

Introduction

This CSM, (hereinafter referred to as ("CSM" or "The Company") Employee Handbook establishes policies, procedures, benefits, and working conditions that will be followed by all CSM employees as a condition of their employment at The Company.

This CSM Employee Handbook is not a contract of employment nor is it intended to create contractual obligations for the Company of any kind.

The Company will make every effort to notify employees when an official change in policy or procedure has been made.

Please review the policies, procedures, working conditions, and benefits described in this handbook. You will be asked to affirm that you have read, understand, agree to abide by, and acknowledge your receipt of this employee handbook and employee Standards of Conduct.

Definitions

Company means Care & Science Medical Company or CSM.

Employee means employee of the Company

The Saudi Labor Law means the law implemented by Royal Decree No. M/46 dated 05/06/1436H.

General Terms

- The terms of this Handbook apply to all employees of the Company.
- Saudi Labor Law applies to any and all matters not mentioned in the employment contract or this Handbook.
- The Company reserves the right to amend this Handbook from time to time and all the employees will get notification
- All employees must abide by the laws and regulations of the Kingdom of Saudi Arabia, and the rules and regulations set by the Company so long as they do not conflict with the laws of the country or endanger the employee.

The Employment Contract

- The employment contract shall be governed by the Arabic language text in a bilingual contract.
- Signing the contract by both parties: The Company and The Employee, means the employee's totally agreement and understanding of all items and abide it accordingly.
- The contract is written in two copies: one copy is for the company and the other for the company to act accordingly.

Contract Commencement & Duration

Contract Commencement

- The contract is effective from the first day of working in CSM site.

Contract Duration

a) Faculty Staff (Teaching Staff)

- The term of the contract is a period of one (1) year from the date of joining The Company in Saudi Arabia. If the employee joins the Company after the start of an academic year, then the term of the contract shall end at the end of the following academic year.
- The contract term may be automatically renewed for another period if there is no notification from one of both parties within two months before the contract term expires.
- Academic year refers to the period between the start of the first semester till the end of second semester.

b) Management Staff

- The term of the contract is a period of one (1) year from the date of joining The Company in Saudi Arabia.
- The contract term may be automatically renewed for another period if there is no notification from one of both parties within two months before the contract term expires.

c) Cleaners and Drivers

- The term of the contract is a period of two (2) years from the date of joining The Company in Saudi Arabia.
- The contract term may be automatically renewed for another period if there is no notification from one of both parties within two months before the contract term expires.

Probationary Period

- All employees will be on probation for a period of ninety (90) days from the date of joining The Company in Saudi Arabia. Public Holidays and sick leave do not count as part of the probation period; it can be extended to another period on a written agreement signed by the company and the employee.
- Employees who have successfully completed a full probation period as part of a continuous contract term will not be required to serve another probation period at the time of renewal of contract.
- The employee as well as the Company will have the right to terminate the employment agreement without notice, during the probation period.

Working Hours

- Regular Working Hours

All employees are required to work for a total of forty-eight (48) hours a week or eight (8) hours a day in accordance with Saudi Labor Law.

- Ramadan Working Hours

During the holy month of Ramadan, employees are required to work up to six (6) hours a day and thirty-six (36) hours a week, in accordance with Saudi Labor Law.

Public Holidays

- In accordance with Saudi Labor Law, there are three (3) public holidays in addition to the Annual leave entitlement, to be availed by all employees. These are:
 - Four (4) days for Eid Al Fitr (Eid associated with the fasting month of Ramadan).
 - Four (4) Days for Eid Al Adha (Eid associated with Hajj).
 - One (1) Day for the Saudi National Day celebrated on the 23rd of September each year.

Note: Dates for the Eid holidays will be specified closer to the public holiday.

Leaves

– **Annual Leave:**

- a. All employees may avail 30 days of leave after 12 months of work, as annual leave as per the Saudi Labor Law.
- b. Annual leave requests must be submitted via the Company's HR office (Portal).
- c. The Company has the right to schedule the annual vacation plan of the employees.
- d. Employees, who take their annual leave prior to completion of 12 months of service, will be entitled to avail the number of days accrued on a prorated basis, and will be able to avail the said leave only upon receiving the necessary approvals.
- e. Any leave exceeding 30 days will be subject to approval by the Company. Extended annual leave will be unpaid.
- f. Annual leave may be availed only on completion of probation
- g. The Company will pay for the issuance of Single Exit/Re-Entry visa to the employees going for their annual vacation only after the completion of 12 months.
- h. Male employees on a family status are eligible to be issued Single Exit/Re-Entry visas for all family members. However, the Company will only pay the issuance costs for a maximum of one spouse and two children once a year.

– **Maternity Leave:**

- a. Employees are requested to submit a medical certificate clearly indicating the expected date of delivery in order to avail maternity leave.
- b. Maternity leave request must be submitted via the Company's HR office (Portal) along with the medical certificate.
- c. In accordance with the Saudi Labor Law, maternity leave will consist of ten (10) weeks leave, this leave starts four (4) weeks or less before the expected delivery date and the expected delivery date is determined by the medical report. The work for the women six (6) weeks after the delivery date is forbidden in accordance with the Saudi Labor Law.
- d. In accordance with the Saudi Labor Law, the length of service of the female employee requesting maternity leave determines whether it will be paid or not. Please see the payment criteria explained below:
 - If length of service is less than one (1) year, the employee is not entitled to receive any payment during maternity leave.

- If length of service is one (1) completed contract term or more, the employee is entitled to receive half her wages during maternity leave.
- If length of service is three (3) completed contract terms or more, the employee is entitled to receive full wage during maternity leave.

– **Paternity Leave**

- a. In accordance with the Saudi Labor Law, male employees are entitled to three (3) days paid leave at the birth of their child.
- b. Paternity leave request must be submitted via the Company's HR Office (Portal).
- c. In support of the paternity leave, the child's birth certificate must be submitted within three (3) days of availing this leave.
- d. Paternity Leave may only be availed if the employee's wife is living with the him in the Kingdom of Saudi Arabia.

– **Study Leave**

- a. Study leave may be availed only inside the Kingdom of Saudi Arabia.
- b. Study leave requests must be submitted via the Company's HR Office (Portal) along with an examination schedule stamped by the concerned educational institution.
- c. Requests for Paid Study Leave are subject to Company approval. If it's not approved; the leave days will be deducted from the vacation balance if any, otherwise it will be unpaid
- d. Citizens of the Kingdom of Saudi Arabia will be entitled to avail this leave with pay. Expatriates may avail unpaid leave during this period.

– **Hajj Leave**

- a. Employees who follow the Islamic faith are entitled to a paid leave for the performance of Hajj. The leave may not exceed the duration of the academic calendar's hajj holiday.
- b. Hajj leave requests must be submitted via the Company's HR Office (Portal).
- c. This Leave may be availed after two continuous years of service and may only be claimed once during employment with the Company.
- d. The Company may determine the number of employees who may avail this leave annually according to work requirements.

– **Bereavement Leave**

- a. In accordance with the Saudi Labor Law, employees may avail five (5) days of paid bereavement leave if their spouse (male employees only) or a relative passes away.
- b. A female who follow the Islamic faith and her husband passes away shall be entitled to a fully paid leave for a period of four (4) month (10) days while the

non-Muslim women and her husband passes away shall be entitled to a fully paid leave for a period of fifteen (15) days.

- c. Bereavement Leave requests must be submitted via the Company's HR Office (Portal).
- d. In support of the leave, the employee is required to submit a death certificate upon resuming work.

– **Sick Leave**

- a. Sick Leave will be availed only within the Kingdom of Saudi Arabia.
- b. Sick leave will be subject to submission of an authentic medical certificate from the approved list of hospitals/clinics, (please refer to the booklet provided by the medical insurance provider to view the list of approved hospitals and clinics) and final approval of the Company.
- c. Sick Leave requests must be submitted via the Company's HR Office. The supporting medical certificate must be submitted via the Company's HR Portal on first day of return to work.
- d. The medical report must include the name of the doctor, a clear description of the condition, and the days of rest needed.
- e. According to the Saudi Labor Law, employees whose illness has been proven shall be eligible for a paid sick leave for the first thirty days, three quarters of the wage for the next sixty days and without pay for the following thirty days, during a single year, whether such leaves are continuous or intermittent. A single year shall mean the year which begins from the date of the first sick leave.

– **Marriage Leave**

- 1. In accordance with the Saudi Labor Law, employees who are getting married may avail five (5) days of paid marriage leave.
- 2. Marriage leave requests must be submitted via the Company's HR Office.
- 3. A marriage certificate is required to be submitted in support of the leave. This may be submitted as soon as the employee receives it.

Company Property

1. Company property assigned to individual employees will be signed for and details will be recorded in their HR file.
2. Employees are required to submit all Company property prior to collection of final settlement (upon resignation, termination, or contract completion), as part of their clearance procedure.
3. The Company may charge for missing or damaged property in amounts deemed suitable by the Company.

Clearance Form

1. All employees are required to complete final clearance formalities at Human Resources Office (Portal) in order to receive final settlement upon resignation or termination.
2. Clearance will be completed when the Company clearance form has been duly signed and stamped by all relevant departments.
3. If the employee is going on a vacation, the procedure for the clearance is being followed.

Experience Certificate

1. All the employees quitting the company should have an experience certificate showing the joining date, the duration of working, the profession.

Compensation and Benefits

All employees are entitled to receive a monthly salary as per the employment contract signed between the employee and the Company. In addition, employees may also receive the following benefits.

Tickets

- Tickets are provided to expatriate employees on contract commencement and contract completion.
- Expatriate employees who have successfully completed one or more contract terms are entitled to receive a round-trip economy-class ticket to their country of citizenship, once annually, upon renewal of the employment agreement.
- In cases where the Company is not going to book tickets, an allowance deemed suitable by the Company is payable to the employee in lieu of the ticket.
- Expatriate male employees on family status may additionally receive annual tickets/ticket allowance for their spouse and two (2) children under the age of eighteen (18). These are in accordance with the ticket eligibility of the concerned male employee himself on the condition that the family is staying in Saudi Arabia with the employee.
- Male employees on family status are additionally eligible to receive tickets for their spouse and two (2) children under the age of eighteen (18). If a male employee has more than three eligible dependents, the Company will facilitate the provision of tickets to additional dependents; however, the additional expenses will be deducted from the concerned employee's salary.
- Expatriate employees who resign or whose contracts are terminated before completion of the contract term will be liable to bear the cost of their return ticket.

Accommodation / Housing Allowance

- The Company may provide accommodation to employees. In cases where the Company is not willing to provide accommodation, an accommodation allowance may be provided in lieu.
- Housing allowance may be availed monthly only.

Transportation

- The Company may provide transportation to employees. In cases where the Company is unable to provide transportation, a suitable transportation allowance may be provided in lieu.

Medical Coverage

- The Company will provide medical insurance to all employees. All employees are eligible to receive medical insurance from the date of joining the Company in Saudi Arabia.
- Male employees on family status are additionally eligible to receive medical insurance for their spouse and two (2) children under the age of eighteen (18). If a male employee has more than three eligible dependents, the Company will facilitate the provision of medical insurance to additional dependents; however, the additional expenses will be deducted from the concerned employee's salary.
- Family entitlement is only valid if family members are legal Iqama holders.

End of Service Award

In accordance with the Saudi Labor Law, an end of service award is payable to all employees as follows:

- Upon the end of the work relation, the Company shall pay the employee an end-of-service award of a half-month wage for each of the first five years and a one-month wage for each of the following years.
- If the work relation ends due to the employee's resignation, he/she shall, in this case, be entitled to one third of the award after a service of not less than two consecutive years and not more than five years, to two thirds if his service is in excess of five successive years but less than ten years and to the full award if his service amounts to ten or more years.
- The end-of-service award shall be calculated on the basis of the last salary and the employee shall be entitled to an end-of-service award for the portions of the year in proportion to the time spent on the job.

Overtime

No over time to be paid in Inaya Medical College, if the employee had to work more than the aforementioned working hours, he / she will be entitled to avail a vacation in lieu to the over time.

Deductions

Deductions are applicable in the following cases:

- In cases of lateness and absenteeism in accordance with the Saudi Labor Law. Please see the lateness and absenteeism penalty schedule for more details.
- In cases of leaving work early in accordance with the Saudi Labor Law. This may also be seen in the lateness and absenteeism penalty schedule.

Advances

Employees are eligible to request the following advances.

1. Salary Advance- If requested a salary advance Six (6) months housing allowance salary is granted to the new hires at the time of joining the Company. It is then recovered from their second full salary.

Dismissal

1. Notice, or payment in lieu of the notice, is not required if the employee is dismissed during the probationary period.
2. The company can dismiss the employee in the following cases:
 - Poor Performance.
 - Repeatedly violating the rules and regulations of the company.
 - Receiving (3) warning letters from the company.

Termination

If an employee is terminated, any advanced balance provided by the Company to him/her will be recovered from the final settlement

The Company retains the right to terminate the contract of The Employee without notice or compensation, in the following cases.

1. In cases where the employee fails to fulfill essential obligations arising under this Contract, obey legitimate orders, or observe the Company's instructions, which the employee is informed of by electronic or hard copy, regarding his or other employee's safety and the general safety standards to be observed on other work sites, despite warning him in writing.
2. In cases where the employee acts or fails to act, intentionally, in a manner that is intended to cause financial harm to the Company.
3. In cases where the employee is absent without prior approval for fifteen (15) consecutive days or thirty (30) days altogether, during one contractual term. [With the condition that prior to termination the employee is given a written warning after being absent for ten (10) days the first time, and after five (5) days the second time.]
4. In cases where the employee behaves poorly or performs an act affecting his honesty or honor.
5. In cases where the employee commits forgery, including but not limited to, falsifying employment or medical records, in order to get the job.
6. In cases where the employee assaults any supervisor or colleague.
7. In cases where the employee divulges industrial, commercial or other information relating to the work he performs.
8. In cases where the employee is found to be exploiting his position to improperly obtain any personal benefit.
9. In cases where the employee is hired on a trial basis.

Resignation

1. The resignation should be written and has to be applied 60 days before it's due.
2. If the employee failed to abide the notification period, he/she has to pay a compensation for the company in accordance with the Saudi Labor law.
3. The employee in the probation period can apply for a resignation a week before the resignation due.
4. If the resigned employee has good performance according to his/her evaluation reports, the department head has to hold an interview with the employee with the cooperation with the human resources trying to keep the employee in the company.
5. When the employee applies for a resignation, the department head should do the following :
 - a. Hunt a replacement for the employee in coordination with the human resource department.
 - b. Transfer the information and the data to the new employee.
 - c. Stop assigning the resigned employee new tasks.
 - d. Making sure that the resigned employee has finished all the duties assigned to him/her.

Exit Interview

1. The Resigned employees are required to be interviewed an exit interview to give them the chance to clarify the reason behind this resignation.
2. The datum collected from the exit interviews should be analyzed to avoid the mistakes that have been committed in the future.

Policies related absence and lateness

Below is the lateness and absenteeism penalty schedule per the Saudi Labor Law.

	Type of Case	Penalty (the deduction rate is a percentage of the daily wage)			
		1st occurrence	2nd Occurrence	3rd Occurrence	4th occurrence
1	Lateness to work up to a period of <u>15 minutes</u> without prior approval or a valid excuse if lateness <u>did not</u> consequent disruption to other workers	Written warning	5%	10%	20%
2	Lateness to work up to a period of <u>15 minutes</u> without prior approval or a valid excuse if lateness <u>did</u> consequent disruption to other workers	Written warning	15%	25%	50%
3	Lateness to work for a period exceeding <u>15 minutes</u> and up to <u>30 minutes</u> without prior approval or a valid excuse if lateness <u>did not</u> consequent disruption to other workers	10%	15%	25%	50%
4	Lateness to work for a period exceeding <u>15 minutes</u> and up to <u>30 minutes</u> without prior approval or a valid excuse if lateness <u>did</u> consequent disruption to other workers	25%	50%	75%	1 day
5	Lateness to work for a period exceeding <u>30 minutes</u> and up to <u>60 minutes</u> without prior approval or a valid excuse if lateness <u>did not</u> consequent disruption to other workers	25%	50%	75%	1 day

6	Lateness to work for a period exceeding 30 minutes and up to 60 minutes without prior approval or a valid excuse if lateness did consequent disruption to other workers	30%	50%	1 day	2 days
7	Lateness to work for a period exceeding 60 minutes without prior approval or a valid excuse whether lateness did or did not consequent disruption to other workers	Written warning 1 day 2 Days 3 days In addition to the deduction of late hours			
8	Leaving work or signing out before the end of working hours without prior approval or a valid excuse by a period not exceeding 15 minutes	Written warning 10% 25% 1 day In addition to the deduction of pay for the time period that the employee is away from			

9	Leaving work or signing out before the end of working hours without prior approval or a valid excuse by a period exceeding 15 minutes	10%	25%	50%	1 day
		In addition to the deduction of pay for the time period that the employee is away from			
10	Remaining within work premises or returning to the work premises after the end of working hours without a valid excuse	Written warning	10%	25%	1 day
11	Absence without written approval or a valid excuse for a period of one to three days	1 day	2 days	3 days	4 days
		In addition to the deduction of pay for absent days			