

**CONTROLLED DOCUMENT**

|                   |                           |
|-------------------|---------------------------|
| Department:       | Administration Department |
| Document No:      | CMC- HR - 002             |
| Issue Date:       | 01/05/2008                |
| Revision Date:    | 21/01/2021                |
| Next Review Date: | 21/01/2023                |

**RECRUITMENT POLICY****1. PURPOSE:**

- 1.1. To recruit the required number of staff with the appropriate skills, both technical and personal, in order to meet the health care needs of patients at Canadian Medical Centres and Group Abu Dhabi.
- 1.2. To define standard operating procedure for recruiting the required manpower for the smooth functioning of CMC and Group.
- 1.3. To recruit the required number of staff with the appropriate skills, both technical and personal, in order to meet the health care needs of patients at Canadian Medical Center & Group.
- 1.4. To ensure consistency and fairness in the selection.

**2. POLICY STATEMENT:**

- 2.1. Recruitment of staff is aligned with the approved annual manpower budget and strictly follows the guidelines defined by job descriptions regarding the qualification, experience and skill sets.
- 2.2. All interested applicants with suitable qualification and skill sets will be given equal preference and the final selection will be done strictly on merit.
- 2.3. Background Verification
  - 2.3.1. Background verification of general / non-clinical staff will be done with the provided reference(s) from the candidate. Supporting documents must be placed in employee personnel file.
  - 2.3.2. Background verification of clinical staff will be done through dataflow verification report provided by the employee. Otherwise, HR – Licensing will verify the required documents through dataflow group; Supporting documents must be placed in employee personnel file.
  - 2.3.3. Department HOD / HR Team are the sole authorised personnel who can perform background verifications.
  - 2.3.4. Below are the certifications which require verification:
    - 2.3.4.1. Qualification(s)– Verification will be done through attestation of UAE Ministry of Foreign Affairs or through Dataflow Group

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**RECRUITMENT POLICY**

2.3.4.2. Experience(s) - Verification will be done through provided experience certificates for non-clinical and dataflow group for clinical staff; If additional verification is required, this can be done telephonically.

2.3.4.3. Health License(s) – Applicable to only clinical staff, verification will be done through dataflow group

**3. SCOPE:**

3.1. Covers recruitment of all manpower at CMC and Group which is

- 3.1.1. Canadian Medical Center LLC
- 3.1.2. Canadian Medical Center LLC Branch -2
- 3.1.3. Canadian Medical Center LLC Branch – 3
- 3.1.4. Canadian Medical & Rehabilitation Center LLC
- 3.1.5. Canadian Medical Center & Plastic Surgery LLC
- 3.1.6. CMC Healthcare Sole proprietorship LLC
- 3.1.7. Canadian Medical Center for Surgery & Cosmetic
- 3.1.8. CMC First Aid Clinic

**4. TARGET AUDIENCE:**

4.1. All Head of Departments, Clinic supervisors

**5. RESPONSIBILITY:**

5.1. Joint responsibility is held by the Medical Directors of the Canadian Medical Center's, Operations Manager's, Nurse Manager, Chief Administration Manager and Chief Compliance Officer /Individual Head of Departments, (HOD's), Human Resources Department.

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**RECRUITMENT POLICY****6. PROCEDURE:****6.1. NON-CLINICAL STAFF/GENERAL**

| SL No | PROCEDURE SEQUENCE (NON-CLINICAL STAFF/GENERAL)                                                                                                                                                                                                                 | Responsible Person/s                                                                              |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| 6.1.1 | Corporate Recruitment team will provide the candidate profiles based on the manpower requirement screening                                                                                                                                                      | Corporate Recruitment                                                                             |
| 6.1.2 | Human Resources will shortlist the profiles based on the skills, both technical and personal, in order to meet the health care needs of patients at CMC. These shortlisted candidate's interview is conducted by the HR along with respective department HOD's. | Head of Department / HR                                                                           |
| 6.1.3 | Selected candidate profile will be reviewed / discussed with Chief Operating Officer/Chief Administration Officer /Medical Director for approval to hire.                                                                                                       | Chief Operations Manager /Chief Administration Officer/Chief Compliance Officer/ Medical Director |
| 6.1.4 | In case of urgent / immediate requirement, corporate recruitment team will divert the candidates shortlisted by other units, which is suitable as per our requirement.                                                                                          | Corporate Recruitment                                                                             |
| 6.1.5 | The hiring process will be initiated for profiles approved by Chief Operating Officer/Chief Administration Officer /Medical Director/ Medical Director.                                                                                                         | Corporate Recruitment                                                                             |
| 6.1.6 | In case of recruitment of HODs the recommendation will be made and approved by Medical Director and Chief Operating Officer/Chief Administration                                                                                                                | Chief Operations Manager /Chief Compliance Officer                                                |

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**RECRUITMENT POLICY****6.2. CLINICAL STAFF**

| SL No | PROCEDURE SEQUENCE -CLINICAL STAFF                                                                                                                                                                                                                              | Responsible Person/s                                                                              |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| 6.2.1 | Corporate Recruitment team will provide the candidate profiles based on the manpower requirement.                                                                                                                                                               | Corporate Recruitment                                                                             |
| 6.2.2 | Human Resources will shortlist the profiles based on the skills, both technical and personal, in order to meet the health care needs of patients at CMC. These shortlisted candidate's interview is conducted by the HR along with respective department HOD's. | Department Heads & Human Resources Department                                                     |
| 6.2.3 | Selected candidate profile will be reviewed / discussed with Chief Operations Manager /chief Administration Officer/Medical Director for approval to hire.                                                                                                      | Chief Operations Manager /Chief Administration Officer/Chief Compliance Officer/ Medical Director |
| 6.2.4 | The hiring process will be initiated for profiles approved by Chief Administration Officer/Human Resource Manager                                                                                                                                               | Corporate Recruitment                                                                             |
| 6.2.5 | In case of urgent / immediate requirement, corporate recruitment team will divert the candidates shortlisted for other units, which is suitable as per our requirement.                                                                                         | Corporate Recruitment                                                                             |
| 6.2.6 | Offer letter / mail is forwarded to the candidate                                                                                                                                                                                                               | Corporate Recruitment                                                                             |
| 6.2.7 | Once the candidate, accepts employment offer, documents will be submitted to DOH for licensing approval process.                                                                                                                                                | Corporate Recruitment / Personnel Dept.                                                           |
| 6.2.8 | Once primary verification done by Data Flow Company, Abu Dhabi, and assessment date from DOH will be obtained.                                                                                                                                                  | Corporate Human Resource Dept.                                                                    |

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|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
|        | <p>The assessment date will be communicated to candidate &amp; confirm the candidate's availability.</p> <p>Upon candidate's confirmation, visa and travel arrangements will be made.</p> <p>The candidates like General Practitioner, Nursing and other allied health care professionals like Radiographer, Lab Technicians, &amp; Pharmacist who already cleared the online DOH assessment only, will be considered for appointment in CMC &amp; Group.</p> |                                |
| 6.2.9  | Upon successfully clearing the DOH assessment a formal offer letter is sent to the candidate and licensing procedure will commence.                                                                                                                                                                                                                                                                                                                           | Corporate Human Resource Dept. |
| 6.2.8  | Once license is received, as per the candidate's tentative joining date the residence / employment visa process is initiated.                                                                                                                                                                                                                                                                                                                                 | Corporate Human Resource Dept. |
| 6.2.9  | On receipt of the employment visa from the personnel department, the same will be forwarded to the candidate & will wait for the travel details                                                                                                                                                                                                                                                                                                               | Corporate Human Resource Dept. |
| 6.2.10 | Once travel details are obtained necessary arrangements for their joining with CMC will be made.                                                                                                                                                                                                                                                                                                                                                              | Corporate Human Resource Dept. |
| 6.2.11 | Once the new employee arrives to CMC to commence their duty then the on boarding process will be done.                                                                                                                                                                                                                                                                                                                                                        | Corporate Human Resource Dept. |
| 6.2.12 | Human Resource dept. will notify the Medical Director, relevant HOD/Immediate Supervisor about the new employee commencing their duty with CMC.                                                                                                                                                                                                                                                                                                               | Corporate Human Resource Dept. |



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## RECRUITMENT POLICY

### 6.3. STAFFING REVIEW

| SL No | PROCEDURE SEQUENCE                                                                                                      | Responsible Person/s                                                                              |
|-------|-------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| 6.3.1 | Quarterly report is prepared on the current staffing vs approved headcount and projected hiring                         | HOD/Human Resources(Licensing)                                                                    |
| 6.3.2 | Staffing report reviewed by the CMC Management with respective HODs to assess any impact on patient care                | Chief Operations Manager /Chief Administration Officer/Chief Compliance Officer/ Medical Director |
| 6.3.3 | In case of any additional requirements raised by HODs, they are reviewed and shared with Recruitment to initiate hiring | Chief Operations Manager /Chief Administration Officer/Medical Director                           |
| 6.3.4 | The final report is presented to CMC Corporate, during the quarterly business review presentation                       | Chief Operations Manager /Chief Administration Officer/Medical Director                           |

### 7. DEFINITIONS AND ABBREVIATIONS:

|     |                                           |                                                                                                                                                                                                              |
|-----|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.1 | Recruitment:                              | The recruitment and selection process to appoint staff with the desired education, skills and knowledge.                                                                                                     |
| 7.2 | Human Resource Head/ Recruitment Manager: | Human Resource Head / Recruitment Managers are the individuals who have been assigned the responsibility for coordinating and tracking all medical, nursing and non-medical services recruitment activities. |
| 7.3 | Inside UAE                                | The candidate who applies is present inside UAE, either UAE national or expatriate. This also includes Locum.                                                                                                |
| 7.4 | Outside UAE                               | In the case of a candidate outside the UAE, a member of the Human Resource Department or other person designated by                                                                                          |

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|     |     |                                                                                                                    |
|-----|-----|--------------------------------------------------------------------------------------------------------------------|
|     |     | the Medical Director will advertise and / or interview the candidate and make a recommendation and shortlist them. |
| 7.5 | PSV | Primary Source Verification                                                                                        |
| 7.6 | CEO | Chief Executive Officer                                                                                            |
| 7.7 | HOD | Head of the Dep                                                                                                    |
| 7.8 | DOH | Department of Health                                                                                               |

**8. DISTRIBUTION LIST:**

8.1. On shareholder Policies HR

**9. SPECIAL INSTRUCTIONS:**

9.1. The following members are allowed in the process of recruitment

9.2. CEO /Internal Controller /Operations Manager- wherever required or representative  
-Chief Operating Officer

9.3. Chief Financial Officer

9.4. Chief Compliance Officer

9.5. Medical Director

9.6. Nurse Administrator/Nurse Manager

9.7. Human Resource Manager

9.8. Department Heads/ or Members of Higher Management Executive committee

9.9. Any other staff assigned by Chairman of the Board as per relevant to the role

**10. CROSS REFERENCE, RELATED LEGISLATION, FORMS, POLICY & DOCUMENTS:**

10.1. Joint Commission International Accreditation for Ambulatory Care, Fourth Edition  
2019. Joint Commission Resources; SQE 1 & 2

10.2. Hospital Standards, Health Authority-Abu Dhabi, 2008;

10.3. ISO 9001:2015 Quality Management System Requirements ISO 14001:2015  
Environment Management System.

**11. KEY RESULT AREAS:**

11.1. Nil instances of non-compliance with this policy

**12. AMENDMENT HISTORY:**

| Version | Revision Date | Description of Amendments | All pages |
|---------|---------------|---------------------------|-----------|
| 01      | 01/05/2008    | New policy                | NA        |

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|----|------------|----------------------------------|-----------------------|
| 02 | 29/10/2020 | Stakeholders revised             | Throughout the policy |
| 02 | 29/10/2020 | Procedure modified 6.1,6.2 & 6.3 | Pages 5-7             |

**13. APPENDIX:**

13.1. NA

**14. APPROVAL SHEET:****Document Developed & Reviewed By:**

|                   |                     |                                                                                     |            |
|-------------------|---------------------|-------------------------------------------------------------------------------------|------------|
| Licensing Officer | Ms. Aprilia Ariesia |  | 28/09/2020 |
|                   | Name                | Signature                                                                           | Date       |

**Document Developed & Reviewed By:**

|                                                    |                       |                                                                                       |            |
|----------------------------------------------------|-----------------------|---------------------------------------------------------------------------------------|------------|
| Asst. Manager Quality/<br>Chief Compliance Officer | Ms. Dhanya Thankappen |  | 28/09/2020 |
|                                                    | Name                  | Signature                                                                             | Date       |

**Document Approved By:**

|                                                          |                          |                                                                                       |            |
|----------------------------------------------------------|--------------------------|---------------------------------------------------------------------------------------|------------|
| Medical Director                                         | Dr. Alaa Hassan Mohammed |  | 29/10/2020 |
|                                                          | Name                     | Signature                                                                             | Date       |
| Manager Human Resources<br>/Chief Administration Officer | Mr. Sallam Mohammed Naji |  | 29/10/2020 |
|                                                          | Name                     | Signature                                                                             | Date       |