

# Welcome to Saudi Arabia



**You left your home and arrived to your new second family!**

We are absolutely delighted to have you in Saudi Arabia.

**Guide for domestic worker**

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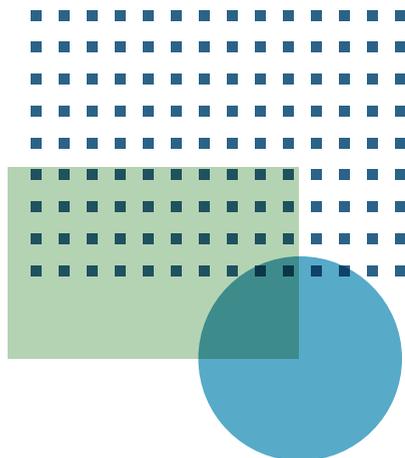
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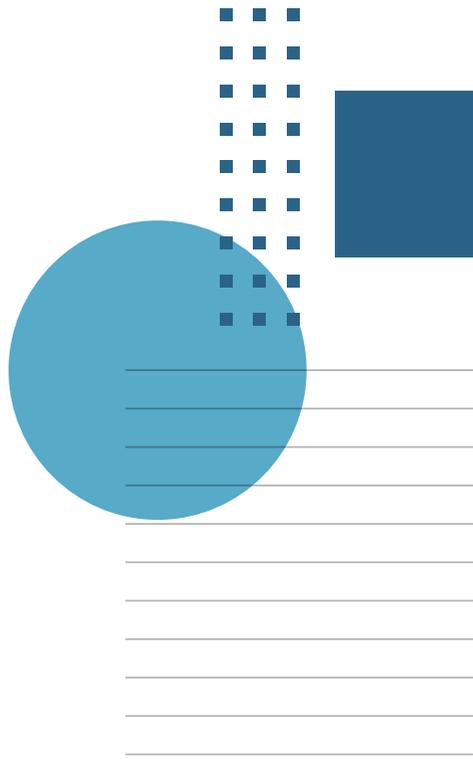
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## **If this is your first time in Saudi Arabia, here are some quick facts about it**

Official Name: The Kingdom of Saudi Arabia.

Population: 30 million, including nearly 10 million expatriates (2014).

Official Language: Arabic, we will teach you on page (39-40)

Religion: Islam.

Capital: Riyadh.

# Cities and major cities

## \* Riyadh

Riyadh, which lies in the Central Region, is the capital city of Saudi Arabia and now rivals any modern city in the world in the splendor of its architecture. The name Riyadh is derived from the Arabic word meaning a place of gardens and trees (“Rawdah”).

## \* Eastern Province

The east coast of Saudi Arabia acts as the major platform for most of the kingdom’s oil production. It has many cities, the major ones are Dammam, Khobar and Jubail.

## \* The Holy City of Makkah

The Holy City of Makkah, which lies inland 73 kilometers east of Jeddah, is the holiest city on earth for Muslims. Each year the Holy City of Makkah host to about two million pilgrims from all over the world.

## \* The Holy City of Madinah

Madinah, which lies 447 kilometers north of the Holy City of Makkah, is the second holiest city in Islam.

## \* Jeddah

The Red Sea port of Jeddah, located mid-way along the Western coast of the Kingdom, is a bustling, thriving city and seaport.

# Climate/weather

Depends on the region, but overall:



Season	Months	Tempreture
Spring	March – June	36 c - 20 c, Raining
Summer	June – September	45 c – 50 c
Autumn	September – December	30 c
Winter	December - March	Below 20 c

## Currency

The Saudi Riyal (SR) is the unit of currency in the Kingdom of Saudi Arabia. Its exchange rate against the US dollar is

**1\$ = 3.75 SAR**

## Telecommunications

Country code: **+966**

Mobile service provides:

STC

stc

ZAIN

زين  
zain

MOBILY

موبايلي  
Mobily

LEBARA

LEBARA

CITC

CITC

Virgin

Virgin  
m2020

ITC

الاتصالات المتكاملة  
INTEGRATED TELECOM

Etihad Atheeb Telecom Co



# Time

Greenwich Mean Time plus three (GMT+3)

# Calendar

Islamic (Hijri), and Gregorian.

# Working Days

From Sunday to Thursday.

Weekend: Friday and Saturday.

Markets and shopping malls are open for business throughout the week.



# Emergency Services

Traffic Accidents **993**

Police **999**

Ambulance **997**

Civil Defense **998**

Emergencies **911**



# The Culture

Get to know the cultural norms and what to expect from your new environment

# Saudi food and drinks

## Arabic coffee (Qahwah)

Usually made with cardamom and little saffron.

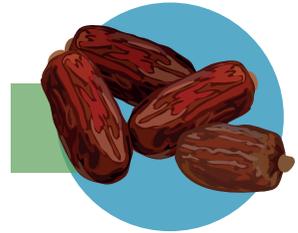


# The Traditional Cuisines

Dishes differ based on the region in Saudi, but they all have seasoning and rich taste in common.

Some types of Saudi foods became dominant all over the provinces. Dates are the most popular most popular fruit.

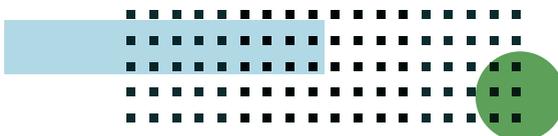
**in Saudi, so expect to enjoy different types of dates!**



# What we do not eat nor drink

Alcohol

Ham and any pig product





## Family Values

Working with a household in Saudi, means that you are part of a family now. Saudi families are big (3-5) members.

### When is their quality time?

Usually, they have a time around sunset where they have Arabic coffee, dates, and desserts.

### Do they have gatherings?

Families usually gather in the weekend (Thursday to Saturday) so expect to have lunch or dinner gatherings. Some gather in a place called challet (a getaway resort with space for the kids to play).



## Special occasions and holidays

There are different times of the year where things change a bit (it's nice to break the routine every now and then)

### Ramadan

As Muslims, Saudis fast from dusk till dawn.

**Iftar time (breaking the fast at sunset)** is when the table lays out. On this month expect to stay up late for **Suhoor (the last meal before fasting)**.

### Eid al-Fitr (you will LOVE this!)

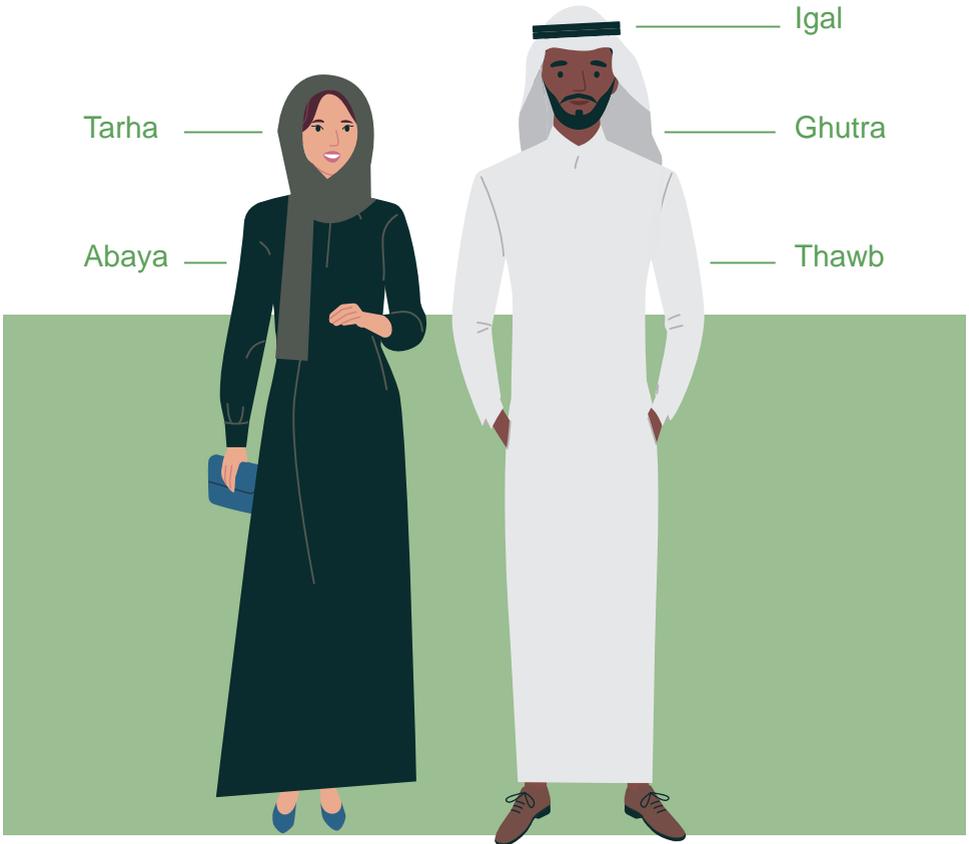
This holiday marks the end of Ramadan, the families gather in the morning and some at night to greet each other. Expect to hear fireworks as it is a time for celebration.

### Eid al-Adha

The activities on this holiday are a bit different.

# Official Attire

The Saudi official clothing for men is a uniform, consists of Shimaq or Ghutra which covers the head. On top of Ghutra is Igal and the Thawb, which is of different types and colors. As for the women, they wear abaya and Tarha.



# Working In Saudi Arabia

## Getting Started

As a foreign domestic worker. Your duties are usually household work. Depending on your employer's household needs, your duties may also include caring for Children or elderly or people with special needs.



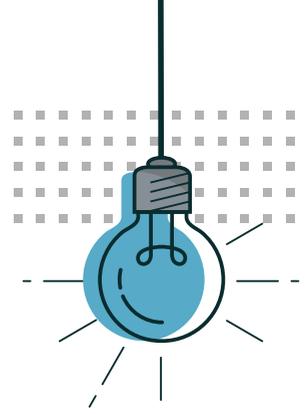
### **Don't hesitate to discuss your**

Duties and ask question when in doubt.

Having a positive work attitude will make work fun!

Building trust and a good relationship with your employer, will make you feel at home.

# 10 Tips to stay with your employer longer



Love your Job, smile and be positive.



Respect them; treat them as part of your immediate family.



Be faithful, be honest and tell if you need anything.



Ask permission, Employers will always give you what you need if you ask nicely.



Dress modesty.



Behave properly, avoid loud voices and singing out loud.



Don't let visitor in without permission.



Don't use the house telephone to call friends / family without permission.



Don't use your employers' things.



Never leave the house without permission.



Don't take pictures of your employers.

# The work permit conditions



## You can only work as a foreign domestic worker

You must not set your own business in your free time  
You shouldn't get involved in any illegal activities  
e.g., theft, crime, running away.

## If you break any of the work permit conditions, You will be banned from returning to the kingdom and may face the following:

**Criminal activity:** ban on return to the Kingdom is lifelong.

**Illegal stay:** you could be fined, detained, and re-deported.

**Running away “Huroob”:** banned, penalty and the cost of the ticket for departure.

- Not answering any unknown phone calls from callers that promise you a better offer or advise you to run away as it will get you banned.
- After arriving at the airport in Saudi, make sure that you're meeting the official agency representative.
- Deciding to stop working for no reason might result in a ban for 3 years.

# Dispute settlement system for domestic service workers

This system is built for you in case of disagreements, through it you can seek advice and submit a new claim.

## Learn how to:



Submit a new claim.



Log in to the Ministry's online portal



Apply for a new settlement



Follow up with the claim or provide more information

## Fisrt

### Submitting a new claim:

1- Log in to the Ministry of Human Resource and Social Development portal:

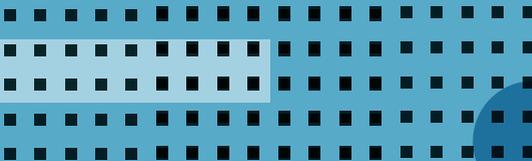
You can access the system with one of two options:

\*\*\* Username, password, and verification code.

\*\*\* Unified national access.

2- Go to the individual's portal.

3- Submit a new claim request by clicking on the "File a Settlement Claim for Domestic Workers" service.



## Second

### Applying for a new settlement claim:

1- Through the “**Filing a Settlement Claim for Domestic Workers**” service, the system automatically shows the claim request number and the Gregorian and Hijri registration date.

2- Enter your information as follows:



Determine the type of plaintiff: **worker** or **business owner**.



Determine the capacity of the plaintiff: **principal** or **agent**.

3- After that, the system will show you the information that you must enter.

4- Choose to continue the application.

5- Enter the defendant's ID number, and the system will display the following information:



Defendant's name



Occupation



Sex



Nationality



Date of birth if found

6- Press continues to move to the claims window, where you can choose your claims against the defendant, and you can attach more information if needed.

## NOTE

Suppose there is an ongoing claim you have submitted before.

In that case, your new application will be on hold until the previous one is solved.

# Dispute settlement system for domestic service workers



## FINALLY

### Following up on existing claim.

You can follow up on your cases:

- 1- Click on the **“Settlement Claims for Domestic Workers”** service, where the system shows the data of the claims filed through or against you.
- 2- Register an excuse for not being able to attend a session by clicking on the **“Record Excuse”** button in **“My Claims”** and filling in the excuse and submission information.



## What to expect from your employer?



The employer must provide Iqama within 90 days of arrival of the worker after the successfully undergoes medical test.

### What is Iqama (or Muqem card)?

It is the Residence Permit which is the proof an expatriate's legal status in the country. It is the valid form of identification for all purposes, and without it one cannot operate banks account, ATMs, remit money, obtain mobile SIM connection/recharge, travel abroad.



Provides food



Gives you enough rest



Pay your salary every month on time



Your employer must open a bank account to you which you will receive your salary on it.



For transferring money internationally, there is different online and offline channel



To open a bank account, you need to have an Absher account



## Your Employer Should Not



Not retain your work permit and passport. Your employer should not keep your passport or make it a condition for your employment.



Not subject you to threats or abuse. Your employer should not ill-treat, hit, verbal or physical abuse you.



If you face any issues, Contact the Human resource and social development **Toll Free Helpline Number 19911** and you will be provided appropriate support

# Safety at Home

## General Safety precautions around the house



### Electrical Safety



Ask your employer to demonstrate how to use electrical appliance correctly and safely.



Check that the appliances, plugs and electric wires are in good condition before use.



Switch off all electrical appliances and pull the plug out of the wall socket after use.



Do not touch electrical appliances, switches, plugs and power points with wet hands.



Do not try repair electrical appliances.



Do not overload electrical outlet by plugging in too many appliances in one electrical socket.

## Fire Safety



Keep waste paper and flammable materials away from lighted stoves.



Do not leave stoves and heated appliances unattended.



Do not leave plastic bags, cloths, towels, paper or other flammable materials near cooker or open fire.

## Remember In case of fire



Call Civil Defense (firefighters) 998.



Tell your employer and get out of the place.



Close the door to prevent fire from spreading.



After the fire has been put out, open all doors and window to ventilate the area



# Personal well-being

## Keeping yourself fit and healthy



Eat well



Get sufficient sleep



Take a short break when you are tired



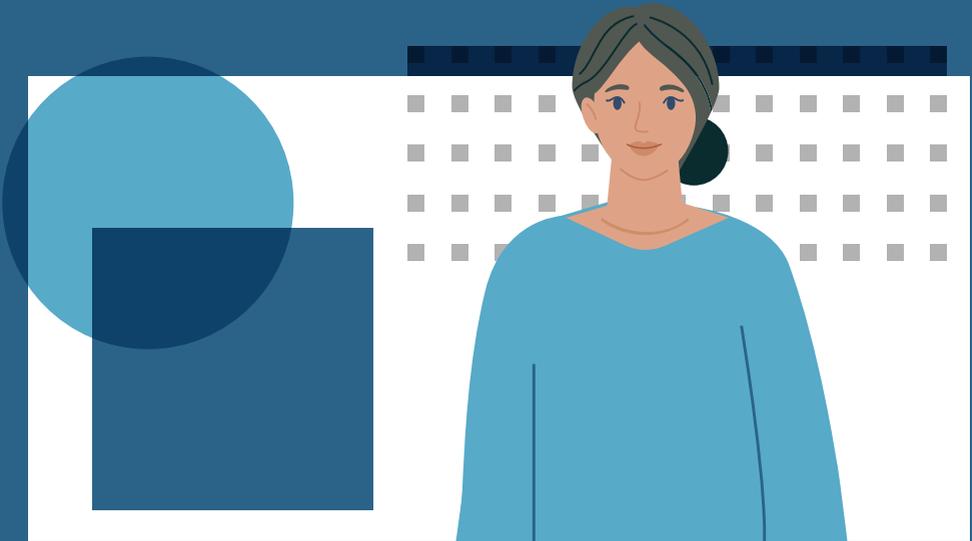
Work with passion to have a positive attitude



Do thing that makes you happy such as calling your family after you finish your chores



If you do not feel well, inform your employer immediately



# Maintaining good personal hygiene

## Top steps for maintaining good personal hygiene

This personal hygiene checklist will provide you with all the better hygiene habits you need to lead a healthy life.



Shower or bathe regularly.



Brush your teeth.



Wear clean clothes everyday



Wash your bed linen regularly.



Trim your nails.



Cover your mouth with a tissue when coughing or sneezing.

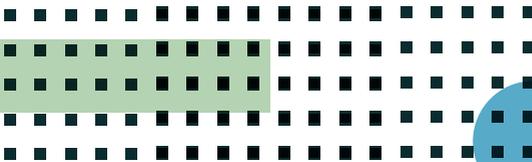


Wash your hands with soap.

# Kitchen Hygiene

## Checklist for Personal Hygiene in the kitchen

✓	clean aprons
✓	hair restraint/ cap
✓	clean clothes
✓	fingernails short and clean
✓	Avoid touching nose, mouth, hair and skin during food preparation
✓	Do not cough or sneeze directly onto food.
✓	Wash hands after coughing or sneezing
✓	Avoid wearing jewellery while handling and preparing food
✓	Cover all wounds or cuts on hands or arms completely with bright-coloured waterproof wound strip
✓	Wear disposable gloves if there is a wound on the hand. Change both gloves and wound strip regularly



# Kitchen Hygiene

hair restraint/  
cap

clean  
aprons

clean  
clothes

fingernails short  
and clean

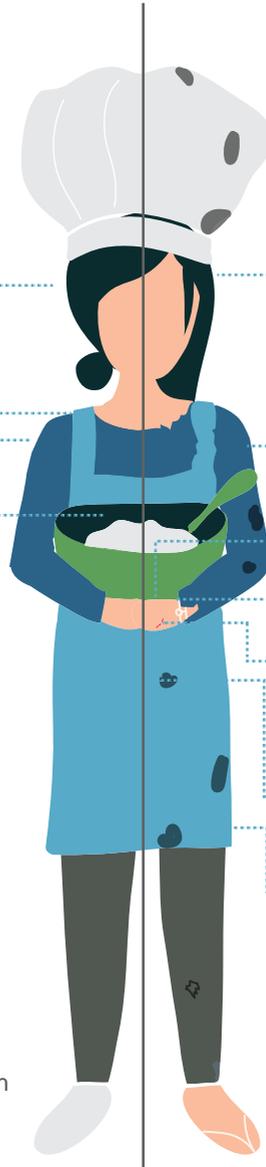
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handling and preparing food

Cover all wounds or cuts on  
hands or arms completely with  
bright-coloured waterproof  
wound strip

Wear disposable gloves if there is  
a wound on the hand. Change both  
gloves and wound strip regularly



Hair coming  
outside the cap

Dirty clothes

Long nails

Ring

Open  
wound/bleeding  
wound

No gloves

Dirty aprons

# Kitchen Rules



Put away watches, rings ...etc



Wash your hands before working



Put your hair inside a cap



Wear gloves



Use an apron



Clean after you finish

## Kitchen safety Tips:

Steps you should take in case of a gas leak



Open the door and the window

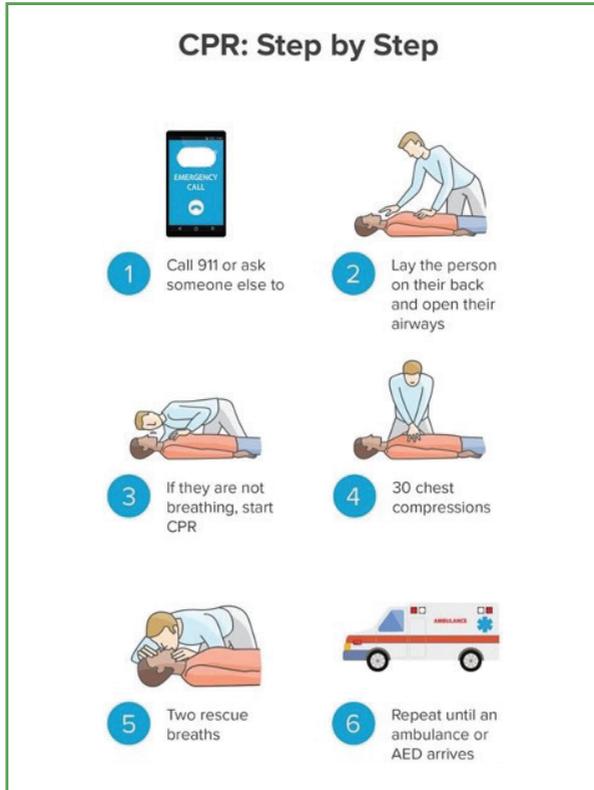


Do not open/ switch on the lights

# CPR guide

Using the CPR steps on someone who is not breathing can help keep them alive until the emergency services arrive.

## Below step-by-step visual guide to performing CPR



Use CPR when an adult is not breathing or when they are only gasping occasionally, and when they are not responding to questions or taps on the shoulder.

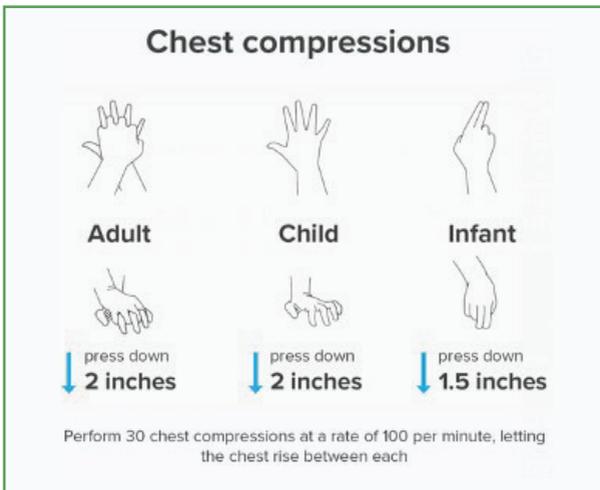
In children and infants, use CPR when they are not breathing normally and not responding.

# CPR guide

Check that the area is safe, then perform the following basic CPR steps

- 1 Call 997 or ask someone else to.
- 2 Lay the person on their back and open their airway.
- 3 Check for breathing. If they are not breathing, start CPR.
- 4 Perform 30 chest compressions.
- 5 Perform two rescue breaths.
- 6 Repeat until an ambulance arrives.

## Below chest compression types



# House guideline

To help with the house chores, here are some checklist



## Bathroom

- Clean up floor, counter
- Replace hand towels
- Refill toilet paper



## Counter/ sink

- Wipe counter
- Wipe faucet
- Wipe sink
- Throw wipes away



## Mirror

- Spray Mirror
- Wipe all marks/streaks
- Wipe light switches
- Wipe doorknob



## Toilet Inside

- Sprinkle cleaner
- Scrub toilet
- Flush



## Garbage

- Tie up old bag
- Take trash to big trashcan
- Replace bag



## Floor

- Sweep floor
- Spray floor
- Wipe all marks/streaks



## Toilet Outside

- Top
- Handle
- Seat
- Under seat
- Rim
- Around bottom and side
- Throw wipe away



## Cleaning product safety

- Avoid mixing cleaning products!
- Wear gloves while cleaning



# Bedmaking checklist

## How to make a perfect Bed



### Pillows

Chop down the middle to fluff feathers.  
Fold in half lengthwise and insert into case.  
From the outside, pinch a corner of pillow, pull case down. Set aside



### Bottom Sheet

Use a flat sheen  
Tuck in top and bottom  
At each corner, lift overhang to form a triangle.  
Pull and tuck sheet under.



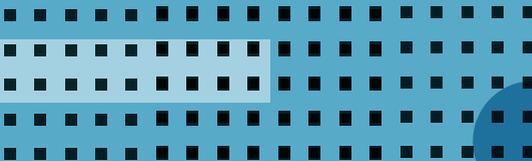
### Top sheet

Tuck in bottom, leaving sides hanging.  
Fold top of sheet back six to eight inches



### Duvet part 1

Fold duvet cover in half with opening facing headboard  
Fold duvet as mirror image and place at foot of bed





## Duvet part 2

Grab duvet at bottom right; pull into right corner of cover.

Repeat on left.

Holding cover in place

Pull it completely over duvet



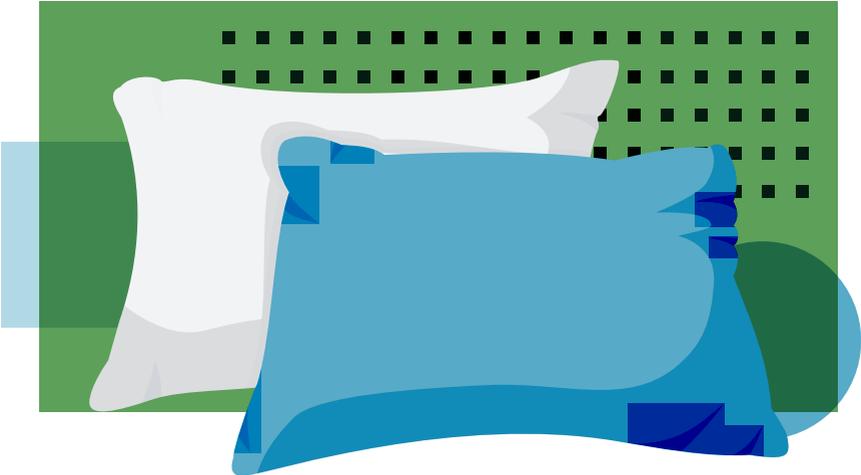
## Finish

Leave duvet untucked, smoothing out wrinkles and crisping corners

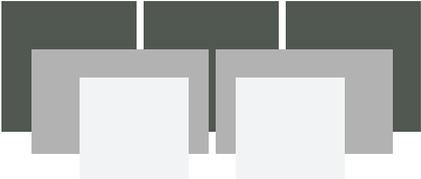
Place pillows on top and align patterns



# Bed pillow arrangement



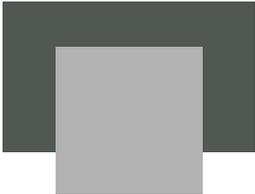
**King**



**Queen**



**Full/Twin**



# Laundry room tips and tricks

## Washing

The first thing to determine is what cycle you should use. Using the incorrect water temperature, agitation level, or cycle length could cause permanent damage to the clothes.

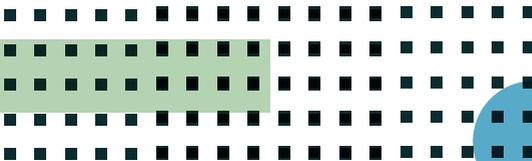
**While some washing machines may not have a dedicated Permanent Press or Gentle setting, you can often replicate these conditions by manually selecting spin, temperature, and agitation settings:**



The Permanent Press cycle involves a cooldown or a cold rinse before a reduced spin to prevent new wrinkles from forming during the spin cycle.



The Gentle or Delicate setting involves a reduced spin speed and/or length, as well as reduced agitation to prevent damage to your clothes.



# Laundry room tips and tricks

## WASHING

### CYCLE

NORMAL	PERM. PRESS	DELICATE
		

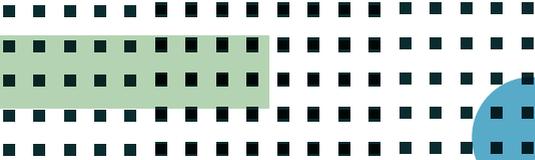
### TEMPERATURE

COLD			85°F
WARM			105°F
HOT			120°F
			140°F
			160°F
			200°F

### OTHER

DO NOT WASH	HAND WASH
	





## WASHER SETTINGS



### REGULAR/NORMAL

Hot water and fast agitation

- Use for washing whites.
- Hotter water = better stain and bacteria removal.
- Can cause colored clothes to fade.



### PERMANENT PRESS

Warm water, cool rinse mild agitation

- Use this for colored clothes.
- Think of "permanent" as referring to your permanent wardrobe staples.



### DELICATES

Cold water, light agitation

- Use this for stretchable or fragile clothes.
- Aggressive agitation and warm/hot water can cause damage to delicate clothes.



### COLD WATER

65°F - 75°F

- Good for dark colors and delicate fabrics.
- Prevents fading and damage.

### WARM WATER

85°F - 105°F

- Good for synthetic fabrics and colors.
- Prevents fading and damage.

### HOT WATER

120°F - 140°F

- For white items, such as cotton, socks, and sheets.
- Hot water keeps whites brighter and kills more bacteria.



### RAPID/SPEED WASH

Quick, small washes

- Only effective for lightly soiled clothes.



## DRYER SETTINGS



### TIMED DRY

Runs for selected amount of time

- Can be less energy efficient if not monitored.
- Not normally followed by wrinkle guard or tumble setting - check back to avoid wrinkling!



### AUTOMATIC DRY

Adjusts length of cycle by fabric dryness level

- More energy efficient than a timed dry.
- Less likely to damage clothes by over-drying.



### REGULAR/HEAVY

Fastest and hottest setting

- White/light colored fabrics are best for this.
- Washing in hot water and drying on Regular/Heavy will shrink fabrics.



### PERMANENT PRESS

For color fabrics: medium heat to prevent fading and damage

- Can be used as a quick (though less effective) alternative to ironing.
- Putting delicates on this setting can deform or damage them.



### DELICATES

For delicate fabrics: low heat and slower dry

- Less efficient than other settings due to low heat, increased drying time.
- Using this setting for non-delicate clothes will increase drying time and power bill.



### AIR FLUFF

No heat: draws in room temperature air and tumbles fabrics

- For fluffing clothes only; can't be used for drying.
- This setting can soften stiff jeans.
- Dry clean only fabrics are safe on this setting - add a dryer sheet/product for a "just cleaned feel and smell.



### WRINKLE SHIELD

Tumbles clothes periodically to prevent wrinkles

- This cycle is for preventing wrinkles; can't be used for drying.
- This setting won't help already-wrinkled clothes.



### EASY IRON

Heats clothes, followed by a no-heat tumble. Helps remove wrinkles.

- Good for clothes with minor wrinkles/creases: this cycle won't produce the same results as true ironing.



### DAMP DRY

Used after a drying cycle, leaves moisture making fabrics easier to iron.

- Iron clothes as soon as they're ready. Forgetting them in the dryer while slightly damp may cause mustiness.



# Laundry room tips and tricks

## DRYING

**OTHER**

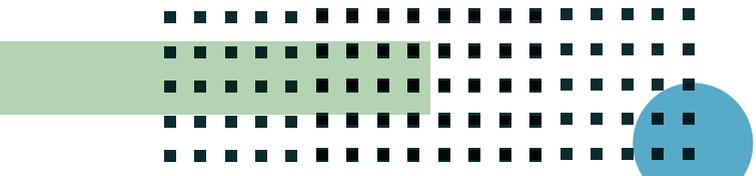
DO NOT TUMBLE DRY 	DO NOT DRY 
DO NOT WRING 	DRY FLAT 
DRY IN SHADE 	HANG DRY 
LINE DRY 	DRIP DRY 

**TEMPERATURE**

NO HEAT 	LOW 	MEDIUM 	HIGH 
--	--	---	---

**CYCLE**

NORMAL 	PERM. PRESS 	DELICATE 
---	--	---



## OTHER TAGS

### BLEACH

ANY  
BLEACH



DO NOT  
BLEACH



NON-CHLORINE



CHLORINE ALLOWED



### IRONING

IRON



LOW



DO NOT IRON



MEDIUM



NO STEAM



HIGH



### DRY CLEANING

DRY CLEAN



DO NOT  
DRY CLEAN



ANY  
SOLVENT



ANY SOLVENT  
EXCEPT



PETROLEUM  
SOLVENT



## Other Tags

In addition to washing and drying symbols, you may find any of these tags on your clothing labels. If you are ever unsure whether a particular item of clothing can be ironed, dry-cleaned, or bleached, you can always refer to the label!

# Saudi Arabic words you will need!



<b>Greetings</b>	(السلام عليكم)	<b>Alsalam Alykoum</b>
<b>Good morning</b>	(صباح الخير)	<b>Sabah Al-Khair</b>
<b>How are you?</b>	(كيفك؟)	<b>Kaifk?</b>
<b>Me</b>	(أنا)	<b>Ana</b>
<b>I want</b>	(أنا ابغى)	<b>Ana Abgha</b>
<b>Salary</b>	(راتب)	<b>Ratib</b>
<b>Money</b>	(فلوس)	<b>Faloos</b>
<b>Work</b>	(شغل)	<b>Shoughel</b>
<b>Sleep</b>	(نوم)	<b>Nowm</b>
<b>Clean</b>	(نظيف)	<b>Natheef</b>
<b>Dirty</b>	(وصخ)	<b>Wasakh</b>
<b>Talk</b>	(كلام)	<b>Kalam</b>
<b>Plate</b>	(صحن)	<b>Sahan</b>
<b>Fork</b>	(شوكة)	<b>Shoukah</b>
<b>Food</b>	(أكل)	<b>Akal</b>
<b>Water</b>	(مويه)	<b>Mowyah</b>

# Saudi Arabic words you will need!



<b>Breakfast</b>	(فطور)	<b>Fatoor</b>
<b>Lunch</b>	(غداء)	<b>Ghada</b>
<b>Dinner</b>	(عشاء)	<b>Asha'</b>
<b>sick</b>	(تعبان)	<b>Ta'aban</b>
<b>Towel</b>	(فوطاة)	<b>Fowtah</b>
<b>Time</b>	(وقت)	<b>Wagat</b>
<b>Morning</b>	(صباح)	<b>Sabah</b>
<b>Afternoon</b>	(عصر)	<b>Asir</b>
<b>sunset</b>	(مغرب)	<b>Maghreb</b>
<b>Night</b>	(ليل)	<b>Leil</b>
<b>Dusk</b>	(فجر)	<b>Fajir</b>
<b>Payer</b>	(صلاة)	<b>Salah</b>
<b>Good</b>	(كويس)	<b>Keywais</b>
<b>Sister</b>	(أخت)	<b>Okht</b>
<b>Brother</b>	(أخو)	<b>Okhou</b>
<b>Goodbye</b>	(مع السلامة)	<b>Ma AISalamah</b>



مساند  
MUSANED



Thank you