

# ATTENDANCE POLICY AND PROCEDURE

## COP405

[LINK TO POLICY](#)

[LINK TO PROCEDURES  
& FORMS](#)



## 1. POLICY INTRODUCTION

National Ambulance expects all employees to conduct themselves in a professional manner during their employment. This includes attending to their duty as they are contracted and reimbursed for. Safe, appropriate and adequate staffing is critical to ensuring patient safety and quality patient outcomes, as well as creating a positive work environment, maintaining satisfaction and engagement of employees. All employees need to report to work on time according to their employment hours/scheduled shifts.

## 2. SCOPE

This policy and procedure apply to all National Ambulance employees.

## 3. DEFINITIONS

**Biometrics Attendance System:** This is the system that NA has installed at all working locations where the employees are identified using biometric technology by either finger print or eye scan

**Time and Attendance System:** This is a system that manages rosters, annual leave, sick leave and attendance in co-ordination with the Biometrics Time & Attendance System

**Office Employees:** Refers to those employees who work normal office hours

**Rostered Employees:** Those employees whose working hours are detailed in a rostered schedule

**Operational Employees:** Those employees who are directly responsible for delivering patient care services

**Line manager:** The line manager is the person the employee reports to (if the normal line manager is absent for any reason then the person filling in is considered the line manager)

**Disciplinary Committee:** The Disciplinary Committee is as detailed in the Disciplinary Policy

## 4. ROLES AND RESPONSIBILITIES

**Employees Responsibility.** The employee is responsible for:

- Attending their duty as scheduled
- Employee has to clock in and clock out using the time and attendance system at the start and end of their work shift.
- Being present in their work area except for approved breaks and absences
- Advising their line manager if they are going to be late and cannot attend duty
- Providing written explanation if they are late due to extenuating circumstances

**Line Managers / Team Leads.** Line managers / Team Leads are responsible for:

- Monitoring employee's attendance ensuring they meet their work hours obligations. Where a time and attendance system is available this includes the review of employee timecards every week ensuring that they are following time and attendance policy and procedures.
- Ensuring employees use the attendance recording system in place at the work location
- Taking relevant action when employees are late or do not attend duty
- Advising HR when action needs to be taken against an employee for non-attendance or being late
- Deciding whether to accept extenuating circumstances for non-attendance or being late
- Assisting HR with staff related attendance matters.

Submitting employee's leave record on time with the required supporting documents when needed. Example sick Leave ...etc .

**Human Resources.** HR are responsible for:

- Ensuring all employees are profiled on the Biometric Time & Attendance System during on-boarding
- Ensuring staff databases are up to date for the Time and Attendance System reference
- Recording disciplinary action taken and filing disciplinary reports/warnings on personal files
- Providing advice to the line manager and the Disciplinary Committee as required.

**Workforce Planning Team.** The workforce planning team are responsible for:

- Development and optimization of Rosters and generation of overtime and extra duty report as a part of payroll process.
- Run the following reports to overview any trends or other exceptions for any specific employees and will report to Management to review the same.
  - Sick Leave Report
  - Exceptions Analysis
  - Employee Transactions including Late in, Early Out and Unexcused Absences
  - Rule Violations in Scheduling

- Provide employee's attendance record/ report when requested by the line manager.

## 5. POLICY

All employees are held accountable for adhering to their work hours as detailed in their employment contract and as scheduled by their line manager/workforce planning team

All employees are expected to be at the work place from the start of their duty until completion of their duty except for approved breaks, or as otherwise approved by their line manager.

At Head Office and other sites where the Biometrics Time & Attendance System is installed employees are required to use this system on entering and exiting the work place at the beginning of duty, at the end of duty, and during duty.

Details of shifts and guideline regarding the same can be more elaborated as follows:

### All Non-Roster staff

- The official working hours for all Non-Roster Staff is 8.5 daily, including 30 minutes lunch break.
- Non-Roster Staff are required to be in the office by latest 8:30 AM and complete the required 8.5 hours to avoid any pay deduction.
- All Muslim staff have the right to take 10 – 15 minutes prayer breaks, twice a day.
- All Non-Roster Staff should serve at least 40 hours per week.

### Roster Staff – 12 hours Shift :

- Rotate between weeks with 4 days on the duty and 4 Days off from duty or other schedule as agreed by management and Two Executives.
- Rotate between days and nights based on team/unit scheduling guidelines and needs.
- Employee may have a 30-minute break and three 15 minute breaks (e.g, coffee trips, prayer breaks, etc.) if possible as the employee understand the nature of the work at NA is emergency and such breaks can only be given if system allows. Breaks can be determined at the discretion of the direct line Manager or Team Leader.
- Maximum scheduled worked hours per week are 60 hours consecutively ( 5 Shifts ) and emergency requirements
- Maximum hours worked per day scheduled are 16 hours, extenuating circumstances may call for longer duties. Such instances the direct manager

must be aware as all effort must be given to relieve the employee.

- Minimum rest period between last work duty and next duty, event or CME is 10 hours On call: employee might be requested to cover a shift as on call based on any operational requirements. (OPP109 Roster Policy & Procedures).
- Contract Shift: Operational Staff working up to 48 hrs per week, in total of 2256 hrs per year, considering 5 weeks of Annual Leave. (see appendix I )

## 6. PROCEDURES

### ***WITHOUT TIME AND ATTENDANCE SYSTEM***

On the commencement of employment, and during the on-boarding process, the HR staff will profile each employee on the Biometrics Time & Attendance System .

- All employees are required to use the Biometric Time & Attendance System where it is installed at the start and end of duty.
- In case of any off site meeting employee is responsible to send an email to Resources Team copying his/her line manager. Any request without the manager approval will not be actioned in Biometrics Time & Attendance System
- A monthly report to be provided by HR/Resources to all line managers to justify all the lateness/ absences in their staff time card, if the line manager didn't provide the HR with a response within 3 working days otherwise the HR will proceed with the deduction.
- Where an employee is to have a pay deduction, the HR representative is responsible to advise the employee in writing, and the line manager to provide the necessary information to HR via email so that the relevant prorated amount can be deducted from the employees pay.
- In cases where there are extenuating circumstances for lateness, or for an employee to be absent from work, the employee needs to advise their line manager accordingly. It is the employee responsibility to inform his/her line manager of any lateness or absences. Failure to advise the line manager with the same will result in relevant pay deduction
- Where an employee is disciplined for lateness or non-attendance at work the line manager is to forward the disciplinary report to HR for recording purposes and filing on the employee's personal file.

### ***WITH TIME AND ATTENDANCE SYSTEM***

- On the commencement of Employment, after the orientation HR will register each employee on the Time and attendance system in Touch Biometric Machine.

- HR or Time and attendance system team will brief the employee that how to use Time and attendance system in Kronos Machine.
- Employees will clock in and clock out at the start and end of their work shifts using the Time and attendance system in Kronos Machine
- Employees will follow the sick leave procedure in case of any emergency absence, and line manager will apply and approve the leave in Time and attendance system. In case HR approval is required then third tier of approval can be created.
- Employee will apply the unpaid leave in the system (Time and attendance system) where an employee is to have a pay deduction, and in comments window will include reason for the same.
- NA Executives will approve the unpaid leave and provide the relevant data to payroll to process the unpaid Leave All lateness and unexcused absences will be treated as auto pay deduction unless line manager approves exemption.
- Line Manager will review exceptions every week, Late in, Early Out or Unexcused absences and also will review as and when required the exception report every week or as and when required.
- Where Line Manager will find a trend regarding any specific employee or employees he will take a disciplinary action and report the same to HR to be filed in Employee's file.

## 7. Disciplinary Actions

- Line Managers are to take the following actions when an employee is late. All disciplinary action is to be taken in accordance with the Disciplinary Policy.
- It is the management discretion which disciplinary action is taken based on the severity of the breach.

Severity:	Action to be taken:
1-5 Lateness	<p>The employee is to be reprimanded</p> <p>The details of the occurrence to be recorded and:</p> <ul style="list-style-type: none"><li>• prorated pay is to be deducted for healthcare employees: Staff who punch in late, or punch out early, will be deducted 1 hour rate of pay for every hour or part thereof that they are late for.</li></ul> <p>Staff who fail to punch in or punch out will have full day pay deduction</p>

	<ul style="list-style-type: none"> <li>extra time to be worked, or prorated pay to be deducted, as required for non-roster employees</li> </ul>
6-12 Absences	<p>The line manager in coordination with HR is to interview the employee for general advice and discussion and issue a Verbal Warning</p> <p>The prorated pay for the time late is to be deducted from employees salary (this applies to all employees)</p>
13-18	<p>The line manager in coordination with HR is to interview the employee and conduct a welfare check. If there is no reasonable justification, they are to be issued with a Written Warning</p> <p>The prorated pay for the time late is to be deducted from employees salary (this applies to all employees)</p>
19 and above	<p>The line manager to liaise with HR to review the employee's capability/conduct. The employee is to be interviewed as part of this process. HR will consider a range of sanctions, and provide the final report with recommendation to National Ambulance Executive for final decision in accordance with the Disciplinary Policy and UAE Labour Law to the HR &amp; Compensation Committee prorated pay for the time late is to be deducted from employees salary (this applies to all employees)</p>

## 8. Procedure and Forms

Procedures relevant to this Policy	
HRF203	Employment Contract
COP202	Code of Conduct
COP302	Leave Policy
COP102	Disciplinary Policy

### 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:

HR & Corporate Service Manager



## Change Brief

Version No.	Date	Changes
1	April 2015	New Document
2	Nov 2016	Addition of Kronos requirements, adjustment of disciplinary action requirements and formatting.
3	December 2016	Changed of wording in the 12 hours shift pattern, adjust of discipline numbers
4	August 2018	<p>Addition of pay deduction details to section 7. Disciplinary action of attendance and policy procedure (COP405)</p> <ul style="list-style-type: none"> <li>• prorated pay is to be deducted for healthcare employees: Staff who punch in late, or punch out early, will be deducted 1 hour rate of pay for every hour or part thereof that they are late for.</li> </ul> <p>Staff who fail to punch in or punch out will have full day pay deduction</p>
5	November 2020	<p>Updated definitions, Manager, HR and Workforce planning team roles and responsibilities, updated details of shifts, procedures and disciplinary actions parts.</p> <p>A monthly report to be provided by HR/Resources to all line managers to justify all the lateness/ absences in their staff time card, if the line manager didn't provide the HR with a response within 3 working days otherwise the HR will proceed with the deduction.</p> <p>Added appendix contract shift</p>

Review & Approval:

Chief Administrative Officer

## APPENDIX I

### CONTRACT HOURS/SHIFTS

### ساعات/ مناورات العقد

Every NA employee who works a shift roster is required to work up to 48 hours per week

يتعين على كل موظف في الإسعاف الوطني يعمل في قائمة المناوبات العمل لمدة تصل إلى 48 ساعة في الأسبوع.

The 4 on 4 off roster used by NA is not a 48 hour week roster

مناوبة 4 أيام عمل و 4 خارج العمل التي تستخدمها الإسعاف الوطني ليست مناوبة 48 ساعة في الأسبوع.

12 hour shifts and a 4 on 4 off roster only accounts for 42 hours per week  
48hrs/8-day roster = 6 hrs per day  
1 week = 6 hrs x 7 = 42 hrs

مناوبة 12 ساعة و 4 أيام عمل و 4 خارج العمل تمثل 42 ساعة فقط في الأسبوع.  
48 ساعة / 8 - مناوبة يوم = 6 ساعات في اليوم.  
1 اسبوع = 6 ساعات x 7 = 42 ساعة.

Staff are short 6 hours every week compared to the contract they signed when joining NA

ينقص الموظفون 6 ساعات كل أسبوع مقارنة بالعقد الذي وقعوا عليه عند الانضمام إلى الإسعاف الوطني.

These 6 hours every week are your contract hours. 12 contract hours = 1 "Contract Shift"

هذه الساعات الست كل أسبوع هي ساعات العقد. 12 ساعة عقد = 1 "مناوبة عقد"

### CALCULATIONS

### الحسابات

365 days in 1 year, 52 weeks in 1 year

365 يومًا في سنة واحدة ، و 52 أسبوعًا في سنة واحدة.

Staff are entitled to 35 calendar days annual leave (5 weeks)

يحق للموظفين الحصول على إجازة سنوية مدتها 35 يومًا (5 أسابيع).

365 – 35 = 330 available working days every year

365 - 35 = 330 يوم عمل كل عام.

4 on 4 off roster means staff are roster to work 165 days and are rostered off 165 days

مناوبة 4 أيام عمل و 4 أيام خارج العمل تعني أن الموظف يعمل مناوبة 165 يوم و 165 يوم خارج العمل.

Every shift is 12 hours duration. 12 hours x 165 days equates to 1980 hours rostered every year

مدة المناوبة هي 12 ساعة. 12 ساعة x 165 يوم تعادل 1980 ساعة مناوبة كل عام.

# الإسعاف الوطني National Ambulance

Staff contracted to work 48 hours per week

يتم التعاقد مع الموظف للعمل 48 ساعة في الاسبوع.

52 – 5 = 47 working weeks every year

52 – 5 = 47 أسبوع عمل كل عام.

47 (working weeks) x 48 (hours) = 2256 hours required to work as per contract

47 (أسبوع عمل) x 48 (ساعة) = 2256 ساعة عمل مقررة حسب العقد.

2256 (hours required) – 1980 (actual rostered hours) = 276 hours not worked as per contract

2256 (ساعات عمل مقررة) – 1980 (الساعات الفعلية للمناوبة) = 276 ساعة بدون عمل حسب العقد.

276 contract hours / 12 hrs per shift = **23 Contract Shift**

276 ساعة عقد / 12 ساعة لكل مناوبة = **23 مناوبة عقد.**

## UTILIZATION

## الانتفاع

Contract Shifts are used to cover staff on annual leave, short notice requirements (covering staff required for HAAD exams) and sick leave

مناوبات العقد تستخدم لتغطية غياب الموظفين الذين في اجازة سنوية، و متطلبات العمل الطارئة في مهلة قصيرة ( تغطية غياب الموظفين المقررين لتأدية امتحانات هيئة الصحة في أبوظبي) و الموظفين الذين في اجازة مرضية.

When staff take 35 days annual leave, this requires 18 shifts to be covered.

عندما يأخذ الموظف 35 يوم اجازة سنوية، يجب تغطية هذه ال 18 مناوبة.

18 contract shifts are utilized to cover Annual Leave

18 مناوبة عقد يتم الانتفاع منها لتغطية الاجازات السنوية

5 contract shifts are utilized to cover “On Call” system

5 مناوبات عقد يتم الانتفاع منها لتغطية نظام الموظفين "تحت الاستدعاء"

