

ITP111

INFORMATION TECHNOLOGY STANDBY AND CALL OUT POLICY AND PROCEDURE



Table of Contents

1. POLICY INTRODUCTION	3
2. SCOPE	3
3. ROLES AND RESPONSIBILITIES	3
4. ROSTERED DUTY	4
5. EMERGENCY CALL OUT	4
6. GENERAL	5
7. RELEVANT LEGISLATION	5
8. RELATED POLICIES & PROCEDURES	5
9. FEEDBACK	6
10. DOCUMENT CONTROL AND OWNERSHIP	6

1. POLICY INTRODUCTION

National Ambulance provides pre-hospital emergency care services, including an Ambulance Communications Centre, for the citizens of UAE on a 24/7 basis. Information Technology (IT) staff are required to provide cover out of hours support to ensure continuity of services to meet operational and contractual requirements.

In order to provide services on a 24/7 basis, standby rosters are established to ensure a pool of employees are available to respond to service requirements outside of normal working hours at relatively short notice. Other IT staff may be required to provide emergency on call services for their area of expertise.

National Ambulance recognizes that being on standby and/or being called out will impact on personal time and may be an inconvenience to the employees. The Company therefore provides appropriate financial compensation as detailed in this policy.

This policy is effective from 1 October 2015.

2. SCOPE

This policy applies to all Information Technology employees who:

- Are rostered to provide on call services out of normal working hours
- Specialist IT staff who are required to be called out for to deal with emergency requirements

3. ROLES AND RESPONSIBILITIES

CHIEF ADMIN MEDICAL OFFICER is responsible for the oversight of this Policy and Procedure to ensure Information Technology Staff are meeting operational requirements and contractual obligations.

IT MANAGER is responsible for ensuring:

- staff rosters are in compliance with the policy, and that standby arrangements are put in place to cover service requirements
- rosters are prepared well in advance to give employees sufficient notice of duty requirements
- appropriate working instructions are provided in order to minimize the number of call-outs
- monitor all claims/timesheets for call outs to ensure they are accurate
- employee call out duty is monitored so that employee has sufficient rest between a call out/s and normal working duty requirements.

IT EMPLOYEES are responsible for ensuring:

- that they are available for duty as rostered and that correct processes are followed
- for carrying the Company provide telephone so that they are contactable at all times
- in a fit state to perform their duties at all times, including not drinking alcohol while on rostered on call and within eight hours of starting on call duty
- except in emergency cases, must provide a minimum of 14 days' notice if unavailable for rostered duty
- that the IT Manager is advised at the earliest opportunity should the employee be unable to undertake their duties due to illness or other exceptional emergency
- to inform IT Manager of any changes to the roster
- any changes to their contact telephone number is advised to team members before started rostered duty
- that they carry out duties in accordance with relevant policies and procedures

4. ROSTERED DUTY

IT employees will be rostered on **Standby** service to cover requirements for out of normal working hours. If there is an issue to be dealt with during the out of hours' period the rostered employee will be on **Call Out** service. Remuneration for rostered duty is detailed below with further details in the Payroll Management Policy.

4.1. STANDBY

The following applies when IT employees are on standby:

- standby duty is for a full week and entails 15.5 hours beyond normal working hours on week days and 24 hours per day on weekends. There will be extra hours, as required, when national holidays fall on a week day.
- A roster will be provided to all IT staff either in printed format, or sent via email well in advance of the duty
- The reporting time requirements will be detailed on the roster
- Payment will be a set amount per hour for rostered standby duty out of hours with the amount detailed in the Payroll Management Policy

4.2. CALL OUT

The following applies when IT employees are call outed while on standby:

- The rostered employee is to be prepared for call out at any time while on standby in order to meet operational and contractual requirements.
- If called out while on standby the employee will be paid overtime based on the employee's basic salary for the period of the call out with a minimum of 1 hour payment. This overtime payment is over and above the set amount per hour on standby service.

5. EMERGENCY CALL OUT

Besides the rostered duty there will be a requirement for **Emergency Call Out** for IT staff not on standby but who are required for out of hours work relevant to their particular expertise. In such cases overtime

will be paid based on the employee's basic salary. The payment will be for the period of the emergency call out with a minimum of 4 hours payment as detailed in the Payroll Management Policy.

6. GENERAL

6.1. Overtime payments

- Call out overtime payments apply whether the employee is required to go to the office or do the work from elsewhere.
- Overtime payments cover the time an employee receives a call until the work is completed and they arrive home. If an employee receives a call but is not required to attend the office, they will be paid from the time they take the call to the time they complete the work required.
- Timesheets are to be prepared, and approved as required, and submitted to Payroll for payment with monthly salary payments. Serious or deliberate falsification of timesheets or provision of false information to the Human Resource is considered to be gross misconduct. Any employee found to be guilty of gross misconduct may be dismissed without notice. Please see the Councils Disciplinary Policy for more information.

6.2. Transportation Claim

Where an employee requires transport to attend a standby call out or an emergency call out, they may submit a claim for a taxi fare or fuel charges.

6.3. Time Off In Lieu (TOIL)

An employee may request Time Off In Lieu instead of being paid overtime, subject to the approval of the IT Manager.

6.4. Health and Safety

Employee call out duty is required to be monitored to ensure staff have sufficient rest between call out/s and normal working duty requirements in accordance with the Attendance Policy.

7. 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

8. RELATED POLICIES AND FORMS

Policies, Procedures and Forms relevant to this Policy	
HRP302	Payroll Management Policy
COP405	Attendance Policy



COF301	Timesheet Head Office
--------	-----------------------

9. FEEDBACK

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

10.DOCUMENT CONFIGURATIONS CONTROL DATE

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 Administrative and Medical Officer

Change Brief

Version No.	Date	Changes
1	06.10.2015	New Policy For Information Technology Department
2	14-Jan-16	Updated policy covering entitlements for operational and IT staff
3	August 2022	Due to review, no changes, CAO to CAMO

Review & Approval:

(Chief Administrative and Medical Officer)