Protocol

- a. DAHU members must use the attendance system for entering and exiting the campus.
- b. Employees must use Gate 1 and 3 for entering and exiting the campus.
- c. Students must use Gate 1 throughout the Academic Year.
- d. Employees must use Gate 3 during official working hours.
- e. Employees must use Gate 1 outside the official working hours.
- f. Authorized employees and DAHU visitors can use Gate 4 for entering and exiting the campus, as needed.

3. Entry of Visitors

- a. University members (Staff and Faculty) can invite guests to the campus for business purposes by following the legal procedure of the visitor system as described below.
 - i. The inviter must fill in the details of the invitee and the purpose of the visit in the visitor system.
 - ii. The request will be received by the Information Desk to decide on it.
 - iii. Upon approving the request in the visitor system, the Security at the gates will be notified to allow a smooth entry to the visitor.
 - iv. Visitors have to provide identification ID to the security counter.
 - v. A representative from the inviting Division/Department must welcome their visitor and escort them from the information desk.

4. University Access Control System

- a. The Security Office provides new employees with the keys to their office doors, desks, and cabinets.
- b. Employees who are switching from one office to another must return the old keys and receive the new keys from the Security Office.
- c. In case employees forget to bring their office keys, an email must be sent to the Support services requesting the opening of their office doors.
- d. In case employees misplace their office keys, a fee of 30 SR (VAT excluded) must be paid to the Accounting Department as compensation for the loss of the key, and to receive the replacement key.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- e. Employees must return all keys to the Security Office and secure their signature on the Clearance Form as soon as their contract ends.
- f. The Facility Management and Support Services Department has the right to open any closed offices for cleaning and/or any emergency situation. Employees must keep confidential documents and personal belongings in safe places.

For further information, please refer to FA.SSD.2.0-PP Campus Access and Security Policy.

5. The Lost and Found Facility

- a. The Lost and Found is located at the security office on the ground floor room number 097-A. Faculty or staff who find items around the campus are expected to turn them in to the Security Office where their owner may claim it. Faculty and staff are cautioned that bringing expensive personal possessions, such as jewelry, to the DAHU premises is not encouraged. The University assumes no responsibility for the lost property; valuables should be protected and saved appropriately.
- b. **The general manager will submit the report to the management for approval to donate to governmental-approved charities unclaimed items as per the following:**
 - i. Items of a personal nature, including but not limited to, make-up, clothes, and phone accessory which have not been claimed within a month maximum.
 - ii. Items of a valuable nature, including but not limited to jewelry, smartphones, cameras, laptops, designer handbags, or wallets, which have not been claimed after a maximum of one year.
 - iii. The housekeeper's personnel will dispose of any academic stationary items including, notebooks, handouts, or sketchbooks that are left in the classrooms weekly during the major cleanup of the University premises. The university aims to optimize the use of valuable stationery, like calculators, by redistributing them to students with lower incomes for enhanced inclusivity.

G. Nursery

1. Registration

- a. The Nursery accepts children between the ages of two months to three years old.
- b. The Nursery gives priority to seats according to the following order:

First Priority	International Faculty and staff
Second Priority	Local Faculty and staff
Fourth Priority	Students
Fifth Priority	Continuing Education (CED) Students

- c. Expecting mothers must reserve a seat in the Nursery at least two months prior to the birth date.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- d. The Nursery provides four modes of registration:
 - i. Yearly Basis: Parents have the right to register their child/children for a full academic year provided seats are available.
 - ii. Semester Basis: Parents have the right to register their child/children for one semester only provided seats are available.
 - iii. Monthly Basis: Parents have the right to register their child/children for a month or more provided seats are available.
 - iv. Two days per week: Parents working at DAHU on full-term contracts, and students have the right to register their child/children to attend the Nursery two days a week per semester.
 - v. Daily Basis: Parents have the right to register their child/children on a day-by-day basis up to a maximum of three consecutive days per week only in exceptional or emergency situations. Each case is assessed and decided upon separately.

2. Payment

- a. The Nursery Supervisor confirms the seat reservation only upon receiving the application and the receipt of payment.
- b. The Nursery provides three modes of payment:
 - i. Per academic year (payment due on the first day of the year).
 - ii. Per semester (payment due on the first day of each semester).
 - iii. Per month (payment due on the first day of each month).
 - iv. DAH students and CED students must pay the full tuition fees before the end of the Tuition Payment due date.
 - v. CED students must pay a week before the starting date of their course.
- c. DAHU faculty and staff members have two ways of payment:
 - i. Monthly deductions from their salaries.
 - ii. Cash: faculty and staff members have the right to pay in cash if they choose to pay the full tuition fees for the year, the semester, or the month they registered for.
- d. The Nursery has the right to cancel the registration and not to refund the tuition fees of a child/children who does not show up for two weeks following the stated date in the application.
- e. In case of withdrawal of a child /children, the Nursery Supervisor refunds a portion of the monthly tuition fees (cash or monthly deduction payment) based on the timing of the withdrawal according to the following structure:

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

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- f. Any days that the child/children are absent, are not deducted from the tuition fees.

3. Applicable Fees

- a. The nursery fees for the Fall and Spring sessions are as follows (VAT is not included):

Age group	Academic year Fees	Semester Fees	Monthly Fees	weekly Fees	Daily Fees	Discount			Opining File	Reservation Fee
Infants (2 months – less than 2 years)	10,000 SR	5,000 SR	1,200 SR	300 SR	100 SR	1 st child	2 nd child	3 rd child	200 SR	1500 SR
	Two or three days a week fee: 2/3 of the semester fees		-	-						
Toddlers (2 years – 3 years)	12,000 SR	6,000 SR	1,400 SR	350 SR	150 SR	Full fees	15%	10%	Non-refundable Non-transferable	But Deductible from the tuition fees
	Two or three days a week fee: 2/3 of the semester fees		-	-						

- b. The nursery fees for the summer session are as follows (VAT is not included):

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

4. Summer Session

- Students attending summer courses, as well as, faculty and staff members working in summer, have the right, and are given priority, to register their child/children in the Nursery during summer sessions.
- The Summer session's fees are not included in the academic year's fees, and need to be paid separately.
- The Summer session's payment will be according to the number of registered weeks.

5. Attendance

- The parent(s), or an authorized adult, must pick up and drop off the child/children on time.
- The parent(s) must report any changes in pick-up time at least half an hour before the set time by phone or e-mail.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- c. The parent(s) must inform the Nursery Supervisor by phone or e-mail about the absence of the child/children.
- d. The parent(s) must send their child/children to the Nursery wearing clean and comfortable clothes, clean diapers and comfortable shoes (or change their child/children's clothes by themselves at the Nursery).
- e. The Nursery Supervisor has the right to isolate the child/children until the parent(s) arrive, if the DAHU Nursery teacher detects any contagious illness during the day.
- f. Sick children must stay at home if they require any extra care or attention.
- g. Children with any sign of contagious illness, disease, infection, showing symptoms such as fever, vomiting or diarrhea must stay at home until full recovery.
- h. The parent(s) must submit a medical report to the Nursery stating the child/children's illness and to confirm that they are free of any contagious illness or disease.
- i. The Nursery has the right to refuse accepting a child with serious medical condition.

6. Organization & Communication

- a. The Nursery teachers will provide a daily report about a child's activities.
- b. The parent(s) must raise any inquiries or suggestions to the Nursery Supervisor.
- c. The parent(s) must send an email to the Nursery Supervisor two days in advance in order to arrange a meeting with their child/children's teacher.
- d. The parent(s) must address any comments or requests to the Nursery Supervisor.
- e. The parent(s) must not visit their child/children during nap and meal times.
- f. The parent(s) must not come to the Nursery in case of an emergency or evacuation. The safety team members will be responsible for evacuating the children.

7. Health, Safety and Security

- a. The parent(s) must provide the Nursery with accurate and up-to-date emergency contact information for parents or guardians upon registration.
- b. It is the parent(s) responsibility to:
 - i. Take feeding bottles and dirty clothes home for cleaning on daily basis and provide clean ones the following day.
 - ii. Take bed linens home for cleaning on Thursdays and return them on the following Sundays.
 - iii. Trim the child/children's nails once a week.
- c. Children must not bring toys with sharp edges to the Nursery.
- d. Children must not come to the Nursery wearing valuable items including, but not limited to, jewelry. The Nursery is not responsible for any lost property.
- e. The parent(s) are responsible for administering any prescribed medications.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

- f. In case of an accident, DAHU's doctor/nurse is responsible for providing the first aid treatment and has the authority and responsibility to evaluate the situation and take the child/children to the emergency, if necessary, after informing the parent(s) of the child/children.
- g. The Nursery staff must follow the designed Evacuation plan in case of an emergency.

8. Food

- a. The parent(s) must provide their child/children with ready-made meals for the day, labeled clearly as breakfast, lunch or snack, and must communicate any special instructions to the kitchen attendant.
- b. Foods that spoil easily, such as fish, are discouraged in the Nursery.
- c. The Nursery does not permit unhealthy food, including sweets, chocolate, potato chips, sodas and chewing gum.
- d. The Nursery is rendered responsible for feeding the child/children. In case the child/children refuse to eat, the responsible teacher calls the parent(s) to takeover feeding their child/children.
- e. The Nursery serves meals as follows:
 - i. Breakfast at 8:30 A.M (Serving breakfast lasts for one hour).
 - ii. Lunch at 12:30 P.M.
 - iii. Snack at 3:30 P.M.

For further information, please refer to FA.SSD.1.0-PP Nursery Policy.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

III. Occupational Safety and Health

The Facility Management and Support Services Department at the University is committed to providing high standards of health and safety by establishing the Occupational Safety and Health Unit which includes the Safety and Health Committee. The committee ensures providing adequate facilities that meet the regulatory requirements for work safety. Committee members will identify potentially dangerous conditions in the physical facilities known as present on the University campus and where appropriate, suggest corrective measures for these conditions. Members will inform the Director of Support Services who will then address the problems. Also, building facilities, fixtures and equipment are routinely maintained to ensure a safe working and learning environment. The university provides PPE (Personal Protective Equipment) for the maintenance team. In addition, specific safety measures, regulations, and arrangements have been developed for all science laboratories, as well as specific high-hazard areas within university grounds. The fire drill is conducted twice per year, one in each semester.

1. Evacuation and Emergency Shutdown

- a. The decisions of evacuation and shutdown are made by the responsible person in accordance with the announced color code of the emergency situations shown below:

Color Code	Emergency Situation
Black	Disaster
Red	Advanced Warning
Orange	Standby
Green	Alert

- b. The DAH Safety Team is responsible for leading the evacuation to the assembly points inside & outside the building in case of an environmental crisis such as heavy rain or floods accrue in the city.
- c. In case of shutdown or evacuation of the campus for an emergency, all events scheduled on the same day must be canceled if the situation is still unsafe.
- d. All employees are requested to work remotely in case of shutting down the campus operation.
- e. In case of heavy rain and floods, employees who have difficulties reaching the campus must report his/her case to HR Department.
- f. All DAH staff and faculty members will be notified by the HR Director about the shutdown of the campus through emails.

For further information, please refer to FA.SSD.4.0-PP Evacuation and Emergency Shutdown Policy.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

2. Firefighting Plan

All members of DAH community should make every effort to prevent fire. As a member, you can help prevent fire by:

- a. Observing the **No Smoking** Policy while on campus.
- b. Noticing and reporting fire hazards.
- c. Handling all flammable materials carefully.
- d. Keeping all fire exits and other exits clear at all times.
- e. Refrain from using any items that may cause a fire (e.g., candles) when the Fire Alarm triggered on:
- f. Evacuate the building immediately by using the nearest exit.
- g. Don't attempt to retrieve any personal items or look for your belongings.
- h. You are to follow the instructions given over the public address system and by the Safety Team members.
- i. Safety Team members will guide you to the nearest exit.
- j. Help a colleague if needed.
- k. Walk slowly and calmly out in the corridors in pairs close to walls.
- l. Walk down the stairs slowly step by step.
- m. All elevators will not be used in the event of fire.
- n. Once you have left the building, stay together as one group and do not return back to the building unless otherwise instructed by the Safety Team.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

INFORMATION TECHNOLOGY DEPARTMENT

I. INFORMATION TECHNOLOGY (IT) MISSION

Information Technology provides and maintains an integrated, reliable, secure and advanced technology services which supports learning, innovation and research, to fulfill the university's mission.

II. Role of IT Department:

The Information Technology (IT) Department plays a crucial role in supporting the institution's technological infrastructure, ensuring a secure connectivity framework for faculty and staff. Our professionals are committed to maintaining and troubleshooting hardware and software systems, providing timely technical support. The department also manages and enhances the university's digital resources, focusing on innovation to improve efficiency, security, and accessibility.

1. Services for Staff and Faculty:

Please check the Staff and Faculty page on the DAH website for detailed information on IT services provided to faculty and staff. These services include Account Services, Employee Self Services, and in-house Electronic Systems that promote an efficient digital environment for the university's faculty and staff. Also, various electronic systems, portals, and resources available to faculty and staff, such as library databases and intranet.

2. Online Learning Platforms:

Blackboard Learn Ultra is the university's learning management system (LMS), used for course management, content delivery, and student interaction.

3. IT Policies:

IT Policies and guidelines are available in the employee intranet and shared drive.

(P Drive General/DAH Policies & Procedures/Finance and Administration Division/Information Technology Department)

4. IT Contact Channels:

Employees can Contact IT through the Helpdesk portal over the DAHU website, email (sdp@dah.edu.sa), and phone (Ext: 666) during operating hours: Sunday to Thursday (8:00 AM to 4:30 PM) and Friday/Saturday (10:00 AM to 03:00 PM).

When contacting the IT Helpdesk, provide your Full Name, Department/Role, Contact Number, Description of the Issue/Error, and Device/System Details (if applicable) for expedited support. Urgent matters can be addressed via phone for immediate assistance.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

5. Training and Workshops:

In DAHU several training sessions and workshops provided by the IT Department to enhance faculty and staff's skill in utilizing technology effectively.

6. Software Licenses and Downloads:

Faculty and staff are eligible for Office 365 and Adobe licenses software, allowing installation on multiple devices.

III. Technical Guidelines:

1. Use of Email, Internet and Other Electronic Resources

- a. University email accounts and passwords are only intended for individual use. Users should not disclose their passwords in any means such as print, and save them online.
- b. It is forbidden that employee try to access other users' data/information in any means either by manipulate information physically or remotely and this will subject the employee to a cybercrime.
- c. Users are permitted to use the internet for the conduct of University-related business only.
- d. Users must not use the internet for personal matters or access inappropriate websites such as pornographic, adult, or sexually explicit material.
- e. Users are not allowed to access and download any kind of hacking website or download harmful material that might disrupt the network operation.
- f. The use of University systems or network resources is allowed only for the authorized users, and within the scope of their work.
- g. All data created, sent or retrieved over the University Network are the property of the University. The University reserves the right to access and monitor all data, as deemed necessary and appropriate.
- h. In certain circumstances, data on University Network can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver.

For further information, please refer to FA.IT.4.0-PP–Email Management Policy.

2. Information Technology Computer Use

- a. Users will use University computing resources strictly for purposes related to the University's mission of education, research, duties as employees, and other university activities.
- b. Individuals must assume personal responsibility for the use and security of their

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024

custody, and make sure not to vandalize any physical equipment.

- c. Users are prohibited to use any of University-owned computer resources or network for private, commercial or non-business purposes without explicit authorization from the concerned department head.
- d. Attempts to circumvent systems or to use the computer accounts of others will be treated as forms of attempted theft.
- e. IT Department is entitled to remove data and programs that are found to be harmful from any University computing resource.

For further information, please refer to FA.IT.1.0-PP-IT Equipment.

Release/modification date	Number of pages	Approved by
AY 2023-2024	105	University Council Resolution No. PO/23-24/127, Meeting no.16 dated May 1, 2024