HRP104

ON- BOARDING AND INDUCTION POLICY AND PROCEDURES

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On Boarding and Induction Policy and Procedure
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1. POLICY INTRODUCTION

New Employees: All employees joining National Ambulance are required to undergo on-boarding and induction programme.

Internal Transfer: All employees transferring internally within National Ambulance are required to undergo on-boarding and induction programme relevant to the position/contract they are transferred to.

Outsource/Commissioned: All outsourced/commissioned employees within National Ambulance are required to undergo on-boarding and induction programme relevant to the position/contract they are hired for.

2. SCOPE

This policy applies to all National Ambulance employees. Contracted or seconded employees may be required to undergo full or partial on-boarding/induction as required.

3. ROLES AND RESPONSIBILITIES

HR is responsible for:
- On-boarding processes as detailed in the Flow Chart
- Preparing the Employment Contract, Code of Conduct and other relevant documentation
- Briefing employees with the Company brief including Vision, Mission and Values
- Providing a general HR brief
- Ensuring employees provide the required documentation
- Ensuring employees return the Induction Checklist and that it is filed on the employees personal file

- Ensure to create employees personal file including the following Color Coding.

Employee is responsible for:
- Providing all documentation required for on-boarding as advised by HR
- Attending and participating in the relevant on-boarding and induction programmes
- Ensuring the Induction Checklist is completed and returned to HR

QHSE Manager or his/her delegate is responsible for:
- Providing an induction on QHSE
- Providing an induction on e-learning through Learning Management System (LMS)
- Providing a cultural briefing through LMS

IT Manager or his/her delegate is responsible for:
- Providing an induction on IT

Relevant Line Manager/Contract Representative is responsible for:
- Providing an induction briefing relevant to the department/contract
- Ensuring that the employee completes the Induction Checklist and returns to HR

- Ensuring that employee has the relevant uniform and resources pertaining to the contract or entitlement

Education Manager is responsible for:
- Ensuring that clinical employees complete the required education for their role in the Company
- Ensuring that clinical employees are briefed on the education training programme and on-going CME
- Overseeing the requirements outlined in NA clinical governance policies and education requirements for NA privileges and licensure.
- Ensuring that all clinical employees are briefed on clinical governance policy of NA
- Ensuring that clinical employees receive Operative IQ system training
- Ensuring relevant employees complete the necessary driver training and working of the Mercedes 324 Sprinter

4. POLICY STATEMENT

4.1. PRINCIPLES

- Employees are made to feel welcome and valued
- Employees are provided with appropriate direction and support
- Employees remain committed and enthusiastic

4.2. DEFINITIONS

On-boarding: The processes required to be completed to meet UAE Government and Company requirements.

Induction: The process of providing information, guidance and support to new employees to enable them to assimilate into the Company, and into their role, as quickly as possible.

Department: The department/section where the employee will be employed.

Contract: The operational contract where the employee will be employed.

Line Manager: The person the employee will be directly responsible to.

Operative IQ: The mandatory system used by NA to manage fleet, assets and inventory
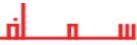
4.3. Oɴ-BOARDING

All new employees are required to undergo on-boarding process at commencement of employment to ensure:
- that all required documentation and processes are completed as required by the UAE Government
- that all required documentation and processes are completed as required by the Company
- that all employees sign an Employment Contract and are legally contracted employees of National Ambulance

- that all clinical employees have completed required educational and competency processes as outlined in NA clinical governance policies or as directed by MD

All employees transferring to a new position/contract within National Ambulance are required to undergo on-boarding process relevant for the new position/contract to ensure:
- that all required documentation and processes are completed as required for the new position/contract
- that an employee's Employment Contract Schedule is amended as required for the new positon/contract
- that all clinical employees have completed required educational and competency processes as outlined in NA clinical governance policies or as directed by MD

4.4. INDUCTION

All new employees are required to undergo an induction programme so that they have a comprehensive understanding of the Company's purpose, including the vision, mission and values, as well as an understanding of their role and position objectives, clinical governance requirements and their contractual obligations.

All employees transferring to a new position/contract within National Ambulance are required to undergo induction relevant to the new position/contract.

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. PROCEDURES

6.1. ON-BOARDING

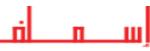Prior to starting employment Recruitment will ensure the employee:
- Meets the requirements and has been approved for the position
- Has been granted employment approval by the relevant UAE government agencies
- Has accepted the letter of offer
- Has been provided with a draft employment contract and other relevant documentation
- Ensure requesting the registration of any relevant access to systems required for the employees to perform their duty in line with the acceptable use of access based on employee roles and responsibilities.

Prior to the employee commencing duty HR will send an email to relevant addressees with a schedule covering the following:

- HR Manager welcome

- HR documentation and orientation
- Photo
- Profiling on Biometrics Attendance System
- Office tour
- Bank account application
- HR and Company induction/contract signing
- Accommodation briefing
- Medical examination appointment
- Uniform fitting (as required)
- Emirates ID Application - Biometrics capturing - confirmed for Females only
- Operations orientation
- Clinical Governance and education orientation and issue of textbooks (as required)
- Learning Management System (LMS) login and orientation
- Department/Contract induction
- Occupational Health and Peer Support orientation

On the first day of employment all employees are required to report to HR to commence the onboarding process.

6.2. INDUCTION

New Employees: All new employees are required to undergo induction in the first week of employment as follows:

- **HR Briefing:**
  HR Induction including Company briefing as detailed in the Induction Checklist (HRF 405) and the relevant Company Briefing presentation (document number). During this briefing the employee will sign the employment contract and be issued with the relevant Position Description
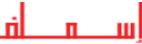
- **Company Briefing:**
  Company briefing, provided in conjunction with the HR Induction, as detailed below. A copy of the briefing is provided to all employees:
    o   Welcome and introduction to on-boarding and induction process
    o   Company profile including vision, mission and values
    o   Organization chart
    o   Code of Conduct
    o   Employment contract and Schedule details
    o   Pay
    o   Allowances
    o   Health Insurance
    o   Work Accident Insurance
    o   Group Life Insurance
    o   Company Policies and Procedures
    o   Leave Policy and entitlements
    o   Probation/performance reviews
    o   Communications

o Confidentiality
o Non – Disclosure Agreement
o Awareness of the importance the breach of the NDA during the Employment with NA and after the Employment with NA.
o Office information and protocols
o General information
o Occupational Health and Peer Support orientation

6.3. QHSE INDUCTION

All the new staff joining National Ambulance will be given two types of training:

o Physical training in head office or on-site training
o e-learning through Learning Management System (LMS)

Topics will be discussed through power point slides and also trained physically:

o Hand Hygiene correct rubbing procedure
o Trained as a Fire Warden and Safe evacuation procedures
o Use of Firefighting equipment, such as extinguishers use and Assembly point
o Material Safety Data Sheet Location and use.
o Know how to access information about risks and safety procedures related to their work.
o Notice board and Intranet site
o That staff must not bring any electrical item of equipment to the workplace unless authorised by QHSE
o ISO and JCI standards overview
o First aid kit location
o Quiz and Risk Assessment

The below topics will be introduced to the new employees:
o QHSE Manual & Policy
o Site Risk Assessments
o Emergency Disaster Plan e.g.: location of fire equipment, map of fire assembly points, and details of evacuation procedure
o Hazard/Incident/Near-miss reporting sheet
o Ergonomic workstation sheet

QHSE E-learning:

The majority of QHSE training is delivered through e-learning via the National Ambulance Learning Management System (LMS) located at **training.nationalambulance.ae**
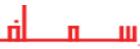
The QHSE e-learnings within the LMS are as follows:
QHSE General:
The LMS QHSE Management System training is an introductory training that is mandatory for all staff. This provides an introduction to our Quality, Health , Safety, and environment Management System and how to use it.

General Hazards and Risk management - The majority of these trainings are mandatory for all staff and focus on general hazards and risks identified within the Site, Activity or Location Risk Assessments.
- o Safety in Heat
- o Waste Disposal
- o Material Safety Data Sheets
- o Food Safety
- o Hand Hygiene
- o Fire Safety
- o Ergonomics
- o Safe Manual handling

- **Cultural Briefing:**
  The e-learning covers the following topics:
  - o UAE population, culture and spoken language
  - o Dress Code
  - o Tradition and Culture
  - o What to visit in UAE
  - o Neighbor Countries
  - o Do's and Don'ts

6.4. IT INDUCTION

The IT induction covers the following areas:
- o Information technology (IT) policy information
- o Procedure to change the Login password
- o Information about Server Share Folder and how to access
- o Procedure to access National Ambulance VPN from remote location
- o Procedure to configure emails on Android and I-phones
- o Office printers and scanner related information
- o IT Help Desk contact procedure
- o Information Security Standard Awareness including the terms and condition.
- o Classification of Information access.
- o Ensure unique user accounts are created for each individual requiring access, and prohibit sharing of same account with multiple users included
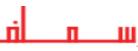
6.5. RELEVANT DEPARTMENT/CONTRACT INDUCTION

Individual departments are required to provide relevant induction according to the project requirements

6.6. OCCUPATIONAL HEALTH NURSE

Occupational Health Induction covers below topics:

- Occupational Health program and policy
- Pre- employment and periodic screening
- Vaccinations
- Occupational Injury/ Illness
- Staff responsibilities for health and safety
- Sick leaves and Change in Health status

Occupational Health Nurse is responsible for:

- Providing the Occupational Health induction
- Ensuring all pre- employment health requirements as stated in CGP102 Occupational Health program, policy, processes and procedures are completed by the employee

6.7. PEER SUPPORT

Peer Support Induction covers below topics:

- Peer support programme
- Stress causes and effects
- Peer Support activation and referral network
- Confidentiality
- Self-care tips

Peer Support Coordinator is responsible for:

- Providing the Peer support induction

6.8. EDUCATION INDUCTION

Clinical employees are required to complete the National Requirement and NA   Induction Program with the Education Department prior to being operationally deployed.

- Department of Health Courses requirement
- Ministry of health Courses requirement
- National Ambulance Courses requirement

Refer to CGP136 Clinical Education Policy.

With the exception of clinical training and required LMS e-Learning all other induction processes are required to be completed within one month from start of employment.
Clinical employees are required to be signed off by the Clinical Education Manager as having completed the required clinical training and LMS e-learning courses prior to operational deployment using Form, which is also required to be signed by the relevant operations Manager

6.9. INTERNAL TRANSFERS

All employees changing positions/contracts are required to undergo induction as follows:

- HR Internal Transfer Induction as detailed in the Internal Transfer Induction Checklist (HRF 404)
- Relevant department/contract induction as required
- Relevant Education Department induction as required

Once completed all induction checklist forms are to be forwarded to HR to filing on the employee's personal file.

6.10. FILLING PROCEDURE TO MAINTAIN adequate records

1	RED	LoO, Contract & Other Employment Acknowledgements, Probation
2	ORANGE	Personal Documents (passport, visa, EID, Driver's license, insurance)
3	YELLOW	Bank & Payroll
4	GREEN	Personal Details Form & Pre-Employment Documents
5	BLUE	Leave Application
6	PINK	Dependents
7	DARK BLUE	Disciplinary / Report File

7. RELATED POLICIES AND FORMS

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

Policy & Procedure /Form
On-boarding Flow Chart
HR Induction Checklist
Company and HR Briefing Presentation
QHSE Induction
Cultural Briefing
IT Induction
Relevant Department/Contract Induction
Education Induction
Internal Transfer Induction Checklist
Relevant Department/Contract Internal Transfer Induction Checklist
Off-Boarding Acknowledgement Form
HRF535 On-Boarding Acknowledgement Form
HRF522 Email Address Acknowledgment
COP102 Disciplinary Policy

8. FEEDBACK

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

9. 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:
- HR AND CORPORATE SERVICE MANAGER

This controlled document is managed / overseen by [Procurement and Tendering Committee and/or Audit and Risk Management Committee and/or HR and Compensation Committee].

CHANGE BRIEF

Version No.	Date	Change
3	September 2015	Complete Re-write and changed Document name
4	April 2019	Due to review no change
5	December 2019	Added Personal File Color Coding. 6.6 additional wording

6	October 6, 2020	- Addition of Outsource/Commissioned employees to the on-boarding process
		
		- Addition to the item 6.1 On-boarding – "Ensure requesting the registration of any relevant access to systems required for the employees to perform their duty in line with the acceptable use of access based on employee roles and responsibilities."
		-
		- Removal to item 6.2 Induction, Company Briefing - Accommodation and Utilities
		-
		- Addition to item 6.2 Induction, Company Briefing;
		   o Non-Disclosure Agreement
		   o Awareness of the importance the breach of the NDA during the Employment with NA or After the Employment with NA
		
		- Addition to item 6.4 IT Induction
		   o Information Security Slandered Awareness including the terms and condition.
		   o Classification of Information access.

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| | | o Ensure unique user accounts are created for each individual requiring access, and prohibit sharing of same account with multiple users included

- Additional of Occupational Health, Peer Support
-
- Removal & replacement to item 6.6 – the word "Company" is replaced with "NA"
-
- Changes & renaming of 6.8 to Filing Procedure to Maintain Adequate Records
-
- Addition to item 7 Related Policies and Forms
   o HRF536 Off-Boarding Acknowledgement Form
   o HRF536 On-Boarding Acknowledgement Form
   o HRF522 E-mail Address Acknowledgement
   o COP102 Disciplinary Policy |

CEO Approval

Board Member Verification