

QHP805

HUMAN RESOURCES & CORPORATE SERVICES BUSINESS CONTINUITY PLAN



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1. INTRODUCTION

As an emergency pre-hospital medical services provider, the continuous availability of National Ambulance's services is critical to the community and stakeholders. Potential disruptions need to be identified at the earliest opportunity in order to respond efficiently and in a timely manner. This Business Continuity Plan for Human Resources addresses all aspects of the organization's response from the detection of an incident through to returning to 'business as usual', including communication during the disruption between all participants.

Managing and responding to disruptions that may impact National Ambulance's operations is addressed in this Business Continuity Plan in alignment with NCEMA 7000:2021 Standard. This will ensure the delivery of prioritized activities within the predetermined timelines in the event of disruptions.

This plan is relevant to the Risk Evaluation and Management System Component.

2. SCOPE

The scope of this plan applies to Human Resources and all supporting functions required to deliver these operations including Finance department/s.

3. PURPOSE

The purpose of this BC Plan is to provide the information that the response team requires and the actions they need to take in order to ensure effective and timely response to disruptions. This BC Plan shall set the requirements needed for detecting potential incidents and responding to disruptions in order to shorten their duration, limit their impact, and protect those affected.

4. OBJECTIVES

The objectives of this BC Plan are to:

- Provide an overview of how HR will respond to a disruptive incident affecting its business continuity
- Set out how our business continuity plans will be invoked
- Explain how communication within National Ambulance and with external parties will be handled
- Provide contact details for key people and external parties

5. ROLES AND RESPONSIBILITIES

Designation	Roles and Responsibilities	Contact Details
Chief Executive Officer and Delegates	<ul style="list-style-type: none"> • The Chief Executive Officer and his delegates or individual nominated by the Chief Executive Officer could activate this plan. • Will continue to consider all the legal obligations as an employer, despite a potentially unprecedented situation occurring. 	Ahmed Al Hajeri
Chief Administrative Medical Officer	<ul style="list-style-type: none"> • Ensure that the HR Business Continuity Plan is current and tested. • Allocate Resources to ensure the implementation of the plan when required. • Authorize emergency spending if needed. 	Dr Ayman Ahmad
Chief Financial Officer	<ul style="list-style-type: none"> • Allocate Resources to ensure the implementation of the plan when required. • Authorize emergency spending if needed. • Approve the cash payment when required. • Monitor all costs related to all employee's critical services provided by HR & Corporate Services Department. 	Charles Arnestad

Human Resources & Corporate Services Manager/Department	<ul style="list-style-type: none"> Will endeavor to encourage all staff to attend work during a pandemic and support those who are genuinely unable to attend work during this time by providing an alternative location/. Track all costs related to all critical employees' services (payroll, pr services, visa renewal, medical test, school fees... etc.) Identify alternative delivery/receive channels for critical services. Coordinate with the IT department to ensure that all key staff has the required equipment as necessary. Coordinate with the executives to identify the required departmental relocations to the recovery sites and remote work sites. 	Nouf Abdulla
All Managers	<ul style="list-style-type: none"> It is acknowledged that many staff may be required to work long hours under challenging circumstances; it is essential that the manager continually monitors their staff's well-being and ensures that adequate breaks are taken. Support flexible working of staff within their area of responsibility to ensure the national ambulance's overall service provision. Have a responsibility to cooperate with the HR & Corporate Services department and ensure that all requests for information, which will be kept to a minimum, are updated, provided, and any significant changes must promptly be communicated to the HR & Corporate Services department. Should continue to fulfill their contractual duties wherever possible. Be flexible in terms of the relocation and working hours During the emergency, full cooperation with their line managers is undertaking duties within their scope of practice, as requested. Maintain effective communication with their line manager. 	<p>Dr. Firas Al Kurdi – Ops Director 0507206633</p> <p>Michael O'Connor – Ops Manager 0505102539</p> <p>Jason Coyne – Ops Manager 0564162092</p> <p>Bradley Jones – Ops Manager 0565494471</p> <p>Waseem Khan – Ops Manager 0507361791</p> <p>Deryck Todd – Ops Manager 0505763957</p> <p>Sachien Dalvi – IT 0563054162</p> <p>Fahd Baraba – Stakeholder Relations Manager 0506118114</p> <p>Tarek Al Sabagh – Supply Chain Manager 0564069542</p> <p>Tarek Jmail – External Communication Manager 0504759893</p>

6. REQUIRED RESOURCES

Details	Special instructions/Configuration
Computer, laptops	USB, Keypads , Monitors
Printer , Scanner , Copier	A4 ,A3 Printer papers , Ink Toner,
Internet	High Speed Internet, Wi-Fi
Workstation	Partition, electricity and internet connection
Telephones	connection , activation , address list

7. PRIMARY, SECONDARY, AND BACKUP LOCATIONS

7.1. PRIMARY LOCATIONS

Physical address:

National Ambulance Head Office - 13th Floor, Aldar Building

Al Raha Beach, Abu Dhabi

Telephone: direct +971 2 5968600

GPS Coordinates: N24°26'28", E 54°34'31"

Map:



7.2. BACKUP LOCATION:

Physical address:

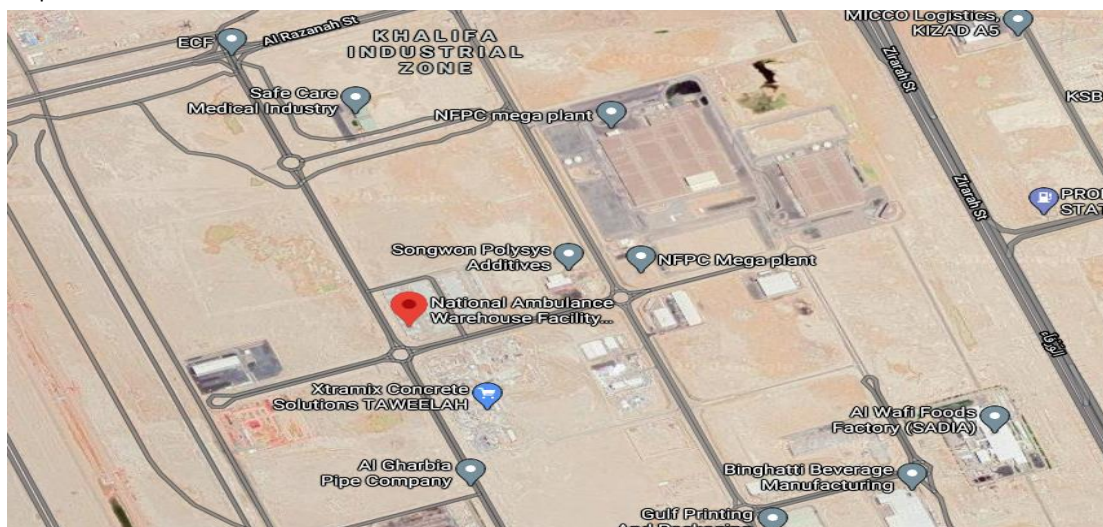
National Ambulance Warehouse Facility (KIZAD)

Kizad Khalifa, Abu Dhabi

Telephone: direct +971 2 245 9802

GPS Coordinates: 24.5098170, 54.5985300

Map:



7.3. ALTERNATIVE LOCATION:

Physical address:

National Ambulance Main Office (Northern Emirates)



Al Jerf 2 - Ajman
Telephone: direct
GPS Coordinates: 25.398311226784834, 55.482993135009146
Map:



8. INTERESTED PARTIES

8.1. EXTERNAL INTERESTED PARTIES

Interested Party	Supplier/ Stakeholder	Services/ Products Provided	Name & Contact Details	Response Time (if applicable)
Tahaluf	Supplier	Service Provider	ERP System ERPSupport@tahaluf.ae	1 – 2 days
Bytes	Supplier	Service Provider	Help Desk support@bytesmena.zohosupport.com	0 – 24 hours

8.2. INTERNAL INTERESTED PARTIES

Name	Role in Plan	Office Number	Phone Number	Email
Charles Arnestad (CFO)	Approve Cash/Payments and provide the Bank OTPs for the Corporate CC	02 5968603	0504245072	CArnestad@nationalambulance.ae
Abdul Jaleel (Financial Controller)	Contact the Banks and provide the Salary bank files	02 5968620	0508646507	AJaleel@nationalambulance.ae

9. AUTHORITY TO ACTIVATE

- The Chief Executive Officer and his delegates or individual nominated by the Chief Executive Officer could activate this plan.



- The delegation of authority to be given to the HR and Corporate Services Manager to activate this plan as a backup plan.

10. CRITERIA FOR ACTIVATING

It is neither feasible nor practical to provide a definitive list of events that would trigger the implementation of this plan; however for guidance the following is a list of possible triggers. This list is not intended to be exhaustive:

- Declaration of a major incident or crises that may impact the employees relations, HR related processes..etc.
- Loss of the primary site (Al Dar HQ)

11. PLAN ACTIVATION AND IMMEDIATE RESPONSE PROCEDURE

Upon activation of the HR BC Plan by an authorized designation:

- The HR and Corporate Services Manager will notify the team and connect with concerned department managers to notify them about the HR & CS department assembly and the department relocation (if needed).
- The department managers should contact their critical employees and tell them to assemble at the alternate site. If the alternate site is a long distance from the primary site (Northern Emirates), then individuals should make their travel arrangements to the alternate site/or work from home.
- Non-critical employees should be instructed to stay at home and activate the remote work until they are notified otherwise.

Upon the activation, the activated team requires the necessary information to ensure they can commence with their duties and the following information to be provided:

- Confirmation Of Incident
- Whether the activation is real or exercise (Practice Drill).
- The team should remember that the activation may take place during the weekdays/weekends.
- In case the event is triggered after normal National Ambulance operating hours or on weekends and holidays, one of the following names mentioned should be called in case the HR & CS Manager didn't answer, and that person will follow the notification escalation procedures.

Name	Role/Responsibility	NA/ Personal email	Mobile/Cell Phone
Nouf Abdulla	HR & CS Manager	NAbdulla@nationalambulance.ae	056 993 0010
Hisham Al Shraideh	Resources Coordinator	HAlshraideh@nationalambulance.ae	052 828 1847
Talal Humaid	PR Officer	THumaid@nationalambulance.ae	055 586 5868

12. PRIORITIZED ACTIVITIES

In case of any circumstances, The HR & Corporate Services department focuses on recovering the critical function operations, which may proceed with essential and primary services. The critical functions of the HR and Corporate Services department will be as follows:

12.1. PAYROLL MANAGEMENT

A spare "excel sheet," copy of the monthly payroll as per the actual salaries in case the extra hours may not be possible to be paid due to any financial impact.

12.2. SCHEDULING AND ROSTERING - KRONOS

- A spare "excel sheet," copy of the monthly schedule to be generated and kept if the system shut down.
- Operations Time Sheet to be used to register the overtime and extra duty.
- Timesheet to be used to register the attendance.
- Remote punching logic to be activated.

12.3. HR MANAGEMENT SYSTEM (ORACLE FUSION)

- Cloud based system, accessible from any remote location if VPN is available.
- In case of complete shutdown, the data will automatically transfer to DR (Data Recovery System)
- Hard and soft copy of all employee's essential records saved and up to date.

12.4. PUBLIC RELATION SERVICES - (VISA & EMIRATES ID)

- Senior management and the staff should be notified regarding any law and regulation changes about the PR Services such as visa-related process and the medical test.
- If the in-house PR system shutdown, the manual application will be processed through the approved typing centers, and the Empost services to be utilized when needed.
- Fleet's registration and the licensing to be performed based on the urgency and requirements.

13.IMPACT OF DISRUPTION ON PRIORITIZED ACTIVITIES OVER PREDETERMINED TIMEFRAME

Human Resources & Corporate Services		Availability	Timeframe To Recover	Impact of Non-Availability
Critical Activities /Functions	Monthly Payroll	Primary site Backup site Alternative site Remote work	1 – 2 days	High – 1. Impact on all employees' monthly salaries. 2. Impact on employees' bank accounts if they have financial commitments and dues. 3. Legal impact on the organization in case of delaying or failure to release the salaries. 4. Legal Impact on employees, the banks can raise legal cases against the employees or block their accounts. 5. Impact on organization reputation – losing the bank trust and the employees will suffer from limited services from banks. 6. The banks classify the organization on the blacklist.
	Resources - Scheduling and Rostering (Kronos)	Primary site Backup site Alternative site Remote work	0-24 hours	Very High – 1. Staff availability to provide the services to the public, event covers, and fulfill the contractual obligations with the commercial contractors. 2. Financial impacts, penalties due to the lack of services (the Contractual Agreement) 3. Impact the reputation of National Ambulance commitment which may impact in losing any project or lower chance in getting any new project tendering. 4. Staff redundancy due to lack of projects.
	HR Management System (Oracle Fusion)	Primary site Backup site Alternative site Remote work	0-24 hours	Very High – 1. Impact the generation of employees ID (New Joiners) 2. Delay in creating the employees and integration with Kronos in this regard. 3. Impact on running the payroll. 4. Delay the generation of the final payment of the EOSB. 5. Deduction /addition. 6. Impact the system integration with Kronos, which may impact employees leave entitlement.

Human Resources & Corporate Services	Availability	Timeframe To Recover	Impact of Non-Availability
Visa & Emirates ID Process	Primary site Backup site Alternative site Remote work	1 – 2 days	High – 1. Impact all non-Emirati staff required to have secured life within UAE, such as renting accommodation, telecommunication, sponsoring their families, opening bank accounts, updating their ICA ...etc. 2. Legal and financial impact on the organization and employees.

14. RECOVERY AND STAND-DOWN

Requirements and recovery procedures needed to ensure that critical activities can be resumed within their RTOs following a disruption include:

- Employees having access to system to view their schedule and rosters
- HR Team Member able to access the relevant network to access employees files and data
- The smooth transaction of Oracle, related to payroll and other vital transaction.
- The resources availability to the HR team to provide the services.
- Smooth communication with the external and internal parties.

15. RETURN TO BUSINESS AS USUAL

Return to business as usual should include:

- Assessing the completion of the recovery stages.
- Activate the partial return of the team member based on the vital position, roles, responsibility and so on .
- The identified activities resumptions to be returned and recovered based on their priority.
- Incident de briefing to be documented on Asana along with corrective plans and preventive plans.

16.DOCUMENTATION AND RECORDS

Asana, emails, and other HR Forms and documentation will be utilized to record the required actions and decisions.

17.RELEVANT LEGISLATION

International, federal or local legislation and circulars relevant to this Policy. Full detail on this legislation can be found in QHP109 Legal Register.

Code, Name of Legislation	Jurisdiction
NCEMA 7000:2021 Standard	UAE

18.RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

Policy & Procedure /Form
All HR forms, policies and procedures.

19.FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to qhse@nationalambulance.ae

20.DOCUMENT CONTROL AND OWNERSHIP

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

- QHSE & BC Manager

Change Brief

Version No.	Date	Change
1.0	June 2022	New document

CEO Approval

Board Member Verification