

COP302

LEAVE POLICY, PROCESSES AND PROCEDURES

Table of Contents

1. POLICY INTRODUCTION	3
2. SCOPE	3
3. ROLES AND RESPONSIBILITIES	3
4. LEAVE POLICY STATEMENT	3
5. RELEVANT LEGISLATION	8
6. RELATED POLICIES & FORMS	8
7. FEEDBACK	8
8. DOCUMENT CONTROL AND OWNERSHIP	8

1. POLICY INTRODUCTION

This policy outlines the leaves entitlement and leave types as in line with the UAE Laws and regulations.

2. SCOPE

This policy applies to all National Ambulance employees

3. ROLES AND RESPONSIBILITIES

- **Chief Administration and Medical Officer:** responsible to ensure that this policy is implemented and approve the recommendation and changes and approve the exception if any.
- **HR & Corporate Services Manager:** responsible to ensure Line Managers and Employees aware of this policy and recommend the changes and updates when needed in line with UAE Laws and Regulations
- **Line Managers** are responsible for ensuring that the leave distributed fairly, the leave shouldn't have any impact on the department day to day operations. Also is responsible to submit the approved leaves form with the relevant supporting documents to the Human Resources Department.
- **HR Representative** is responsible for maintaining leave records on HRM System and filing documents on the employee's personal file
- **Employees** are responsible for submitting their leave request with supporting documents to their line manager or their delegates and ensuring their leave records are up to date to avoid any unnecessary deduction.

4. LEAVE POLICY STATEMENT

4.1. Types The following details the types of leave and their purpose:

Leave Type	Abbreviation	Definition
Annual Leave	AL	Granted to employees for Mental health and work life balance purposes
Sick Leave	SL	Authorized leave for approved medical reasons
Bereavement Leave	BL	Granted to employees in case of relative's death as per the relative degree classification.
Maternity Leave	ML	Granted to female employees during pregnancy and childbirth (prenatal and postnatal)
Paternity Leave	PL	Granted to male/female employees in the event of childbirth
Unpaid Leave	UPL	May be granted to employees in exceptional cases where there is insufficient annual leave balance
Study Leave	StL	This leave is granted to employees attending educational institution in UAE
Sabbatical Leave	SABL	Granted for UAE National Only for National and Reserved Armed Forced Services.
Time In-Lieu Leave	TOIL	Granted to employees required to work when they would normally be off once approved by line Manager

4.2. General

4.2.1. The leave is per service year and employee official start date. All non-roster staff can submit their annual leave requests through Kronos Time & Attendance System only. For any other type of leave, non-roster staff must fill out the leave application form COF104.

4.2.2. Roster staff must fill out the leave application form COF104 for any type of leave.

4.2.3. Any late submissions related to leave requests (e.g. late Sick Leave) will not be accepted. Instead, HR will automatically action the late submitted application as unpaid.

4.2.4. Proposed annual leave shall not conflict with the work progress plan.

4.2.5. Line manager should ensure there is a sufficient coverage for the duties and tasks of the absent employee during the proposed annual leave.

4.2.6. Employee is responsible to ensure that the handover for his/her work related tasks or documents are completed prior the start of the leave.

4.3. Annual Leave

4.3.1. Employees are entitled to receive a paid annual leave, as specified in the employment contract. Leave for office workers is calculated using working days and as per employee's band and entitlements. Leave for rostered workers is based on 48 hours per week and 35 calendar days per year.

4.3.2. Line Manager and the relevant department executive may approve employee leave during the probation period and the days to be deducted from the annual leave balance upon the completion of the probation period successfully. In case the employee failed the probation period, he/she reserve the right to a compensation for the outstanding annual leave balance.

4.3.3. Annual leave requests submitted by the employee will be granted where possible. However, the line manager is allowed to allocate leave dates, change the date, or defer the annual leave based on National Ambulance interest of work and the department needs. For rostered workers, leave will be applied as required for the project contract and will normally be in blocks.

4.3.4. Department Heads are encouraged to prepare annual leave plans for all employees so that there is no conflict with work requirements. They are also required to ensure that there is sufficient coverage of employee's duties and responsibilities during the annual leave period, and the coverage shall not be less than 80%.

4.3.5. Employees are normally required to take at least two weeks or more AL in one block each year to ensure that they have a suitable break away from the workplace.

4.3.6. Rostered employees are normally required to take all their leave within the anniversary year.

4.3.7. Non-rostered employees may carry over a maximum of 10 working days into the following leave year.

4.3.8. Unused leave is not normally paid out on an annual basis except for certain cases as approved by the Chief Executive Officer and the Chief Administrative and Medical Officer

4.3.9. When an employee ends their service, any unused Annual Leave will be included in their final pay

4.3.10. For part time employees annual leave is pro-rated.

4.3.11. Official Holiday falls during employee's annual leave will be considered as part of his annual leave. E.g., National Day Holiday.

4.3.12. Annual Leave is to be fully utilized before employees are entitled for an Unpaid Leave

4.4. Sick Leave

4.4.1. Employee during probation is not entitled for sick leave but the line manager may approve an Unpaid Sick Leave based on the sick certificate that states the employee should be provided a leave.

4.4.2. Employees falling sick must inform their line manager as soon as possible and to provide the medical certificate within a maximum of 3 working days

4.4.3. Employee who completed their probation period shall be entitled to a sick leave not exceeding 90 days. Employee falling sick must inform their line manager as soon as possible and to provide the medical certificate within a maximum of 3 working days

4.4.4. Employees are entitled to receive sick leave as detailed below:

4.4.4.1. First 15 days: working/rostered days at full pay

4.4.4.2. The next 30 days: working/calendar days at half pay

4.4.4.3. Subsequent period without pay

4.4.5. Any period of sickness while on annual leave is considered as part of the annual leave.

4.4.6. After returning to work, employees must complete the leave form and attach the original medical certificate, accredited by an approved medical authority for each day sick. The leave form, approved by the line manager, and the medical certificate are to be forwarded to HR within 3 working days. All sick certificates are to be submitted to the Occupational Health Nurse for the Chief Administrative and Medical Officer review and verification. For employees in remote areas, they should scan their documents and email to the line manager and retain the original.

4.4.7. Any employee who fails to submit sick leave applications within the time frame provided, line managers may approve & submit **Unpaid Leave** action for said absence after the lapse of the time frame

4.4.8. An employee is not entitled to receive a paid sick leave in cases where it is proven that the illness was due to alcohol or drug abuse or misconduct

4.4.9. Sick leave is granted to employees for medical reasons; therefore, sick leave is not carried over to the next anniversary year.

4.4.10. National Ambulance may dismiss the employee if the employee fails to report to work after exhausting the sick leave referred in sick leave section and in accordance with the Decree Law No. 33 for 2021, article 31.

4.5. Bereavement Leave

4.5.1. An employee is entitled to up to five (5) calendar days BL on the death of wife or husband, commencing from the date of death.

4.5.2. An employee is entitled to up to three (3) calendar days on the death of the following relative: (parent, child, or sibling, grandparents, grandchildren,), commencing from the date of death.

4.5.3. For BL to be approved, a copy of the death certificate is to be provided to support the leave.

4.5.4. Leave form approved by the line manager and supporting certificate are to be forwarded to HR within 3 days after returning to work.

4.6. Maternity Leave

4.6.1. Female employee is entitled to maternity leave for 60 days as follows:

- The first 45 days with full pay
- The next 15 days with half pay

4.6.2. Female employee who exhausts her maternity leave maybe absent from work without pay for a maximum of 45 consecutive or non-consecutive days, if the absence is due to illness occurring to her or her child as a result of pregnancy or delivery and preventing her to report to work. Such illness should be supported with a medical report from a Medical authority. The absence period shall not be included in the period of service, the payment of the end of service, or the pension for Emirati and GCC.

4.6.3. Female employee shall be entitled to the maternity leave stated in clauses 4.6.1, if the delivery happens after 6 months of pregnancy or above, whether the child is stillborn or born alive then died.

4.6.4. Female employee who delivers a sick child or a child with special needs "People of Determination" whose health condition requires a continuous escort based on a medical report from the medical authority, shall be entitled to 30 days full paid leave after the end of the maternity leave and it can be extended to another 30 days unpaid leave.

4.6.5. The maternity leave can start anytime starting from the last day of the pre delivery month, and this should be proven by a certificate from the Medical authority.

4.6.6. Female employee shall not lose her other type of leave due to taking the maternity leave or any absences related.

4.6.7. Female employee who found working for other employer during her maternity leave, National Ambulance has the right to deprive her salary for the given leave or recover any amount paid to her.

4.6.8. During the 6 months following the delivery, the female employee may take one or two breastfeeding break, and the two breaks should not exceed one hour.

4.6.9. Due to the nature of work in National Ambulance especially operations, female employee working in any operational location should understand that the breastfeeding break cannot be granted due to the inability to stand down a frontline emergency ambulance or any operational division.

4.7. Parental Leave

4.7.1. Male or female employees are entitled for a paid 5 days consecutive or non-consecutive leave during the first six months after the date of birth.

4.7.2. This leave is to be supported by a copy of the birth certificate and marriage certificate for employee on an unaccompanied contract

4.7.3. Leave form approved by the line manager and supporting certificate are to be forwarded to HR within 5 days prior to the leave start date.

4.8. Unpaid Leave

4.8.1. Employees may be granted unpaid leave in exceptional circumstances where there is insufficient Annual Leave, and it can be taken only after the utilization of employees' annual leave balance.

4.8.2. The unpaid leave should be approved by the line manager before the leave date.

4.8.3. Unpaid leave is not considered part of the employee's service with the National Ambulance

4.9. Study Leave

4.9.1. Employee affiliated with or attending educational institution in the United Arab Emirates maybe granted a study leave for 10 working days per year, to attend the required examination.

4.9.2. The study leave is applicable for employees who completed at least two years with National Ambulance.

4.9.3. The employee should provide an official supporting document from the attending University in the UAE confirming the examination period.

4.9.4. Requests for Study Leave are to be submitted through the line manager for comment and recommendation who should then forward it to National Ambulance Executives for final approval

4.10. Sabbatical Leave

4.10.1. Paid leave granted to UAE nationals only for the purpose of the National or Reserved Armed Forces Services

4.10.2. A proof from the concerned entities shall be submitted as part of the leave referred above

4.11. Time Off In-lieu Leave

4.11.1. Employees who are required to work on days they would normally be off may be granted equivalent time In-lieu, subject to the pre-approval of the department relevant Executive

4.11.2. A leave form is to be submitted to HR accordingly. Time in-lieu is not to be given where overtime/extra duty payment has been approved.

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 Decree Law No. 33 for 2021 on The Regulation of Labour Relation	
Federal Decree Law No. 47 for 2021 on The Unified General Rules for Working in The United Arab Emirates	

6. RELATED POLICIES AND FORMS

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

Policy & Procedure /Form	
COF104	Leave Application Form
COF105	Leave Cancellation Form
HRP302	Payroll Management policy

7. FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to ghse@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
2	December 2013	Complete review of Policy & Procedure
3	November 2014	Updated as follow: 4-3-1 Annual leave entitlement clarified for rostered workers 4-3-5 new sentence regarding rostered workers leave will normally be in blocks 4-4-3 new clause regarding sickness while on annual leave 4-4-4 additional information regarding leave form and sick certificate 4-4-5 reference to the Occupational Health Policy and Procedures 4-4-9 new clause regarding sick leave for 7 days or more 4-4-10 new clause regarding light duties 4-11-1 new clause regarding time in-lieu 5-1-1 new clause regarding entitlement for married employees
4	December 2015	4-9-1 Employees may be granted unpaid leave in exceptional circumstances where there is insufficient Annual Leave. Requests are to be submitted through the command chain for comment and recommendation. Approvals levels are: <ul style="list-style-type: none"> • For Unpaid Leave of 5 days or less: Executive officer of the department For Unpaid Leave over 5 days: Chief Administrative Officer
5	December 20, 2015	4-3-2 add wording (annual leave is not accrued during any periods of Unpaid leave) 4-4-2 add wording First fifteen days – working / rostered days at full pay Next Thirty Days – Calendar Days – at half pay
6	March 2016	Change provision of annual air ticket to Air Ticket Allowance including transitional arrangements; minor editing
7	July 2017	Annual Leave was changed to header number 4.3, and Sick leave is changed to 4.4 so on. Removal of OPF136 EPS annual leave form no longer used. Removing the clause 4.3.1 year or 240 hours per year depending on the contract employed on and replace it with leave for roaster workers is based on 48 hours per week and 35 calendar days per year. Adding the clause 4.7.3 during the 18 months following the delivery, employee may take 2 breast feeding breaks, 30 minutes each, providing that the employee confirms breastfeeding the child throughout this time. Adding the clause 5.3.3 Any changes or proration to the monthly air ticket allowance will be calculated based on calendar days for all staff.
8	Sep 2019	Updated the general part, annual leave, sick leave, bereavement leave, maternity leave, parental leave, unpaid leave, and Air ticket allowance part. Removed the transitional arrangement's part and the EPS annual leave form. Added emergency leave and joint/combined leave. Removal and added wording, Changes from the Policy Review Committee
9	April 2021	Updated the General Part, annual leave, sick leave, unpaid leave, and air ticket part. Removed the Joint/Combined leave

		Added comment after policy review committee. Revised the 4.9.5 (per incident)
10	Jan 2022	Rewrite to be in line with the new UAE Labour Law.

CEO Approval

Board Member Verification