

## COP302

# LEAVE POLICY, PROCESSES AND PROCEDURES

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## 1. POLICY INTRODUCTION

As required by UAE law National Ambulance provides relevant employees with leave entitlements throughout their service with the company. This policy is related to Policies and Objectives

## 2. SCOPE

This policy covers all National Ambulance Employees, except casual employees. Any leave applicable to a casual employee will be detailed in the individual contract.

## 3. ROLES AND RESPONSIBILITIES

- **Chief Administration Officer:** responsible to ensure that this policy is implemented and recommend changes if needed.
- **HR & Corporate Services Manager:** responsible to ensure Line Managers and Employees aware of this policy.
- **Line managers** are responsible for ensuring leave forms are submitted (including relevant attachments where required) and forwarded to HR for processing and recording as follows:
  - Sick Leave: within 2 days of return to duty
  - All Other Leave: prior to taking the leave
- **HR** is responsible for maintaining leave records on ERP and filing documents on the employees personal file
- **Employees** are responsible for ensuring their leave records are correct

## 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 health and safety purposes
Sick Leave	SL	Authorized absence for approved medical reasons
Hajj Leave	HL	Granted to Muslim employees for performing Hajj rituals
Bereavement Leave	BL	Granted to employees in case of a first-degree relative's death or second-degree relative's attend a relevant service
Maternity Leave	ML	Granted to female employees during pregnancy and childbirth (prenatal and postnatal)
Paternity Leave	PL	Granted to male 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 in accordance with Professional Development Policy
Time In-Lieu Leave	TOIL	Granted to employees required to work when they would normally be off once approved by line Manager
Emergency Leave	EL	Granted to employees in cases of Emergency.

## 4.2. General

For the purpose of leave calculation, the leave calendar year will normally follow the Gregorian calendar year and employee official start date.

Line Managers are responsible for coordinating the leave schedule of their employees within their operating department in such a manner that the workflow will be effective or not affected

**4.2.1.** 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 have to fill out the leave application form COF104.

**4.2.2.** Roster staff has to fill out the leave application form COF104 for any type of leave.

**4.2.3.** Any requests outside of the policy and procedures set out in this document need to be submitted in writing through the employee's line manager to the HR & Corporate Services Manager to review and grant the required approvals from the executives and the HR & Compensation Committee Chair.

**4.2.4.** 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.

**4.2.5.** Proposed annual leave shouldn't conflict the work progress plan.

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

**4.2.7.** Employee is responsible to ensure that the handover for his/her work related tasks , documents 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.** Employees are not entitled to annual leave or any type of leaves while on probation. But in case of any emergency, sickness, death, etc employee can apply for a leave; subject to line manager and department relevant executive approval, and the number of days absent will be deducted from his/her annual leave upon completion of probation period successfully.

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

**4.3.4.** Departments 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.

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

**4.3.7.** 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 Officer

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

**4.3.9.** For part time employees annual leave is pro-rated.

**4.3.10.** Official Holiday falls during employees annual leave will be considered as part of his annual leave. E.g National Day Holiday.

**4.3.11.** Employees are required to return to duty on due date unless an extension has been approved by their line manager for exceptional circumstances. Should an employee not return on due date as approved, the absence will be unpaid, and is likely to result in disciplinary action

**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.** Employees falling sick must inform their line manager as soon as possible

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

**4.4.3.** First 15 days: working/rostered days at full pay

**4.4.4.** Next 30 days: calendar days at half pay

**4.4.5.** Periods over 45 days (15 full pay and 30 half pay): without pay (Unpaid Leave)

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

**4.4.7.** 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 5 working days, all sick certificates to be submitted to the Occupational Health Nurse for the Medical Director review and verification. For employees in remote areas, they should scan their documents and email to the line manager and retain the original.

**4.4.8.** 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

**4.4.9.** 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.

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

**4.4.11.** Any staff member who is absent from work due to significant illness or injury for 7 days or more will be referred to the Company's nominated Occupational Health service provider in accordance with the Occupational Health Policy and Procedures. The documentation will be reviewed by the Medical Director and if required discussed with the employee's line manager and HR regarding further action.

**4.4.12.** Where an employee has been assessed as fit for light duties, and there are suitable duties for them to perform, the Head of Department can approve such employment. HR is to be notified via email including the period of light duties and the employment area.

**4.4.13.** Should sick leave exceed 90 days, the employee will be referred to an approved medical authority for medical review. A decision will then be made either to extend the sick leave period or terminate employee services as approval by the Chief Executive Officer and Chief Administrative Officer.

#### 4.5. Haji Leave

**4.5.1.** Muslim employees may be granted up to 30 days special leave without pay (Unpaid Leave) once during employment to perform Hajj rituals provided that the employee has completed at least one year of service with the Company.

**4.5.2.** The employee is to submit the relevant supporting documents after returning from Hajj leave.

#### 4.6. Bereavement Leave

**4.6.1.** An employee is entitled to up to five (5) calendar days BL on the death of a first degree relative (mother, father, wife, husband, child or sibling). An employee is entitled to up to three (3) calendar days on the death of second degree relative (uncle, aunt, grandparents, grandchildren, nieces and nephew).

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

**4.6.3.** Leave form approved by the line manager and supporting certificate are to be forwarded to HR within 5 days after returning to work.

#### 4.7. Maternity Leave

**4.7.1.** Female employees are entitled to receive a fully paid maternity leave for 45 day including during prenatal and postnatal period, provided that she has completed at least one year of service with the Company. In case the service period was less than one year, then the female employee will be entitled to a half-paid leave.

**4.7.2.** Female employees may extend their maternity leave up to 100 consecutive or intermittent days' without pay due to maternity related medical problems based on an attested medical certificate by an approved medical authority.

**4.7.3.** During the 18 months following the delivery, the employee may take 1 breast feeding break, 1 hour break or 2 breaks 30 minutes each, providing that the employee confirms breastfeeding the child throughout this time.

**4.7.4.** Due to the nature of work in National Ambulance especially operations, rostered Female Employees should understand that we cannot stand down a frontline emergency ambulance during a shift and we cannot guarantee if their break will be uninterrupted or there will be no activation for any call.

#### 4.8. Parental Leave

**4.8.1.** Male employees may be granted one day fully paid paternity leave during the first month from date of birth.

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

**4.8.3.** Leave form approved by the line manager and supporting certificate are to be forwarded to HR within 5 days after returning to work

#### 4.9. Unpaid Leave

**4.9.1.** Employees may be granted unpaid leave in exceptional circumstances where there is insufficient Annual Leave. Approvals levels are:

**4.9.2.** For band 6 and above : Chief Executive Officer and the HR & Compensation Committee Chair

**4.9.3.** For band 5 or less : Relevant Department Executive

**4.9.4.** Unpaid leave is not considered part of the employee's service with the Company and can be used only after utilizing the annual leave balance.

**4.9.5.** Any employee who has accumulated several Unpaid Leave (including Absence Without Official Leave-AWOL) will receive the following:



Number of Absences (UPL/AWOL)	Action To Be Taken
1-5 incidents	Receive Verbal Warning
6-10 incidents	Receive Written Warning, active on file for 6 months
11 incidents & above	Receive Final Warning
More than 20 non consecutive days in a year	Termination

#### 4.10. Study Leave

**4.10.1.** Employees may apply for Study Leave in accordance with the Professional Development Policy.

**4.10.2.** 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 approval

#### 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 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.

#### 4.12. Emergency Leave

Employees can apply for 5 days paid emergency leave upon the review and approval of the National Ambulance Executives and HR & Compensation Committee Chair.

### 5. AIR TICKET ALLOWANCE

#### 5.1. Entitlement:

**5.1.1.** Expatriate employees are entitled to an Air Ticket Allowance to their home country as detailed in their employment contract

**5.1.2.** The allowance is payable to expatriate employees and eligible dependents resident in UAE from the commencement date of employment for the employee, and from date of arrival for residency purposes for eligible dependents on or after the employee's first day of employment

**5.1.3.** Where an employee on an accompanied contract is married to another Company employee they will be paid their individual allowance only

**5.1.4.** Where an employee on an accompanied contracts us married to another company employee and they have eligible dependents only one employee will be paid the air ticket allowance for the dependent



## 5.2. Air Ticket Allowance Calculation

**5.2.1.** The average air fare over a 12 month period using Etihad Airways where possible, or other relevant airline, or using historical data where necessary

**5.2.2.** Using the Economy Value fare, or equivalent, for each month and then averaging the fare across the 12 months.

**5.2.3.** Any changes or proration to the monthly air ticket allowance will be calculated based on calendar days for all staff.

## 5.3. General:

**5.3.1.** The employee and eligible dependents, where applicable, 12 years of age and older will receive the total monthly allowance

**5.3.2.** Eligible dependent children aged from 2 years up until they turn 12 years of age will receive 77.5% % of the total monthly allowance

**5.3.3.** Eligible dependent children aged 0 up until they turn 2 years will receive 15% of the total monthly allowance

**5.3.4.** The allowance will be prorated for an eligible child on their birth date where relevant, ie the allowance for a child who turns 2 years old will increase from 15% to 77.5% of the adult fare effective from their 2nd birthday, and the allowance for a child who turns 12 years old will increase from 77.5% to the full adult fare from their 12th birthday.

**5.3.5.** The percentage of the adult fare used for children is more than the fare normally charged to allow for extra taxes charged by some countries

**5.3.6.** The allowance is paid annually every 1st month of the year.

**5.3.7.** Direct flights are used as far as possible

**5.3.8.** The allowance will be reviewed on an annual basis in February each year and adjustments made if required.

## 6. 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

## 7. 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

## 8. FEEDBACK

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

## 9. 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"> <li>• For Unpaid Leave of 5 days or less: Executive officer of the department</li> </ul> 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 a header with the 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 arrangements 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)

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CEO Approval

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Board Member Verification