

HRP401

LEAVING EMPLOYMENT POLICY, PROCESSES AND PROCEDURES

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1. POLICY INTRODUCTION

This policy provides direction to departments and employees when a decision is made by either party to end the employment relationship.

2. SCOPE

This policy applies to all National Ambulance employees.

3. ROLES AND RESPONSIBILITIES

Employees: The employee is responsible for:

- Providing the employer with the appropriate period of written notice of his/her resignation as specified in their employment contract
- Submitting resignation form to their line manager
- Assisting HR with the termination process by ensuring all employee actions are completed as required
- Prior to being paid their final pay the employee will be required to:
 - Pay all amounts owing including any outstanding prorated allowances such as furniture allowance, housing allowance etc
 - Return all properties belonging to the Company

Manager: The line manager is responsible for:

- Ensuring the resignation form is filled in and in accordance with the period of notice required
- Interviewing the employee on submission of their resignation
- Forwarding the signed resignation form, with appropriate comments, to HR for processing
- Following due process when termination is instigated by the Company

Human Resources: HR is responsible for:

- Writing to the employee regarding termination processes on receipt of notification of resignation/termination of employment
- Assisting the employee with the end of employment termination process
- Ensuring all termination processes are completed to allow the employee to depart on due date
- Ensuring an Exit Interview is arranged for employees who have resigned or who are not extending their contracts
- Provide policy interpretation as required

Employer: The employer is responsible for:

- Paying the employee all dues owing once termination processes are completed
- Ensuring the employees visa is either cancelled or transferred as required

4. POLICY STATEMENT

4.1. DEFINITION

- **Probationary Employee:** An employee who is subject to probation
- **Confirmed Employee:** An employee who has successfully completed probation
- **Resignation Date:** The last day of paid employment with the Company as requested by the employee
- **Termination Date:** The last day of paid employment with the Company as determined by the employer
- **Absconded Employee:** An employee will be considered to have absconded if they leave the country with no intention of returning, or do not turn up to duty and do not make any contact with the Company for more than three days

4.2. TYPES OF EMPLOYMENT TERMINATION

The following are the types of employment terminations:

- **Probation:** Either party can end employment during the probation period. For employee two weeks written notice period is required as per the terms and condition of the employment unlimited contract. For employer any time without notice as per the company policy. The probationary employee should resign using the Resignation Form (HRF401). The CAO may give approval for the employee not to attend duty during this period of notice.
- **Resignation:** A confirmed employee can submit a Resignation Form (HRF401) giving the required period of notice as detailed in the employment contract. As per the unlimited contract admin staff including operations managers are required to serve 2 months' notice period. For operational staff including ACC staff they are required to serve 3 months' notice period. Any exceptions to the notice period for exceptional circumstances are to be approved by the CEO and the HR & Compensation Committee Chair.
- **End of Contract:** In case of Limited Employment Contract, HR will forward an Employment Contract Review Form HRF505 to the employee's line manager at least 3 months prior to expiry of the contract. If an employee intends to end his/her employment at the end of the contract then they need to advise the Company at least two months prior to the expiry date. If employee does not respond to an offer of extension of employment then replacement action will be taken. If an employee accepts an offer of extension of contract then they will be required to submit the 2 months' notice period if they decide to leave the Company.
- **Termination by the Employer:** Besides during probation the employer may terminate an employee's employment as follows:
 - **Disciplinary Termination:** as a result of action taken in accordance with the Disciplinary Policy and in accordance with the employment contract
 - **Unacceptable Performance:** a result of performance management action in accordance with the Performance Appraisal Policy

- **Emiratization:** where the CEO has identified an existing position for Emiratization in accordance with the Emiratization Recruitment Policy the incumbent in the position will be given notice as detailed in this policy
- **Non-renewal of Employment Contract:** as a result of review of employment for contract renewal applicable to Limited Employment Contract.
- **Non-compliance with Employment Contract:** a result of not meeting the requirements to be employed in the position recruited for as detailed in the employment contract, ie disapproved for professional license, not meeting qualification requirements/competencies, medical requirements, etc
- **Absconded:** Where an employee absconds his employment will be terminated and will not be paid any dues owing

4.3. POLICY AND PROCEDURES

4.3.1. CONFIDENTIALITY

Information Confidentiality is a mandatory requirement during the exit process and after the employment with NA.

1. All NA information should not be disclosed to the third party, competitors ...etc
2. Employees and the HR Representative should follow the internal and external communication protocol during the exit process.
3. Employee and the direct line manager are responsible for providing an adequate knowledge transfer and the necessary handovers.
4. Employees who handle patient's records or any health care related information should ensure all information has been recovered and cannot be misused anywhere/anytime.

4.3.2. ACCESS CONTROLS

HR should ensure to remove all the access rights and revoke privileges of individuals upon the termination of employment. (not limited to):

1. Systems
2. Applications
3. Secure Area:
 - Archiving Room
 - Data Center
 - ACC
 - Building
 - Warehouse

4. Work areas

- All Offices
 - Pharmacy
 - Training Room
 - Meeting Room
5. Ensure employees leaving NA formally acknowledges and confirms that no information is under their direct or indirect possession or use.
6. Departments Head or their delegates should notify the HR to de-registration of temporary staff or third party users.

4.3.3. COMMUNICATION

NA relevant department should ensure to communicate with any third PARTY, health regulator, or pension department ... etc., to revoke any relevant system and application access upon termination of employment.

Ensure communication to all stakeholders internally and externally to revoke accesses and privileges associated with the old role and reassign privileges on systems, application, and information access and utilization consistent with the new employee role based on necessary authorization and handovers

4.3.4. EMIRATIZATION

Under the Emiratization Recruitment Policy when an existing employee has been identified by Chairman to be replaced by a UAE national the employee will be given advance notice that the position has been nationalized. When a suitable candidate has been recruited and commences employment there will be a handover period identified by National Ambulance in which skill and knowledge transfer is to occur.

4.3.5. GENERAL

LETTER OF ACKNOWLEDGEMENT: AS SOON AS HR RECEIVES THE RESIGNATION OR TERMINATION OF EMPLOYMENT DOCUMENTATION A LETTER WILL BE SENT TO THE EMPLOYEE ACKNOWLEDGING THE LAST DAY OF employment and advising the relevant details of the termination of employment process.

TERMINATION OF EMPLOYMENT CHECKLIST: HR will then commence the Termination of Employment Checklist process and forward a copy to the employee.

RETURN NA ASSETS: HR must ensure that the employee returns all National Ambulance assets during the exit process.

NOTICE PERIOD:

- The notice period provided by the employee is to be as detailed in the employment contract. In exceptional circumstances the CEO and the HR & Compensation Committee

Chair may waive or reduce the notice period. The significance of the circumstances will depend on whether the End of Service Benefit is paid.

- Where an employee is terminated by the Company the notice period will depend on the circumstances but will normally be as follows:
 - **Probation:** Two weeks' notice for employee and no notice is required by the employer
 - **Disciplinary Termination:** Immediately following disciplinary processes
 - **All other terminations:** according to the terms and conditions mentioned in the Employment Contract.
- Where an employee has resigned or is to be terminated the CAO may approve for the employee to perform different duties during the notice period, or not to serve the required period of notice and to be paid in lieu in exceptional circumstances.

Annual Leave: Annual leave will be prorated and included in final pay; if there is a negative balance the relevant amount will be deducted, if there is a positive balance the amount owing will be added to the final pay.

Ticket to Home Country: An employee who is leaving the Company will be provided with a ticket to their home country (or other destination up to same value), based on the cheapest fare available, in the following circumstances:

- During probation
- At the end of contract
- An employee resigning from the Company having completed more than two years employment
- When the employer initiates termination

Outstanding Balances: Any allowances paid in advance will be prorated and HR will advise the employee of the outstanding balance to be paid or the amount that will be deducted from final pay. Details are:

- **Mobile Handset:** will be prorated over the first 12 months of employment
- **Monthly Allowances:** will be prorated as required
- **Housing Allowance:** will be prorated over the relevant period

4.3.6. END OF SERVICE BENEFIT (EOSB)

At the completion of employment an expatriate employee will be entitled to be paid an End of Service Benefit for one year or more continuous service. The EOSB as per the Limited Contract is calculated according to the salary being paid at termination of employment and is prorated after the first 12 months, subject to the employee giving the required period of notice and UAE law requirements:

- 21 days' salary for each year during the first five years of service; and
- 30 days' salary for each year following the initial five year period of service

Any Unpaid Leave taken during the period of employment will not count towards the EOSB calculation.

An employee giving less than the required notice period, the remaining notice period that should not exceed more than one month notice shall be deducted upon the approval of the CEO and the HR & compensation Committee Chair

The EOSB as per the Unlimited Contract is calculated according to the salary being paid at termination/End of employment and is prorated after the first 12 months, subject to the employee giving the required period of notice and UAE law requirements:

- More than one year but less than three years – 1/3rd of 21 days basic salary
- Three years or more than 3 years but less than 5 years – 2/3rd of 21 days basic salary
- More than 5 years – 21 days basic salary for up to 5 years plus remaining years *30 days basic salary *per day wage.

4.3.7. RETIREMENT AGE

The retirement age for employees is 60 years old. However, an employee can be considered for an extension of service, on a year by year basis after reaching the age of 60, depending on medical screening, job requirements and the HR & Compensation Committee Chair.

4.3.8. DEATH OF AN EMPLOYEE

In the unfortunate situation of the death of an employee the contract is automatically ended. In this case repatriation of the body will be the responsibility of the Employer and all earned benefits will be granted to the legal next of kin.

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
Federal Labor Law (Law No. 8 of 1980 as amended).	NA satisfies UAE Labour Law requirements for employment of workers, compensation and benefits, hours of work, leave, disciplinary rules and termination of employment
ABU DHABI HEALTHCARE INFORMATION AND CYBER SECURITY STANDARD [ADHICS] February 2019	ADHICS Requirements: Departments Head or their delegates should notify the HR to de-registration of temporary staff or third party users

6. RELATED POLICIES AND FORMS

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

Policy & Procedure /Form	
HRF203	Employment Contract
HRF401	Resignation Form

HRF505	Employment Contract Review Form
COP102	Disciplinary Policy
COP103	Performance Appraisal Policy
HRP101	Emiratization Recruitment Policy
HRP 643	Handover policy
HRF 536	Off Boarding acknowledgment Form
HRF 531	Employee Clearance 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:

- HR & Corporate Services 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
1	20 September 2012	Editorial & inclusion of a paragraph of an employee being replaced under Emiratization Policy
2	24 March 2013	Update to controlled document details. No change to document wording.
3	April 2015	Complete rewrite
4	April 2016	Notice periods
5	September 2019	<p>Updated end of contract part, remove furniture allowance, In the 6.1 Emiratization section</p> <p>Change some responsibilities to chairman removal of the words</p> <p>Old:</p> <p>When a suitable candidate has been recruited and commences employment there will be 2 month a handover period identify in which skill and knowledge transfer is to occur. The employee will be granted 4 months' salary as separation pay</p> <p>New</p> <p>When a suitable candidate has been recruited and commences employment there will be a handover period identify by National Ambulance in which skill and knowledge transfer is to occur</p>

6	26 October 2020	<p>Updates and added ADHICS Requirements (Confidentiality, Communication, Access Control, and Assets Return. Updated related policies and form list) removed a point of the Emiratization notice period.</p> <ul style="list-style-type: none"> - Addition to item 4.3 Policy and Procedures <ul style="list-style-type: none"> o 4.3.1 Confidentiality (please refer to the statement added in the policy) o 4.3.2 Access Controls (please refer to the statement added in the policy) o 4.3.3 Communication o Adjustment of numbering system <ul style="list-style-type: none"> • 4.3.4 Emiratization • 4.3.5 General • 4.3.6 End of Service Benefits (EOSB) • 4.3.7 Retirement Age • 4.3.8 Death of an Employee - Addition to item 4.3.5 General – “Return NA Assets: HR ensure that the employee returns all National Ambulance assets during the exit process.” - Removal of statement from item 4.3.5 – “Emiratization: 2 months’ notice plus separation pay as advised above” - Addition to item 6 Related Policies and Forms <ul style="list-style-type: none"> • HRP643 Handover Policy • HRF536 Off Boarding Acknowledgement Form • HRF531 Employee Clearance Form
7	January 2021	ADHICS Requirements: Departments Head or their delegates should notify the HR to de-registration of temporary staff or third-party users.

CEO Approval

Board Member Verification