



# EMPLOYEE POLICY HANDBOOK

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Version 1.0 – 20 March 2025

# Welcome to Salient Arabia for Military Support

Dear Colleagues:

Welcome to **Salient Arabia for Military Support (SAMS)**. We are pleased to have you as part of our team and value the skills, dedication, and expertise you bring to our mission.

At SAMS, every employee is critical to the company's success. We are committed to fostering a professional and supportive work environment that aligns with our mission and values. We aim to ensure our policies, benefits, and programs are administered fairly, transparently, and competitively, supporting the company's growth and your professional development.

This handbook serves as a guide to the terms, conditions, and expectations of your employment with **SAMS**. It outlines the policies, benefits, and resources designed to support you in fulfilling your responsibilities. We encourage you to review it carefully and reach out with any questions or clarifications.

Your contributions are essential to the success of SAMS, and we trust you will find your work here both rewarding and fulfilling. Together, we will continue to uphold the high standards that define our company and achieve our shared goals.

Sincerely,

**Salient Arabia for Military Support (SAMS)**

## Notice

The Employee Handbook serves as a resource to provide you with essential information about the practices, policies, responsibilities, and benefits associated with your employment at **SAMS**. This handbook is intended to be used in conjunction with the GovCIO Employee Handbook (HR 100), where applicable. While certain policies and procedures may be specific to SAMS operations in Saudi Arabia—aligned with Saudi Labor Law and contractual requirements—others may be governed by GovCIO policies applicable to all employees. Employees are responsible for understanding the policies in both handbooks and applying them appropriately based on their work location and legal requirements. In any case of conflict between the two, the governing labor laws of the applicable jurisdiction will take precedence.

## Important Information to Note

The policies outlined in this handbook serve as guidelines.

- 1. Policy Changes:** The policies outlined in this handbook are provided as guidelines and are subject to change at any time. We will notify employees of such changes; however, some changes may be implemented prior to a notice being sent.
  - a. SAMS reserves the right to modify, delete, suspend, or discontinue any policy or procedure outlined in this handbook at its sole discretion without prior notice. Changes may be necessary to address business needs, employment legislation, or economic conditions.
- 2. Applicability:** Any such policy changes will apply to current and future employees.
- 3. Benefit Eligibility:** Eligibility for benefits, rights, or privileges is contingent upon actual time spent at work and active employment status.
  - a. Employees do not accrue benefits or entitlements beyond their last working day.
  - b. No monetary or non-monetary benefits are guaranteed until the eligibility requirements have been fully met.
- 4. Policy Authority:** No verbal or written statement or promise made by any supervisor, manager, or department head, past or present, may alter or override the policies outlined in this handbook. Such statements will not constitute an agreement between SAMS and any employee.
- 5. Severability Clause:** If any provision in this handbook is unenforceable or invalid, that finding will not affect the validity or enforceability of the remaining provisions. Only the specific provision in question will be considered invalid, and the remainder of the handbook will remain in full effect.

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# Introduction to the Country of Saudi Arabia

SAMS extends a warm welcome to you as you join us in the Kingdom of Saudi Arabia.

Saudi Arabia has a population of approximately 32.2 million people, per the Saudi General Authority for Statistics. It is the most prominent member of the six Gulf Cooperative Council (GCC) countries and boasts the region's most significant industrial infrastructure. The Kingdom's primary source of income is oil, a resource that has played a pivotal role in shaping its economy and global standing.

Riyadh, the capital city, serves as the Kingdom's political and administrative hub. Saudi Arabia is an Islamic state and the custodian of Islam's two holiest mosques, located in Mecca and Medina. Millions of Muslims travel to these cities annually for pilgrimage. Non-Muslims, however, are prohibited from entering Mecca and Medina; violating this regulation can result in prosecution.

The official language is Arabic, although English is widely spoken, especially in business and professional settings.

## Labor Practices

The **Saudi Labor Law**) and its implementing regulations governs the employment relationship in Saudi Arabia. **SAMS is fully committed to compliance with the laws, rules, and regulations of the Kingdom.**

Employees who experience or witness discrimination or any practices contrary to applicable laws are encouraged to report these issues through the established supervisory chain. The Human Resources team will promptly address and resolve such concerns.

## Islamic Calendar

Saudi Arabia follows the Islamic calendar (Hijri) based on the lunar year. The Hijri calendar began with the migration (Hijra) of Prophet Muhammad (PBUH) from Mecca to Medina.

The Hijra year is shorter than the Gregorian year by about eleven days (10 days in a leap year). Business is generally conducted in both calendars. The two major religious holidays in the year are based on the Hijra and depend on the sighting of the moon; therefore, they do not occur on fixed dates each year.

All government references to dates, such as dates on driving licenses, work and residence permits, exit re-entry visas, etc., are based on the Hijri Calendar.

# Introduction to SAMS – Salient Arabia for Military Support

SAMS is the Saudi subsidiary of GovCIO, a company founded by a Navy veteran and a government consultant who saw the need for innovation in government IT. What began as a small initiative around a kitchen table has grown into a leading organization that blends extensive federal expertise with cutting-edge, mission-driven solutions.

Today, GovCIO has expanded to over 2,000 employees while maintaining the core values that define us: innovation, integrity, and a commitment to excellence. SAMS upholds these same principles, delivering high-quality services that support our customers' critical missions.

Our Focus Areas (Sectors):

- Veteran and Enterprise Technology
- Health and Civilian
- National Security

SAMS executes two contracts from the United States Government (USG) Foreign Military Sales (FMS) to perform training for the Royal Naval Saudi Forces throughout the Kingdom of Saudi Arabia.

# Vision & Mission of SAMS Salient Arabia for Military Support

## GovCIO Vision

With a holistic perspective and Agile methods, we keep our customers at the forefront of digital innovation.

Our teams deliver high-value IT solutions and services that allow customers to thrive today, all while preparing them to tackle any challenge the future may bring.

## GovCIO Mission

GovCIO uses IT to transform how government works for the better.

From the US military to Health and Human Services, our consultants create solutions that optimize how our customers operate and help prepare them for current and future demands.

## SAMS Alignment with GovCIO and Saudi Vision 2030

As a subsidiary of GovCIO, SAMS aligns its vision and mission with our parent company, ensuring we uphold the same commitment to innovation, IT modernization, and customer-first solutions. At the same time, as a Saudi company, we are dedicated to supporting the goals of Saudi Vision 2030, contributing to the Kingdom's economic diversification, workforce development, and technological advancement.

## What You Can Expect From SAMS

SAMS is committed to fostering a professional and collaborative environment that values fairness, transparency, and mutual respect. To achieve this, we uphold the following employee relations principles:

- 1. Fair and Equal Opportunity:** Employee selection is based on their skills, qualifications, training, and character, in accordance with Saudi Labor Law and the Performance Work Statement (PWS). All employment decisions will adhere to the applicable guidelines of Saudi Labor Law and the directives of the PWS, including those related to age, gender, race, nationality, religion, marital status, political beliefs, or disabilities that do not affect job performance.
- 2. Competitive Compensation:** Employees are compensated fairly based on their contributions to the company's success, their qualifications, and experience, while also adhering to the guidelines set forth in the PWS.
- 3. Leave and Benefits:** Eligible employees receive vacation, sick leave, and holidays in accordance with the Saudi Labor Law and company policies.
- 4. Health and Safety:** We prioritize the well-being of our employees by providing health and safety benefits in compliance with the Saudi Labor Law and company policies.
- 5. Fair Resolution of Concerns:** We take prompt and impartial action to address any workplace concerns or complaints, ensuring a fair and professional resolution.
- 6. Respect and Professionalism:** All employees are treated with dignity, courtesy, and consideration, fostering mutual respect in our working relationship.
- 7. Transparency and Communication:** Employees are informed about SAMS' progress, goals, and objectives, promoting a shared understanding of our mission.
- 8. Open Communication Channels:** Employees are encouraged to discuss work-related concerns with their line managers and/or HR. Discussions in such forums are treated with confidentiality and professionalism.

This approach reflects our commitment to a positive, inclusive work environment supporting individual and organizational success.



## What SAMS Expects From You

At SAMS, our employees are our greatest asset. Your dedication, expertise, and professionalism are critical to our success and strengthen our position in the market. As valued members of our team, we expect you to:

- 1. Deliver Excellence:** Contribute to developing and delivering high-quality services that meet or exceed expectations.
- 2. Follow Company Policies:** Adhere to company policies, procedures, and guidelines to maintain a professional and compliant work environment.
- 3. Stay Engaged and Informed:** Demonstrate a passion for your work and remain up-to-date with industry best practices, successful strategies, and evolving processes.
- 4. Fulfill Your Role:** Perform your duties in accordance with your job description, ensuring accountability and commitment to your responsibilities.
- 5. Represent SAMS Professionally:** Act as an ambassador for the company in all engagements, upholding and enhancing our reputation.
- 6. Maintain Effective Communication:** Foster professional and respectful relationships with colleagues, management, and all stakeholders.
- 7. Report Concerns Professionally:** Address issues, complaints, and requests constructively and professionally to facilitate effective resolution.

By upholding these expectations, you contribute to SAMS' success and help maintain a positive and productive work environment.

# SAMS Policies and Procedures

## Staff Procedures for Executing the Employment Contract

### 1. Acknowledgment

The company has issued this short-form policy document (the policy) to clarify certain provisions in the individual employment contracts and include non-contractual company policies. All company employees should read, understand, and comply with the provisions of this policy. Unless expressly stated otherwise, none of the provisions contained in this policy (or any of its contents) form part of an employee's employment contract. The company may revise, supplement, or remove any policy or procedure in this policy from time to time as it deems appropriate and in its sole and absolute discretion. The policy should be read in conjunction with an employee's employment contract. In the event of any discrepancy or conflict between an employee's contract of employment and the terms of this policy, the terms of the employee's employment contract shall prevail. \_\_\_\_\_

- a. All contracts require a minimum of 60 days' advance written notice of termination, whether initiated by the employee (intent to resign, electing not to renew) or by SAMS (intent to terminate, electing not to renew). \_\_\_\_\_
- b. Should an employee resign from a contract prior to the expiry of the term, they will be required to submit their intent to resign in writing to SAMS, upon which SAMS shall have the discretion to respond within 30 days of receiving the resignation. SAMS may elect to:
  - 1) Approve the resignation. \_\_\_\_\_
  - 2) Delay the resignation for an additional 60 days (provided that a reasonable justification is given before the initial 30-day period ends). \_\_\_\_\_
  - 3) Reject the resignation. \_\_\_\_\_
- c. Notwithstanding the above, SAMS may terminate an employee's employment contract with immediate effect and without the payment of end of service gratuity in the event of termination for cause in accordance with applicable laws in KSA. \_\_\_\_\_

### 2. Payroll

- a. SAMS executes payroll on or around the 1st of every month to pay KSA salaries. Salaries will be processed to an employee's bank account in KSA and will be monitored by the wage protection system in KSA. \_\_\_\_\_

### **3. Unaccompanied vs Accompanied**

All contracts (for non-Saudi nationals) are single/unaccompanied unless explicitly stated otherwise in the signed employment contract. \_\_\_\_\_

- a. The employee acknowledges the official governing contract, which is the written agreement between the employee and Salient Arabia Military Support (SAMS). This contract supersedes any electronic versions (including QIWA), regardless of the date the electronic contract was signed. \_\_\_\_\_

### **4. Education Allowance Reimbursement**

Employees may be entitled to reimbursement of education allowances subject to approval. Only non-Saudi employees with dependents residing in KSA may qualify for the Educational Allowance Reimbursement (EAR) program is governed by US Government Policy. Participation in the program is not automatic and requires prior written approval from the Program Manager.  
\_\_\_\_\_

### **5. Daily Attendance**

- a. Employees must complete their timesheets in Costpoint via the Okta portal. \_\_\_\_\_
- b. Any planned Paid Time Off (PTO) must be recorded on all applicable timesheets prior to the employee's departure. \_\_\_\_\_
- c. Timesheets must be signed no later than 4:00 pm on the last workday of each timesheet period.  
\_\_\_\_\_
- d. Employees are responsible for ensuring their supervisor completes their timesheets on their behalf during PTO. Failure to make prior arrangements does not exempt employees from compliance. \_\_\_\_\_

### **6. Paid Time Off (PTO)**

- a. Employees are entitled to annual leave as specified in their contract. PTO MUST be used within the contractual year in which it is earned, and all travel associated with PTO must be completed within that same year. PTO may be taken at any time during the contractual year, subject to prior approval from supervisors. PTO will not roll over or be carried forward beyond the contractual year. \_\_\_\_\_
- b. Employees who depart the company before completing their contract will have any PTO taken during the contractual year deducted from their total annual entitlement. Any unearned PTO used will be recovered from the final paycheck. \_\_\_\_\_
- c. Leave With-Out Pay (LWOP) is not authorized under any circumstances. \_\_\_\_\_

- d. SAMS has the right to direct employees to take PTO by providing them with 30 days' prior written notice.

## **7. Visas**

Employees requesting to issue a visitor visa for an immediate family member are solely responsible for all associated costs and requirements and assume full responsibility for their visitor. Immediate family is strictly defined as a father, mother, husband, wife, brother, sister, son, or daughter. \_\_\_\_\_

## **8. Non-Saudi Employee Entitlements**

### **a. Rest and Recuperation (R&R) Travel**

#### **1) Airline Ticket**

- i. Reimbursement of one annual [economy class] round-trip ticket to their official Home of Residence (as on file) or an amount up to its equivalent cost if traveling elsewhere. \_\_\_\_\_
- ii. Reimbursement is capped at \$2,500 for travel to the US and \$2,000 for all other destinations. Validating receipts are required for reimbursement. \_\_\_\_\_
- iii. This entitlement is fully earned by completing a full year on the contract and is contingent on the employee remaining with the company. This entitlement must be used within the same contractual year in which it is earned and cannot be rolled over or carried forward. As stated in Section 6a, all travel must be completed within that same year. \_\_\_\_\_
- iv. If an employee departs the company before fully earning this entitlement, they must reimburse SAMS for the R&R amount. \_\_\_\_\_
- v. If an employee does not use such entitlement within a year, they shall not be entitled to a payment in lieu of such entitlement. \_\_\_\_\_

#### **2) Exit/Re-Entry Visa**

Reimbursement of one company-paid Exit/Re-Entry Visa to be used exclusively in conjunction with their R&R ticket. Any additional non-official travel-related visas, including Exit/Re-Entry or any other visa type, will be at the employee's sole expense. \_\_\_\_\_

### **b. Repatriation Travel**

#### **1) Airline Ticket**

- i. Employees who complete a full year of service and discontinue employment with the company will receive the repatriation ticket [economy class] to their Home of Residence (as on file). \_\_\_\_\_
- ii. Travel to an alternate location is not authorized. \_\_\_\_\_
- iii. The repatriation ticket must be used within 30 days of the employee's last working day. \_\_\_\_\_
- iv. The ticket may be purchased by SAMS or the employee after the issuance of the Final Exit Visa. If the employee cancels or alters the Final Exit Visa, they must fully reimburse SAMS for the ticket cost. \_\_\_\_\_

## 2) Shipping

Costs will be limited to a maximum of \$1,000 for employees on a single/unaccompanied contract and \$2,000 for employees on a married/accompanied contract. Validating receipts are required for reimbursement. \_\_\_\_\_

## 9. Employee Accommodation Responsibilities

The employee is responsible for all additional costs regarding the company-provided accommodation, including, but not limited to, damages, upgrade requests, excessive utilities above pre-paid levels, etc. \_\_\_\_\_

### a. Company-Provided Housing and Housing Allowances

- 1) Accommodations and allowances are terminated in conjunction with the contract. \_\_\_\_\_
- 2) Accommodation must be vacated within one week of termination of employment with the company. \_\_\_\_\_
- 3) The employee acknowledges their responsibility to pay the company for each additional day they remain in the accommodation beyond the contract expiration. \_\_\_\_\_

## 10. Conflict Resolution Process

Resolution of a conflict often presents two main options for an employee: a formal resolution process or an informal approach. \_\_\_\_\_

- a. Formal Resolution typically places the Human Resources (HR) department at the center of the process and could include grievances and/or lawsuits. It usually requires the employee to submit a complaint in writing, providing evidence or testimony that will be considered by the appointed decision-maker(s). The outcome of this process is generally a written decision, which the employee may (or may not) appeal. Specified deadlines bind the formal process.

SAMS Operations and the General Manager should be informed of any formal complaint referred to the GovCIO HR Department where applicable. \_\_\_\_\_

- b. Informal Resolution focuses less on the process and more on the desired outcome. This approach is often quicker than the formal complaint process, less disruptive to the working environment, involves fewer people, and generally helps preserve the working relationships. For this reason, we strongly encourage an open-door policy for SAMS employees, where complaints are addressed appropriately at the lowest possible level of competent authority. In the first instance, employees should raise any informal complaints through their direct supervisor. The complaint may be elevated to higher levels, including the Operations Manager or General Manager if necessary. If the complaint involves the direct supervisor, employees are encouraged to escalate the issue to the next superior in their supervisory chain. The goal is to resolve the conflict in a manner least disruptive to the organization while addressing the complaint and maintaining team cohesion. \_\_\_\_\_
- c. For more information on GovCIO's complaint resolution process, employees may refer to the GovCIO Employee Handbook and GovCIO Anti-Harassment and Employee Conduct & Discipline Policies. Employees may also contact their direct supervisor or GovCIO HR Department for further clarification. \_\_\_\_\_

## **11. Semi-Annual Check-Ins**

All SAMS employees are required to conduct semi-annual check-ins with their supervisor.

- a. This process will include an employee self-assessment, a supervisor assessment, and feedback provided to the employee regarding performance (strengths, areas for improvement, and goal-setting for future development). \_\_\_\_\_
- b. The employee and the supervisor will sign the check-in to acknowledge that the assessments and feedback have been reviewed and understood. \_\_\_\_\_
- c. Check-ins will be conducted in April and October of each year, and the employee's participation in this process is mandatory. \_\_\_\_\_

## **12. Company Vehicles**

SAMS employees are authorized to use a shared vehicle unless specifically stated that the position comes with a full-time vehicle.

- a. Guidelines for Vehicle Privileges
  - 1) Employees who use shared vehicles agree to share the responsibility for vehicle cleanliness and fuel costs. \_\_\_\_\_
  - 2) Keys must remain inside the vehicle when it is on the housing compound. \_\_\_\_\_

- 3) A vehicle custody log will be maintained for each shared vehicle. \_\_\_\_\_
- 4) Employees assigned to a vehicle are responsible for coordinating schedules to ensure all personnel have equal access to the vehicle. \_\_\_\_\_
- 5) Failure to follow these guidelines will be subject to review and potential corrective action, including loss of vehicle privilege. \_\_\_\_\_

### **13. Employee Newborn Registration**

Employees with a child born in Saudi Arabia during the contract period must immediately register the newborn under their sponsorship after birth. Failure to do so will result in penalties to both the employee and the company. \_\_\_\_\_

- a. Penalties for non-registration include fines, platform issues, and the inability to receive Exit/Re-Entry visas. \_\_\_\_\_
- b. Employees who fail to comply with this requirement will be held accountable for any resulting consequences. \_\_\_\_\_
- c. To register a newborn under employee sponsorship, the following steps must be completed:
  - 1) Obtain the hospital birth certificate.
  - 2) Submit an application on Absher under the "Expatriates" section for a Saudi birth certificate. The birth certificate will be sent to your National Address.
  - 3) Apply for the issuance of a valid passport for your newborn through your country's embassy.
  - 4) After receiving the passport, apply through Absher for the child's residence visa (Iqama).
- d. Employees are responsible for paying all associated dependent fees (approximately 400 SAR per month) from their personal bank account.
- e. To avoid legal and administrative complications, all steps must be completed within the required government timelines. \_\_\_\_\_

### **14. Saudi Driving License**

If an employee enters the Kingdom of Saudi Arabia on a business visa, a valid international driving license is sufficient for driving a vehicle. However, if an employee is on a residence visa (Iqama), the employee is required to obtain a Saudi driving license. There are two ways to acquire it:

- a. License Exchange: If the employee already possesses a driving license from their home country, the employee may be eligible to exchange it for a Saudi driving license. To do this,

log into the employee's Absher account, apply for a license exchange, and follow the steps provided in the application process.

- b. For an employee who does not possess a driving license from their home country, or the employee's home country's driver's license is deemed invalid for License Exchange, the employee must log into the Absher account and make an appointment in one of the Saudi driving schools to begin the process.

In both cases, the employee must undergo vision and blood tests. Visit any medical center and request a "driving license medical test." Once completed, the employee will pay the driving license fee at any bank. The payment amount depends on the duration chosen for the license: 40 SAR per year, with options for 2, 5, or 10 years. After paying for the desired duration, and once the medical test results are linked to the employee Absher account (typically takes 1–3 working days), the employee can attend the driving school to issue the license.

#### **NOTE**

To renew any driving license in the future, employees must complete the medical test, pay for the required duration, and then log in to the Absher account to complete the renewal process.

## **Process for Employees Arriving in KSA**

### **1. Arrival and Reception**

- a. Upon arrival in the Kingdom, an employee will normally be met at the airport by a company representative (sponsor) and transported to their assigned accommodation.
- b. The Sponsor and Supervisor are responsible for:
  - 1) Coordinating pick-up logistics.
  - 2) Ensuring the newly arriving employee has essential quality-of-life items (food, water, toiletries).
  - 3) Providing clear instructions on where to report on the following workday.

### **2. First Workday Procedures**

- a. On the first day of work, the employee will report to SAMS or the designated Project Office to:
  - 1) Sign the Official Contract based on the previously accepted Offer Letter.
  - 2) Complete the Employee Information Form, including emergency contact details. This must be updated immediately upon arrival.



3) Undergo check-in procedures for daily attendance registration.

### **3. Medical Examination**

- a. The employee must complete a medical examination at a government-certified clinic to obtain a fitness certificate.
- b. This certificate is a mandatory pre-requisite for obtaining the Iqama (residence/work permit).

### **4. Iqama Processing**

- a. The following documents are required for Iqama issuance:
  - 1) Original passport
  - 2) Medical clearance certificate (obtained in Step 3)
  - 3) Six (6) passport-size photographs with white background
  - 4) Attested Education Degree for use in KSA or DD-214 with accompanying “No Contest Letter.”
- b. Once issued, the Iqama will be printed by the passport office and provided to the employee.
- c. Iqama validity periods may be 3, 6, 9, or 12 months, depending on the employee's start date and contract terms.
- d. The company is responsible for renewing the Iqama throughout the employee's tenure.
- e. Employees **MUST** carry their Iqama at all times as proof of legal residence and compliance with Saudi regulations. Failure to do so may result in fines or legal consequences.

# Process for Locally-Hired Employees Already in KSA

## 1. First Workday Procedures

- a. On the first day of employment, the employee must report to SAMS or the designated Project Office to:
  - 1) Sign the Official Contract based on the Offer Letter previously accepted.
  - 2) Complete the Employee Information Form, including emergency contact details. This must be updated immediately upon arrival.
  - 3) Undergo check-in procedures for daily attendance registration.

## 2. Employee Transfer Process

- a. The SAMS office will manage all employee transfers in accordance with government regulations.
- b. Transfer procedures will be initiated and completed through official government platforms before the employee's start date.
- c. The transfer process timeline is subject to government processing and may take 1 to 3 weeks or longer, depending on platform processing times.

## Exit/Re-entry Visa

To depart Saudi Arabia for any reason other than termination of employment (i.e., leave or business travel), an "Exit/Re-Entry Visa" is required. The Saudi Immigration Department issues this visa and allows the employee to leave and re-enter the country within a specific period.

- a. A Single Exit/Re-Entry Visa is typically valid for two months from the issuance date, with the exact expiration date stated on the visa. Employees must return before the visa expires.
- b. Failure to return before the visa expiration will result in an automatic three-year entry ban into Saudi Arabia.

## 1. Visa Expiry & Extensions

- a. Employees must carefully check the visa re-entry date before departure.
- b. If an employee anticipates a delay in returning before the visa expires, they must seek approval through their supervisory chain and SAMS, which will process the extension request.
- c. Visa extensions require canceling the current visa and issuing a new one, subject to approval by the Saudi Passport Office (approval is not guaranteed).

## 2. Visa Cancellation Requirement

- a. If an Exit/Re-Entry Visa is issued but the employee decides to remain in Saudi Arabia, the visa must be canceled before its expiration date.
- b. Failure to cancel the visa will result in a SAR 1,000 fine. Employees must notify their SAMS supervisory chain immediately if their travel plans change to ensure timely cancellation.

## 3. Types of Exit/Re-Entry Visas

- a. Multiple Exit/Re-Entry Visa
  - 1) Valid for 3 months
  - 2) Allows multiple trips within the validity period
  - 3) Cost: SAR 500
- b. Single Exit/Re-Entry Visa
  - 1) Valid for 2 months
  - 2) Allows only one trip
  - 3) Cost: SAR 200

### NOTE

All visas dates are according to the Hijri calendar. Government fees are subject to change without notice.

## Open a Bank Account

Employees must open a bank account in Saudi Arabia upon obtaining an Iqama. Only residents with an Iqama are eligible to open a bank account. This is a mandatory requirement. All employees holding an Iqama are **required** to open a bank account.

### 1. Banking Hours

- a. Standard operating hours: Sunday – Thursday, 9:30 am – 4:00 pm
- b. Some banks may operate on Saturdays and during evening hours at select branches.

## **2. Required Documents**

- a. To open a bank account, employees must provide the following:
  - 1) Letter from SAMS authorizing the employee to open an account (issued upon request).
  - 2) Original Iqama
  - 3) Original Passport

## **3. Salary Payment & Banking Details**

- a. Once the bank account is opened, the employee must provide the SAMS Office with:
  - 1) Bank Name
  - 2) IBAN (International Bank Account Number)
  - 3) Beneficiary Name (as registered with the bank)

### **NOTE**

Attention to detail is required when providing banking information to ensure proper salary transfers. If banking information is incorrect this could cause delays in receiving compensation.

# Starting Work with SAMS

## Probationary Period

The first 180 days of employment at SAMS constitute the Probationary Period. During this period, the employee is eligible for benefits outlined in the employment contract unless otherwise required by law. The Probationary Period allows employees to integrate into the organization, understand job responsibilities, and become acquainted with their supervisory chain and colleagues.

Sick Leave, Eid Al Adha, Eid Al Fitr and the Foundation Day shall not be included when calculating the probationary period.

This period serves as a mutual evaluation phase for the employee and SAMS. Either party may terminate the employment contract without prior notice during the Probationary Period and the employee will not be entitled to any compensation or End of Service benefits. Additionally, SAMS reserves the right to amend the employee's position or contractual terms if the employee is deemed unfit for the initially contracted role or if any material misrepresentation regarding qualifications, experience, or expertise is discovered.

## Work Schedule

### 1. Business Hours

- a. SAMS' regular operating hours are from 7:00 am to 4:00 pm, Sunday through Thursday, which includes a one-hour lunch break.
- b. Employees must work eight (8) productive hours per day during the designated workweek.
- c. Friday and Saturday are the official rest days per week.

### 2. Attendance

- a. Employees must report to work on time at the beginning of their assigned daily work hours and complete their full scheduled workday. Attendance is systematically monitored and assessed to ensure compliance with company expectations.
- b. Failure to meet required attendance standards may result in corrective or disciplinary action, including termination. Habitual tardiness, unexcused absences, or failure to adhere to scheduled work hours will not be tolerated.

## Attendance-Related Salary Information

Salary payments are directly tied to attendance records. Employees are responsible for maintaining accurate daily timekeeping records to ensure proper salary calculation and to avoid discrepancies.

- a. All employees must register and use the designated company timekeeping system upon joining.
- b. Failure to properly log attendance may result in delayed or incorrect salary payments, for which the employee will be solely responsible.
- c. For any questions or issues regarding timekeeping or salary payments, employees must immediately consult their direct supervisor to prevent errors or delays.

## **1. Absence or Lateness**

- a. SAMS is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise, thus:
  - 1) If you cannot report to work due to emergencies or illnesses, please contact your supervisor and supervisory chain immediately.
  - 2) If you cannot call in yourself because of an illness, emergency, or other reason, be sure to have someone call for you, ensuring that all requests are documented and sent to your management in writing (emails are authorized).
  - 3) If you know in advance that you will need to be absent, please request this time off by coordinating it with your supervisory chain and direct supervisor in writing according to policy.
  - 4) If you arrive late, please immediately inform your supervisory chain and direct supervisor.
  - 5) Pre-requested late arrival or earlier leave is subject to approval or rejection by the employee's supervisory chain.
- b. A consistent pattern of questionable absences can be considered excessive and may cause concern. In addition, excessive lateness or early leaving will be regarded as a "lateness pattern" and may carry the same weight as an absence. Other factors, like the degree and reason for the absences/lateness, will be considered.
- c. SAMS and your supervisory chain will record any absence or lateness and their reasons in your personnel file. Be aware that excessive absences, tardiness, or early leaving may lead to disciplinary action, including possible dismissal, according to Saudi labor law.

## **2. Frequent Short-Term Absences**

Frequent or persistent absences will be subject to progressive discipline up to and including termination of employment, as outlined in with GovCIO Progressive Discipline Policy HR 107 Section 3.

### **a. Verbal Warning – HR 107, 3.1**

If possible, the manager will discuss the problem with the employee and, if appropriate, advise the employee of corrective action required. The manager must document the counseling session by sending a summary email to the employee or by using the Letter of Warning (LOW). In the case of a verbal warning, the LOW does not need to be signed by the employee, it is merely used for documentation purposes.

### **b. Written Warning/Reprimand – HR 107, 3.2**

If the problem is and was not corrected after the Verbal/Written Warning, a Written Reprimand will be issued by the manager, establishing conditions and time limits for corrective action. The Written Reprimand (using the LOW) must be reviewed by the HR Team before it is issued to the employee and documented for the employee's file. The HR Team will be kept informed of incidents necessitating a Written Reprimand and may participate in the discussions with the manager and employee. The employee is required to sign the written reprimand and the notice becomes a part of the employee's personnel file.

Continued, substandard performance and/or workplace behavior may result in further disciplinary procedures being applied, up to and including termination of employment.

### **c. Final Warning – HR 107, 3.2.1**

In some cases, a final warning may be used, which would inform the employee that if the behavior continues, the next step may include suspension or termination.

## Irregularities

To ensure clarity and compliance with Saudi Labor Law, we have categorized work irregularities and their associated penalties as outlined in the Saudi Arabia Executive List of Labor Laws; Ministry of Human Resources and Social Development's Decision No.92768 dated 5/5/1443H.

By adhering to these guidelines, we ensure that all disciplinary actions are consistent with Saudi Labor Law and uphold the principles of fairness and transparency within our organization.

### 1. Work Hour Irregularities.

Working hours violations; unauthorized absences, tardiness, and exceeding break times.

Irregularity		Penalty (Rate deduction is a percentage of the daily wage)			
		First Time	Second Time	Third Time	Fourth Time
1	Being late for <b>15 minutes</b> without permission and a reasonable excuse, disrupting other employees and students	Written warning	15%	25%	50%
2	Being Late for more than <b>15 to 30 minutes</b> without permission and a reasonable excuse, disrupting other employees and students	25%	50%	75%	1 day
3	Being Late for more than <b>1 hour</b> without permission and a reasonable excuse, regardless of whether it disrupts other employees and students	Written warning	1 day	2 days	3 days
4	Leaving work or leaving early without permission or a reasonable excuse, regardless of whether it disrupts other employees and students	10%	25%	50%	1 day
5	Absence for <b>1 day</b> without written approval or a reasonable excuse	2 days	3 days	4 days	Deprivation of promotion & increment for one time



6	Absence for <b><u>2 to 6 days</u></b> without written approval or a reasonable excuse	2 days	3 days	4 days	Deprivation of promotion & increment for one time
7	Absence for <b><u>7 to 10 days</u></b> without written approval or a reasonable excuse	4 days	5 days	Deprivation of promotion & increments for one time	Termination
8	Absence from work without a reasonable excuse for <b><u>more than 15 consecutive days</u></b>	Written warning after <b><u>first 10 days</u></b> followed by termination without end of service after the next 5 days			
9	Intermittent absences without a reasonable excuse for <b><u>a total of more 30 days per year</u></b>	Written warning after <b><u>first 20 days</u></b> followed by termination without end of service after the next 10 days			
		In addition to the deduction for the time not worked			

## 2. Work Organization Irregularities.

Breaches concerning adherence to workplace policies, procedures, and organizational protocols.

Irregularity		Penalty (Rate deduction is a percentage of the daily wage)			
		First Time	Second Time	Third Time	Fourth Time
1	Unjustified presence outside the workplace during working hours	10%	25%	50%	
2	Sleeping during working hours	Written warning	10%	20%	30%
3	Not obeying orders related to work and not implementing work instructions	25%	50%	1 day	2 days
4	Incitement to disobey orders and written guidance related to work	2 days	3 days	5 days	Termination
5	Employee being involved with no rights in any business not assigned or directed to them	50%	1 day	2 days	3 days
6	Shredding or destruction of advertisements, memos, or any communications addressed from the management	2 days	3 days	5 days	Termination

### 3. Employee Behavior Irregularities.

Misconduct affecting workplace harmony; insubordination, harassment, or inappropriate actions.

Irregularity		Penalty (Rate deduction is a percentage of the daily wage)			
		First Time	Second Time	Third Time	Fourth Time
1	Quarreling with colleagues or causing riots and disturbance at the workplace	1 day	2 days	3 days	5 days
2	Refraining from conducting a medical examination at the request of management or a doctor, refusing to follow the instructions during a medical treatment	1 day	2 days	3 days	5 days
3	Contravention of health instructions related to the workplace	50%	1 day	2 days	3 days

## Leave

### 1. Sick Leave

Employees who are ill must submit an official medical report from an approved medical institution in KSA. This report must include a description of the illness and the period of absence recommended by the attending physician.

a. To be eligible for sick pay, employees must:

- 1) Notify their SAMS Supervisory chain as soon as possible.
- 2) Submit the attested medical report within three (3) days of resuming work.
- 3) Medical reports submitted beyond these three days will not be accepted, and the absence may be considered unauthorized. Unreported and unjustified sick leave is subject to disciplinary action, including salary deductions and potential further penalties.
- 4) Employees may be required to undertake any medical examinations as may be required by SAMS or the authorities by a KSA licensed doctor nominated by SAMS. The employee should agree to disclose any report produced in connection with any such examination with SAMS and SAMS may discuss the contents of the report with the relevant medical practitioner.

### 2. Maternity Leave

Maternity leave will be granted in accordance with Saudi Labor Law and SAMS internal policy, with each case being reviewed individually.

a. Employees must:

- 1) Provide as much notice as possible regarding the anticipated leave period.
- 2) Inform their SAMS supervisory chain as soon as the pregnancy is known and submit the expected leave dates as their doctor recommends.
- 3) Not return to work within the minimum timeframe stipulated in Saudi Labor Law.
- 4) A female employee may be entitled to further benefits in accordance with Saudi Labor Law if giving birth to a sick child or a child with special needs.
- 5) SAMS will make every effort to protect an employee's status by holding their position open or offering a similar position, if available, for which the employee is qualified.

### **3. Annual Leave**

a. Entitlement

- 1) Full-time employees are entitled to 21 working days of annual leave at the start of their contract. \_\_\_\_\_
- 2) Once the employees complete five years of continuous employment, their entitlement to annual leave shall increase in accordance with Saudi Labor Law. \_\_\_\_\_
- 3) If an employee joins after the beginning of the contractual year (as defined in their contract), their leave entitlement will be calculated on a pro-rated basis. \_\_\_\_\_

b. Holidays and Closure Days

- 1) The only automatically recognized holidays are:
  - i. Eid Al-Fitr
  - ii. Eid Al-Adha
  - iii. Saudi National Day
  - iv. Foundation Day
- 2) All other holidays must be approved in advance by the SAMS General Manager.

## Personnel Records & Administration

The SAMS Office handles personnel records and administrative functions related to insurance, wages, and policy interpretation. In some cases, these responsibilities may be handled by the local Project Office in the employee's assigned area.

### 1. Each employee's personnel file must include:

- |   |  |
|---|--|
| <b>a. Legal name (as per official documents)</b>  | <b>f. Updated CV and proof of qualifications</b> |
| <b>b. Home address and phone number</b>           | <b>g. Training Certificates (if applicable)</b>  |
| <b>c. Emergency contact information</b>           | <b>h. Professional license (if applicable)</b>   |
| <b>d. Iqama and employment visa details</b>       | <b>i. Employment reference letters</b>           |
| <b>e. Bank Account details (salary transfers)</b> |  |

Employees must promptly notify the Human Resources (HR) Department of any changes to the above information. Failure to update personal records may delay salary payments, benefits administration, or legal documentation processing.

## Compensation and Benefits

SAMS aims to provide competitive compensation to attract, retain, and motivate employees.

### 1. Wage and Salary Policies

- a. Salaries and wages are determined based on:
  - 1) Market Competitiveness
  - 2) Individual performance
  - 3) Company performance
  - 4) Statutory requirements
- b. SAMS adheres to fair compensation practices for all employees, regardless of:
  - 1) Organizational level
  - 2) Race, color, citizenship status, national origin, or ancestry
  - 3) Gender, age, religion, or creed
  - 4) Marital status or any other factor protected by law

## **2. Pay Period**

Salaries are paid monthly in Saudi Riyals (SAR) via wire bank transfer and monitored by the wage protection system in KSA, typically on or around the 1<sup>st</sup> of each month.

If the scheduled payday falls on a weekend or official holiday, payment will be processed on the next working day.

Employees must ensure sufficient funds to cover expenses upon arrival in KSA, as setting up payroll banking arrangements can take several weeks.

## **3. Insurance Coverage**

a. SAMS is committed to employee health and well-being. A comprehensive medical coverage plan is available, subject to eligibility criteria.

### **b. Insurance Eligibility**

- 1) Employees become eligible on the date their Iqama is transferred under SAMS sponsorship.
- 2) Upon completion of the visa and transfer process, employees will receive a summary plan description outlining their medical benefits in detail.
- 3) Employees are responsible for ensuring that their personal and dependent information remains accurate and up to date at all times. Medical coverage provided by the company is strictly limited to eligible dependents residing in KSA. Any failure to maintain accurate records may result in loss of coverage or financial liability for the employee.
- 4) If an employee's family status in the Kingdom changes (such as a dependent permanently departing Saudi Arabia) the employee must immediately notify SAMS and the Benefits department. This change directly impacts the employee's insurance status and associated costs. Failure to report such changes will result in the employee being held financially responsible for any overpayments made by SAMS due to incorrect or outdated information. SAMS will recover any excess amounts paid on the employee's behalf.

# Appendix 1

## Memorandum of Understanding – Official Travel within the Kingdom of Saudi Arabia

The contractor (GovCIO/SAMS employees) shall travel as required by the Government in support of the assigned program in strict accordance with the Joint Travel Regulation (JTR) and the GovCIO/SAMS Employee Handbook.

### 1. Approval

- a. Definition—The travel request **MUST** include an official RSNF assignment letter that clearly states the nature of the assignment and justifies travel. Customers reserve the right to approve or deny such requests.
- b. Scope—The purpose of travel **MUST** be within the scope of the assigned program and the contractor's position and responsibilities.
- c. Time—All contractor travel **SHALL** be approved by the customer via the COR 30 days before the proposed travel date but no less than seven (7) days before. Emergent situations will be handled on a case-by-case basis.
- d. Submittal—All travel requests **WILL** be submitted to the in-Kingdom Program Manager representative with the company's Travel Request Form (TRF). The TRF must include estimated travel costs with documentation based on the Department of State Standardized Regulations (DSSR) per diem rates. The TRF is located on each program's SharePoint.

### 2. Reimbursement

#### a. Travel Arrangements

- 1) The contractor **SHALL** make all travel arrangements and **MUST** ensure compliance with company policies.
- 2) If non-economy/coach airfare is required, the contractor **MUST** submit a written request with justification to the program's COR no less than seven (7) days before expected travel. Customers reserve the right to approve or deny such requests.

#### b. Reimbursable Expenses

- 1) The contractor **WILL** be reimbursed for per diem and travel expenses consistent with company policy but not exceeding the authorized DoD JTR limits.

- 2) The contractor **MUST** ensure costs are reasonable and avoid impropriety or the appearance of impropriety.
- 3) If this MOU does not explicitly cover a situation, the most conservative course of action should be followed.

c. Expense Reporting

- 1) To be reimbursed, the contractor **MUST** submit an expense report with supporting documentation through the DelTek Costpoint Expense Module (when available) within 30 days of completing travel or incurring expenses, whichever is later.

2) Supporting documentation **MUST** include:

- i. Receipts for all payments, except meals and incidental expenses (M&IE).
- ii. Official invoices and Point of Sale (POS) transaction statements in the contractor's name.
- iii. Currency conversion (for expenses in SAR) into USD.
- iv. All documents must be submitted in PDF format.

3) Approved Reimbursable Costs

- i. Economy-class airfare
- ii. Economy car rental (fuel costs reimbursed with valid receipts)
- iii. Standard single-occupancy hotel accommodation
- iv. Other approved expenses per Section 8 of the GovCIO Employee Handbook (JAN 2021)

4) Non-Reimbursement & Travel Changes

- i. Failure to submit an expense report within 30 days may result in non-reimbursement
- ii. If a trip is changed or canceled, the contractor **MUST** cancel lodging reservations before the cancellation deadline to avoid charges. Failure to cancel may result in the contractor personally bearing the cost.

### 3. Travel Reporting

#### a. Mandatory Travel Report

- 1) A Travel Report **MUST** be submitted within five (5) days after completing the approved travel.
- 2) The report **MUST** justify:
  - i. The purpose of traveling
  - ii. Expenses incurred
  - iii. Overall travel summary
- 3) Failure to submit the Travel Report within the specified time may impact future travel approvals.

### 4. Acknowledgment

I acknowledge that I have read and fully understood the Official Travel Policy and agree to comply with all requirements.

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**Employee's Printed Name**

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**Employee's Signature**

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**Date**



## Conclusion

1. This handbook outlines the principal benefits, policies, and obligations of employment at SAMS. However, no handbook can anticipate every situation in daily operations.
2. For any questions regarding policies, procedures, or benefits, employees must contact SAMS and/or GovCIO Human Resources. The SAMS Team and HR Office can provide assistance and clarification as needed.

### 3. Acknowledgment of SAMS Employee Policies Handbook

Please read the statements, sign below, and return them to SAMS Human Resources.

#### *Understanding and Acknowledging Receipt of SAMS Employee Policies Handbook*

I acknowledge receiving, reading, and understanding the SAMS Employee Policies Handbook. I understand that:

- The policies, procedures, and benefits described in this handbook are subject to change at the sole discretion of SAMS at any time.
- I am responsible for remaining informed of updates and revisions to this handbook as communicated by SAMS Human Resources.
- This handbook does not constitute a contract of employment nor create any contractual rights beyond those explicitly stated in my employment agreement.

#### *Confidential Information*

I acknowledge that during my employment, I may have access to confidential and proprietary information belonging to SAMS and/or GovCIO. I understand and agree that:

- Confidential information includes but is not limited to business operations, financial data, client information, proprietary technology, trade secrets, strategic plans, and any other non-public business-related information.
- I MUST NOT disclose, distribute, or use confidential information outside of SAMS or with any unauthorized individuals during or after my employment unless explicitly authorized in writing by SAMS and/or GovCIO.
- Upon termination of employment, whether voluntary or involuntary, I am prohibited from utilizing, retaining, or exploiting any confidential or proprietary information for any individual, company, or competitor.