

# APP Administrative Policy And/Or Procedure

King Faisal Specialist Hospital& Research Centre (General Organization)

<b>TITLE:</b>	Telework Arrangements		
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<b>IMPLEMENTING DEPARTMENTS:</b>	HEAD QUARTER (Dpt), HUMAN CAPITAL, HUMAN RESOURCES (Dpt)-R, HUMAN RESOURCES SERVICES (Dpt)-J		
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<b>APPLIES TO:</b>	Corporate, Riyadh, Jeddah Branch, Madinah Branch		

**Important Note:** Printed Copies are for reference only. Please refer to Policy Management System for valid policies.

### 1. **STATEMENT OF PURPOSE:**

- 1.1 To define the policies and procedures governing telework in the King Faisal Specialist Hospital & Research Centre (General Organization) and its sites, designed to enable the Organization to implement variable work arrangements, optimize resource utilization and efficiency, and contribute to facilitating employees work-life balance.

### 2. **DEFINITIONS:** For the purpose of this APP, the following definitions shall apply:

- 2.1 The term **Organization** or the acronym **KFSH&RC**, when used in this APP, shall refer to or shall interchangeably mean the King Faisal Specialist Hospital & Research Centre (General Organization) and its sites.
- 2.2 **Normal Work Schedule:** Shall mean work schedules as stated in Chapter II of the Employee Relations Manual (ERM).
- 2.3 **Telework Arrangement:** Shall mean a work arrangement that allows employees to perform their job duties off-site, including but not limited to, virtual clinics and phone consultations.
- 2.4 **Microsoft Teams:** Shall mean a collaboration app that helps users stay organized and communicate through workplace chat, video meetings and file storage.
- 2.5 **Microsoft Planner:** Shall mean a project management application that enables users to create plans, assemble and assign tasks, share files, and receive progress updates.

### 3. **POLICY:**

- 3.1 **Basic Policy:** It is the policy of KFSH&RC to introduce telework as a potential method for effectively managing the Organization's resources and improving its operations as well as attracting and retaining employees by giving them the option to maintain a work-life balance.
- 3.2 **Eligibility:** Department Head or equivalent shall be responsible to define the employee's eligibility to telework, considering that the job functions can be conducted remotely.
  - 3.2.1 Employees with needed direct patient care shall work on site, unless indicated otherwise from the Department Chairman or Service Head.
- 3.3 **Employees Attendance:** Employees shall sign in and be available online on approved virtual communication applications and answer phone calls and emails, within adequate time, during their dedicated working hours.
- 3.4 **Productivity:** Department Head or equivalent shall monitor employee's productivity and performance through suitable task management applications/tools.
- 3.5 Department Head or equivalent shall ensure the following aspects are addressed for Telework Arrangements:
  - 3.5.1 Employee's telework requests are submitted through Oracle.
  - 3.5.2 Adequate staff coverage of the department at all times and continuity of operations is maintained.

3.5.3 Immediate supervisors to set a structured work plan by defining tasks to be accomplished and timeframe for completing tasks, to be approved by the Department Head.

3.5.3.1 Task management applications/tools shall be used to manage employee's workload and assess their productivity.

3.5.3.2 Regular status update shall be submitted in the format and at the level of frequency agreed with immediate supervisor, at least once a week.

3.5.3.3 Balance and schedule working hours properly, between meetings and actual work.

3.5.4 Conduct frequent check-ins and constructive feedback.

3.5.5 Organize virtual weekly huddles to bring staff together and up to date on work activities and enable them to address issues as they occur.

3.5.6 Required resources of performing the job is available, including but not limited to, a Hospital-owned laptop or a personal laptop, access to the Organization's portal/ system access/ emails, internet connectivity and Medical Communication Device (MCD)/ Mobile Phone.

3.5.7 Employee shall demonstrate the ability to meet job expectations and deadlines and has the ability to work independently without constant supervision.

3.5.8 Ensure that day-to-day business operations as well as other activities, including but not limited to, educational courses, interview panels and workshops are conducted through appropriate virtual communication tools, if applicable.

3.6 Employees shall be accessible during their Normal Work Schedule hours by phone, e-mail, or other specified methods/tools of communication.

3.6.1 Emails and regular phone calls shall be answered in an adequate time.

3.6.2 Employees shall be available through approved virtual communication applications such as: Microsoft Teams, if applicable.

3.6.3 Employees shall be available in the work city.

3.6.4 Upon at least one (1) hour's notice by the employee's supervisor, the employee shall attend job-related meetings, training sessions and conferences, if physical presence is needed.

3.6.5 Employees shall complete assigned tasks within the defined timeframe.

3.6.6 Equipment supplied by the Organization is to be used for business purposes only and employees shall be accountable for such equipment, in accordance with APP-35: Accountability of Hospital Property.

3.6.7 Employees shall maintain the same level of security and confidentiality as expected in the Organization and adhere to APP-42: Confidentiality Policy.

3.6.8 Employees shall adhere to the Organization's APP-101: Professional Image and Appearance Standard when conducting video conferencing.

3.6.9 Employees continue to comply with all applicable policies and perform their responsibilities as they otherwise would under a standard working arrangement.

3.7 Telework may be discontinued at Organization's will at any time.

3.7.1 In urgent cases, the Organization may request the employee to return back to regular work immediately.

3.7.2 Telework shall not be considered as an entitlement of the employee.

3.7.3 In cases where the employee requests to go back to regular work, the review and approval of Department Head shall be required.

#### 4. **PROCEDURE:**

4.1 Employee or Department Head or equivalent requests for Telework Arrangement.

4.2 Department Head or equivalent evaluates the suitability of Telework Arrangement taking into consideration Article No. 3.2 of this APP.

4.3 Once agreed, employee enters a telework request through Oracle and signs the Telework Agreement Consent Form.

4.4 Department Head or equivalent reviews and accepts the request.

#### 5. **RESPONSIBILITY:**

5.1 The following authorities are responsible for the monitoring, coordination and application of the provisions of this APP:

5.1.1 Chief Human Capital Officer

#### 6. **ATTACHMENTS:**

6.1 [Telework Agreement Consent Form](#)

6.2 Microsoft Planner: Quick Guide

6.3 Microsoft Teams: Quick Guide

#### 7. **RELATED REFERENCES:**

7.1 APP-35: [Accountability Of Hospital Property](#)

7.2 APP-42: [Confidentiality Policy](#)

7.3 APP-101: [Professional Image And Appearance Standards](#)

7.4 PS-5309: [Official Working Hours](#)

7.5 [Employee Relations Manual \(English\)](#) (ERM)

This APP supersedes any correspondence related to this subject issued prior to the effective date of this APP, which contradicts with its provisions.

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