

## HRP302

# PAYROLL MANAGEMENT POLICY

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## 1. POLICY INTRODUCTION

National Ambulance strives to ensure that all employees receive the correct pay at the right time in line with employment contracts and company policies. This policy details the process involved with preparation of payroll and the responsibilities associated with it. This policy relates to "Policies and Objectives".

## 2. SCOPE

This policy applies to all National Ambulance employees

## 3. ROLES AND RESPONSIBILITIES

Define who is responsible for implementation of the policy and procedures.

**Employee:** Each employee is responsible for:

- providing their bank account details to HR for payroll
- checking their salary payment each month to ensure that it is correct
- advising HR if there are any discrepancies in the normal payroll entitlements
- following up with the line manager any outstanding extra duty/overtime/on call payments

**Line Managers:** Line Managers are responsible for:

- Ensuring that relevant information that affects an employees pay is forwarded to HR (Payroll) in a timely manner including salary deduction for EMT's failing to obtain driving licenses.
- ensuring that the employee is advised of any issue affecting payroll, i.e., unpaid periods for non-attendance etc.

**HR:** HR is responsible for:

- the preparation and printing of payroll by 21<sup>st</sup> of each month or any other date instructed by the Chief Executive Officer, if any.
- arranging approval of payroll and forwarding to Finance
- Maintaining a monthly payroll file with evidence of all payroll actions
- Obtaining the payroll report from workforce resources team with regards to roster employee's overtime/extra duty calculation and information.

**Finance:** Finance is responsible for:

- Checking payroll actions against relevant records
- Payment process for approved payroll registers

## 4. GENERAL

Payroll is to be actioned monthly with payment being on or before the last day of the month. For employees who commence employment part way through a month their pay and allowances will be prorated. Payroll payments include the following:

- Payment of monthly compensations
- Payment of irregular wages and expenses
- Payment of annual allowances

Monies owed to the Company by the employee may also be deducted from monthly payroll. Should this be required the employee will be advised accordingly. Where employees opt to have the Company expand funds on their behalf they will be required to provide a Pay Deduction Authority Form.

#### 4.1. HR PROCEDURE

- HR Section is to prepare the monthly payroll as required. They are to maintain a monthly payroll file for payroll activity outside the normal monthly payments/deductions, including new contracts and any contract amendments
- Once completed the payroll register is to be checked and verified by relevant signatories and reviewed by the HR & Corporate Service Manager and approved for payment by National Ambulance Executives, Chairman or any Board Member.
- Once approved the signed payroll register is to be passed to Finance Department for payment
- HR is to advise employees if there are any adjustments to their normal pay that they are not already aware of. Amendment letter to be provided.

#### 4.2. FINANCE PROCEDURE

- Finance Department make a payment order and once signed, forwards the document along with a soft copy of the pay details, to the bank before the value date.
- Finance Department is to ensure that details are posted to the General Ledger according to the relevant cost code and elements
- Finance Department is to ensure that Security Fund payments and EOSB entitlements are updated on a monthly basis

#### 4.3. ENTITLEMENTS

##### Office Staff

Office staff work 5 days per week, and are remunerated for 260 work days (5\*52) per year. This includes paid leave. The calculation for the daily rate is the annual salary/260.

##### Operational Rostered Staff

Operational employees who are on rostered work are remunerated based on calendar days. The calculation for the daily rate is the annual salary/365.

#### 4.4. PAYMENTS

**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.

**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 below as per the actual working hours. :

- Doctors: AED 175 per hour
- EMT-P: AED 150 per hour
- EMT-I: AED 120 per hour
- EMT-B: AED 53.125 per hour
- Dispatchers: AED 50 per hour

- Ambulance Driver: AED 30 per hours
- Call Taker: AED 25 per hour

#### Overtime

Employees required to work overtime doing their normal duties should have the actual hours approved in advance. Overtime will be calculated based on the basic salary, prorated on the basis of their normal working hours.

## 4.5. DEDUCTION

4.5.1 Any expenses incurred by the Company on behalf of the employee will be deducted from payroll. This includes traffic fines, utility payments, excess air fares, losing National Ambulance ID card, HQ access card, Parking card or any damaged/lost passes... etc. The deduction will normally be processed with the next payroll. In certain circumstances where large amounts are required to be deducted such as school fees and family health insurance, the payments may be spread over 3 months – 6 months

4.5.2 For any voluntary deductions the employee will be required to fill out a HRF306 Pay Deduction Authority Form.

4.5.3 EMTs who are required to have a driving license for the specific contract that they are allocated to are required to pass the test either on their 3rd attempt or within 12 months of employment, whichever comes first. If they fail to meet this requirement, they will not be meeting their contractual requirements and will therefore have AED1,000 deducted from payroll until such time that they pass the driving test. The relevant line managers are required to inform HR regarding these requirements.

4.5.4 Any lateness to duty for all employees will be deducted from the employee's salary upon receiving advise from the line manager with relevant evidence.

## 4.6. CORRECTIONS AND OFF CYCLES

It is the responsibility of all employees to check their pay. If there are any errors they are to advise HR accordingly and any corrections will be actioned with the next payroll. Where a significant amount is involved approval may be given for an off-cycle payment to be made

## 4.7. ACCESS TO PAYROLL FOLDER

The CEO , ,CAO CFO and HR Assistants are to have read access of the Payroll Folder on N Drive. The HR & Corporate Services Manager and HR Officer /Assistant (Payroll) are to have read and write access to the Payroll Folder. The Accounts Payable Accountant and Financial Controller is to have read access of the Payroll Folder.

## 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
HRF306 Pay Deduction Authority Form.

## 7. FEEDBACK

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

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	September 2011	Change in responsibilities. Finance – Accounts Payable, now responsible for entering, calculating and preparing payroll. HR continue to be responsible for the data to payroll and for checking prior to authorisation.
2	July 2012	Reviewed and updated the policy.
3	April 2013	Update Payment 4.4 and include Access
4	April 2014	Updated para 4 general, and para 4.4 payments
5	March 2015	Additional of extra duty for ambulance Drivers
6	July 2015	Amended to include Extra Duty pay for Airport Doctors
7	August 2015	Include Deductions Section and update Roles and Responsibilities
8	January 2016	Update entitlements for operational staff and include entitlements for IT staff
9	August	Addition of Call Taker Extra Duty Rate, Late Attendance Deduction, Finance Manger Read Access to Payroll.
10	May 2021	Update the roles and responsibilities, HR Procedure, IT staff overtime, Deductions, access to payroll folder and removed employee advance payment, and removed the IT Staff section.

CEO Approval

Board Member Verification