

شركة عبر الأفق للتدريب الصحي

Abr-Alofoq Health Training Company

CR: 1010636759 سجل تجاري: me-wb.com 

STAFF HANDBOOK

Version 1

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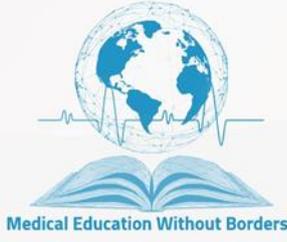
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INTRODUCTION

This document has been developed in order to familiarize employees/collaborators with MEWB and provide information about working conditions, key policies, procedures, and benefits affecting employment at MEWB.

1.1 Welcome

Welcome to MEWB. We are very is happy to have you as a new member of the “family!”

The mission of MEWB is to create a high-quality, accessible E-learning environment to contribute to raising the quality of health services. MEWB is engaged in pursuing continuous development to achieve more excellence in providing education and standards of service to all its participants and stakeholders.

MEWB is heading towards its goal very quickly, and strongly believes that it will be able to provide the best education and will become one of the most prestigious online education providers in the Kingdome and internationally.

MEWB believes its continuous development programmes, teamwork, full commitment and continuous research will enable it to make an ultimate dream come true.

1.2 Medical Education Without Borders “MEWB”

The MEWB was established in the year 2020 and is committed to providing online continuous education and learning facilities to participants from all over the world.

1.3 The MEWB is an online educational platform

Subject to provisions as depicted in 1.3 (A) below, MEWB makes the following provisions to be followed when making new policies.

- a. The policies must not be in contravention of any law of the land
- b. The Policies must be made in the interests of employees and of the MEWB.
- c. The policies must be taken and signed by the MEWB Authority.
- d. The moment a policy is made the Chief Executive will duly communicate the policy to the employees.
- e. If complex policies are made, the MEWB will make sure that a training session is arranged to update the employees.



Note: This manual supersedes all previous employee manuals and memos.

1.3 (A)

While every effort is made to keep the contents of this document current, the **MEWB** reserves the rights to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in the manual with or without prior notice to employees. If major changes take place an informed meeting will be arranged to elicit the views of the employees.

2 EMPLOYEE/COLLABORATOR DEFINITION AND STATUS

Definition:

An “employee” of the MEWB is a person who regularly works for MEWB in return for a wage or salary.

A person working for the MEWB will not automatically be recognized as an employee if:

- a. she or he does not have a permanent or temporary employment contract;
- b. she or he does not receive salaries or wages as a permanent or temporary employee;

A person is not an employee of the MEWB if:

- a. She/he has been contracted for discharging a particular job and her/his service is not required once the job has been finished. For example, an electrician, a plumber or a builder;
- b. She/he has been contracted to make a supply and her/his service is not required after the supply is finished;
- c. She/he has been contracted to perform a job repeatedly but not relating to the main purposes of the MEWB, For example, a cleaner;
- d. She/he is an independent contractor and has control of the mode of the job as per her/his skills and abilities.

A “Collaborator” is a person who collaborates with MEWB team based on a collaboration contract set for a certain term and receives the payment percentage agreed upon corresponding to specific projects executed instead of salaries; examples: scientific program directors and the rest of contributing faculty

Note: The MEWB reserves the right to change the definition of “employee” subject to provision of any statutory regulation for the time being in force in KSA.

3 EMPLOYMENT POLICIES

3.1 Equal Employment Opportunity:

The MEWB is an equal opportunities employer. Employment decisions are based on law, merit and business needs, and not on race, colour, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed, physical or mental disability, marital status, political affiliation, or any other factor protected by law.

3.2 Affirmative Action:

MEWB is committed to affirmative actions that will build on the strengths of the current workforce and continually enhance the diversity of the organization. Actions taken into account include, but are not limited to, the following:

- Planning and preparing programmes to introduce new skills through training to meet ever developing and growing demand of the education and skills seeker;
- Converting plans and programmes into actions to meet demand;

3.3 New Employee/faculty Orientation

The formal welcoming process, or “employee/faculty orientation,” is conducted by the MEWB and includes an overview of the company, including the following activities:

- Invitation to go through the MEWB educational platform.
- A general introduction to the MEWB policies;
- Employees’ rights and duties;
- Employees’ legal obligation in performing the job;
- An outline of relationship between the MEWB and the employees/faculty;

3.4 Personnel Records and Administration

The task of handling personnel records and related administrative functions at the MEWB has been assigned to the Executive Director of Administrative & Financial Affairs. Personnel files will be kept confidential at all times and include some or all of the following documents:

- Copy of signed contracts;
- Bank information;
- Copy of national Identification card;



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- Copy of payment slips;
- Appraisals review report;
- Resume with all academic & training achievements;

3.5 Change of Personal Data

MEWB will update these records as necessary. Any change in a staff name, address, telephone number or mobile number he/she should notify the change:

- In writing without delay;
- The MEWB will send an acknowledgement letter of the change notification to the staff member.

All staff records will be updated regularly, and staffs will be briefed regularly by the Executive Director of Administrative & Financial Affairs to update the details of any changes. An e-mail will also be sent on a periodic basis requesting details of any changes.

4 STANDARDS OF CONDUCT

4.1 General Guidelines

The standards of conduct are equally applicable to all Academic and Administrative staff of the MEWB. It is to be noted that there are some specific codes of conduct which have been designed separately to meet the standards of academic and administrative staff respectively. Obviously, there are areas of the code specifically designed for academic staff which will not be applicable to administrative staff and vice versa.

All employees/staff are urged to become familiar with the MEWB rules and standards of conduct and are expected to follow these rules and standards faithfully in doing their jobs and conducting the MEWB's ventures in education.

4.2 Work Schedule

Work schedule at MEWB in general does not follow a regular pattern except for full time & part-time employees. It depends on the broadcast timing of both recorded & live courses/educational sessions. However, technical support is provided 24/7.

4.3 Absence and Lateness

Type of work at MEWB platform does not require any physical attendance and all work can be performed remotely. Hence, regulation regarding absence &



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lateness does not apply here in general except for full-time & part-time employees.

4.4 Harassment Policy

The MEWB does not tolerate workplace harassment. Harassment can take many forms. It may be, but is not limited to, slander or libel, and can be words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence.

4.5 Sexual Harassment Policy

The MEWB maintains a zero-tolerance policy about sexual harassment. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile, and intimidating working environment and prevents an individual from effectively performing the duties of their position.

4.6 Confidential Information and Nondisclosure

By continuing employment with the MEWB, employees agree that they will not disclose or use any of MEWB's confidential information, either during or after their employment ceases. The MEWB sincerely hopes that its relationship with its employees/collaborators will be long-term and mutually rewarding. However, employment/collaboration with the MEWB assumes an obligation to maintain confidentiality.

4.7 Ethical Standards

MEWB insists on the highest ethical standards in conducting its business. Doing the right thing and acting with integrity are the two driving forces behind MEWB's great success story even though it has a short working history. When faced with ethical issues, employees are expected to make the right professional decision consistent with MEWB's principles and standards.

4.8 Use of Computer Software

The MEWB does not condone the illegal duplication of software. Under the copyright law, the registered holder is given certain exclusive rights, including the right to make and distribute copies.



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4.9 Complaint Procedure

Employees/collaborators who have a job-related issue, question, or complaint should first discuss it with their immediate supervisor/program director. If the issue cannot be resolved at this level, MEWB encourages employees/collaborators to contact Senior Management Employees who observe, learn of, or, in good faith, suspect a violation of the Standards of Conduct of MEWB should immediately report the violation in accordance with the procedures.

4.10 Corrective Procedure

The MEWB is a caring and professional employer, but unacceptable behavior that does not lead to immediate dismissal may be dealt with in any of the following manners:

- (a) Oral Reminder or Verbal Warning;
- (b) Written Warning;
- (c) Termination;
- (d) Dismissal; (Under defined special circumstances)

4.11 Crisis Suspension

An employee who commits any serious violation of the MEWB policies at minimum will be suspended, with pay, pending an investigation of the situation. Following the investigation, the employment may be terminated without any previous reference to disciplinary action.

4.12 Employment Termination/Resignation by employee

The Employer may terminate the employment or collaboration if the employee/collaborator breaches the basic principles and main duties assigned to him/her and after being warned, pursuant to the recommendation of the executive director of the Academic Affairs and the approval of the company's CEO.

If the employee/collaborator wishes to terminate the contract before its expiry date, he/she shall inform the Executive Director of Administrative & Financial Affairs in writing within a period of not less than 30 days, as stated in the employment/collaboration contract;

The Employer may terminate the employment without notice but payment of one month in lieu of notice in the case of serious or persistent misconduct such as to cause a major breach of Employer's disciplinary rules or/and confidence/competition will be made.



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4.13 Exit Interview

In a voluntary separation situation, the MEWB would like to conduct an exit interview to discuss the employee's reasons for leaving and any other impressions that the employee may have about the Company.

REMUNERATION POLICIES

4.14 Basic Remuneration

It is MEWB's desire to pay all employees wages or salaries that are competitive with other employers in the marketplace and in a way that will be motivational, fair, and equitable. Remuneration may be based on roles and responsibilities, individual, and company performance, and in compliance with all applicable laws, on academic or professional qualifications and on the experience of the particular employee.

4.15 Timekeeping Procedures

By law, MEWB is obligated to keep accurate records of the time worked by employees. Each employee must fill out the appropriate electronic MEWB time record each week, and time records must be completed in accordance with the MEWB time-reporting guidelines.

4.16 Payroll and Paydays

The frequency of MEWB payroll distribution is dependent upon an employee's employment status or collaborator's status. Regular full-time & part-time salary employees are paid monthly on or by the last business day of each month.

4.17 Performance and Salary Reviews

MEWB aims to help employees succeed in their jobs and to grow confident. In an effort to support this growth and success, MEWB has an annual review process for providing formal performance feedback. Feedback includes a Performance Evaluation, formal Assessment, and an Appraisal. Performance review is held biannually in January & December. The written record must be kept by the Administrative Head and used to help to reckon performance ability for promotion etc.

Salary/wage reviews typically occur in conjunction with the annual performance review process. The calculation and implementation of changes in basic salary/wages depend on both the company and personal performance and will typically occur upon contract renewal.



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It ought to be noted that performance appraisals will take place twice in a year. The first appraisals exercise will not have any effect on the appraisals report but will provide comment to the employee, if any, to increase competence and skills. The final appraisals will have effect on the appraisals report.

4.18 Opportunities for Advancement—Progression and Promotion

MEWB would like to provide employees with every opportunity for advancing to other positions or opportunities within the company. Approval of progression moves or promotions depends largely upon training, experience, work record, and business needs. However, **MEWB** reserves the right to look outside the College for potential employees as well.

5 RELATED BENEFITS

5.1 Educational Assistance

The **MEWB** believes that education leads to self-improvement and recognizes that the skills and knowledge of its employees are critical to the success of the organization. In that vein, **MEWB** encourages higher education related to an employee's present job.

5.2 Training and Professional Development

A specific schedule of basic training and orientation has been established for job and employment classifications. The Coaching/Mentoring System provides guidance in professional development and **MEWB** encourages all interested employees to take advantage of the continuing education initiative and further job specific training. All courses must be approved by the management (the Academic Head and Head of Administration).

6 TIME-OFF BENEFITS

6.1 Vacation and Holiday Policy:

All **MEWB** employees of regular status are eligible for holiday pay. Full-time employees will be eligible for 1 month paid leave per contract year. Part-time employees are eligible for 2 weeks paid leave per contract year. Both full-time & part-time employees are not eligible to accrue vacation time. Vacation request should be submitted in writing to the Executive Director of Administrative & Financial Affairs 1 month before its due time.



6.2 Sick Leave

Sick leave may be used during an employee's own illness or for an illness in the employee's immediate family. Sick leave will be limited to six (6) 8-hour days per year for all full-time employees and six (6) 4-hour days for all part-time employees.

6.3 Bereavement Leave

Generally, a full-time or part-time employee shall be entitled to Bereavement Leave upon the death of an immediate family member.

6.4 Family/Medical Leaves of Absence

Occasionally, for medical, personal, or other reasons, employees may need to be temporarily released from the duties of their job with MEWB. It is the policy of MEWB to allow its employees to apply for and be considered for certain specific leave of absence. All requests for leave of absence should be submitted in writing to the Executive Director of Administrative & Financial Affairs.

6.5 Personal Leave of Absence

In special circumstances, the MEWB may grant leave of absence for a personal reason, but never for taking employment elsewhere or becoming self-employed. Personal leave of absence must be requested in writing and is subject to the discretion of the College.

7 EXPENSES

7.1 Introduction

The following is a comprehensive guide to the MEWB expenses policy and procedures for the reporting and reimbursement of expenses. All expense reports should be familiar with this policy—authorizing an expense report indicates to the MEWB that the expenses reported are legitimate, reasonable, and comply with this policy.

7.2 Company Supplies, Other Expenditures

Only authorized persons may purchase supplies in the name of the MEWB. All purchasing orders should be approved by the Executive Director of Administrative and Financial Affairs.

8 EMPLOYEE COMMUNICATIONS

8.1 Open Communication

The MEWB encourages employees to discuss any urgent issues they may have with a co-worker directly with that person. If a resolution is not reached, employees should arrange a meeting with their direct supervisor. If the concern, problem, or issue is not properly addressed, employees should contact a more senior colleague. Any information discussed in an Open Communication meeting is considered confidential, to the extent possible while still allowing management to respond to the problem. Retaliation against any employee for appropriate usage of Open Communication channels is unacceptable.

8.2 Staff Meetings

In order to keep the communication channels open and since our platform is newly established, MEWB implements a once-a-week, to be once-a-month at a later stage, company-wide staff meeting. Employees receive communications about the agenda and discussion topics every month. The meeting may be of academic staff only or administrative staff only, or it may comprise of all the staff. Whatever it is, it must be clearly stated when being convened. Minutes must be taken and kept at all times for future reference.

8.3 Suggestions

The MEWB encourages all its employees to put forward any suggestions or ideas about making the MEWB an excellent online educational platform to work for. Any employee who sees an opportunity for improvement is encouraged to talk it over with management. All suggestions are valued and given strictly confidentially.

8.4 Closing Statement

Successful working conditions and relationships depend upon successful communication. It is important that employees stay aware of changes in procedures, policies, and general information. It is also important to communicate ideas, suggestions, personal goals, or problems as they affect work at the MEWB.

9 ACKNOWLEDGMENT

I acknowledge that I have received a copy of the MEWB Employment Policies, and I do commit to read and follow these policies.



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I am aware that if, at any time, I have questions regarding MEWB policies I should direct them to a senior colleague.

I know that MEWB policies and other related documents do not form a contract of employment and are not a guarantee by MEWB of the conditions and benefits that are described within them. Nevertheless, the provisions of such **Company** policies are incorporated into the acknowledgment, and I agree that I shall abide by the provisions.

Employee's Printed Name

Position

Employee's Signature

Date

APPENDIX:

9.1 Disciplinary Procedures

Disciplinary procedures are to be conducted by the upper management or whoever authorized by them

1. Approach to any misconduct from any staff, depending on its nature, will be by verbal warning first
2. Failure to respond to the verbal warning, the breach or misconduct will be written in details explaining its nature, violating person, and the affected person.
3. Investigation with the person who committed the misconduct and any potential witnesses.
4. Convey the decision of the upper management to the person who committed the misconduct.