

**CONTROLLED DOCUMENT**

Department:	Administration Department
Document No:	CMC- HR - 010
Issue Date:	01/05/2008
Revision Date:	28/10/2020
Next Review Date:	27/10/2022

ATTENDANCE AND PUNCTUALITY POLICY**1. PURPOSE:**

1.1. Employee's attendance and punctuality are critical factors for CMC's ability to efficiently manage its operational needs.

1.2. This policy outlines the expectations in terms of being punctual and present every time the employee is scheduled to work, and also addresses the repercussions of missing work and/or incidents of tardiness.

2. POLICY STATEMENT:**2.1. Working Hours:**

2.1.1. All employees are eligible for one day weekly off as per the working pattern of their department.

2.1.2. Employees are expected to record their attendance through the biometric device available. All Employees will be responsible to use the biometrics system to log their working hours on a daily basis.

2.1.3. At CMC, the work week consists of Six (6) working days and one (1) rest day. All Employees will work a standard of forty-eight (48) hours per week which is equivalent to eight (8) hours per day unless specified differently in the employment contract.

2.1.4. The working hours does not include lunch break. Lunch break will be an addition one hour given to Employees.

2.1.5. The working hours does not include the time spent on commuting to the office and returning to the Employee's home.

2.1.6. Clinical and non-clinical Employees may be required to work in different arrangements as agreed with their line managers or supervisors.

2.1.7. The business operational needs will always be a priority when considering the approval of working hours/part-time for Employees.

2.1.8. Employees who are on-call may only claim overtime if the respected employee has been called in for duty.

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ATTENDANCE AND PUNCTUALITY POLICY

2.1.9. Employees who are entitled for overtime can only claim their worked hours if the biometrics of the concerned employee is available; If an employee fails to mark their biometric attendance, overtime claim will be nullified.

2.1.10. The managers or supervisors should ensure effective handover between employees during shift change.

2.1.11. Grace period of 15 minutes is granted, but not exceeding three times in a month or half day deduction with verbal warning will be applied.

2.2. Ramadan working hours:

2.2.1. During the holy month of Ramadan, the normal working hours will be reduced by two (2) hours per day, unless otherwise announced by the UAE government.

2.3. Attendance and Punctuality:

2.3.1. CMC Employees are expected to adhere to their official work schedule and are required to notify their direct line manager and/or the HR department in the event of their unforeseen absence or delayed reporting to work. This should be done through official communication.

2.3.2. Line managers will be responsible to ensure that their employees are adhering to the approved duty roster, in compliance with punctuality.

2.3.3. Line managers will be responsible to ensure that their employees are accountable for their time and attendance in the Biometric system available.

2.3.4. An Employee will be considered late for their shift if they arrive after the start of their scheduled shift and therefore must inform their line managers immediately and make up their time after their schedule shift ends.

2.3.5. If an Employee needs to attend to a personal issue during working hours which will result in them being late for their shifts, leaving early, or missing some hours during their day, they should obtain approval from their manager in order for the managers / supervisor(s) to arrange further support and provide the department with a backup.

2.3.6. Falsification of time worked is also subject to disciplinary action.

2.3.7. Frequent unauthorized absence or tardiness may result in disciplinary action in accordance to the disciplinary codes policy.

2.4. Part Time Working Hours:

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ATTENDANCE AND PUNCTUALITY POLICY

2.4.1. Employees hired on part time contract will be subject to all employment preapproval process similar to that of full time Employees.

2.4.2. Employees working part time will not be entitled to EOSB, annual leave, maternity leave, repatriation (if applicable) and other public leave in comparison to full time employees, unless stated otherwise.

2.4.3. It is mandatory for part time employees to record their attendance on the biometric system ensuring that their working hours are recorded.

2.4.4. It is mandatory for part time employees to comply with the hospital policies and protocols at all times.

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 employees of CMC Group
- 4.2. Outsourced employees of CMC Group
- 4.3. Part time employees of CMC Group

5. RESPONSIBILITY:

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

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ATTENDANCE AND PUNCTUALITY POLICY**6. PROCEDURE:****6.1. Working Hours:**

6.1.1. Daily working hours will be determined on the monthly schedule by the Line Manager/HOD/authorized person and the same will be sent to the respective employee's email once approved, unless there are no shift change within the department.

6.1.2. Changes to the schedule must be approved by the respective manager

6.2. Attendance and Punctuality:

6.2.1. Employee are requested to punch in and punch out when commencing and leaving from their duty.

6.2.2. In case the employee is unable to use the bio-metric system, an official out door duty should be regularized by filling up the Authorization form.

6.2.3. The head of department is solely responsible in updating the attendance of their employees within the same branch/facility through SMARTERP. Updating such data should be maintained on a daily or weekly basis

7. DEFINITIONS AND ABBREVIATIONS:

7.1	HOD	Head of Departments
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8. DISTRIBUTION LIST:

8.1. On shareholder Policies HR

9. CROSS REFERENCE, RELATED LEGISLATION, FORMS, POLICY & DOCUMENTS:

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

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

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

10. KEY RESULT AREAS:

10.1. Nil instances of non-compliance with this policy.

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ATTENDANCE AND PUNCTUALITY POLICY**11. AMENDMENT HISTORY:**

Version	Revision Date	Description of Amendments	Pages
01	01/05/2008	New policy	All Pages
02	28/10/2020	ADHIC Classification Added	Throughout the policy

12. APPENDIX:

12.1. N/A

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

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

Document Developed & Reviewed By:

Asst. Manager Quality/ Chief Compliance Officer	Ms. Dhanya Thankappen		28/09/2020
	Name	Signature	Date

Document Approved By:

Manager Human Resources /Chief Administration Officer	Mr. Sallam Mohammed Naji		29/10/2020
	Name	Signature	Date