



APP

MINISTRY OF NATIONAL GUARD HEALTH AFFAIRS ADMINISTRATIVE POLICY AND PROCEDURES

NUMBER	:	1428-08
TITLE	:	STAFF ATTENDANCE AND PUNCTUALITY
STEWARD DEPARTMENT	:	STAFF ATTENDANCE MONITORING (9153HRSAM)
ORIGINAL DATE	:	MAY 2007
REVISED DATE	:	MARCH 2024

1. PURPOSE

To provide a process to maintain, manage and monitor the attendance of all employees at the Ministry of National Guard Health Affairs (MNGHA) and all its affiliated facilities.

2. APPLICABILITY

To all levels of staff, irrespective of contract type, within the Program.

3. RELATED REFERENCES

- 3.1 APP 915-18: Employees Sick Leave
- 3.2 APP 1414-04: Delegation of Signatory Authority
- 3.3 APP 1418-20: Public Holidays and Ramadan Working Hours
- 3.4 APP 1428-24: Leave Without Pay
- 3.5 APP 1429-35: Employee Leave Entitlements
- 3.6 APP 1431-23: Overtime/Stand-By/On-Call Compensation
- 3.7 APP 1432-23: Disciplinary Actions and Terminations
- 3.8 APP 1436-05: Just/Accountability Culture
- 3.9 Employee Relations Manual (ERM), Chapter VIII-03, Disciplinary Offenses
- 3.10 Saudi Labor Law

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4. DEFINITIONS

- 4.1 **Absent** refers to an employee's status of not being physically at their workplace during the established work schedule.
- 4.2 **Absenteeism** refers to an employee's consistent unauthorized leave from the workplace. This also means habitual failure to report to work.
- 4.3 **Attendance** refers to the act of being physically present at the designated workstation i.e., office, clinic or ward during the official working hours.
- 4.4 **Department Heads**, for the purpose of this APP, refers to supervisors, managers, chairmen and directors.
- 4.5 **Disciplinary Action** refers to a verbal or a written process taken by the Program against an employee for a violation of law, regulation, By-Laws or administrative policies and procedures.
- 4.6 **Employee** refers to a Program Direct Hire (PDH) or a Saudi Arabian National Guard (SANG) Direct Hire (SDH) employee.
 - 4.6.1 **Program Direct Hire (PDH)** refers to employees, under the terms and conditions of the employment contract between the MNGHA and the employee, who have signed an employment agreement with the Program according to the provisions of Saudi Labor Law.
 - 4.6.2 **Saudi Arabian National Guard (SANG) Direct Hire (SDH)** refers to government employees/military personnel appointed according to the approval of the Ministry of Human Resources and Social Development/Ministry of National Guard rendering services at MNGHA and its affiliated facilities.
- 4.7 **Enterprise Attendance System (EAS)** refers to an electronic attendance system that allows Program employees to check in upon arrival to the worksite and check out before departure from the worksite either by system or biometric, along with other functions.
- 4.8 **No Call/No Show** refers to an employee's status of being absent from the workplace without providing prior notice to the immediate supervisor or a designee.
- 4.9 **Partial Day Absence** refers to an employee's status of arriving to the workplace after the start of their scheduled working hours and leaving the workplace before the end of their scheduled working hours without authorization from the immediate supervisor or a designee.
- 4.10 **Program** refers to Ministry of National Guard Health Affairs (MNGHA) and all its affiliated facilities.
- 4.11 **Senior Executive Management** refers to the Chief Operating Officer, Chief Medical Officer and the Chief Executive Officer.
- 4.12 **Tardiness** refers to failure to report for duty on the scheduled time or failure to return promptly to duty at any point during the normal schedule (lunch, break, etc.).

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5. POLICY

5.1 The Program must provide and approve working schedules to carry out effectively its operational requirements that conform to the established policies, laws and regulations within the Kingdom of Saudi Arabia.

5.2 Organization Work Schedule

5.2.1 The official administrative operating hours are from 08:00 to 17:00, from Sunday to Thursday with one (1) hour lunch break each day.

5.2.1.1 Lunch break is not part of the **actual** working hours.

5.2.1.2 All employees must abide daily by the established working hours.

5.2.2 The official one (1) hour lunch break must be flexible to accommodate the operational requirements of various departments and must be scheduled between 11:00 and 14:00.

5.2.2.1 Employees must not leave the workplace an hour early due to not taking a lunch break. 

5.2.2.2 Department head must schedule lunch break between staff to ensure that there is no gap in the department's daily operation.

5.2.3 The official working hours for non-medical and non-allied health SDH employees who are not occupying MSR line is from 08:00 to 15:00.

5.2.4 All medical and allied-health practitioners' (PDH and SDH) official working hours is from 08:00 to 17:00.

5.2.5 The official working hours for Anesthesia Technologist/Technicians and Administrative Assistant under Anesthesia Technology Services must be from 07:00 to 16:00.

5.3 Shift Work Schedule

5.3.1 Respective department head must monitor the attendance of all clinical staff (medical, nursing and allied health).

5.3.1.1 The clinical departments must maintain an attendance log system of employees' ROTA schedules to ensure the employees adherence to attendance.

5.3.1.2 Inspection of all staff levels/positions must be carried on a random basis.

5.3.2 All staff working in shifts must be scheduled according to operational requirement while ensuring covering minimum productive hours in each calendar year and not exceeding fifteen (15) shifts every four (4) weeks.

5.3.2.1 Additional coverage beyond fifteen (15) shifts every four (4) weeks must be compensated in accordance with APP 1431-23.

5.3.3 All staff who are working a twelve-(12)-hours shift are eligible for a one (1) hour break during the shift and two (2) fifteen-(15)-minute tea breaks.

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- 5.4 The immediate supervisor of the shift-working staff must ensure that there is always proper hand-over of accountabilities and/or responsibilities in between the respective shift schedules.
- 5.5 During the Holy Month of Ramadan, all Muslims must work as per APP 1418-20.
- 5.6 All employees must report to their respective workplace on the scheduled time and leave the workplace on the scheduled time.
 - 5.6.1 Employees who cannot report to work as scheduled must notify their immediate supervisor (or a designee) as follows:
 - 5.6.1.1 No later than fifteen (15) minutes after the start of the working schedule, applicable for employees with business administrative operating hours, unless an appropriate reason is provided for their inability to call
 - 5.6.1.2 No later than two (2) hours before the start of the shift, unless an appropriate reason is provided for their inability to call.
 - 5.6.2 When it is impossible to report to work as scheduled, notifying the workplace is the sole responsibility of the respective employee.
 - 5.6.3 Employees must provide a justification for their absence (with documented evidence) to their supervisor for the appropriate action and must indicate the time or date they expect to return to work.
 - 5.6.4 Failure to provide the required notification within the defined time of the scheduled start of work, can cause rejection of call sick and constitutes an unauthorized absence.
 - 5.6.5 Unauthorized absence from work includes, but is not limited to, the following:
 - 5.6.5.1 Lateness (tardiness)
 - 5.6.5.2 Extended breaks beyond the allocated time
 - 5.6.5.3 Taking extra breaks
 - 5.6.5.4 Partial absence during work hours without permission
 - 5.6.5.5 No call/no show.
 - 5.6.6 If an employee becomes ill while at work or working off-site, the employee must advise their immediate supervisor accordingly before leaving premises.
- 5.7 Employees must not take vacation or holidays without appropriate notice and prior approval.
- 5.8 Unauthorized absence will subject the employee to:
 - 5.8.1 Disciplinary action
 - 5.8.2 Negative impact on annual performance evaluation

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- 5.9 Employees must not exceed four (4) permissions slips or nine (9) hours total permissions every month, whichever occurs first. Otherwise, an official leave must be filed.
 - 5.9.1 Each permission must not exceed three (3) hours.
 - 5.9.2 Unconsumed allowable hours of permission per month cannot be carried over to the following month(s).
- 5.10 Employees must maintain time and attendance records daily including an appropriate accounting for utilized leave as per the following:
 - 5.10.1 Authorized leave of absence covered by APP 915-18
 - 5.10.2 Any authorized leave as per APP 1429-35 and APP 1414-04
 - 5.10.3 Leave without pay as per APP 1428-24.
- 5.11 Attendance documentation must be the responsibility of the department head or designee by maintaining the proper records.
- 5.12 Recurrence of frequent unnecessary request for absence permission that affect work negatively must be avoided.
- 5.13 The attendance system requires all employees, excluding on-call employees not stationed at the workplace during on-call duties, to maintain a daily record of their attendance.
- 5.14 The concerned section of Staff Attendance Monitoring must monitor staff attendance and punctuality:
 - 5.14.1 By conducting inspections on a random basis based on attendance printouts, which are generated from the electronic and biometric log system
 - 5.14.2 Through the intranet for departments for those departments using the computerized EAS.
- 5.15 The concerned department of the employee must make requests for employees' attendance records from Staff Attendance Monitoring.

6. PROCEDURES

- 6.1 All Program employees (PDH and SDH), excluding medical staff, will log in on the electronic attendance system or the biometric fingerprint system, as applicable upon arrival to the workplace and log out before departure from the workplace at the end of their working hours.
 - 6.1.1 Attendance of medical staff will be monitored by their respective immediate superior/department head and in actual work assignment.
- 6.2 Employees will fill the Permission Slip (**Appendix B**) for late arrivals and early departures.
 - 6.2.1 Any employee requesting permission to arrive late or leave early or both for any reason will record the actual arrival or departure time or both, in the attendance system and complete **Appendix B**.

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- 6.2.2 Any employee requesting the permission to be absent for one (1) hour or more during working hours will complete **Appendix B** and record actual log in and out time in the attendance system.
- 6.2.3 When an employee is absent, the respective department is required to indicate a corresponding remark on the attendance log system.
- 6.3 Department heads will:
 - 6.3.1 Monitor and sign the employee's attendance and absence and authorize payment electronically based on monthly attendance records including overtime hours, if applicable
 - 6.3.2 Notify the relevant employee upon discovery that a violation of the attendance policy has been committed
 - 6.3.2.1 Any employee found absent, arrived late or departed early without prior notification and approval of the supervisor will be subject to disciplinary action as per APP 1432-23.
 - 6.3.2.2 In addition to disciplinary action, repeated violations will be reflected in the employee's annual performance appraisal.
 - 6.3.3 Conduct pre-disciplinary counseling for the concerned employee regarding missed scheduled time and the requirements to be present for the entire work schedule before issuing a warning letter
 - 6.3.4 Notify Corporate HR (or equivalent in the regions) for employee's unauthorized absence
 - 6.3.4.1 When an employee continues to accumulate missed time, disciplinary action will be taken according to the Table of Violations and Penalties (**Appendix D**).
 - 6.3.5 State in Arabic and English writing that the employee has clearly committed an offense in contravention of the Program policy and that the employee understands the policy by completing the Acknowledgement of Disciplinary Action (**Appendix C**).
- 6.4 For employees departing from the Program, the Department head will immediately notify the Corporate HR (or equivalent in the regions) on the unauthorized absences of the employee prior to their last working day to impose corresponding salary deductions.
- 6.5 Corporate HR (or equivalent in the regions) will immediately process the absences in the system and advise Corporate Payroll Services to reflect the deduction in the employee's final pay.
- 6.6 Staff Attendance Monitoring will conduct inspection rounds on a random basis to monitor staff attendance in the workplace.
 - 6.6.1 Staff Attendance Monitoring employees will introduce themselves and will or can request an escort (senior staff member) of the department in which the inspection round is conducted, and ensure that all employees listed in the department's attendance record are available with no exception.

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6.6.2 The inspections will cover all areas of the Program sites and primary healthcare centers (PHCCs); some areas will be revisited again shortly after a visit to ensure departmental compliance.

6.6.3 During staff attendance inspection rounds, pertinent official documentation (i.e., approved Leave Request Authorization, Sick Leave Report, Permission Slips, etc.) will be presented to the employee of Staff Attendance Monitoring to validate the employee tardiness or absence.

6.6.4 In case of absence or tardiness of any employee, the Attendance Inspection Form (**Appendix A**) will be completed by the Staff Attendance Monitoring employee.

6.6.4.1 The department head or a designee will:

6.6.4.1.1 Be required to notify the Staff Attendance Monitoring employee of the exact arrival time of the employee who is found not present at the time of the inspection, otherwise the employee will be considered absent for the entire day and subject to disciplinary action or salary deduction or both as per APP 1432-23

6.6.4.1.2 Provide the concerned section of Staff Attendance Monitoring of their departmental scheduled working hours that are adopted and followed constantly by all employees of respective departments, once requested.

6.6.4.2 After the inspection, **Appendix A** will be presented to the respective department head or a designee for comments and signature.

6.6.4.3 For noted attendance violation, the inspecting team from the concerned section of Staff Attendance Monitoring will prepare a staff attendance inspection report within twenty four (24) hours of conducting the inspection round to be sent officially to the employee's department for providing either justification or confirming the violation by submitting/reporting the violation through SSHR within five (5) working days.

6.6.4.3.1 In the case where no feedback of the taken action is received from the department, accountability will be attributed to the department head and Staff Attendance Monitoring will escalate the matter for the implementation of disciplinary action as per APP 1432-23.

6.6.4.4 Staff Attendance Monitoring will impose the appropriate disciplinary action as per the existing policy and procedures based on verified reported attendance violation.

6.6.4.5 For SDH employees who are not classified under Bonus Scheme, notifications for salary deductions, if any, will be sent to Corporate HR (or equivalent in the regions) for appropriate action.

6.7 Staff Attendance Monitoring will have the access to view the employees' attendance records of up to twelve (12) months via the EAS.

6.8 Information Technology will retain attendance records data for two (2) years via the EAS, and will archive the attendance records for five (5) years.

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7. RESPONSIBILITY

- 7.1 All departments' heads are responsible for ensuring the implementation of and adherence to the provisions of this APP.
- 7.2 Staff Attendance Monitoring in each region is responsible for conducting routine inspection and monitoring the implementation of the provision within this APP.
- 7.3 Internal Audit will randomly monitor the implementation of the provisions of this APP and ensure appropriate compliance by Staff Attendance Monitoring.

8. APPROVALS

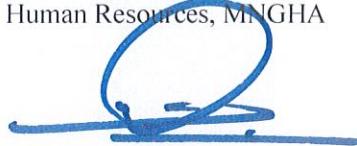
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EFFECTIVE DATE

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