

OPP109

ROSTER POLICY AND PROCEDURE



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Roster Policy and Procedure
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1. POLICY INTRODUCTION

As National Ambulance (NA) provides emergency service provision to its customers we need to ensure that we can provide 24/7 coverage or the necessary staffing profile to meet the requirements of the contract. Rostering is a key component of ensuring this capability and thus meeting the requirements of the contracts NA holds.

This policy outlines the general expectations of the company in respect to working within a rostered system and how an employee and manager can interact to ensure compliance.

2. SCOPE

The scope of this policy applies to all operational staff working in contracts controlled by NA.

3. ROLES AND RESPONSIBILITIES

CHIEF OPERATIONS OFFICER has responsibility for oversight of elements of this Policy and Procedure to ensure all operational contracts are meeting contractual obligations and meeting policy content.

OPERATIONS MANAGERS are responsible for managing the staff to ensure compliance with the policy.

RESOURCES are responsible for rostering the staff to ensure compliance with the policy.

EMPLOYEES are responsible for ensuring the correct processes are followed and that they maintain the roster for compliance to contractual requirements.

4. POLICY STATEMENT

This policy provides clarification about how to work within the roster system.

4.1. ROSTER

In general, there will be a requirement to work an average of 48 hours per week, this can be completed in varying roster alignments, please discuss directly with your Operations Manager.

A roster will be made available to all operational staff in either printed form, or sent via email by Kronos. It is the responsibility of all NA operational staff that they are familiar with their roster. The roster will also be available to view on the KRONOS website and mobile application. The roster rotation will be as scheduled for the specific contract or even the staff member it is assigned to.

4.2. LEAVE

Any leave requested must be accompanied by the relevant leave request form, COF104 Leave Application Form and meet the requirements of NA Leave policy COP302 Leave Policy and Procedure



4.3. SHIFT SWAP

Within some contracts NA operational staff can swap shifts by mutual agreement. This is contract specific and does not run across all NA contracts.

The OPF231 shift swap form must be completed, signed and approved by the contract operations manager responsible.

Contract operations managers and NA operations staff must ensure that all shift swap rules, as per OPF231, are adhered too:

Rules for use of Shift Swap

1. Applications for Shift Swap must be submitted to the Area Lead / Team Leader a minimum of **THREE** weeks in advance. (Unless Manager level approval).
2. Once every 12 months' staff can carry 2 shift swaps from 1 quarter to the next quarter so they can use 4 shift swaps consecutively.
3. Using 4 shift swaps consecutively and any other shift swaps in the same quarter is not permitted.
4. If you are using your shift swaps to leave the country, you must provide your line manager with flight details showing you will be back inside the country at least 24 hours before the start of your next duty.
5. No shift swap approval is final until it is updated and appears on Kronos.
6. If staff do not show for work on a shift swap it will be treated as an absence and disciplinary action will follow.
7. Similar to Annual Leave - There will be a limit to the number of staff who can be on shift swap at any one time. This will depend on the numbers per area.
8. Availing of the 4 shift swaps consecutively will be only available to staff who meet the following criteria (reward system) and will be approved on a case by case basis by Line Manager
9. Shift Swap repayment must be completed within the same Quarter
10. Shift Swap requests are not valid unless they are approved by Operations Manager
11. No unauthorised Shift Swaps are to occur.
12. Shift swaps must be one for one this means no 3 way swapping and no swapping of shifts with someone already on a shift swap
13. The repayment for the shift swap must not be financial and must be time for time.

4. No staff will be permitted to transfer to another NE Area or contract unless they have repaid all owed shift swaps.



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15. If as a result of the swap an individual is required to move bases the transportation will be down to the individual and not the responsibility of National Ambulance.
16. Neither party swapping shift can be on a shift swap.
17. You CANNOT use shift swaps to extend any type of Leave
18. The maximum number of shift swaps allowed (including repayments) is 2 in any 4 day off period
19. The person who is covering the shift swap must not have other National Ambulance work commitments, i.e. on call etc.
20. Grey areas are for office use only
21. Shift Swaps are only approved when you receive confirmation from Area Lead / Team Leader that roster is updated

Criteria:

- Staff must not have had any disciplinary action in the previous 12 months
- Staff must have sick leave "Band 1" for the previous 6 months
- Staff "DOR" status must be GREEN at time of application (Staff to provide printed copy of GREEN status from LMS with shift swap application form)
- Staff must not have had any unauthorized absences in the previous 12 months
- Staff must not have had any "lateness" in previous 6 months

Transport

NA will not be responsible for providing transport to and from sites as a result of mutually agreed shift changes. All fuel and transport costs will be provided by the individuals involved.

4.4. ON CALL

As part of your individual contract you may have the requirement to have periods of being on call. If the individual is on call, they may be recalled for any operational requirement.

While on call, staff will be:

- Available 24 hours per day
- Be contactable by phone
- Be able to report for duty within 60 minutes of recall to duty

Staff members may swap their on call if both parties are in agreement and complete the OPF231 Shift Swap Form.



5. 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
Code, Name of Legislation, Year here	Jurisdiction here

6. RELATED POLICIES AND FORMS

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

Policy & Procedure /Form
COP302 Leave Policy
COF104 leave application form
OPF231 Shift swap form

7. FEEDBACK

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

8. 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:

- Chief Operations Officer

Change Brief

Version No.	Date	Change
4	May 2014	Align old policy and procedure documents
5	January 2019	<ul style="list-style-type: none"> Section 3 – include Responsibilities of Resources Section 4.1 – Change wording and include KRONOS Section 4.2 – Remove EPS Section 4.3 – Remove old and add new shift swap rules Section 4.4 – Remove Etihad Towers and change timings Section 4.4 – Remove annual leave section Section 5 – Remove EPS
6	September 2021	Due to review no change

CEO Approval

Board Member Verification



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