**Attendance, Leaves, Vacations**  
  
**1. What is the purpose of this attendance and leave policy?**

**Answer:** The purpose of this policy is to ensure a structured approach to monitoring and managing employee attendance and leave, maintaining fairness and consistency, and ensuring compliance with company regulations and Jordanian labor laws while maintaining operational efficiency.

**2. Who does this policy apply to?**

**Answer:** This policy applies to all Wuduh employees.

**3. What are the standard working hours for employees?**

**Answer:**

* **Support Functions (SF) and managerial roles**: 8 hours per day, including a 30-minute break.
* **Operations roles**: 8.5 hours per day, including a 60-minute break.

**4. How are employee breaks monitored?**

**Answer:** Employee breaks are monitored via the fingerprint or operations system to ensure compliance with the designated break periods.

**5. What happens if I forget to clock in or out?**

**Answer:** Employees who fail to clock in or out will be marked as absent unless they provide a valid justification.

**6. Is there a grace period for clocking in or out?**

**Answer:** Yes, a daily grace period of 15 minutes (combined sign-in and sign-out) is allowed, with a total monthly grace allowance of 1.5 hours.

**7. What happens if I am late beyond the grace period?**

**Answer:** Unexcused tardiness beyond the grace period will result in deductions or disciplinary action.

**8. How is overtime managed?**

**Answer:**

* Overtime must be requested by the department manager and approved by HR before additional work is performed.
* Overtime work is compensated at 125% of the regular wage for hours worked beyond standard working hours on regular working days.
* Overtime hours worked on official holidays are compensated at 150% of the regular wage.

**9. How do I request leave?**

**Answer:** All leave requests must be submitted through ZenHR.

**10. How far in advance must I submit leave requests?**

**Answer:**

* **For 1-2 days of leave**: Submit at least one week in advance.
* **For 3 or more days of leave**: Submit at least two weeks in advance.

**11. How many days of annual leave am I entitled to?**

**Answer:**

* Employees are entitled to 14 working days of fully paid annual leave per year.
* After five consecutive years of service, the annual leave entitlement increases to 21 working days.

**12. What should I do if I can't return to work after my leave?**

**Answer:** Employees must inform their direct supervisor if they are unable to return on time and provide the expected return date. The company reserves the right to accept or reject the reasons for the delay.

**13. What happens if I don't resume work after my leave without approval?**

**Answer:** Employees who fail to resume work after their leave without a valid excuse or prior approval will be subject to disciplinary action in accordance with labor laws.

**14. How much sick leave am I entitled to?**

**Answer:** Employees are entitled to 14 days of paid sick leave per year, based on a medical report from the in-house doctor or a GIG network-approved doctor.

**15. What is the process for requesting sick leave?**

**Answer:** Employees sent home due to illness must visit the in-house doctor for evaluation and approval before being granted sick leave. A medical report is required.

**16. Can I take sick leave without a medical report?**

**Answer:** No, employees must provide a medical report from an internal doctor or an approved doctor within the GIG network during and after probation.

**17. How much additional sick leave can I take if hospitalized?**

**Answer:** Employees can take an additional 14 days of sick leave for hospitalization with a valid doctor’s note.

**18. Are female employees entitled to sick leave without a doctor’s report?**

**Answer:** Yes, female employees are entitled to one sick day per month without requiring a medical report. This day will be deducted from their annual sick leave balance of 14 days.

**19. What is the policy for maternity and paternity leave?**

**Answer:**

* **Maternity leave**: 10 weeks of fully paid leave, with an optional one-year unpaid leave, as per Labor Law.
* **Paternity leave**: 3 days of paid leave following the birth of a child.

**20. How do I request personal hourly leave?**

**Answer:** Personal hourly leave requests must be submitted at least one day in advance.

**21. Can I take special leave?**

**Answer:** Special leave may be granted for bereavement, marriage, or education, subject to company policy and labor law, and requires HR approval.

**22. How much bereavement leave am I entitled to?**

**Answer:** Bereavement leave is typically three days for a close relative and one day for first- and second-degree relatives, as defined by company regulations and labor law.

**23. How do I request unpaid leave?**

**Answer:** Unpaid leave requests require HR Manager approval through the department hierarchy.

**24. What happens if I take leave without approval?**

**Answer:** If an employee requests leave and gets rejected but still leaves without approval, the manager must issue a Notice of Investigation (NOI), which may lead to disciplinary action.

**26. Who can issue sick leave reports?**

**Answer:** The company's nurse/doctor is authorized to issue sick leave reports for employees, valid for 24-48 hours based on their examination. These reports must be communicated to the HR department for approval.

**27. How is attendance tracked?**

**Answer:** Attendance is tracked using an electronic system (ZenHR or a fingerprint system). Employees are required to clock in and out daily.

**28. What if I miss a clock-in or clock-out?**

**Answer:** If you miss a clock-in or clock-out, you will be marked as absent unless you provide valid justification.

**29. What happens during payroll if attendance issues are found?**

**Answer:** HR reviews attendance records before payroll processing, collaborates with managers to resolve issues, and adjusts the records as necessary before closing the payroll.

**30. What is the procedure for overtime requests?**

**Answer:** Overtime must be requested via ZenHR and approved by the direct manager, department head, and HR before the extra work is performed.