

# COP425

## GENERAL COMPENSATION AND BENEFIT POLICY, PROCESSES AND PROCEDURES

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## 1. POLICY INTRODUCTION

National Ambulance aims to maintain a competitive and equitable salary scale for all employees relevant to the job. And the objective of this policy to outline the benefits they are entitled to receive.

## 2. SCOPE

This policy applies to National Ambulance employees.

## 3. ROLES AND RESPONSIBILITIES

**The Board of Directors:** is responsible for approving all employees compensation and benefits and setting the compensation and benefits for the CEO

**HR and Compensation Committee:** is responsible for reviewing and approving all changes/amendments to all employees' compensation and benefits.

**The Chief Administrative Medical Officer:** is responsible to support this policy, including the recommending of the necessary budget after reviewing the yearly Manpower planning, providing guidance and direction on issues that may arise before the submission to the HR and Compensation Committee.

**The Chief Finance Officers:** is responsible for ensuring compliance and consistency in allocating employees costing during the fiscal year budget.

**HR & Corporate Services Manager:** is responsible to

- ✓ Work closely with the CFO/CAO to ensure that workforce planning is approved and appropriately allocated during the fiscal year budget preparation.
- ✓ Ensure the compliance of the remuneration with the National Ambulance Payscale.
- ✓ Ensure job offers, employment contracts, and monthly payroll are aligned.
- ✓ Develop, review and negotiate the salary and packages with relevant 'department's stakeholders and their staffing requirements.
- ✓ Provide the reports and requests to the HR and Compensation Committee.

## 4. GENERAL

**4.1.** Upon instruction from the board of directors the HR will conduct periodic reviews of the salary scale to ensure that equitable and fair payments are made to all employees, compared to the competitive market rate, in consideration of increase the inflation and cost of living.

**4.2.** The reviewed Payscale should be approved by the National Ambulance Board of Directors, based on the CEO recommendation.

**4.3.** HR will review employee salaries periodically to ensure alignment with NA's approved salary scale and recommend any necessary adjustments.

**4.4.** HR will update employee salaries based on changes to employees' band/grade due to promotion or transfer and in accordance with the changed Employment Contract/Amendment.

**4.5.** Increments may be granted to employees as approved by the board of directors and based on the Company Performance and other criteria.

**4.6.** National Ambulance is obliged to register all Emirati Staff at Abu Dhabi Retirement and Pension Benefits Fund (ADRPBF) the percentage is as per the UAE Pension Law and Regulations.

**4.7.** National Ambulance is obliged to register all GCC Staff in the GCC Protection Extension Program, and the percentage is based on each GCC country's Pension Law and Regulations.

**4.8.** National Ambulance bears the cost of issuance and renewal for all staff residences visas, permits, medical examination, and Emirates IDs, as per the applicable laws, whether the employee recruited overseas or locally.

**4.9.** National Ambulance bears the cost and the expenses of a female employee sponsored by National Ambulance except for married employees unless her social status is divorced, widowed or husband is disabled or not covered by any insurance. In all cases, the female employee should provide a detailed official certificate to prove her case.

**4.10.** The female employee who changes her surname due to marriage will shoulder the difference of the visa related cost.

**4.11.** An Employee with Accompanied Contract Status

- NA will shoulder the cost of the following for spouse and 2 children below 18 years
- Medical Insurance
- Yearly Ticket
- Issue and renewal of visas, permits, medical examination, and Emirates ID.

**4.12.** Emirati employees are covered according to the Health Insurance Law in the United Arab Emirates.

**4.13.** Operational Rostered Employees – On Call. Employees are rostered on duty or on call to meet their contracted hours per year. These hours are covered by the normal monthly salary and there is no extra payment, including if called out, when rostered on-call ( HRP302)

**4.14.** Extra duty: Operational employees who offer to work extra duty where required, over and above their rostered duty and on-call, are to be paid as detailed on (HRP302)

## 5. REMUNERATION ELEMENTS:

**5.1. Basic Salary:** also called base salary, is the amount of money a salaried employee regularly earns before any additions are applied to their earnings.

**5.2. Supplement Allowance:** is the amount of money added to the basic salary and includes the following

- Housing Allowance.
- Transportation Allowance.
- Cost of Living Allowance.
- Nature of work
- Emirati Allowance (for UAE National only).

**5.3. Other Benefits:** is the amount of money added to the basic and the supplementary allowances based on each position specification and includes the following:

- Incentive
- Hazard allowance
- Mobile Allowance

Note: The other benefits will be removed in the following circumstances (Only Hazard and Incentive)

- Revoke of Clinical Privileges
- Stood down from the current position
- Light Duty
- Maternity

The other benefits deduction will be actioned after the 7<sup>th</sup> day of the light duty, and this will be subject to the Medical Director's verification and approval. The 7 days verification can be obtained once a year.

In case of work related injury, the Medical Director is authorized to waive the deduction.

If the illness and injury are not work-related, move the employee to another business area with no conflict with light-duty instructions. The deduction of the salary will be applicable unless it is a business requirement to fill vacant; therefore, the deduction is subject to the Medical Director's approval.

## 6. OTHER RELATED BENEFITS

**6.1. School Fees Assistance.** School fees assistance is provided for eligible dependents in UAE, as specified in individual employment contracts, from the term a child turns 5 years of age until the school year they turn 18 years of age.

**6.1.1.** The school fees entitlement includes the following:

- Tuition Fees
- 6.1.2 The payment is made based on actual invoices and that should include the breakdown of the fees mentioned above (point 6.1.1.)”

**6.2. Leave Entitlements:** All leave types and entitlements are detailed in the Leave Policy COP302, and Annual Leave is detailed in individual employment contracts.

### 6.3. Employment Contract Status:

**6.3.1.** Married Accompanied positions: Entitled to be accompanied by husband or wife, as applicable, and up to 2 children aged up to 18 years of age (or as otherwise stipulated by the individual Employment Contract)

**6.3.2.** Single Unaccompanied positions: Benefits are for employees only. If the employee wishes to sponsor family members, then they are required to cover the costs.

## 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

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

Policy & Procedure /Form
COP302 Leave Policy & Procedures
COP417 HR & Compensation Committee TOR
HRP102 Promotion Policy & Procedures
HRP302 Payroll Management Policy

## 9. FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to [qhse@nationalambulance.ae](mailto:qhse@nationalambulance.ae)

## 10.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, the 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	May 2021	New Document,  to be removed the HRP108 General Compensation Benefits (Confidential) Transfer the ownership from HR to Corporate  After Policy review Committee Added 7days verification
2	July 2021	Added: If the illness and injury are not work-related, move the employee to another business area with no conflict with light-duty instructions. The deduction of the salary will be applicable unless it is a business requirement to fill vacant; therefore, the deduction is subject to the Medical Director's approval.  Removed: In case that the relevant department executive assigns the employee to another function based on the business requirements example, ACC., the employee can be able to receive the other benefits.
3	December 2021	revision of the coverage for the school fee entitlement as per Chairman directive  add medical in the roles and responsibilities of CAO to become CAMO (Chief Administrative Medical Officer)

CEO Approval

Board Member Verification