Batterjee Medical College

كليات البترجي الطبية
BATTERJEE MEDICAL COLLEGES

Medical Education
and Lifestyle



Employee Handbook

A Message from the CEO 6

Introduction: 7

Purpose of the Handbook: 7

College vision, mission, and values: 8

- **Vision:** 8
- **Mission:** 8
- **Core Values:** 8
  - ✓ COMPETENCY 8
  - ✓ EXCELLENCE: 8
  - ✓ SUSTAINABILITY: 8
  - ✓ TRANSPARENCY: 8
  - ✓ INTEGRITY: 8
  - ✓ EQUALITY: 8
- **Objectives of the Handbook:** 9
- **Intended Audience:** 9

Organizational Structure: 10

Human Resources Department 11

- **Human Resources Mission** 11
- **Human Resources Services** 11
- **Government Relations Services** 12

HR Polices: 12

- **Employment Policy** 12
  - ✓ Recruitment & Selection of full-time staff: 13
  - ✓ Employment of relatives: 14
  - ✓ Rehiring Former Employees: 14
- **Probationary Period of New Joiners** 17
  - ✓ Probationary Period: 17
  - ✓ Probationary Period Evaluation 17
- **Promotion:** 18
- **Employee Transfer Between College Branches:** 19
- **Attendance & Working Hours:** 20
  - ✓ Attendance Tracking System 21
  - ✓ Overtime Procedure 21

BATTERJEE MEDICAL COLLEGE

❖ **Leave Policy: 23**
✓ Types of leave: 23
Annual Leave: 23
Sick Leave: 24
Maternity leave: 25
Paternity leave: 26
Unpaid Leave: 26
Marriage Leave: 27
Bereavement Leave: 27
Female Eddah Leave: 27
Clinical Duty Leave: 28
Hajj Leave: 28
Injury Leave: 29
Examination Leave: 29
Business Travel Leave: 30
Quarantine Leave: 32
Hemodialysis Leave: 32
Job Search Leave: 32
Outside Work (Excuse): 33
Arrest Leave: 33
General Leave Rules: 34
✓ Applying for Leave Procedure & Required Documentation: 35
Postponing/ Cancelation Leave Request: 36

❖ **Compensation & Benefits 37**
✓ Salary structure and payment schedule: 37
✓ Medical Insurance Benefits: 37
BMC Employee Insurance Coverage: 38
Medical Insurance Waiver Request Submitted by Saudi Employee: 38
Medical Insurance Charges After End of Service: 38
Medical Class Upgrade: 39
Health Insurance Claims Process: 39
✓ Traveling Tickets Benefits: 39
✓ End-of-Service Benefits 42

❖ **Code of Ethics & Business Conduct: 43**
✓ BMC Employees, Customers, and Stakeholders: 43
✓ Integrity: 44
✓ BMC Employee's Responsibilities 44
HOPs and HODs Responsibilities: 45
✓ Conflict of Interest 45
✓ Anti-Bribery and Anti-Corruption Policy 47
✓ Compliance with Community and Governmental Laws 49
✓ Privacy, Confidentiality, and Data Protection 50

BATTERJEE MEDICAL COLLEGE

Privacy: 50
Confidentiality: 51
Employee Commitments and Responsibilities 52
✓ General Provisions 53
✓ Insider Trading Policy 53
✓ Standards of Respect and Interpersonal Conduct: 55
✓ Security of College Property, Assets, and Facilities 56
✓ Use of BMC Assets 57
✓ Dress Code Policy 57
✓ General Guidelines: 59
✓ Additional Guidelines: 61
For Female Staff & Faculty: 61
BMC Employee ID: 61
Saudi Employees: 62
Dress-Code Violations: 62

❖ **Performance Management: 64**
✓ Evaluation Period: 65
✓ The Appraiser 65
✓ Appraiser Role & Responsibility: 65
✓ Review Meeting: 67
✓ Documentation: 67
✓ Appeal of Performance Evaluation Decision 67
✓ HR Final Review & Closure: 68
✓ Performance Evaluation Criteria: 68
✓ Evaluation Criteria of Teaching Staff 68
✓ Evaluation Criteria of Administrative and Technical Staff: 69
✓ Performance Rating Scale: 69
✓ Outcome of the Evaluation 70
Recognition and Rewards: 70
Development and Training: 70
✓ Performance Improvement Plan (PIPs) 70
Corrective Action: 70
Triggering a PIP: 71
Developing a PIP: 71
Consequences of PIP: 71
Training and Development: 71
Confidentiality 72

❖ **Training & Development 72**
✓ The Training and Development Plan Objectives: 72
✓ Core Training Areas 73
✓ Training Delivery Methods: 73
Virtual Training 73
Onsite Training 74

BATTERJEE MEDICAL COLLEGE

Blended Training ____ 74
✓ Role of Managers in Training and Development ____ 74
✓ Role of Employees in Training and Development ____ 74
✓ Link to Annual Performance Results: ____ 75
✓ Annual Training Planning and Execution Procedure ____ 75

❖ **Health, Safety & Security ____ 76**
✓ Smoking Policy ____ 76
✓ General Safety Responsibilities ____ 76
✓ Facility-Specific Safety Considerations ____ 77

❖ **Grievance & Complaint ____ 78**
✓ Reporting Procedures ____ 78
✓ Confidentiality and Protection of the Employee ____ 79
✓ HR Contact and Support ____ 79

❖ **Disciplinary Actions ____ 80**
✓ Types of Disciplinary Penalties ____ 80
✓ Disciplinary Procedure ____ 81
✓ Key Contact Information ____ 82

BATTERJEE MEDICAL COLLEGE

A Message from the CEO

Dear Team,

It is with great pride and appreciation that I welcome you to our academic and professional community. As a center of excellence in medical education, we are committed to cultivating future healthcare professionals, & a workplace culture built on integrity, collaboration, and continuous improvement.

Each member of our faculty and staff plays a vital role in advancing the College's mission to provide high-quality education, promote innovation, and serve the healthcare sector with professionalism and compassion. We believe that our people are our greatest asset, and it is through your dedication, expertise, and shared values that we continue to grow and lead in this competitive field.

This HR Policy Manual is designed to serve as a reliable reference that reflects our institutional standards, employee expectations, and the professional environment we are proud to foster. I encourage you to use this manual to better understand your rights, responsibilities, and the resources available to support your success.

We look forward to your valuable contributions as we continue to advance our mission in medical education and institutional excellence.

Warm Regards,
Dr. Osama A. Kensara
Chief Executive Officer

BATTERJEE MEDICAL COLLEGE

Introduction:

This Human Resources Policy Manual provides comprehensive guidance on the policies, procedures, and standards governing employment and workplace conduct at the College. It is intended to ensure that all employees, academic and administrative—clearly, understand the expectations, rights, and benefits associated with their roles.

The manual reflects the College's commitment to maintaining a fair, transparent, and supportive working environment that aligns with both national regulations and best practices in higher education and healthcare. It serves as a key resource throughout the employee life cycle—from onboarding and professional development to performance management, workplace conduct, and exit procedures.

Employees are encouraged to read the manual thoroughly and refer to it regularly. Questions or clarification requests may be directed to the Human Resources Department. All policies within this manual are subject to periodic review and updates to reflect legal requirements, institutional goals, and operational needs.

By joining the College, employees accept the responsibility to uphold the principles and standards outlined in this manual, contributing to a culture of excellence, respect, and institutional pride.

Purpose of the Handbook:

The purpose of this handbook is to provide all employees with a clear, comprehensive, and accessible reference to the human resources policies, procedures, and expectations that govern employment within the College. It serves as a guide to help employees understand their rights, responsibilities, and the standards of conduct expected in an academic medical environment. The handbook aims to promote consistency, transparency, and alignment with applicable labor laws, regulatory requirements, and institutional values. While it is not a contract of employment, this document is intended to support informed decision-making, foster a respectful workplace culture, and ensure that all employees are equipped with the information needed to contribute effectively to the College's mission.

BATTERJEE MEDICAL COLLEGE

College vision, mission, and values:

As a leading institution in medical education, the College is guided by a strong sense of purpose and direction. Its vision, mission, and core values form the foundation for institutional strategy, academic excellence, and workplace culture. These principles are embedded in every aspect of our operations and serve as a compass for all employees, educators, and leaders.

- **Vision:**

  To be a leader of excellence in medical education.

- **Mission:**

  To achieve outstanding performance in medical education, research, and social responsibility.

- **Core Values:**

  - ✓ **COMPETENCY**
    Acquiring knowledge and skills for working efficiently and successfully.
  - ✓ **EXCELLENCE:**
    Continuously delivering outstanding quality in all areas of performance.
  - ✓ **SUSTAINABILITY:**
    Having concern for nature, environment, and resource utilization for long lasting, safe, and better future.
  - ✓ **TRANSPARENCY:**
    Visibility and accessibility of information and practices to all concerned.
  - ✓ **INTEGRITY:**
    Following ethical standards of personal and professional behaviors.
  - ✓ **EQUALITY:**
    Involving all cross-sections of society by providing equal opportunity to all in pursuit of education, job, and other activities

BATTERJEE MEDICAL COLLEGE

❖ Objectives of the Handbook:

- Provide a comprehensive reference to the College's human resources policies and procedures.
- Promote consistency, fairness, and transparency in the application of institutional guidelines.
- Clarify employee rights, responsibilities, and expected standards of behavior.
- Support employee engagement, compliance, and informed decision-making.
- Serve as a key resource for understanding performance management, benefits, safety, and workplace conduct.
- Ensure alignment with applicable labor laws, regulatory requirements, and the College's internal standards.

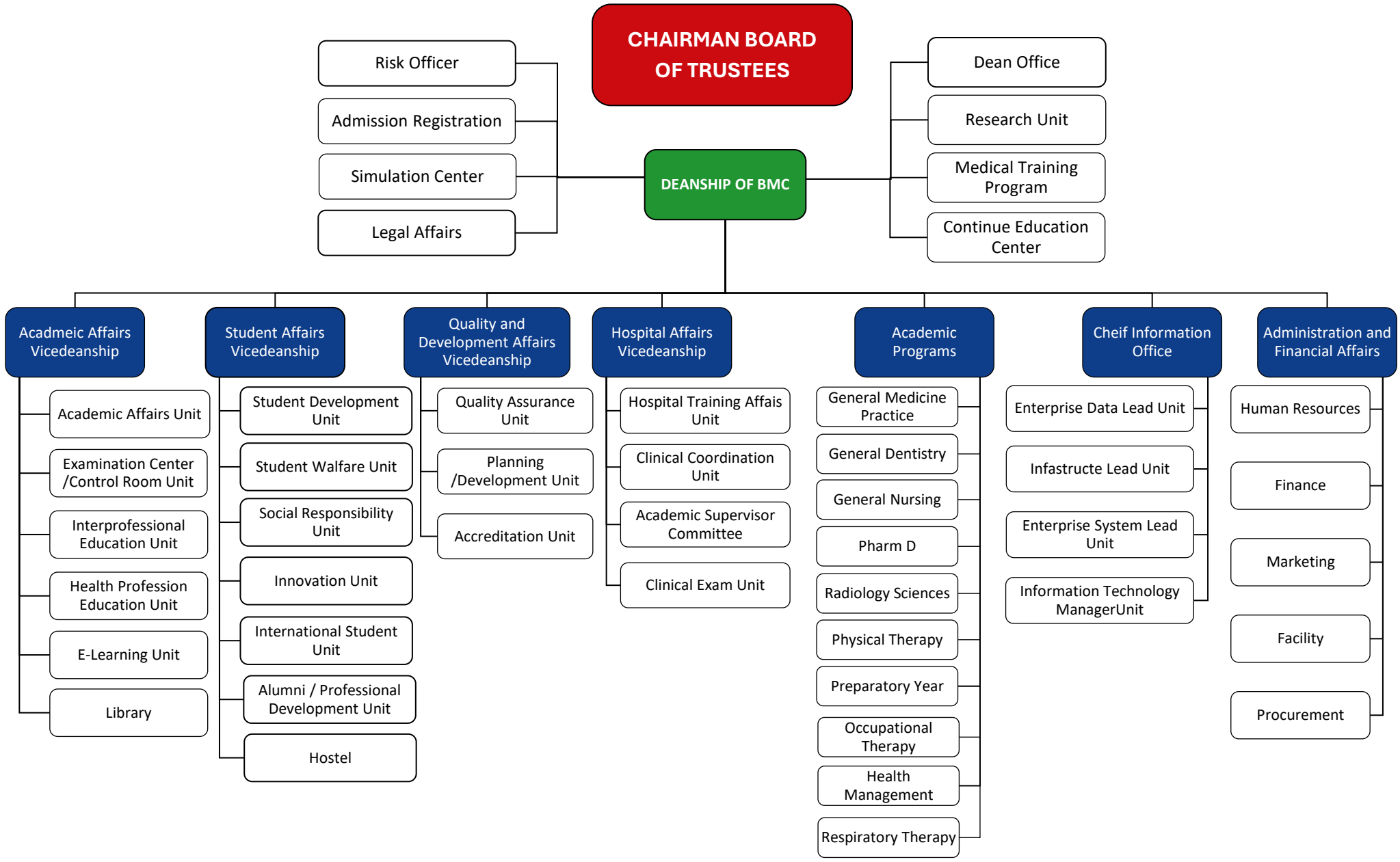
❖ Intended Audience:

- All full-time and part-time faculty and academic staff.
- Administrative and technical staff across all departments and support functions.
- New employees, as part of the onboarding and orientation process.
- Current employees, as a continuous reference throughout their employment.
- Managers and department heads, as a tool to guide policy implementation and support decision-making.

BATTERJEE MEDICAL COLLEGE

كليـــات البتـــرجي الطبـــية
BATTERJEE MEDICAL COLLEGES

Organizational Structure:



Human Resources Department

The Human Resources Department plays a central role in supporting the College's mission by managing the full employment lifecycle and fostering a positive, professional, and compliant workplace environment. It serves as a strategic partner to academic and administrative units, ensuring the implementation of best practices in recruitment, employee relations, development, and organizational effectiveness.

❖ Human Resources Mission

To attract, develop, support, and retain a highly qualified and diverse workforce through fair and transparent practices that promote professional growth, institutional excellence, and alignment with the College's values and strategic goals.

❖ Human Resources Services

The Human Resources Department provides a wide range of services, including but not limited to:

- Workforce planning and talent acquisition
- Onboarding and orientation of new employees
- Employee records and HR information systems management
- Performance management support and evaluation processes
- Compensation and benefits administration
- Employee relations and grievance handling
- Training, learning, and professional development programs
- Policy development, interpretation, and compliance monitoring
- End-of-service processing and exit interviews
- HR documentation and employment verification

Employees are encouraged to consult HR for guidance on policies, employment matters, or workplace support.

BATTERJEE MEDICAL COLLEGE

❖ Government Relations Services

As part of its operational scope, HR oversees Government Relations Services to ensure compliance with national labor regulations and support employees in processes related to:

- Iqama issuance, renewal, and transfers
- Work visa and re-entry visa services
- GOSI registration and updates
- Employment contracts in line with Saudi labor law
- Coordination with the Ministry of Human Resources and Social Development (HRSD)
- Support with legal document attestations and official letters
- Assistance with dependents' documentation where applicable

HR Polices:

❖ Employment Policy

Stemmed from workforce planning, recruitment & selection is a vital process for every organization aimed towards finding the right people for the right roles at the right time. It is a prerequisite for organizational success as human capital is one of the key drivers of success in the educational sector. Good recruitment & selection practices ensure that the workforce has the relevant skills, abilities, and overall profiles necessary for the organization's current and future needs. Recruitment involves the development of suitable techniques for attracting more candidates to a vacancy, while the process of selection involves identifying the most suitable candidate for the vacancy. Recruitment precedes the selection process and is purely HR function. The selection process, on the other hand, involves a hiring committee and is only considered completed when a job offer is created and accepted by the selected candidate.

BMC must be able to attract, select and appoint the best possible candidates in a timely manner for all positions across all levels within the College to remain competitive in the future and deliver on its strategic plan. It is, therefore, critical that the College has a range of approaches to attract and appoint the highest calibers both externally and internally.

BATTERJEE MEDICAL COLLEGE

✓ **Recruitment & Selection of full-time staff:**

- Recruitment & selection shall only be performed when actual, real business need arises and as per the approved workforce plan, and in a way that delivers value for BMC both in the short-term and long-term.

- All recruitment activities shall be within the approved workforce plan. Recruitment of non-budgeted positions shall require special approval from the relevant signing authority.

- All recruitment efforts shall commence once a hiring requisition is raised and approved by competent authorities; and no recruitment efforts shall be initiated prior to receiving the requisition.

- Recruitment shall be exercised solely for approved positions in BMC organogram with approved job description and job code. If in any case an approved requisition is raised for a new position that has no job description or without a job code, then the HR department shall only start recruitment efforts after the position is analyzed and issued a job description and job code.

- The recruitment team shall screen applicants to verify if the applicant matches the job requirements and his/her readiness to join within the time frame. Shortlisting shall be based on the screening process and a minimum of three shortlisted candidates shall be taken to the next stage before the team ceases to screen applicants.

- Selecting the right candidate is important to align BMC hiring with the short- and long-term goals and objectives, and evaluating candidates' complete set of knowledge, skills, and abilities thoroughly shall not be compromised. Therefore, selecting from the shortlisted candidates shall be through predefined committees to improve the decision and minimize selection biases,

- All new hires shall be fully engaged with BMC and have no commitments with a third party, including educational/training commitments. Moonlighting is not permissible in any case for new full-time hires.

BATTERJEE MEDICAL COLLEGE

✓ **Employment of relatives:**

- Employing relatives and first & second-degree relatives at BMC is strongly discouraged as it does not reflect good business practice and may lead to conflict of interest and nepotism. If hiring relatives is deemed necessary and is in the best interest of BMC at the time of hiring, the HR must obtain approval from the selection Committee before proceeding with the job offer. If approved, the newly hired employee shall not be allowed, at the time of hiring or throughout his/her tenure with BMC, to work in a position in which he/she reports directly or indirectly to a relative or a family member.

- If the relationship between two employees comes to existence after the time of hiring, both employees shall disclose the relationship and its nature to the HR department and the HRM shall immediately take the necessary measure to ensure that no direct or indirect reporting relation exists between the two employees as this may negatively impact the working environment of the college.

✓ **Rehiring Former Employees:**

Rehiring employees is not permissible at BMC except in circumstances in which it is in the best interest of BMC; in such cases, the written approval shall be taken by the CAEO only if the employee was on good standing and wasn't terminated nor resigned; and the employee will be rejoining BMC after completing three years. If rehired, the employment contract shall stand as a new contract without violating MoL laws & regulations, and contractual details are to be based on BMC current salary scale and hierarchy.

✓ **Employment Advertisement:**

All advertised vacancies will be posted on BMC website/portal; academic, research and teaching vacancies, plus executive/managerial roles may also be advertised on licensed professional recruitment websites.

✓ **Onboarding:**

- The onboarding process is a critical phase that ensures newly hired employees are effectively integrated into the organization and adequately prepared to succeed in their roles. It encompasses a structured approach beginning prior to the employee's first day and continuing throughout the probationary period.

BATTERJEE MEDICAL COLLEGE

- Prior to the employee's start date, the Human Resources Department shall coordinate all necessary pre-employment arrangements. This includes the completion of contractual formalities, verification of required documents, and the setup of essential systems such as email access, identification badges, and workstation readiness. Simultaneously, the Administrative manager is responsible for preparing the employee's workspace and ensuring all tools, resources, and departmental materials are available.

- On the first day of employment, HR shall conduct a formal orientation session. This session introduces the employee to the organization's mission, vision, and values, provides an overview of the organizational structure, and explains key HR policies and procedures. Topics covered will include attendance and leave policies, the code of conduct, dress code, health and safety protocols, and other relevant operational guidelines. Employees will receive an employee handbook and access to applicable policy documents as part of this orientation.

- Following the HR orientation, the direct manager shall lead the departmental introduction. This includes welcoming the employee to the team, providing a briefing on departmental goals, outlining job-specific responsibilities, and introducing the employee to team members and key contacts. Where applicable, the manager may assign a mentor or buddy to support the new hire during the transition period.

- As part of the onboarding process, the direct manager is responsible for clearly explaining the probationary period requirements. The manager must outline the 90-day evaluation framework, highlight the specific competencies on which the employee will be assessed—such as communication skills, attendance and punctuality, job knowledge, behavior, and workplace safety—and clarify the timeline of formal evaluation. A probationary performance review is to be conducted after two months and two weeks from the employee's start date, using fair and transparent criteria. HR will provide guidance, templates, and documentation to support this evaluation process.

- In alignment with the role and department, the manager and HR shall jointly identify any required training programs or onboarding courses necessary for the employee's development. These may include technical training, soft skills workshops, safety inductions, or system tutorials. The manager will monitor the employee's progress and provide ongoing feedback throughout the probationary period.

BATTERJEE MEDICAL COLLEGE

- During the initial three months of employment, the manager is expected to conduct regular follow-up meetings with the employee to discuss performance, address any concerns, and offer guidance. If performance issues or skill gaps are identified, the manager must communicate these areas for improvement to the employee and recommend appropriate training or support interventions.

- At the end of the probationary period, the direct manager shall complete a formal performance evaluation and submit a recommendation to HR regarding the employee's continued employment. In cases where performance is below the required standard, and improvement has not been demonstrated despite support, the manager shall formally request non-confirmation of employment, accompanied by proper documentation and written notification to the employee.

BATTERJEE MEDICAL COLLEGE

❖ Probationary Period of New Joiners

✓ Probationary Period:

All newly hired individuals (or those rehired after termination of employment) shall be placed for a minimum (90) days probationary period. Employees who are promoted or transferred shall be provisional until the successful completion of (90) days in the new position, after which their contract is amended.

✓ Probationary Period Evaluation

All newly hired employees shall undergo a **90-day probationary period**, during which their performance and suitability for the role will be systematically evaluated starting from the **first day of employment**.

The evaluation shall be based on key competencies, including but not limited to:

- Communication skills
- Personal appearance and professional demeanor
- Attendance and punctuality
- Problem-solving and decision-making abilities
- Job performance and technical knowledge
- Workplace behavior and attitude
- Adherence to workplace safety protocols

It is the direct manager's responsibility to clearly communicate these evaluation criteria to the employee at the beginning of the probationary period. The manager must conduct a formal performance evaluation after two months and two weeks from the employee's start date, ensuring fairness, transparency, and consistency in the assessment process.

If any performance gaps are identified, the manager must promptly inform the employee of the areas requiring improvement and recommend appropriate training or development programs to address these deficiencies.

Should the employee fail to meet the required performance standards by the end of the probationary period, the manager shall submit a formal recommendation to the Human Resources Department not to confirm the employee's appointment, accompanied by proper documentation and a written notification to the employee.

BATTERJEE MEDICAL COLLEGE

❖ **Promotion:**

- The promotion procedure is designed to recognize and reward employees who demonstrate sustained high performance, professional growth, and alignment with the organization's values and strategic goals. Promotions are not automatic but are based on merit, the fulfillment of eligibility criteria, and the availability of suitable positions within the organizational structure.

- The promotion process may be initiated through one of two channels: either by a department head's recommendation or in response to a formally announced internal job posting. In both cases, the direct manager plays a key role in evaluating the employee's readiness for advancement. Employees being considered for promotion must have successfully completed their probationary period, demonstrated consistent job performance, and received favorable outcomes in recent performance evaluations. In addition, they should exhibit strong behavioral competencies, professional conduct, and the ability to take on higher-level responsibilities.

- The recommending manager must submit a written justification outlining the employee's qualifications, performance history, and rationale for promotion. This recommendation shall be supported by documented evidence, such as performance appraisal reports, competency assessments, and any relevant certifications or achievements. The HR Department will review the recommendation for compliance with policy and assess whether the promotion aligns with the current manpower plan, organizational structure, and approved budget.

- If the promotion involves a change in job title, scope of work, or compensation, HR will conduct a job analysis and salary benchmarking to ensure internal equity and consistency with the organization's grading structure. In cases where the promotion is to a leadership or supervisory position, HR may also coordinate a panel interview or assessment to evaluate the candidate's suitability for managerial responsibilities.

- Final approval of promotions shall be granted by the College Dean or an authorized executive committee, based on the recommendation submitted by the department and HR's endorsement. Upon approval, HR shall issue a formal promotion letter, update the employee's records in the HR system, and ensure the effective date of promotion is clearly communicated to all concerned departments.

BATTERJEE MEDICAL COLLEGE

- Promotions shall be implemented in a transparent and equitable manner, free from discrimination or favoritism, and aligned with the institution's long-term talent development strategy. HR shall maintain a record of all promotion decisions and periodically audit promotion practices to ensure fairness and compliance with policy.

❖ **Employee Transfer Between College Branches:**

- The internal transfer procedure between college branches is established to support operational needs, facilitate workforce mobility, and accommodate employees facing legitimate personal or professional circumstances. Transfers may be initiated either by the employee through a formal request or by the management based on organizational requirements.

- An employee requesting a branch transfer must submit a written request to the Human Resources Department, clearly stating the reasons for the transfer and the preferred location. Such requests will be evaluated on a case-by-case basis, taking into consideration the employee's performance history, length of service, operational feasibility, and the availability of a suitable vacancy at the requested branch. Supporting documentation may be required, especially in cases involving compassionate or family-related circumstances.

- In parallel, department heads or college management may recommend employee transfers between branches to meet strategic or staffing needs. In such cases, the recommendation must be coordinated with HR and supported by a justification detailing the purpose, timing, and expected outcomes of the transfer.

- Upon receipt of a transfer request or recommendation, the HR Department will initiate an internal review process. This includes verifying the employee's eligibility, consulting with relevant department heads at both the current and receiving branches, and assessing the availability of appropriate positions. HR will ensure that the transfer does not disrupt academic or administrative operations and will consult the manpower plan to confirm organizational alignment.

- If the transfer is approved, HR will issue a formal transfer letter specifying the new branch, position (if changed), effective date, and any updates to the employee's terms and conditions, if applicable. All related administrative actions—such as relocation support (if applicable), system access adjustments, and reporting line changes—shall be managed and communicated in a timely manner.

BATTERJEE MEDICAL COLLEGE

- Employees transferred to another branch are expected to continue fulfilling their duties with the same level of professionalism and are subject to the performance standards and policies applicable at the new location. HR should monitor the integration process and ensure that transferred employees receive adequate orientation and support to settle into their new environment.

- All transfer decisions must be made in a fair, transparent, and non-discriminatory manner, in line with the college's values and commitment to employee well-being. Termination and resignation processes

❖ **Attendance & Working Hours:**

- Standard work hours and break times

- All employees are expected to adhere to the college's official working hours and demonstrate a high level of punctuality and commitment to their assigned schedules. The standard working hours for all administrative and academic staff are from 8:00 AM to 4:40 PM daily & 48 hours weekly, inclusive of a 30-minute break allocated for rest, prayer, or meals. This break is to be scheduled in a way that does not disrupt the department's workflow and should be taken no later than five hours from the start of the workday.

- To support employee well-being and ensure compliance with occupational health standards, employees are not permitted to work continuously for more than five (5) consecutive hours without a break. Managers are responsible for ensuring their team members are taking their breaks appropriately and that department operations remain uninterrupted during break times.

- Breaks are not permitted at either the beginning or end of the workday to offset arrival and departure times. Employees who voluntarily work through their rest breaks will not be paid additional compensation.

- Regular and timely attendance is an essential aspect of job performance. Repeated tardiness, early departures, or unauthorized absences may result in corrective action in accordance with the college's disciplinary procedures. Employees are required to notify their direct supervisor and the HR Department in advance in case of any expected delays or absences.

- The college reserves the right to adjust working hours or introduce flexible schedules based on operational needs, academic calendars, or special circumstances, provided that such changes are communicated in advance and remain in compliance with labor regulations.

BATTERJEE MEDICAL COLLEGE

✓ **Attendance Tracking System**

- The college utilizes a biometric attendance tracking system integrated directly with the Employee Self-Service (ESS) portal, allowing employees to view their attendance records in real time. This system is considered the official and sole source of attendance data for payroll, compliance, and performance-related matters.

- All employees are required to check in and check out using the biometric system at the start and end of each working day. It is the employee's responsibility to ensure that their attendance is accurately recorded and maintained on a daily basis. The biometric record serves as a formal record of working hours, and any failure to register attendance will be treated as an unrecorded workday unless supported by a valid justification.

- Negligence in using the biometric system—such as repeated failure to punch in or out—may result in unpleasant financial deductions, as it directly affects payroll processing and the calculation of working hours, overtime, and leave balances. Employees are strongly advised to regularly monitor their ESS portal to verify their attendance status and promptly report any discrepancies to the HR Department for correction within the current payroll cycle.

- Managers are responsible for monitoring attendance compliance within their teams and supporting HR in addressing any recurring issues. The college maintains the right to enforce corrective actions in cases of habitual negligence or misuse of the attendance system.

✓ **Overtime Procedure**

- Overtime at the college is governed by a structured approval and monitoring process to ensure fairness, compliance, and alignment with operational needs. Overtime work is not a routine practice and is only authorized under exceptional circumstances, such as during critical academic events, institutional deadlines, or urgent operational requirements that necessitate employees to perform duties beyond standard working hours.

- The process of approving overtime begins with a dual-level endorsement: first, by the department concerned or program head, and second, by the College Dean, who must review and approve the request based on its necessity and relevance to institutional priorities. No overtime shall be initiated without prior written approval from both levels.

BATTERJEE MEDICAL COLLEGE

- The final verification, processing, and management of overtime entitlements fall under the sole responsibility of the Human Resources Department. HR is responsible for ensuring that all overtime claims are valid, documented, and aligned with labor regulations and internal policies before any compensation or time-off-in-lieu is granted.

- Overtime is typically limited to specific departments where such requirements are predictable or justified. However, employees from other departments may be assigned overtime duties if operational needs demand additional support, subject to proper approvals and workload considerations.

- All overtime must be logged using the designated forms or systems, and employees are expected to obtain pre-approval and submit post-activity confirmation to qualify for compensation. Failure to comply with this procedure may result in non-payment or non-recognition of overtime hours.

- Overtime compensation may be provided in one of two forms: cash payment or equivalent time off (days). If compensated in cash, the payment will be processed by HR and included in the regular payment cycle. If compensated in time off, the approved overtime hours will be converted into leave days and allocated to the employee's leave balance under the category (overtime leave) in the HR system. The Human Resources Department reserves the right to determine the appropriate form of compensation—cash or time off—based on the nature of the work performed, departmental needs, budget availability, and in accordance with the college's policies and procedures.

- In cases of extra days granted as compensation, employees are not permitted to utilize those days until the overtime leave balance is officially reflected in the HR system and a formal confirmation from HR has been obtained. Unauthorized leave before balance settlement may be considered as unapproved absence and subject to disciplinary action.

BATTERJEE MEDICAL COLLEGE

❖ Leave Policy:

- Batterjee Medical College (BMC) is committed to fostering a supportive work environment that values employee well-being and work-life balance. The leave policy provides a clear and consistent framework for managing time off, ensuring fairness, transparency, and alignment with the college's operational needs.
- This policy applies to all full-time employees across all departments and divisions at BMC. It aims to promote mutual understanding between employees, supervisors, and HR, encouraging proactive planning and proper utilization of leave in a way that supports both individual and institutional priorities.

✓ Types of leave:

Annual Leave:

- All full-time employees are entitled to obtain a paid leave annually according to the employment contract and consistent with Saudi Labor Laws.
- All employees shall be entitled to annual leave for each year of service of not less than (21) calendar days and not more than (30) calendar days according to the employment contract and their respective grade.
- All employees shall be entitled to annual leave for each year of service of not less than (30) days after completing (5) years of continuous service.
- Program/Department heads shall schedule with his/her team the annual vacation plan for their employees and send it to the HRD by FEB 28th of every year.
- Given BMC's nature of business, the summer months (June to August) are considered the ideal time for BMC staff, especially academic staff, to utilize their vacation days. Therefore, vacations should be scheduled within these months as much as possible. Nevertheless, this shall not put any administrative restrictions on employees utilizing their vacation days anytime in the year as long as necessary approvals are obtained.
- If an employee is on a leave and, due to unforeseen circumstances, can't report back to work, he/she may extend his/her annual leave until the balance is exhausted; after which the employee shall apply for an unpaid leave until the circumstance is resolved.

BATTERJEE MEDICAL COLLEGE

- Employees should be given an opportunity to plan their annual leave. However, in necessity of work, management's decision should be considered final.

Sick Leave:

- All full-time employees are entitled to take paid sick leaves as per the following:
  - First (30) days: Full Salary
  - Next (60) days: (3/4) of the salary
  - Next (30) days: Unpaid

  The start of the first day of sick leave constitutes the beginning of the calculation year (single year).

- Sick leave benefits are intended to provide income protection in the event of illness for eligible employees for periods of temporary absence supported by an official sick leave from a recognized hospital or clinic. Official sick leave here means a signed and stamped sick leave report by the doctor and the hospital/clinic administration, which is issued by the MoH sehaty platform or within BMC's approved medical insurance network.

- Any sick leave submitted which is found fraudulent or altered in any way shall cancel the sick leave and be considered as unapproved absence. Administrative and legal action shall be taken by the HR department and Legal Affairs under the supervision of the College Dean.

- Employees who are unable to report to work due to illness must notify their direct supervisor before the scheduled start of their workday if possible and no later than twenty-four hours; if the employee was actually sick and has official sick leave.

- An employee on a sick leave shall not be requested or allowed to return to work, even if he/she has exhausted all available sick days in this policy, unless the employee agrees to do so and the treating hospital certifies that the employee is cured from his/her illness and is able to perform his/her duty; and there is no danger or health concern on the employee or his/her colleagues or students.

- If an employee is absent from work due to illness for a period more than (3) consecutive days or (4) days in a month, or (15) days in a year, the HR Department shall verify the medical reports from the hospital or the clinic that gave the official sick leave note(s).

BATTERJEE MEDICAL COLLEGE

- Sick leaves shall not be compensated-for, accumulated, or carried forward in all circumstances.

- Sick leaves from hospitals outside of KSA shall only be accepted as such when issued by a well-established hospital along with a medical report. Further, the sick leave shall be attested by the Embassy when deemed necessary by the HRM.

Maternity leave:

- Maternity leave is given to All full-time female employees registered in GOSI or registered in the HRIS as such and in accordance with applicable Saudi Labor Law.

- Maternity leave shall be (12) weeks starting (4) weeks before the expected delivery date. The employee is free to schedule her maternity leave however she sees fit.

- The expected delivery date is determined by a medical report attesting to the expected delivery date.

- Female employees shall not be allowed to work during the (8) weeks following the

- delivery date under any circumstances.

- The employee shall apply for maternity leave at least (90) days before the expected delivery date so that work is not interrupted.

- An employee on maternity leave is also entitled to extend her leave from her annual vacation balance for a maximum of (30) days. If the employee does not have enough days in her vacation balance, then she may apply for unpaid days, or she may combine paid and unpaid days up to (30) days only after the (8) weeks following the delivery.

- If an employee gives birth to a sick child or special needs child and the baby's condition requires her company, then she is entitled to a paid (30) calendar days, which starts after the end of the maternity leave, and she is entitled to apply for another unpaid (30) calendar days.

- Employees returning from the maternity leave and want to breastfeed their newborn may apply for breastfeeding break as stipulated in the MoL laws and regulations.

BATTERJEE MEDICAL COLLEGE

Paternity leave:

- Paternity leave is given to All full-time employees registered in GOSI or registered in the HRIS as such for (3) calendar days starting immediately before or after childbirth.

- Paternity leave can be combined with other types of leaves.

- Paternity leave will normally be granted; however, BMC may at its discretion request supporting documents for the paternity leave.

Unpaid Leave:

- Full-time employees are discouraged from applying for unpaid leave as it can impact both the work and the employee; however, if a special situation arises, the employee may apply for an unpaid leave under the following conditions:
    - There are justified and important circumstances that force the employee to take a leave.
    - The employee has exhausted all his/her earned paid vacation days for the year.
    - The employee is not, at the time of the leave application or at the time of the leave, assigned to cover another employee who is or will be on leave.
    - The leave will not affect business needs of the College.

- The unpaid leave is to be approved by the Head of program, HRM, Dean, and the COO.
- The employee shall not accrue an end of service benefits for the duration of the unpaid leave.

- During unpaid leave, employees are not entitled to their salaries, allowances &benefits, except for medical insurance which remains intact.

- During any period of unpaid leave, the accrual of annual leave will be suspended. Employees will not be entitled to accrue, utilize, or claim any portion of annual leave corresponding to the unpaid leave duration, either during the leave or at any future time.

- Periods of unpaid leave will not be counted toward the calculation of end-of-service entitlements. Accordingly, no service benefits shall accrue during the duration of unpaid leave.

- If the unpaid leave's duration is for a period of more than two months, the HR department shall drop the employee from GOSI for the duration of the leave and reinstate him/her after reporting to work, subject to GOSI policies and procedures.

BATTERJEE MEDICAL COLLEGE

- Whenever an employee takes unpaid leave, then all weekends, remote-work day, and public holidays including Eid Vacation shall be unpaid and part of the unpaid leave as long it falls before the rejoining date.

- Unpaid leave Rejoining Date must be a working day and not a day off or Holiday at any circumstances.

Marriage Leave:

- Paid marriage leave will be provided to regular full-time employees registered in GOSI or in the HRIS as full-timers who will provide supporting documentation for the marriage.

- Employees who require taking time off to get married are entitled for (5) days paid marriage leave to be scheduled before or after the marriage date.

- The employee shall apply for the marriage leave at least (30) days ahead of the scheduled leave.

- Marriage leave may be combined with any other leave type if requested by the employee.

Bereavement Leave:

- BMC shall provide its regular, full-time employees with bereavement leave for (5) days in the case of the death of an employee's spouse, child, father, (not spouse) Grandparents, & (3) days in case of death of siblings (sister, or brother), starting from the following day of the death.

- BMC shall provide its regular, full-time employees with bereavement leave for (1) day in the case of the death of an employee's (not spouse's) uncle, or aunt starting from the following day of the death. The employee, with their supervisor's approval, may use any available paid leave for additional time off as necessary.

Female Eddah Leave:

- BMC shall provide its regular, full-time Muslim female employees with Eddah leave for (4) months and (10) days in the case of husband death.

BATTERJEE MEDICAL COLLEGE

- If the employee is pregnant during Eddah leave, she is entitled to extend her leave until she gives birth.
- Also, the employee shall not be entitled for the remainder of the Eddah leave if she gives birth. If the
- employee was a non-Muslim, then BMC shall provide her with (15) calendar days only.
- Eddah leave shall be supported by an official death certificate.

Clinical Duty Leave:

- Faculty members are entitled for a full paid leave against hospital visits with students in order to complete the clinical/technical part of the learning material.
- Clinical duty shall be scheduled and managed between the hospital affairs, HOP, and Dean Office.
- An approved clinical duty schedule is a prerequisite to grant paid leave.
- If a faculty member is obliged to perform clinical duty, his/her sole responsibility is to maintain the approved schedule by hospital affairs, dean, HOP, and starting visits dates, (day and time).
- All clinical duty schedules must be submitted in advance, preferably at the beginning of each month. HR shall review all submitted requests in HRIS and make sure that its matching the approval criteria and approves it accordingly.

Hajj Leave:

- Hajj vacation is permissible for BMC full time employees who never performed hajj in their lifetime.
- In order to be entitled for this leave, employee shall complete at least 2 years of continues service at BMC.
- This type of leave is allowed at once during employee work service at BMC.
- Hajj leaves entitlement is at minimum 10 days extendable to 15 days at max including Eid-Al-Adha holiday.

BATTERJEE MEDICAL COLLEGE

- No compensation shall be paid against Eid Al-Adha, as it's included in Hajj leave by default.
- In this occasion, BMC shall manage & schedule the number of employees who applied & wish to preform Hajj on an annual basis, based on work conditions & interest.
- Hajj leave shall be supported by an official permit from Absher stating the eligibility for hajj.

Injury Leave:

- All full-time employees registered in GOSI are entitled to take injury leave whenever they sustain a work-related injury as defined by GOSI.
- This includes injuries when they are on the route to work or home from work.
- Injury leave is not sick leave and shall not be considered as sick leave under all circumstances.
- Injury leave is not paid by BMC for GOSI registered employees, and GOSI compensates the employee directly for salary, medical bills, and injury compensation.
- Employees who have a work-related injury shall directly inform the Personnel Department immediately and his/her direct manager when they sustain an injury and it is the responsibility of the Personnel Department to obtain the proof of the injury and submit the request online in the GOSI system with no delays and before (30) days elapses from the date of the injury, attaching the medical report and any required bills.
- The approved Hospital to treat BMC employees' injuries shall be SGH. An employee on injury leave shall not be requested or allowed to return to work in all cases until the injury leave has ended.

Examination Leave:

- BMC promotes a culture that supports growth & development and encourages Saudi staff to avail the opportunity to improve their education towards BMC's commitment to social responsibility.

BATTERJEE MEDICAL COLLEGE

- Saudi employees who carry on his/her own study should be granted paid leave of examination days under the following conditions:

    - The employee is registered in a degree program, that is: Bachelor's, Master's, or PhD; or professional certification related to the job requirements of the employee in BMC.

    - The employee has been given prior approval by the HR department before enrolling.

    - If the employee was enrolled in the degree before joining BMC, the employee will be allowed to apply for this approval within (1) month from joining.

    - The employee shall apply for the leave as soon as the examination schedule is issued and attach the official examination signed schedule by the educational institution.

    - The leave will only be given for the days on which the examination will be taken.

    - Examination leave for re-sit examination shall not be granted to the employee.

    - If the employee has not obtained prior approval for registering in the educational institution and/or applied ahead of time, then the employee shall be entitled to take the leave days from his/her annual balance or unpaid if he/she has no balance. If the exam day falls on a public holiday or an off day, then the employee is not entitled to take this leave or transfer it to another day.

Business Travel Leave:

Whenever official business assignments arise to send an employee to perform work outside BMC, then the employee must submit a business leave request for the day(s) outside the workplace.

Official business assignments include, but not limited to:

- Meet with potential clients, suppliers, vendors, etc.
- Meet with group members.
- Follow up on new projects or previously assigned work.
- Attend courses, conferences, workshops.

BATTERJEE MEDICAL COLLEGE

- Present original article, poster, scientific work or research and supplement BMC Mission and Vision.
- Attend mandatory training or any training to improve quality learning environment and supplement BMC Mission and Vision.
- Recruitment trips
- Visiting governmental offices
- Visiting other universities
- Students & BMC VIP guests escorting

- Business leave must be applied for and approved before the start of the leave.

- All business leave applications must state the purpose, duration, and location of the business trip.

- All business travel leave must be approved by HR, department/program head, and the Dean.

- If a business leave is more than (2) days, then the employee must submit a report on the trip and mention the accomplishments or outcomes of the travel to the department/program head.

- The department/program head shall review the report and send it to HR and the Dean if requested to do so.

- The start time/date of business leave for trips outside the employee's-based city ideally begins on the same day as the starting day of the actual business need, and the return time/date is determined the same time as the business assignment.

- However, in some cases, management may allow an employee to take either half day (or night) either before or after the actual schedule of the business assignment.

- Whichever is the case, business travel shall not be scheduled before 7 am and the arrival time shall not be after 9 pm.

BATTERJEE MEDICAL COLLEGE

Quarantine Leave:

- BMC should take all the necessary measures and follow the guidelines and protocols set by the MoL and by the MoH in combating the spread of viruses and disease to ensure a healthy and safe environment for its employees and students.

- Employees can obtain a quarantine leave whenever it is requested by the MoH if they are tested positive for a disease/virus and when they are suspected of carrying the virus as per the official sick leave report.

- Quarantine leave is normally calculated as sick leave, unless the MoL states otherwise.

Hemodialysis Leave:

- Employees needing to perform a Hemodialysis in KSA can apply for this leave subject to proper documentation, appointment confirmation letter, and medical report.

- This leave will be paid by the HRDF after the submission by the HR department.

- The hemodialysis leave is unpaid leave that will be collected from the HRDF by either BMC Personnel department or by the Employee him/herself.

Job Search Leave:

- BMC shall provide its regular, full-time employees with a paid (1) day / week to allow them to find a job after the HR department sends an official notice of non-renewal or termination.

- Job search leave shall not be extended to employees who have decided not to renew the employment contract or intend to terminate it before its maturity.

- The job search leave shall be scheduled according to the employee's requirements as much as possible and in coordination with the direct manager.

BATTERJEE MEDICAL COLLEGE

Outside Work (Excuse):

- Given BMC's active engagement in community services, clinical work, and a wide set of public relation activities; and given BMC's distant location from the city center, it is necessary to offer employees the flexibility to not register his/her attendance for work related reasons as per the following:
    - Excuse requests shall only be applied in the HRMS and follow the pre-defined approval hierarchy.
    - Excuse requests shall only be accepted for business-related work that can be completed more effectively or efficiently outside the college.
    - While there is no limit of number of excuses per week or month, it is the responsibility of the direct manager to ensure there is a balance between outside work and work done on campus so that the work inside the college is not affected or unreasonably delayed.
    - Excuse requests are limited to (1) excuse per day; either in or out; or full day depending on the nature of the excuse.
    - The HR department may request further information about excuses and/or supporting documents at its discretion, and it is the responsibility of the direct manager to provide the information.
    - Excuse requests should normally be applied ahead of time; however, the employee may apply for back-dated requests for a maximum of (5) working days.
    - In unforeseeable circumstances, the HRM may approve back-dated requests that are applied after the (5) working days limit; however, no excuse requests shall be approved after the next payroll month in exceptional cases.

Arrest Leave:

- BMC shall provide its regular, full-time employees who are arrested for reasons related to performing work or because of it with a paid time equal to (50%) percent of the employee's base rate until the case is concluded for a maximum of (180) days; after which, no paid time shall be provided.
- If the employee is discharged (or not charged) then BMC shall pay the unpaid time or the remaining (50%) percent of the employee's base rate. On the other hand, if the employee was charged, BMC shall not deduct the arrest leave from the employee.

BATTERJEE MEDICAL COLLEGE

General Leave Rules:

- As per BMC's internal leave policy, the practice known as "sandwich leave" is not permitted. This refers to situations where employees attempt to submit separate leave requests on either side of the official weekend (Friday and Saturday)—for example, from Sunday to Thursday, and then again starting the next Sunday—to avoid the deduction of weekend days from their annual leave balance. In such cases, when an employee's leave extends both before and after the weekend, the intervening weekend days will be included in the total leave duration and will be deducted from the employee's annual leave balance. This policy is in place to prevent the misuse of leave entitlements and ensure consistency across the organization.

- Additionally, applying for leave after an absence is not allowed. All types of leave must be requested and approved in advance through the designated system. Unauthorized absences without prior approval will be recorded as unexcused and may be subject to disciplinary action.

- BMC also clarifies that companion leave is not covered under the college's official leave types. Employees who wish to accompany a family member for personal or medical reasons must utilize their own annual leave balance, in accordance with the standard leave approval process.

BATTERJEE MEDICAL COLLEGE

✓ **Applying for Leave Procedure & Required Documentation:**

1. Employee shall Maintain Verbal acceptance/ acknowledgment of leave request to direct manager.
2. Applying for leave shall be through BMC self-service, by entering Employee Portal and apply for a leave request.
3. Select Type of leave.
4. Fill in the online application.
5. Explain the reason for leaving in the comments box.
6. Upload the required document in attachment depends on leave type when applicable as mentioned in (Table1.1).
7. Make sure that type of attachment is correct and comply with the policy in terms of required verifications.
8. If exit & re-entry visa (employee shall mention it in the comments box).
9. After completing the online request of leave application, employees shall save and submit the request.
10. HRIS will process the request entitlement first and accordingly approves or rejects based on each leave type terms and conditions as per the policy statement.
11. If a request is applicable, the submission will success and proceed to the approval cycle depends on each type of leave & Affairs (Academic, Administrative, Students, Hospital) or Corporate Office.

Table1.1

Leave type	Attachment Required
Annual Leave	No Attachment Required
Unpaid leave	Written Request via Email
Sick Leave	Sick leave / Sehati/ Medical Report.
Injury Leave	Sick leave / Sehati/ Medical Report.
Maternity Leave	Medical Report /Maternity Sick leave.
Eddah Leave	Death Certificate
Paternity Leave	Birth Certificate

BATTERJEE MEDICAL COLLEGE

Table1.1	
Leave type	Attachment Required
Marriage Leave	Marriage Certificate
Bereavement leave	Death Certificate
Arrest Leave	Police Arrest Report.
Examination Leave	Approved Exam Schedule for Active Student.
Business Leave	Business Leave Email Request
Quarantine Leave	Sick leave /Sehati/ Medical Report Stating Quarantine Duration.
Hemodialysis Leave	Medical Report.
Job Search Leave	End of Service Agreement.
Overtime Leave	Approved Overtime Schedule
Hajj Leave	Absher Print out of Hajj Record/ Hajj Permit
Clinical Duty Leave	Clinical Duty Approved Schedule

Postponing/ Cancelation Leave Request:

1. Employee shall write a valid justification for postponing the leave request to direct manager & HRM by official email prior to annual leave due.
2. If the request is rejected by the Direct Manager, the employee shall continue his leave.
3. In the event of approval, employees should send an approved email copy to a payroll specialist with adjusting or cancellation request.
4. Payroll officer will adjust manually in HRIS and make the needed adjustments , with supporting document attached, save & submit the request again. The request will be directed again to an approval cycle in case of acceptance.

BATTERJEE MEDICAL COLLEGE

❖ Compensation & Benefits

✓ Salary structure and payment schedule:

- Batterjee Medical College (BMC) offers a structured and competitive compensation package designed to attract, retain, and reward qualified talent while supporting fairness and internal equity. The standard salary package includes three main components: basic salary, housing allowance, and transportation allowance. Additional allowances may be granted in specific cases, particularly for management-level positions, based on the nature and scope of responsibilities.

- Salaries are disbursed via bank transfer on a monthly basis, with the official payment date being the 1st of each month. The salary calculation cycle runs from the 26th of the current month to the 25th of the following month. Accordingly, all payroll-related updates—such as attendance corrections, leave adjustments, contract modifications, or other personnel actions—must be finalized and submitted to HR no later than the 25th of each month to be reflected in the upcoming payroll.

- In the event of any discrepancies or errors identified after salary disbursement, employees are allowed a correction window of up to 10 calendar days following the salary payment date. During this period, employees must report any issues by emailing the Payroll Unit directly.

- It is the employee's sole responsibility to verify their salary details upon receipt and to take prompt action if any inconsistencies are observed. Corrections submitted after the ten-day window will no longer be valid, and the payroll records for that month will be deemed final and closed. No retroactive adjustments will be made once the correction period has expired.

✓ Medical Insurance Benefits:

- Batterjee Medical College (BMC) is committed to supporting the health and well-being of its employees by providing comprehensive health insurance coverage through an approved insurance provider. All eligible full-time employees & whom under BMC Sponsorship are enrolled in the college's health insurance plan, which includes medical Visits, check-up, and medicines, Immunization and maternity benefits, Medical tests and X-Rays, Hospital Charges for Medical operations and hospital stay, Dental and Gum treatments (except cosmetical treatment), Optical (Frame & Optical lenses), Vaccination & Inoculations as per the Ministry of Health (MOH) in accordance with the

BATTERJEE MEDICAL COLLEGE

terms and network defined by the insurer & CCHI provisions. Coverage may also extend to eligible dependents as specified in CCHI & in accordance with BMC's Meical Insurance policy.

- Upon joining the college, employees will receive their medical insurance Subscription including access to the insurer's digital platform or mobile application for ease of use. It is the employee's responsibility to familiarize themselves with the policy details, coverage limits, and approved medical network.

BMC Employee Insurance Coverage:

- BMC Health Insurance Policy Shall Cover Family Members as per The Following:
- Saudi Male Employee: Wife(s) and all sons under the age of (25) years old who are not insured; and all daughters who are not insured nor married.
- Saudi Female Employee (if married): Husband if unemployed or works in a public sector that doesn't provide compulsory medical insurance. Further, in that case, coverage shall include all sons under the age of (25) years old who are not insured, and all daughters who are not insured nor married.
- Saudi Female Employee (without medical coverage of Family Members):
- If a Female employee requests to add her family members to her medical insurance provided by BMC and who is not insured by other medical provider or doesn't have medical coverage because of spouse unemployment, she can initiate the request by signing and attaching BMC Medical Declaration Form which declares the unavailability of medical for her family members.
- Expat Male Employee: Wife(s) and all sons and daughters who are actively under the employee sponsorship.
- Expat Female Employee: Husband and all sons and daughters who are actively under the employee sponsorship.

Medical Insurance Waiver Request Submitted by Saudi Employee:

If an employee don't want to be covered by BMC Medical Coverage, He/ She can maintain the request only by signing on BMC Medical coverage waiver and declaration of availability of another active medical insurance and attach CCHI Verification of the medical coverage information.

Medical Insurance Charges After End of Service:

Any charges pertaining to the employee or family members' health insurance beyond (60) days from the employee's last working date shall be deducted on a prorate basis.

BATTERJEE MEDICAL COLLEGE

Medical Class Upgrade:

- Batterjee Medical College (BMC) provides standard medical insurance coverage aligned with the approved policy class based on the employee's grade and entitlement. Medical class upgrades are generally not permitted as part of the college's standard benefits structure. However, in rare exceptional cases, an upgrade may be considered upon the employee's written request, provided a valid and justifiable reason is clearly stated.

- Any additional cost resulting from a medical class upgrade, including higher premiums or service charges, shall be fully borne by the employee. The payment must be made in advance or as agreed upon with the Finance Department.

- Employees are encouraged to carefully review their existing coverage and assess the need for an upgrade before submitting a request. All approvals are subject to policy limitations.

Health Insurance Claims Process:

- Employees are expected to utilize healthcare services within the approved provider network. For services rendered outside the approved network or in cases requiring reimbursement, the employee must follow the official claims submission process.

- To initiate a claim, the employee must complete the designated claim form and submit it along with all required supporting documents, including original medical reports, invoices, payment receipts, and proof of service. Claims should be submitted within the time frame specified by the insurance provider to avoid rejection.

- All claims must be submitted through the provider's designated channels—either electronically via their portal or mobile app, or through the HR Department if the claim is not resolved.

✓ **Traveling Tickets Benefits:**

- Batterjee Medical College (BMC) provides annual air ticket benefits to eligible expatriate employees under its sponsorship, as part of its commitment to supporting employee welfare and maintaining strong ties with their home countries. Entitlement applies only to tickets issued from the city in which the employee is based to the home city specified in the employment contract. In the absence of a designated home city, tickets shall be issued to the capital city or second major city of the employee's home country, based on direct flight availability.

BATTERJEE MEDICAL COLLEGE

- Annual air tickets are issued in economy class and must be booked through BMC's authorized travel agent only. No reimbursement shall be provided for tickets purchased outside the approved channels unless pre-approved in force majeure cases, subject to exceptional approval from the HR department. Tickets cannot be converted to cash, transferred, or exchanged for other benefits under any circumstances.

- Tickets are issued based on approved leave; an employee may be eligible for an annual ticket but is not entitled to travel without official leave approval. Departure and return dates must align with the employee's leave period, except in official holidays.

- Employees are responsible for applying for their tickets at least 90 days before travel to grant the best direct flights options.

- Employees with family status are entitled to tickets for their spouse and up to two dependent children, provided they hold valid residency in Saudi Arabia and are under the employee's sponsorship at the time of booking. Partial-status employees are eligible for spouse tickets only. Single-Status employees are eligible for one self-ticket.

- Ticket eligibility in employee family status contract for children is based on their age at departure and should not be older than 18 years old.

- Annual tickets become entitled after nine (9) months of continuous service in the first year, and after six (6) months from the employee's anniversary date in subsequent years. Unused tickets may be rolled over once to the following year but will be forfeited if not used before the next entitlement date. Employees are entitled to only one ticket at a time and must return from the first trip before requesting another.

- Unused annual tickets can be rolled over to the following year of continuous service only and shall be forfeited on the last day before the next annual ticket becomes entitled.

- If an employee's annual vacation is scheduled by BMC and the employee's ticket isn't entitled yet, then BMC can issue an advance ticket to the employee along with entitled family members subject to exceptional approval by HR Department if requested by the employee.

- Reverse route, that is booking from Home City to KSA (Specific city depends on BMC Branch) and back to Home City can be offered to Family Members who have a valid residency in KSA and are on the sponsorship of the employee.

BATTERJEE MEDICAL COLLEGE

- In cases of established emergencies (ticket requested less than 30 days from departure date): an employee may request an emergency ticket to their home country, subject to exceptional approval by HR Department the exceptional approval will require valid justification and supporting document to validate the request. In such cases, the emergency ticket will replace the employee's current or upcoming annual ticket entitlement.

- If an employee or family member is not yet entitled to a ticket but still wishes to travel, they may request the ticket at their own cost. The amount must either be deposited in advance or repaid through salary deductions over a period of up to six months. However, such arrangements are discouraged and allowed only in exceptional cases.

- For **business or educational travel**, ticket class and approval depend on destination and employee level. While economy class is standard, **business class** is permitted for C-Suite executives, Board Members, and eligible executive-level employees traveling internationally for more than six hours, or based on special approvals. All bookings must be made in advance—**three (3) days** for local travel and **seven (7) days** for regional/international trips.

- In the case of **employee transfers** between branches, BMC shall provide a one-way economy class ticket to the new work location. Family members under the employee's contract status may also receive tickets. For family members not covered under the contract, BMC shall extend the tickets to the family members upon the employee's request, the cost will fall under employee personal expenses & can be deducted from the employee's account over a period of up to six months.

- Tickets are issued only to destinations the employee or dependent can legally enter. Proof of visa, entry permit, or residency may be requested before issuance. Any amendments made directly with airlines or agents without HR involvement will waive BMC's responsibility for charges or changes.

- In the final year of service, employees are not entitled to annual tickets but are provided with a repatriation ticket upon completion of the contract. If the employee has used their entitled tickets and later resigns or chooses not to renew, the cost of the most recent annual ticket will be deducted from the final settlement prior to issuing the repatriation ticket. Employees who resign before completing their first contract must bear the cost of their own repatriation.

BATTERJEE MEDICAL COLLEGE

✓ **End-of-Service Benefits**

Batterjee Medical College (BMC) provides end-of-service benefits in accordance with the provisions of the Saudi Labor Law, specifically Articles 84 to 87, which govern the calculation and entitlement of employees upon termination of employment. These benefits represent a form of financial recognition for the employee's service and are calculated based on the length of continuous service with the college and the nature of the employment termination.

- As stipulated in Article 84, employees who complete one or more years of continuous service are entitled to an end-of-service award equal to half a month's wage for each of the first five years, and one full month's wage for each year thereafter. The calculation is based on the last full salary received by the employee.

- In cases where the employee resigns voluntarily, Article 85 of the Labor Law outlines reduced entitlements depending on the length of service. Employees who resign after two but less than five years of service are entitled to one-third of the full benefit; those who resign after five but less than ten years are entitled to two-thirds; and employees who complete ten or more years are entitled to the full end-of-service award.

- According to Article 87, full end-of-service benefits shall be granted in cases of termination due to force majeure, retirement, or resignation by a female employee within six months of marriage or three months of childbirth.

- To facilitate a smooth and timely final settlement, employees are strongly encouraged to initiate their exit request through the Self-Service Portal and to complete the online clearance process promptly. Timely submission and completion of all clearance steps will enable faster processing of entitlements and reduce delays in final payment.

- The HR Department is responsible for calculating and processing end-of-service benefits upon separation, ensuring compliance with legal requirements and internal procedures. Final settlement will include any outstanding dues or deductions, and payment will be made in accordance with the college's clearance and exit process.

BATTERJEE MEDICAL COLLEGE

❖ Code of Ethics & Business Conduct:

Batterjee Medical College (BMC) is committed to fostering a culture of integrity, accountability, and professionalism. This Code of Ethics & Business Conduct serves as a guiding framework for ethical behavior, responsible decision-making, and legal compliance across all areas of work. It is designed to help employees navigate complex situations by applying sound judgment and best practices, while upholding the highest standards of integrity, confidentiality, respect, safety, and environmental responsibility.

The Code outlines BMC's position on key ethical matters, including conflict of interest, internal and external relationships, and compliance with relevant laws and regulations. It supports employees in understanding what is expected of them and how to respond appropriately when faced with ethical dilemmas or uncertain situations. While BMC trusts its employees to exercise good judgment, this policy provides a clear reference point for maintaining professional standards.

Non-compliance with this Code may result in disciplinary actions, depending on the severity of the violation. The College reserves the right to take appropriate corrective measures when actions—intentional or otherwise—go against the institution's professional, ethical, or legal obligations. The fundamental ethical principles BMC promotes include responsibility, respect, honesty, fairness, accuracy, and legal awareness. These principles are essential to maintaining trust, safeguarding the institution's reputation, and ensuring a safe and ethical working environment for all.

✓ BMC Employees, Customers, and Stakeholders:

Batterjee Medical College (BMC) is committed to upholding the highest standards of professionalism, integrity, and ethical conduct in all interactions with employees, students, customers, and stakeholders. All members of the BMC community are expected to demonstrate a strong ethical commitment that reflects the college's values and enhances its reputation as a provider of first-class education and service. This includes conducting all business and operational activities in a lawful, respectful, and transparent manner. Employees are expected to apply BMC's core values—responsibility, respect, honesty, and excellence—in every aspect of their work, ensuring that decisions and behaviors align with both institutional expectations and professional standards. By consistently maintaining this level of conduct, BMC fosters a culture of trust, accountability, and mutual respect across its internal and external communities.

BATTERJEE MEDICAL COLLEGE

✓ **Integrity:**

Integrity is a core value that guides all actions and decisions. Employees are expected to act honestly, transparently, and ethically in all circumstances—even when the correct course of action is not immediately clear. Situations may arise that fall into grey areas where policy interpretation or ethical judgment becomes challenging. In such cases, this Code of Conduct serves as a guiding reference to help employees make appropriate decisions.

If uncertainty remains or a potentially unethical or unlawful act is observed, the employee is expected to:

take responsible action. This includes raising the concern with their direct manager or contacting the Human Resources Department to report any behavior that may violate this Code, related policies, or legal standards.

✓ **BMC Employee's Responsibilities**

All employees at BMC are expected to adhere to the highest ethical and professional standards. The following responsibilities apply to all staff:

- Understand the Code: Read, understand, and comply with the BMC Code of Conduct at all times.
- Seek Clarification: If unsure about any part of the policy, seek clarification from the Human Resources Department. Misunderstanding the policy does not exempt anyone from disciplinary actions.
- Exercise Good Judgment: Demonstrate ethical and professional judgment in daily work activities to help maintain a cooperative, efficient, and productive work environment.
- Take Responsibility for Conduct: Be accountable for your behavior within the workplace, during work-related events, and in any context that directly or indirectly represents BMC—including on social media, digital platforms, and public communications.
- Maintain Professional Behavior: Always uphold the highest standards of manners, honesty, and integrity, reflecting BMC's positive culture and reputation.

BATTERJEE MEDICAL COLLEGE

- Report Misconduct: Promptly report any suspected violations, unethical conduct, or breaches of this policy.

- Use HR Support: Approach the HR Department for assistance with any questions, concerns, or issues related to conduct and ethics.

HOPs and HODs Responsibilities:

- Leaders at BMC—Heads of Programs (HOP) and Heads of Departments (HOD)—have additional responsibilities to foster and enforce ethical conduct across their teams:

- Be Role Models: Act as ambassadors of ethical behavior and fairness within the college community.

- Support Ethical Culture: Promote and uphold BMC's values and ensure ethical practices are consistently followed within their departments or programs.

- Listen and Report: Pay close attention to employee concerns or reported violations and escalate such matters directly to the HR Department.

- Communicate Expectations: Clearly communicate the content and intent of the Code of Conduct to all team members and ensure full understanding.

- Encourage Awareness: Ensure that all staff are aware of their ethical obligations and incorporate the Code into daily operations and team interactions.

✓ **Conflict of Interest**

Batterjee Medical College (BMC) is committed to maintaining a workplace where decisions are made in the best interest of the institution and free from undue influence or personal bias. A conflict of interest arises when an employee's personal interests—or those of a close relative or associate—interfere, or appear to interfere, with their duties and responsibilities toward BMC. All employees and board members are required to act with integrity and avoid situations that could compromise, or give the appearance of compromising, their impartiality or professional judgment.

BATTERJEE MEDICAL COLLEGE

To uphold these standards, all employees are expected to:

- Avoid situations where personal interests conflict—or appear to conflict—with the interests of BMC.
- Not misuse their role or position at BMC for personal gain or for the benefit of relatives or close associates.
- Immediately inform their Line Manager of any actual or potential conflict of interest to allow timely resolution.
- Refrain from using BMC information, property, or resources for personal advantage or external business purposes.
- Avoid any personal business or financial dealings with BMC competitors, contractors, vendors, subcontractors, students, or customers that may create or imply a conflict of interest.
- Maintain professional boundaries and not leverage their role at BMC to benefit friends, family members, or affiliated businesses.
- Understand that actual or potential conflicts can often be managed or resolved through open disclosure and discussion with management.
- Take prompt action to report any conflict of interest by escalating it to their Line Manager, HR, or the COO for proper handling.
- Employees must avoid engaging in outside employment or consulting work that may interfere with their duties at BMC or create a competing interest with the college's mission.
- Employees must not participate in academic or administrative decisions involving family members, including hiring, evaluation, promotion, or disciplinary actions.
- Faculty and staff must avoid situations where personal relationships with students could compromise fairness, professional boundaries, or the academic environment.
- Employees must not use BMC's name, logo, or branding in external activities or personal ventures without formal written approval from the college.

BATTERJEE MEDICAL COLLEGE

- Any gifts, favors, or incentives received from vendors, contractors, or other third parties doing business with BMC must be declared, and accepting them without disclosure is strictly prohibited.

- Failure to disclose a conflict of interest may result in disciplinary action, up to and including termination, depending on the nature and impact of the breach. BMC encourages a culture of transparency and ethical responsibility to preserve institutional trust and credibility.

✓ **Anti-Bribery and Anti-Corruption Policy**

Batterjee Medical College (BMC) is committed to conducting all business and academic operations with the highest standards of honesty, transparency, and integrity. The College adopts a **zero-tolerance approach** to bribery and corruption in any form and is fully committed to complying with all applicable anti-corruption laws and ethical standards across all jurisdictions in which it operates.

Bribery and corruption undermine ethical values, harm educational and economic development, and erode public trust. These practices are not only unethical but are often illegal and may result in serious consequences for both individuals and institutions. If BMC or any of its employees are found to be involved in such misconduct, the College may face legal sanctions, loss of partnerships, and reputational damage. As such, BMC takes its anti-bribery responsibilities seriously and expects all employees, representatives, and partners to uphold the same standards in all business and academic dealings.

To maintain a corruption-free environment, the following standards and expectations apply:

- The prevention, detection, and reporting of bribery and corruption is the responsibility of every employee, contractor, academic affiliate, and business partner acting on behalf of BMC.

- BMC will uphold all applicable anti-bribery and anti-corruption laws, including those specific to the Kingdom of Saudi Arabia and any other jurisdiction in which BMC operates or collaborates.

- All employees are required to avoid any activity that could be interpreted as offering, soliciting, authorizing, or facilitating a bribe.

BATTERJEE MEDICAL COLLEGE

- Employees are strictly prohibited from offering, giving, receiving, or accepting any form of bribe, kickback, or improper benefit, whether monetary or non-monetary, in the course of their work.

- Special caution must be exercised when engaging with government officials, regulatory bodies, accrediting agencies, or their representatives. This includes offering jobs to their relatives, making charitable donations to their associated organizations, or awarding contracts in a way that could be perceived as improper influence or favoritism.

- Employees must not authorize or make payments to any third party to expedite or influence official procedures, particularly if such actions bypass proper channels or violate legal requirements.

- Employees are prohibited from engaging external parties (brokers, agents, or facilitators) to conduct unlawful activities or to resolve external processes through bribery in exchange for personal or institutional gain.

- All employees are encouraged to report any suspected incidents of bribery or corruption at the earliest opportunity. Reports made in good faith will be treated confidentially and investigated appropriately.

- BMC is committed to protecting individuals who refuse to participate in bribery or corruption, or who report violations in good faith. No employee shall suffer retaliation, discrimination, or negative consequences for rejecting improper conduct or reporting a concern.

- All faculty and staff involved in procurement, financial management, contract review, partnership agreements, or student admissions must exercise extra diligence and declare any potential conflict of interest or undue influence that could be perceived as corruption.

BATTERJEE MEDICAL COLLEGE

✓ **Compliance with Community and Governmental Laws**

Batterjee Medical College (BMC) is fully committed to operating with integrity, transparency, and in strict compliance with the laws and regulations of the **Kingdom of Saudi Arabia**, as well as relevant international standards where applicable. Compliance with governmental directives and respectful engagement with the local community are foundational to the College's ethical and professional standards.

To uphold these commitments, all employees are expected to adhere to the following:

- BMC strictly prohibits any form of illegal activity, whether intentional or negligent, in connection with college operations. Any suspicion or knowledge of unlawful conduct must be reported immediately to the employee's direct manager or the Human Resources Department.

- Employees are prohibited from engaging in political activity, lobbying, or any form of public or private advocacy that is illegal, unethical, or conflicts with the College's mission, neutrality, or regulatory obligations.

- Any verified involvement in illegal activity—whether within or outside the College—will be treated as a serious violation and may constitute gross misconduct, subject to disciplinary action up to and including termination of employment and legal reporting, where applicable.

- BMC is committed to building and maintaining positive and cooperative relationships with local communities and municipalities. This includes full compliance with local regulations, cultural respect, and contributions to public well-being through education, health, and outreach initiatives.

- As a healthcare-focused institution, BMC promotes active and responsible involvement in local healthcare development, and encourages faculty and staff to support community health initiatives in ways that reflect the values and professionalism of the College.

- Employees must exercise discretion when representing BMC in any public, community, or government-facing engagements, ensuring that their conduct and communications align with BMC's values and do not compromise its reputation or compliance obligations.

BATTERJEE MEDICAL COLLEGE

- Employees should refrain from using their professional affiliation with BMC to seek preferential treatment, benefits, or unauthorized access to government services or institutions.

✓ **Privacy, Confidentiality, and Data Protection**

Privacy:

at Batterjee Medical College (BMC), privacy is regarded as a fundamental right, and the College is committed to respecting and protecting the personal privacy of all employees, students, and stakeholders. Every individual has the right to a private life, and BMC upholds this principle by ensuring that personal data and private matters are handled with confidentiality, discretion, and in compliance with applicable policies and data protection standards.

Employees are equally expected to act in a manner that preserves the integrity and reputation of the College. Any external personal communications, public conduct, or online activity—whether on social media, forums, or public platforms—that is not associated with BMC must not compromise the institution's reputation or reflect negatively on its image.

To uphold these standards, all employees are expected to:

- Raise any concerns related to potential conflicts between personal matters and College responsibilities to their HOP/HOD and the HR Department for proper guidance and resolution.

- Understand that personal employee information is collected, stored, and managed by the HR Department in a secure and confidential manner to protect against unauthorized access, loss, misuse, or disclosure.

- Strictly adhere to BMC's Confidentiality Policy, including maintaining discretion with access to student records, staff data, academic materials, and institutional communications.

- Refrain from sharing, storing, or discussing personal or institutional information via unofficial channels or personal devices, especially when dealing with sensitive student or faculty data.

- Respect the privacy of students, colleagues, and stakeholders at all times, and avoid engaging in or spreading personal information, rumors, or confidential matters within or outside the workplace.

BATTERJEE MEDICAL COLLEGE

- Obtain explicit authorization before capturing, using, or sharing photos, videos, or recordings of students, employees, or College events, particularly in public or digital spaces.

- Acknowledge that any breach of privacy—intentional or negligent—may result in disciplinary action, depending on the nature and impact of the violation.

Confidentiality:

Batterjee Medical College (BMC) is committed to safeguarding the integrity, security, and confidentiality of all institutional, academic, operational, and personal information. As part of their roles and responsibilities, employees may be granted access to various forms of sensitive data. This policy outlines the standards and responsibilities that govern the handling, protection, and disclosure of such information.

Employees are required to manage confidential information with the highest level of care, ensuring it is used solely for official work purposes and always in the best interest of BMC. Unauthorized access, disclosure, copying, modification, or misuse of any confidential information is strictly prohibited and may result in disciplinary action, including termination of employment, and potentially legal consequences, depending on the nature of the violation.

Confidential Information and Data includes, but is not limited to: scientific research, research data, ideas, concepts, methodologies, inventions, innovations, discoveries, technical and operational knowledge, production and quality data, financial and accounting records, profit or loss data, business strategies, academic plans, marketing forecasts, and any other information related to BMC's activities, operations, property, staff, students, suppliers, agents, owners, or affiliates. This applies whether the information is explicitly marked as confidential or not, and regardless of whether it is shared verbally, in writing, electronically, visually, or through any other medium.

This definition also covers data stored on physical or digital media (such as paper files, magnetic drives, cloud platforms, or other electronic systems), as well as information received from third parties or partner institutions under confidentiality agreements. All employees are obligated to protect such information from misuse, unauthorized disclosure, or improper handling, and these obligations remain binding throughout and beyond the term of employment.

BATTERJEE MEDICAL COLLEGE

Employee Commitments and Responsibilities

The employee acknowledges and agrees to the following:

1. **Ownership of Information**
   All confidential information is the sole property of BMC. The employee is not permitted to copy, share, disclose, or use such information for any purpose outside the official scope of work—whether with internal or external parties—without written authorization from BMC.

2. **Use in Public or Digital Spaces**
   The employee shall not engage BMC's name, data, operations, activities, or any form of confidential or public information across **social media, digital platforms, websites**, or other internet channels. This includes commenting on, interacting with, or posting about BMC-related content without prior approval.

3. **Access and Purpose Limitation**
   Access to confidential information is restricted to employees whose job duties explicitly require such knowledge. The information must only be used to perform assigned duties and not for personal, commercial, or unrelated use.

4. **Obligation Upon End of Employment**
   Upon termination of employment, regardless of reason, the employee must return or securely transfer all confidential information in their possession—whether in physical, digital, or any other format—back to BMC. No information may be retained or used thereafter.

5. **Incident Reporting**
   The employee is responsible for immediately reporting any loss, breach, unauthorized access, or misuse of confidential information. This includes cases where internal staff or external entities gain access to restricted information without formal permission.

6. **Consequences of Breach**
   Disclosure or misuse of confidential information is considered a serious breach of trust. It may result in immediate termination without end-of-service benefits or compensation, in accordance with Saudi Labor Law and BMC's internal policies.

7. **Duration of Confidentiality Obligation**
   The obligations within this agreement begin on the date of signing and remain valid throughout the employment period and for ten (10) years following the end of employment, regardless of the termination reason.

BATTERJEE MEDICAL COLLEGE

8. **Jurisdiction and Governing Law**
   This agreement is governed by the laws of the Kingdom of Saudi Arabia. Any disputes arising from or related to this agreement shall be settled by the competent courts in Jeddah.

✓ **General Provisions**

- This agreement is issued in two original copies: one retained in the employee's HR file, and one provided to the employee for reference and compliance.
- Failure to enforce any provision of this agreement at a given time shall not be considered a waiver of BMC's right to enforce it in the future.
- If any clause of this agreement is rendered invalid by legal judgment, the remaining provisions shall remain in full force and effect.

✓ **Insider Trading Policy**

Batterjee Medical College (BMC) is committed to upholding ethical business practices and full compliance with applicable financial and securities laws. All employees are strictly prohibited from using privileged or non-public information for personal financial gain or for the benefit of others. BMC takes a **zero-tolerance approach** to insider trading and unlawful disclosure of confidential or material information.

To protect the integrity of the College and its stakeholders, the following rules apply:

- Employees must not use material, non-public information (also known as "inside information") to trade in the securities of BMC or any other organization with which BMC has dealings—such as vendors, research partners, clients, or affiliates. This restriction applies whether the information was obtained through official duties or informally, including through conversations, observations, or social connections.
- Employees are also prohibited from engaging in "tipping"—the act of sharing insider information with others who may use it for personal or financial benefit. This includes friends, family members, colleagues, or external contacts.
- Employees must avoid not only insider trading but also any appearance of impropriety, which may damage the reputation of the College or raise concerns of unethical conduct. To this end, any confidential information related to BMC's financial status, business plans, academic partnerships, or operational performance should be disclosed only on a strict need-to-know basis, using the minimum necessary detail.

BATTERJEE MEDICAL COLLEGE

- All insider information must be protected in accordance with the College's confidentiality and data governance policies. This includes internal communications regarding financial reports, research data, vendor contracts, institutional investments, and funding arrangements.

- Any suspected incidents of insider trading or unlawful disclosure will be treated with the utmost seriousness and may be reported to the relevant regulatory or legal authorities. Such violations will also be considered gross misconduct or a breach of contract, subject to immediate disciplinary action, including termination of employment.

- Employees involved in roles related to finance, research grants, procurement, or investment must exercise additional caution and may be required to sign specific non-disclosure agreements or undergo annual compliance training.

- Standards of College Records and Disclosure

- Batterjee Medical College (BMC) upholds the highest standards of accuracy, transparency, and accountability in all forms of institutional documentation and communication. All college records—whether academic, administrative, financial, or personnel-related—must reflect the true, complete, and current status of operations and must be created and maintained in a manner that supports compliance with internal policies and regulatory requirements.

- Every employee, regardless of role or rank, is expected to contribute to the integrity of the College's records and uphold professional standards in all documentation activities.

- To support this commitment, the following responsibilities apply:

    - All employees must ensure that records created or handled in the course of their duties are truthful, accurate, and professionally prepared. This includes internal reports, student or employee data, approvals, financial entries, and any correspondence related to official college business. Employees in supervisory or leadership roles (e.g., HOPs/HODs) are expected to validate and endorse documentation accurately and responsibly.
    - Under no circumstances should records—such as financial transactions, asset counts, employee data, invoices, or approvals—be kept "off the books" or withheld from the college's official systems. All records must be entered, processed, and stored in line with BMC's approved documentation procedures.

BATTERJEE MEDICAL COLLEGE

- Employees are expected to maintain a professional, respectful, and objective tone in written communication, particularly when using official college channels such as email, memos, and academic correspondence. These records may be archived, shared, or disclosed under specific conditions and must avoid any exaggeration, informal tone, or language that may be harmful or embarrassing to individuals inside or outside the College.
- All college records, documents, and files—regardless of format (paper or digital)—must be stored, protected, retained, or securely disposed of in accordance with BMC's Confidentiality and Records Management Policies.
- Employees involved in data entry, record management, or official approvals must undergo relevant training and are expected to keep abreast of college procedures and applicable data governance standards.
- Any suspected falsification, tampering, concealment, or unauthorized destruction of official records will be considered gross misconduct and may lead to disciplinary action, including termination of employment and legal consequences.

✓ **Standards of Respect and Interpersonal Conduct:**

To foster a healthy, inclusive, and respectful work environment where all employees, students, and stakeholders are treated with dignity and professionalism. The College emphasizes the importance of respectful behavior as a core value that supports collaboration, productivity, and the emotional well-being of all members. Respect in the workplace is a foundation for academic and operational excellence.

BMC expects all employees to uphold the following principles of respectful conduct:

- Respect personal space, cultural sensitivities, and privacy boundaries, especially in multicultural and gender-diverse environments.
- Respect academic freedom and diversity of opinion in classrooms, meetings, and collaborative environments, encouraging open dialogue in a professional and constructive manner.
- Maintain respectful communication in all forms, including emails, messaging apps, and digital learning platforms, avoiding sarcasm, tone-policing, or passive-aggressive remarks.
- Avoid retaliation against any individual who raises concerns or reports disrespectful or inappropriate behavior.

BATTERJEE MEDICAL COLLEGE

- Respect hierarchy and institutional roles, even when raising feedback or disagreement, ensuring communication follows appropriate channels.

- Maintain professionalism and integrity in all interactions and activities, demonstrating respect and care for individuals and the institution.

- Treat all colleagues, students, external partners, and visitors with courtesy and fairness. BMC maintains a zero-tolerance policy toward discrimination, harassment, bullying, intimidation, or any form of hostile or demeaning behavior.

- Avoid any behavior that could be considered offensive or inappropriate, including sharing of derogatory remarks, offensive messages, or inappropriate jokes, whether verbal, written, or digital.

✓ **Security of College Property, Assets, and Facilities**

Batterjee Medical College (BMC) is committed to ensuring the security and responsible use of all institutional property, resources, and facilities. Employees are expected to act as custodians of college assets and must take all reasonable steps to safeguard items entrusted to them. This includes protecting physical property, equipment, electronic devices, documents, and access credentials from loss, theft, damage, or unauthorized use.

Employees must ensure that college-issued equipment such as laptops, tablets, and other electronic devices are never left unattended in public or unsecured areas within the college premises—such as lounges, classrooms, parking lots, waiting areas, libraries, or colleagues' offices. All digital devices must be password-protected at all times, and employees must never share their personal login credentials or device passwords with any unauthorized individual.

Sensitive materials and internal documents must not be left exposed in areas where unauthorized individuals may access them. Employees are required to store college documents securely and ensure that confidential information is handled in accordance with the College's Confidentiality and Data Protection Policies.

Access cards, biometric credentials, and keys provided to employees are for individual use only and may not be transferred, shared, or used by others under any circumstance. If access issues arise, employees must report the matter directly to the Security Department for resolution. Similarly, any access tools such as car stickers, archiving room keys, or digital access codes must only be used by authorized personnel, as designated by BMC.

Employees using high-value items, including medical devices, laptops, or specialized tools, are responsible for securing such property at the end of their shift. Secure storage such as drawers or lockers should be used, and employees without assigned storage may request a secure alternative through Facilities Management.

BATTERJEE MEDICAL COLLEGE

✓ **Use of BMC Assets**

Employees must exercise diligence and responsibility in the use of college assets. All resources—including equipment, supplies, vehicles, and institutional services—must be used solely for legitimate business and educational purposes. Personal use of BMC property, including but not limited to stationery, branded materials, hardware, and digital tools, is strictly prohibited unless explicitly authorized.

The use of college funds, property, or assets for any unauthorized, unethical, or unlawful purpose is not permitted under any circumstances. Misuse or negligence in handling college assets may result in disciplinary action and/or reimbursement of losses, in accordance with the College's disciplinary procedures.

In general, all employees are expected to actively contribute to the preservation and protection of BMC's physical and digital assets, as well as the proper use and care of all college property and facilities.

✓ **Dress Code Policy**

Batterjee Medical College (BMC) recognizes that professional appearance plays a vital role in creating a respectful, inclusive, and productive academic environment. This Dress Code Policy is established to promote socially acceptable and professional standards of appearance among faculty and staff. Appropriate attire not only reflects personal and institutional pride but also contributes to a positive educational atmosphere, strengthens campus morale, enhances the college's image, and reinforces the culture of professionalism within the BMC community.

The purpose of this policy is to provide clear guidelines on appropriate dress standards for all employees while performing their duties or representing the College in any formal capacity. Employees are expected to dress in a manner that is smart, modest, clean, and professional, in line with the values and public image of BMC. This policy is intended to ensure that all staff consistently present a positive, credible, and culturally respectful image of the institution to students, parents, colleagues, stakeholders, and external visitors.

Furthermore, the policy seeks to prevent any potential negative impact on BMC's image, safety, and institutional reputation that may arise from inappropriate or non-compliant attire. While maintaining professional standards, BMC remains committed to accommodating reasonable exceptions based on legitimate religious, cultural, health, or disability-related needs, provided such requests are communicated in advance and reviewed by Human Resources.

BATTERJEE MEDICAL COLLEGE

This policy applies to all colleges, departments, divisions, academic programs, and administrative units across BMC. It covers all categories of employment, including full-time, part-time, adjunct, and casual/flexible staff. All employees are expected to familiarize themselves with this policy and adhere to its standards at all times while on campus or during any work-related representation of the College.

- Faculty and staff shall dress according to accepted standards of modesty, dignity, and good taste. Clothes must be clean, neat, professional, appropriate, safe, and not extreme in design or fashion.

- Faculty and staff should dress appropriately for the type of work being performed and appropriate to the level of responsibility.

- Deans, Vice-Deans, and Program heads may, at their discretion, request that an entire program/department dress in professional business attire for an event or meeting.

- Attire must keep with the nature of the employee's position type, nature of duties, work location, type of contacts routinely made with co-workers, vendors, external customers, contacts, and locations visited.

- Deans, Vice-Deans, and Program heads may place additional requirements regarding dress within the scope of their responsibilities but may not liberalize the requirements within this policy.

- All staff and faculty are required to follow the principles of this policy, and failure to adhere to the BMC's standards of dress and appearance may constitute misconduct and shall result in formal disciplinary action.

- All staff and faculty are responsible for following the standards of dress code and appearance laid down in this policy and should understand how it relates to their working environment.

- Executive management and deans may approve days as "casual days" or "theme days". On such occasions, employees still expect to meet dress and appearance standards, including safety and health considerations. In such cases, "casual" dress means "business casual" and "theme" clothing and accessories may be limited to non-student or service areas.

BATTERJEE MEDICAL COLLEGE

- Logos, advertisements, slogans, or other messages representing organizations other than BMC or SGH or promoting political, social, religious, or other causes are not permissible.

- Departments may create written policies that require employees to wear uniforms. In such cases, employees do not have the discretion to modify such uniforms or to refuse to wear them. Refusal to wear a designated uniform is subject to progressive discipline up to and including termination of employment.

- The table below sets the employee category along with the dress code for each employment category:

Employee Category	Dress-Code Type:
C-Suite level/Dean/Vice Deans/Directors/ HOPs, HODs/Administrative/ Academic/ Student units	Business Professional Attire
Faculty Members/Administrative Staff	Business Casual Attire
Maintenance	BMC Uniform
Security Guards	
Health & Safety	
Facility & Transportation Staff	

- All employees representing BMC on occasions outside the campus and during business hours (such as trade shows, ceremonies, etc.) shall always abide by the Business Professional Attire unless the occasion calls for them to comply with BMC Uniform or Clinical Attire.

✓ **General Guidelines:**

- Clothing must be clean, pressed, and businesslike to present a professional appearance appropriate to the employee's job and work duties and allow a visitor to identify an employee easily. Any clothing item is inappropriate for the workplace if:
- It appears stained, soiled, wrinkled, or mismatched to other clothing.
- It appears too tight or revealing.
- It is too casual, unkempt, or otherwise un-businesslike for an employee in a university or a college. It calls attention to itself and distracts employees from their work and responsibilities.

BATTERJEE MEDICAL COLLEGE

- Provokes, alarms, offends, or disparages those whom employees are serving or others with whom they interact.
- This may cause students, visitors, co-workers, or management to question the competence, confidence, professionalism, caring, or quality of BMC's employees.
- Exposes employees, students, or others to unnecessary safety or health risks.
- Footwear must be closed-toed, clean, safe, in good repair and not exceed three inches (3") in height. Sandals and flip flops are not permitted.
- Jewelry, buttons, pins, and other accessories must be limited and unobtrusive. Body piercings, including tongue, eyebrow, and nose piercings must be removed while on duty.
- Earrings are limited to two (2) per ear and must be located on the earlobe. Hoop style or earrings of excessive length that pose a safety risk are not permissible.
- The use of strong perfumes, after-shaves, and other noticeable scents should be avoided.
- Cosmetics should be appropriate to the workplace.
- Hair should be clean, neatly styled, and of a "natural" hair color (i.e., not colors unnatural to human hair).
- Facial hair and nails must be neatly trimmed.
- Tattoos must be covered at all times.
- BMC Employees expected to be well-groomed & must always present a clean, professional appearance. Everyone should wear clean clothing, free of holes, tears, or other signs of wear. Appropriate clean undergarments should be worn at all times.
- Hair (including sideburns, mustaches, and beards) should be clean, combed and neatly trimmed.
- Denim, jeans, or fabric that appears to be denim, is not permitted unless it is worn on a casual/theme day. On such days, the pants shall be free from holes, tears, and extensive color fades.
- All clothing mentioned in this policy should not be excessively baggy or too tight nor revealing.
- Employees are required to wear fit-size clothing that looks professional and is appropriate for the physical requirements of the employee’s position and movement.
- Dressing shall always conform to what is acceptable by the community and Saudi Culture.

BATTERJEE MEDICAL COLLEGE

✓ **Additional Guidelines:**

In addition to the General Guidelines set forth above, clinical and uniformed personnel must comply with the following:

- Uniforms must be consistent within the department or unit as prescribed by the department/unit specific dress standards including the wearing of clearly identifying attire that may distinguish employees from differing units or job functions.
- Artificial fingernails and fingernail jewelry are not to be worn. Natural nail tips are to be kept less than ¼ of an inch long. Chipped nail polish is not permitted.
- Footwear must meet department specific safety and other prescribed standards.

For Female Staff & Faculty:

- Avoid high heels, sparkling shoes with strong neon colors, instead low heels, and maximum to (2) inches, or flats should be worn.
- Strong Nail polish colors are not allowed instead clear or soft natural colors are recommended.
- Nails should always be trimmed, low to moderate length only if applying Nail Polish.
- Light Make-up with natural colors is accepted.
- Fragrances and accessories should be worn in moderation.
- Females are required to dress modestly, meaning covering shoulders and knees.
- Sleeveless shirts or short dresses/skirts are not permitted.
- All shirts and tops should cover the chest.
- Females should wear head coverings and Abaya while entering and exiting the male campus and during meetings with male faculty and students.
- Abaya shall be formal, and what is normally worn in the daytime or in workplace setting. It shall cover the shoulders to below the knees at a minimum. Dark colors are preferred, and colorful Abaya's are discouraged.
- Eye lashes lifts and extensions should be avoided in the workplace; however, it shouldn't be very long, or unnatural color if worn. The daily use of eyelash lifts and extensions for long hours and daily is harmful to the employee.

BMC Employee ID:

- ID badges shall always be worn in a visible place above the waist; the employee can be identified as a BMC employee.
- ID badges should be kept clean (i.e.: no stickers or other appearance altering items may be placed on the ID badge).

BATTERJEE MEDICAL COLLEGE

Saudi Employees:

- Saudi employees are encouraged to wear the Saudi traditional clothes whenever it doesn't violate any departmental dress code, uniform, or safety concerns.
- Saudi traditional wear must be worn in a formal manner (i.e. fully buttoned and uncuffed sleeves, white or dark colors "thobe", white or red "Shomakh/Gotrah")

Dress-Code Violations:

- Employees are responsible for ensuring that their dress and grooming complies with BMC and departmental policies.
- All members of the BMC Management Team are responsible for ensuring that the dress and grooming of all staff comply with BMC and departmental policies, as well as safety and health considerations, and shall take enforcement action as appropriate. However, it is the responsibility of the Heads and supervisors to enforce the policy and refer questions and violations to HR.
- Employees who report to work improperly dressed or groomed are sent home to change or groom. The staff member clocks out and clocks back in upon their return to work. The first instance of being sent home due to improper dress or grooming is considered a verbal warning. Repeated violations or violations that have major repercussions may result in disciplinary action being taken up to and including termination.
- The HRM and upper-level management address referred issues and make final determinations.

BATTERJEE MEDICAL COLLEGE

The Following Table Presents the Prohibited/ Inappropriate Dress-Code in the Workplace:

Wear Type	Clarification of Prohibited /Inappropriate Wear at BMC
Tops	• Excessively baggy or tight clothing • Sleeping Clothes (Pajamas/ Sleep thoub) • Wrinkled, Cropped or midriff tops, tank tops, T-shirts and sweatshirts. • Tattered/faded jeans. • Any Clothing with a printed logo other than BMC logo. (Except, Contracted/ Outs Staff). • Clothing with offensive or inappropriate designs or stamps • Sleeveless tops (shirts/ T-shirts/ Blouses) • Clothing with rips, tears or frayed edges. • Tank tops, T-shirts, and thin or "spaghetti-style" straps on tops are not appropria • low-cut necklines tops
Pants	• Casual Pants, jeans, slacks, skirts, shorts, sweatpants, sports pants, spandex, l bike style pants, wind suits.
Shoes/Heels	• Beach thong style sandals, athletic sandals, slippers, open toe shoes, high heels inches. • Shiny/ strong/ neon footwear colors.
Accessories	• large and long earrings/ necklaces/ bracelet. • Accessory with a printed logo other than BMC logo.
Body	• Visible body piercing (Face, tongue, lips. and nasal piercing) • Tattoos and body art.
Hair	Unnatural hair colors Untrimmed sideburns, mustaches, and beards. Untied/uncombed Hair.
Makeup	Strong makeup Colors.
Fragrances	Strong cologne or perfumes.

BATTERJEE MEDICAL COLLEGE

❖ Performance Management:

Batterjee Medical College (BMC) is committed to fostering a high-performance culture that supports individual growth, institutional excellence, and alignment with strategic goals. The **Performance Management Policy** provides a clear and consistent framework for evaluating employee contributions, promoting continuous development, and ensuring accountability across all levels of the organization.

This policy is designed to support a **structured and objective approach** to performance evaluation that reflects BMC's values of transparency, fairness, and professional integrity. It aims to ensure that all employees receive regular, constructive feedback and are empowered to enhance their skills, achieve their goals, and actively contribute to the College's mission.

Performance management at BMC is a **dynamic, year-round process** that emphasizes alignment, dialogue, recognition, and improvement—not merely an annual review.

Through this policy, BMC seeks to:

- Establish clear performance expectations, enabling employees to understand how their roles support broader institutional objectives.
- Promote mutual accountability between employees and managers through continuous dialogue and transparent feedback mechanisms.
- Ensure consistency and equity in evaluation practices across all departments by applying standardized criteria and performance metrics.
- Support employee engagement, motivation, and ownership by recognizing achievements and identifying areas for professional growth.
- Provide data-driven insights for key HR decisions, including promotions, compensation, learning and development, and succession planning.
- Strengthen legal and procedural integrity by maintaining documented, evidence-based assessments that support fair employment actions.
- Encourage open communication, allowing employees to raise concerns, seek clarification, and align expectations through performance discussions.

This policy applies to **all full-time academic and administrative employees** at BMC, with the exception of **C-level executives**, whose performance is assessed through separate governance frameworks. It encompasses the full performance management cycle—from **goal setting and planning**, to **mid-cycle check-ins**, formal **annual evaluations**, and **follow-up actions** including development plans or performance improvement processes, where applicable.

BATTERJEE MEDICAL COLLEGE

✓ **Evaluation Period:**

The evaluation period in BMC shall normally be an annual evaluation, because it allows enough time for faculty & staff to demonstrate their contributions and progress. It aligns well with the academic calendar and allows for comprehensive reflection on the entire year's work, achievements, and areas for improvement. It is therefore mandatory to have all performance reviews completed between April 1st and May 15th of each year. When necessary, the HR can request a mid-term evaluation period to evaluate the progress of a specific employee to ensure that the key improvements and goals agreed on are progressing positively.

✓ **The Appraiser**

The appraiser will normally be department heads (HoP/HoD), unless it is decided in some cases to have the appraisal completed fully or partially by the direct manager/supervisor who works directly with the employee or oversees the employee's daily tasks. Whichever the case, all appraisals shall be finally approved by the department head.

In addition to the department head, HR shall co-appraise the employees' performance if the appraiser has supervised the appraisee for less than 6 months or in cases which it is reasonable to assume that HR involvement is needed to ensure fairness and consistency.

✓ **Appraiser Role & Responsibility:**

The appraiser plays a crucial role in the performance evaluation process. Their responsibilities extend beyond simply assessing an employee's performance; they are also expected to guide, motivate, and ensure that the process is fair, transparent, and aligned with the organization's goals. All appraisers shall:

- Be familiar with the performance evaluation criteria, standards, and objectives.
- Gather and review all performance related data, such as performance reports, feedback from colleagues or students, self-assessments, and previous evaluation.
- Set time and agenda for the appraisal meeting.
- The appraiser must maintain objectivity and avoid personal biases in their documentation, ensuring that the evaluation is based on facts and the employee's performance, rather than assumptions or opinions.
- Deliver clear, honest, and balanced feedback, offering concrete examples and avoiding vague generalizations.
- Encourage the employee to share their perspective, ask questions, and discuss any concerns or challenges they may be facing.

BATTERJEE MEDICAL COLLEGE

- Aim to motivate the employee through positive reinforcement and acknowledge the employee's contributions and successes, highlighting achievements that align with the organization's objectives and recognizing hard work.
- The appraiser should help the employee understand their potential career path within the organization. They can provide insight into advancement opportunities, what skills or experiences are needed for promotion, and how to enhance performance to achieve career goals.
- After the evaluation, the appraiser should follow up regularly to monitor the employee's progress toward their goals.
- The appraiser should ensure that the evaluation process is confidential, and feedback is shared only with the relevant parties (i.e., the employee, HR, or the appropriate supervisor).
- The appraiser should conduct the appraisal with professionalism and respect, particularly if the evaluation includes areas where the employee's performance has not met expectations.
- Providing constructive feedback without diminishing the employee's confidence is essential.
- The appraiser must ensure that the evaluation process adheres to legal, ethical, and organizational standards. They should avoid any form of discrimination or bias and ensure that all employees are evaluated equitably.
- If the appraiser has any conflicts of interest or biases towards the employee being evaluated, these should be disclosed to HR or the appropriate authority to ensure the process remains impartial.

Before the Evaluation: Employees should be informed in advance about the evaluation process, the criteria used for evaluation, and the timeline. This helps set expectations and encourages a proactive approach to self-improvement.
Notice Period: HR should inform employees at least one month before the performance evaluation begins to give them time to prepare.
Acknowledgment of Receipt: After the review meeting, employees must acknowledge in writing that they have discussed and received the evaluation, even if they disagree with the assessment. This documentation ensures that there is a record of the process.
Employee Access to Documentation: Employees have the right to access their performance evaluations, including feedback and supporting documentation, which should be stored confidentially in their HR file.

BATTERJEE MEDICAL COLLEGE

✓ **Review Meeting:**

A one-on-one meeting between the employee and the appraiser is mandatory and shall take place to discuss the results of the performance review. The meeting should focus on:

- Reviewing strengths and areas for improvement.
- Discussing developmental goals.
- Addressing any concerns or feedback.
- Creating an action plan for the upcoming evaluation cycle.

✓ **Documentation:**

- All evaluation results and feedback will be documented and kept in the employee's personnel file.
- Both the appraiser and the employee will sign an acknowledgment that the evaluation was completed and discussed.

✓ **Appeal of Performance Evaluation Decision**

Employees have the right to appeal their performance evaluation if they believe the evaluation was inaccurate, unfair, or biased; did not reflect their actual performance; and there were procedural errors or violations of the evaluation policy.

Appeals must be submitted in writing to the appeal committee or the HR Manager within 10 working days; Late appeals may not be considered unless there are exceptional circumstances. The appeal letter should include: the reason for the appeal, specific areas of disagreement, any supporting evidence or documentation, desired outcome (e.g., revised evaluation, second review). The review committee or the HR Manager shall assess the appeal through interviewing the employee or the appraiser, reviewing performance records and relevant documentation, and examining whether the evaluation process meets the statements and guidelines set in this policy. After the review, the decision shall be to:

- Uphold the original evaluation
- Amend the evaluation
- Perform a new performance appraisal by a committee

The decision shall be made within 30 days and communicated in writing; and shall be final. All appeals and related discussions shall remain confidential. Employees shall not face retaliation for appealing an evaluation.

BATTERJEE MEDICAL COLLEGE

✓ **HR Final Review & Closure:**

After the employee's confirmation (or resolution of concerns), HR will conduct a final review to validate the fairness, completeness, and compliance of the evaluation. This includes checking the accuracy of ratings, clarity of feedback, and alignment with performance standards. Once approved, HR will formally close the evaluation in the system, marking the end of the appraisal cycle.

✓ **Performance Evaluation Criteria:**

Employees' overall performance is directly aligned with BMC's institutional performance and the strategic objectives of their respective departments or programs. The performance evaluation criteria and weighting distribution shall be reviewed and approved annually by a committee comprising the Head of Human Resources, Chief of Quality, Chief of Academics, and the Chief Operating Officer (COO).

✓ **Evaluation Criteria of Teaching Staff**

The performance evaluation of teaching staff is conducted annually and is based on multiple weighted components that reflect BMC's academic standards and institutional priorities. The evaluation combines both quantitative and qualitative measures, aligned with the faculty member's core responsibilities in teaching, research, and community engagement. The overall performance rating is distributed as follows:

- Teaching and Learning (60–65%)
  This component evaluates instructional delivery, student engagement, course management, curriculum contribution, and academic outcomes. The exact percentage may vary based on the faculty member's research and community service responsibilities.
- Behavioral and Competency-Based Evaluation (30%)
  This includes an assessment of BMC's core competencies such as professionalism, commitment to continuous professional development, effective communication, decision-making, teamwork, punctuality, and personal appearance, and alignment with institutional values.
- Academic Research (5%)
  Reflects scholarly contributions including research publications, conference participation, funded projects, and other academic output.

- Community Service (5%)
  Evaluates faculty participation in community outreach, institutional representation, and activities that contribute to the broader societal impact of BMC.

BATTERJEE MEDICAL COLLEGE

✓ **Evaluation Criteria of Administrative and Technical Staff:**

The annual performance evaluation for administrative and technical staff is designed to reflect both behavioral competencies and job-specific requirements, aligned with BMC's institutional values and operational effectiveness.
The overall performance rating is distributed as follows:

- Behavioral and Competency-Based Evaluation (20%–30%):
  This component assesses core professional behaviors such as professionalism, commitment to development, communication skills, decision-making, teamwork, punctuality, and personal appearance. The weighting may vary between 20% and 30%, depending on the nature of the role and whether the position holds managerial responsibilities.
- Job-Specific Performance (70%–80%):
  This component focuses on technical proficiency, job knowledge, and functional competencies tailored to each job title. It includes performance in assigned tasks, operational efficiency, problem-solving, adherence to role expectations, and the achievement of job-specific objectives.

✓ **Performance Rating Scale:**

Appraisers shall evaluate employee performance based on the following rating scale, which is determined by the overall percentage achieved through the evaluation components:

- Outstanding (90% and above):
  Performance is exceptional. The employee consistently exceeds all performance expectations and demonstrates high levels of reliability, initiative, and impact. An employee at this level is considered a strong candidate for promotion, provided no individual score falls below "2" in any evaluated area.

- Very Good (80% – 89%):
  Performance exceeds expectations in several areas. The employee demonstrates strong
  capabilities, consistent reliability, and the ability to add value beyond assigned responsibilities.

- Good (70% – 79%):
  Performance is solid and consistently meets expectations. Minor areas may require

BATTERJEE MEDICAL COLLEGE

enhancement, but overall contributions align well with role requirements.

- Satisfactory (60% – 69%):
  Performance meets most expectations. It is generally acceptable, though some areas require improvement. Focus should be placed on a targeted training or development plan to strengthen performance.

- Needs Improvement (50% – 59%):
  Performance meets some expectations but has noticeable gaps. An improvement plan should be developed. In such cases, contract extension may be considered with clear performance goals before deciding on contract renewal or termination.

- Unsatisfactory (Below 50%):
  Performance is significantly below expectations. Major performance issues must be addressed, and a contract conclusion is recommended.

✓ **Outcome of the Evaluation**

The performance evaluation aims to create a structured and transparent process for assessing employee performance, and therefore, the following actions should be taken after the performance evaluation is completed:

Recognition and Rewards:

High performers may be considered for salary increases, promotions, and other rewards as per BMC policies. Exceptional performance may also be recognized in formal ceremonies or public acknowledgment.

Development and Training:

Employees who require development in specific areas will be provided with appropriate training, mentorship, or resources. Developmental goals will be discussed, and follow-up evaluations may be scheduled to track progress.

✓ **Performance Improvement Plan (PIPs)**

Corrective Action:

If performance is rated below satisfactory, the supervisor and HR will work with the employee to create a performance improvement plan (PIP). The PIP will outline clear expectations, support measures, and timelines for improvement. If there is no significant improvement after the PIP period, further action, such as reassignment or termination, may be considered.

BATTERJEE MEDICAL COLLEGE

Triggering a PIP:

A Performance Improvement Plan (PIP) will be initiated if an employee receives a rating of "Needs Improvement" or "Unsatisfactory" in any core area of their evaluation. It will also be considered if there are patterns of consistent underperformance over multiple evaluation cycles. Supervisors must discuss concerns with the employee as soon as they arise, ensuring that the employee is aware of areas that need improvement before the formal PIP process begins.

Developing a PIP:

A PIP is a formal written document that outlines specific areas of performance that need improvement, along with a timeline for achieving the set goals. The PIP should include:

- Clear, measurable goals and performance expectations
- Regular check-ins (e.g., quarterly or monthly) to track progress
- Support or resources (e.g., training, mentorship) that will be provided to help the employee succeed.
- A deadline for improvement (typically 60-90 days, depending on the severity of the issue).
- Follow-up meetings to assess whether the goals have been met, and to decide whether the employee has made satisfactory progress.

Consequences of PIP:

- If performance does not improve after the PIP timeline, further actions may be considered, including reassignment, a change in duties, additional training, or in extreme cases, termination of employment.
- Documentation of the entire process will be maintained by HR, and all decisions will be based on clear evidence of the employee's performance.

Training and Development:

Based on evaluation feedback, HR will work with employees to develop an Employee Development
Plan (EDP) tailored to the individual's career goals, performance gaps, and institutional needs. The plan shall specify the training needs for the employee based on the evaluation. If an employee's evaluation indicates gaps in skills or knowledge, HR will offer targeted professional development opportunities. This may include:

- In-House Training: Seminars, workshops, or courses offered by the institution.
- External Training: Sponsorship or funding for external courses, certifications, or conferences related to the employee's role.

BATTERJEE MEDICAL COLLEGE

- Mentorship Programs: Assigning an experienced mentor to guide the employee's professional growth.

Confidentiality

All performance evaluations will be confidential and shared only with the employee, the supervisor, and authorized HR personnel. Any information disclosed during the performance review process will be handled in accordance with institutional privacy policies.

❖ Training & Development

Batterjee Medical College (BMC) is committed to fostering a culture of continuous learning, professional growth, and institutional excellence. This Training and Development Plan has been developed to enhance the skills, knowledge, and capabilities of employees at all levels—administrative, technical, and managerial—ensuring alignment with the College's strategic and operational goals.

The plan emphasizes the importance of lifelong learning and competency development, ensuring that all employees are equipped to perform their duties effectively, adapt to evolving institutional demands, and contribute meaningfully to BMC's long-term vision. It also supports the creation of a dynamic and innovative work environment that encourages career growth and institutional loyalty.

✓ **The Training and Development Plan Objectives:**

- Develop a skilled workforce capable of meeting current and future institutional challenges through continuous professional development.
- Build and sustain a strong leadership pipeline by preparing managers and emerging leaders for expanded responsibilities.
- Promote a dynamic, engaging, and high-performing workplace that values career progression, innovation, and commitment.
- Ensure compliance with Ministry of Human Resources and Social Development (MHRSD) requirements for the training and development of Saudi employees.

BATTERJEE MEDICAL COLLEGE

The Training Annual Development Plan applies to all full time employees at BMC Colleges, and covers the following employee categories:

- Managers and Leadership Roles: Current and emerging leaders who require development in strategic thinking, decision-making, people management, and institutional leadership.
- Teaching Staff
- Administrative and Technical Staff: Operational support employees across various departments needing continuous upskilling to maintain service quality and efficiency.
- New Joiners (Under Probation): Recently hired employees undergoing onboarding and orientation, requiring foundational training in policies, systems, and workplace culture.

✓ **Core Training Areas**

BMC's training programs are structured around the following six core areas:

- Core Skills: Role-specific technical training (e.g., finance, HR, procurement, marketing, academic services).
- Soft Skills: Communication, teamwork, time management, ethics, emotional intelligence.
- Leadership and Management: Strategic thinking, decision-making, coaching, people management, data analytics.
- Compliance and Safety: Regulatory training, health and safety, fire safety, hazard awareness, labor law.
- Digital and Systems Training: ERP/Odoo systems, IT tools, digital services, data security.
- Onboarding and Orientation: Structured induction programs for new joiners, including essential soft skills and cultural integration modules.

✓ **Training Delivery Methods:**

BMC employs a blended approach to deliver high-impact, accessible training experiences across different employee levels:

Virtual Training

Self-paced, interactive courses delivered online, focusing on technical, compliance, and leadership content. These provide flexibility for busy schedules and reduce cost and logistical burdens.

BATTERJEE MEDICAL COLLEGE

Onsite Training

Instructor-led sessions conducted in person, designed to deliver hands-on, job-specific learning. Particularly effective for technical training, safety practices, and team workshops.

Blended Training

Combines live virtual sessions with real-time trainers and interactive assignments. This model maintains instructor guidance while enabling flexible participation across locations.

✓ **Role of Managers in Training and Development**

Managers, including Heads of Departments (HODs) and Heads of Programs (HOPs), play a critical role in supporting employee development. They are responsible for:

- Identifying skill gaps and training needs based on performance, job requirements, and institutional goals.
- Discussing development opportunities with employees during performance evaluations and throughout the year.
- Recommending suitable training programs and collaborating with HR to implement them effectively.
- Supporting training attendance and encouraging application of acquired knowledge in the workplace.
- Tracking the progress of team members and providing coaching or follow-up where needed.

✓ **Role of Employees in Training and Development**

All BMC employees are expected to take an active role in their own professional development and contribute to a culture of continuous learning. Employees are responsible for:

- Participating fully and professionally in assigned training and development programs.
- Identifying their own learning and development needs and discussing them with their line manager during evaluations or development planning discussions.
- Applying newly acquired skills and knowledge in their daily work to improve performance and support departmental objectives.
- Complying with mandatory training requirements, especially those related to compliance, safety, and institutional systems.

BATTERJEE MEDICAL COLLEGE

- Providing honest feedback on training effectiveness and suggesting improvements to help refine future offerings.
- Remaining informed about available internal development opportunities and committing to self-directed learning when appropriate.

✓ **Link to Annual Performance Results:**

BMC integrates training and development planning into the **annual performance evaluation process**. Performance appraisals are used to:

- Identify individual and team-level development needs based on actual performance outcomes.
- Highlight skill gaps or behavioral competencies requiring improvement.
- Inform the creation of Performance Improvement Plan (PIPs) that align training efforts with specific performance expectations and career goals.
- Ensure fairness and consistency in identifying training priorities across departments.

✓ **Annual Training Planning and Execution Procedure**

1. **Training Needs Assessment**:
   Conducted annually in Q4 through collaboration between HR and department heads, based on performance results, compliance requirements, and organizational priorities.

2. **Training Plan Development**:
   HR consolidates all training needs into an **Annual Training Plan**, detailing mandatory programs, leadership development, onboarding sessions, and department-specific courses.

3. **Approval and Budget Allocation**:
   The proposed plan is reviewed by BMC senior leadership and approved with an allocated training budget.

4. **Training Implementation**:
   Courses are rolled out throughout the year in accordance with the approved calendar. Attendance is tracked and monitored via the HR system.

5. **Evaluation and Follow-Up**:
   Feedback is collected from participants and managers. The impact of training is evaluated based on behavioral change, performance improvement, and knowledge retention.

BATTERJEE MEDICAL COLLEGE

6. **Regulatory Compliance and Reporting**:
   HR ensures that training documentation for Saudi employees is maintained and reported in accordance with **MHRSD guidelines**.

❖ Health, Safety & Security

Batterjee Medical College (BMC) is committed to maintaining a safe, healthy, and hazard-free working environment across all its academic, clinical, administrative, and shared facilities. Given the operational complexity of a medical college—comprising laboratories, clinics, simulation centers, classrooms, offices, and public areas—BMC's safety standards are tailored to address the unique risks associated with each setting.

✓ Smoking Policy

Batterjee Medical College (BMC) maintains a strict no-smoking policy across all its campuses and facilities. Smoking is strictly prohibited in all areas of the College, including but not limited to academic buildings, administrative offices, laboratories, clinics, classrooms, restrooms, stairwells, parking areas, outdoor walkways, entrances, rooftops, and any other property under the College's management.

This total ban applies to all forms of smoking, including cigarettes, electronic cigarettes (vapes), cigars, shisha, and other tobacco or nicotine products. The policy is in alignment with national health regulations and is intended to promote a safe, clean, and healthy environment for all employees, students, and visitors.

Employees are expected to comply fully with this policy. There are no designated smoking areas on BMC property, and all staff are encouraged to abstain from smoking during work hours.

Violations of this policy will be treated as a disciplinary matter, in accordance with the College's code of conduct and internal disciplinary procedures.

✓ General Safety Responsibilities

All employees are expected to:

- Comply with institutional health and safety guidelines at all times.
- Report unsafe conditions, malfunctioning equipment, or hazards immediately to the Health and Safety Officer or Facilities Department.

BATTERJEE MEDICAL COLLEGE

- Participate in mandatory safety trainings, drills, and awareness campaigns.
- Use personal protective equipment (PPE) and safety tools where required.
- Avoid risky behavior and encourage a safety-conscious work culture among colleagues.

✓ **Facility-Specific Safety Considerations**

- Laboratories & Simulation Centers: Staff must follow laboratory safety protocols, including proper handling and disposal of chemicals, biological materials, and sharps. PPE—such as gloves, lab coats, and goggles—must be worn. Emergency eyewash stations and showers should be accessible and regularly tested.
- Clinical & Medical Training Areas: Employees must adhere to strict infection control measures, including hygiene protocols, sterilization practices, and use of clinical PPE. Exposure incidents must be documented and reported promptly.
- IT & Server Rooms: Access is limited to authorized personnel. Electrical and fire safety standards, proper ventilation, and secure equipment handling are mandatory.
- Mechanical & Maintenance Areas: Facilities staff must follow machinery and electrical safety procedures, including lock-out/tag-out practices, signage, and use of helmets, gloves, and other safety gear.
- Administrative & Academic Offices: Employees must ensure safe use of office equipment, maintain clear walkways, and be aware of emergency evacuation routes and procedures.
- Public & Shared Spaces: Corridors, restrooms, cafeterias, lounges, and prayer rooms must remain clean, clutter-free, and well-lit. Cleaning and hygiene procedures should be followed to reduce slips, falls, and contamination.

BATTERJEE MEDICAL COLLEGE

❖ Grievance & Complaint

Creating a fair, respectful, and transparent work environment requires providing employees with a clear mechanism for raising concerns and resolving workplace issues. The College encourages open communication and the early resolution of concerns to promote a culture of trust and accountability. This Grievance and Complaint Procedure outlines a structured process through which employees may formally report and resolve issues related to treatment, working conditions, or interpersonal conflicts that impact their professional experience.

All employees are entitled to raise grievances without fear of retaliation or adverse consequences. Concerns may include, but are not limited to: misapplication of policies, disrespectful treatment, workplace harassment, unfair decisions, or ethical concerns. All complaints will be addressed with confidentiality, objectivity, and in accordance with institutional values.

✓ Reporting Procedures

- Informal Resolution (Optional):
  Where appropriate, employees are encouraged to seek informal resolution before initiating a formal grievance. This may include addressing the concern directly with the individual involved or discussing the issue with their immediate manager—Head of Program (HOP) or Head of Department (HOD)—to explore a possible solution. Informal resolution is intended to promote direct communication and mutual understanding but is not mandatory, especially in cases involving sensitive or serious issues.
- Formal Submission to HRD:
  If informal resolution is not feasible or does not resolve the issue, the employee may proceed with a formal grievance. All formal complaints must be submitted directly to the Human Resources Department (HRD) in writing. The grievance should clearly describe the concern, involved individuals, relevant dates, any previous resolution attempts, and supporting documentation if available.
- HR Review and Escalation:
  Upon receipt, HR will acknowledge the complaint, conduct an initial review, and determine the appropriate course of action. Depending on the nature and severity of the grievance, the matter may be escalated to the relevant department head, grievance committee, or senior management for further handling.
- Investigation and Response:
  HR will ensure a fair and timely investigation process, during which all parties involved will have an opportunity to present their perspectives. The findings will be documented, and a formal response will be provided to the complainant, including any actions taken or decisions made.

BATTERJEE MEDICAL COLLEGE

- Appeal (If Applicable):
  If the employee disagrees with the outcome, they may file a written appeal to the HR Director or the College Vice President within a specified period. The appeal process will involve a separate review and a final determination.

✓ **Confidentiality and Protection of the Employee**

All grievance reports will be handled with the highest level of confidentiality. Access to information related to the complaint will be restricted to only those directly involved in the resolution process. Employees who raise grievances in good faith will be protected from retaliation, intimidation, or any adverse impact on their employment status.

Retaliation against any employee who submits grievance, cooperates in an investigation, or exercises their rights under this policy is strictly prohibited. Any attempt to harass, isolate, or penalize a complainant or witness will result in disciplinary action against the offending party, in accordance with BMC's code of conduct.

The College is committed to ensuring that every employee feels safe and supported when bringing forward concerns. HR will provide guidance and reassurance throughout the process and take proactive steps to protect the dignity and privacy of all individuals involved.

✓ **HR Contact and Support**

The Human Resources Department is the central authority for handling all employee grievances. Employees may contact HRD at any time to seek advice, report concerns, or request procedural guidance. HRD is responsible for maintaining confidentiality, neutrality, and compliance with institutional and legal standards throughout the resolution process.

BATTERJEE MEDICAL COLLEGE

❖ Disciplinary Actions

Maintaining a professional, ethical, and respectful work environment requires clear standards of behavior and a structured approach to addressing misconduct. This disciplinary framework ensures that violations of policies, procedures, or professional codes are managed fairly, consistently, and in compliance with applicable labor laws.

Disciplinary actions apply to a wide range of violations, including but not limited to: repeated tardiness or absenteeism, breach of confidentiality, insubordination, misuse of institutional property, harassment or discrimination, falsification of records, and failure to follow safety or ethical guidelines.

The institution follows the official Table of Violations and Disciplinary Penalties approved by the Ministry of Human Resources and Social Development (HRSD) in the Kingdom of Saudi Arabia. This table serves as the authoritative guide for categorizing infractions and determining appropriate disciplinary responses.

✓ Types of Disciplinary Penalties

Disciplinary penalties may include one or more of the following actions depending on the nature of the violation:

- Verbal Warning:
  An initial, informal notice to the employee regarding a minor violation. This is documented internally but not formally added to the employee's HR file unless repeated.
- Written Warning:
  A formal written notice issued for recurring or more serious violations. It outlines the misconduct, corrective expectations, and the consequences of further non-compliance. A copy is filed in the employee's official HR record.
- Final Warning:
  A last formal notice issued before serious disciplinary action, usually following multiple prior warnings or in response to major violations. It indicates that further violations may result in suspension or termination.
- Salary Deduction:
  Monetary deductions may be applied, in accordance with HRSD regulations, as a result of misconduct involving financial responsibility, time attendance, or violations that incur material loss.
- Suspension:
  Temporary removal from duty with or without pay, depending on the violation and

BATTERJEE MEDICAL COLLEGE

applicable labor laws. Suspension is used in cases where immediate investigation or corrective separation is required.

- Demotion or Role Reassignment:
  The employee may be reassigned or demoted based on performance or behavioral factors that indicate unsuitability for the current role.
- Termination of Employment:
  Immediate or progressive dismissal in cases of gross misconduct, repeated violations despite warnings, or actions that compromise safety, legal compliance, or institutional reputation.

✓ **Disciplinary Procedure**

The disciplinary process ensures that employee violations are addressed in a fair, transparent, and lawful manner. The following steps outline the standard process:

- Identification and Documentation of Violation
  The line manager, supervisor, or relevant department must immediately document the details of the violation, including dates, actions, involved parties, and any supporting evidence.
- Initial Review by HR Department
  HR reviews the reported violation to verify facts, assess the severity, and determine whether it falls under the HRSD Table of Violations. HR may consult relevant stakeholders or request a written statement from the employee.
- Issuance of Warning or Disciplinary Action
  Based on the outcome of the review, HR—along with the line manager—will determine the appropriate disciplinary action (verbal, written, or otherwise) and issue it formally. The employee will be informed in writing and may be asked to acknowledge receipt.
- Opportunity for Response
  The employee will be given an opportunity to respond to the allegations in writing or through a meeting with HR. Any submitted explanation will be recorded in the employee's disciplinary file.
- Escalation (If Applicable)
  If the violation is repeated or considered serious, the matter will be escalated to senior HR or the Disciplinary Committee. This may include suspension pending investigation or immediate action if justified.
- Implementation and Recordkeeping
  Once the decision is finalized, the disciplinary action will be implemented and recorded in the employee's HR file. Confidentiality will be maintained throughout the process.
- Appeal Process

BATTERJEE MEDICAL COLLEGE

- Employees have the right to appeal disciplinary decisions within five working days from the date of notification. Appeals must be submitted in writing to the HR Director or the designated authority, who will conduct an independent review before issuing a final decision.

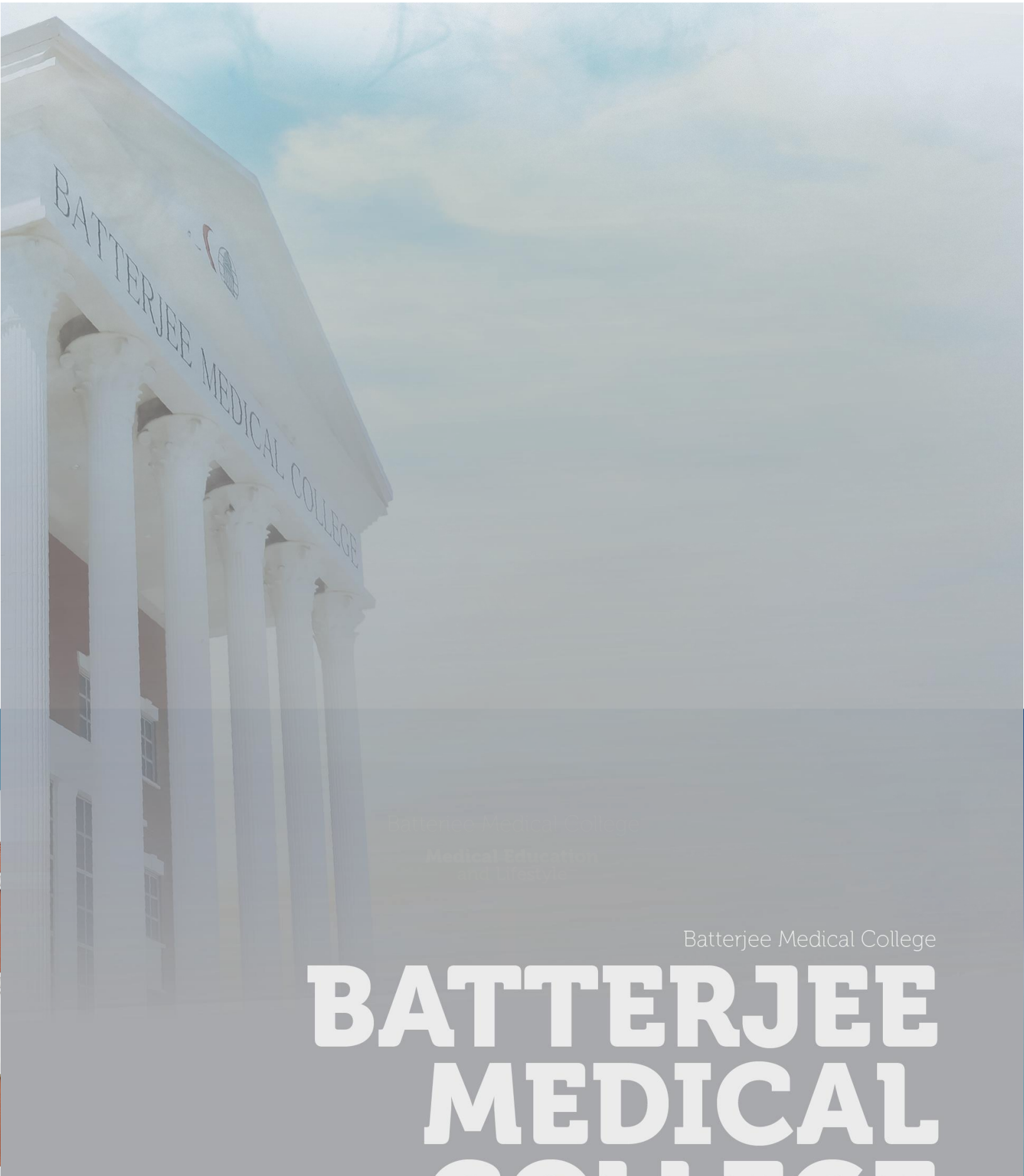
✓ **Key Contact Information**

For any inquiries, support requests, or reporting needs related to institutional operations, employees are encouraged to contact the relevant departments listed below. All communication will be treated with professionalism and confidentiality, and employees are advised to use official channels to ensure timely and accurate responses.

- Human Resources Department
  For matters related to employment, policies, benefits, grievances, onboarding, and training.
  Email: hr@bmc.edu.sa
- Information Technology (IT) Support
  For technical support, system access, password resets, Odoo/ERP issues, and equipment troubleshooting.
  Email: itsupport@bmc.edu.sa
- Health, Safety & Security Department
  For workplace safety concerns, emergency incidents, campus access issues, lost access cards, and reporting of unsafe conditions.
  Email: safety@bmc.edu.sa
- Employees are expected to report urgent matters immediately and to retain reference numbers or responses for any formal follow-up.

BATTERJEE MEDICAL COLLEGE

كليـــات البتـــرجي الطبـــية
BATTERJEE MEDICAL COLLEGES



Batterjee Medical College

BATTERJEE MEDICAL