**1ST HEALTHCARE EMPLOYEE HANDBOOK**

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# Introduction

Welcome to our team. We wish you every success in your employment with us and hope you will find your experience here positive and rewarding.

This Handbook contains information, rules, policies and procedures concerning your employment and should be read in conjunction with your Statement of Main Terms of Employment ('Statement') provided to you. Additional, new or revised rules, policies and procedures may be issued at any time separate to this Handbook and it is your responsibility to observe and adhere to these.

Unless contained within your Statement or stated otherwise, the contents of this Handbook are included within your terms and conditions on a non-contractual basis. We may make changes to the contents from time to time with no advance notice.

If you have any queries or have not been provided with a Statement for any reason, you should have no hesitation in raising this matter.

# Joining our Organisation

## Induction

At the start of your employment with our company you are required to complete an induction programme, during which all of our policies and procedures will be explained to you. Information relating to these will be given to you at the induction.

You will also be given a team induction, where you will be assigned a buddy who will introduce you to your role.

## Job Description

You will be provided with a job description relating to your role. This job description is a non-contractual document and therefore we may make amendments to it from time to time in relation to the needs of the business.

## Performance and Review

Our policy is to monitor your work performance on a continuous basis so that we can maximise your strengths, and help you overcome any possible weaknesses. This includes an appraisal scheme which will help monitor staff performance levels with a view to maximising the effectiveness of individuals. You will be informed in advance of your appraisal dates.

## Job Flexibility

It is an express condition of employment that you are prepared, whenever necessary, to transfer to alternative departments or duties within our business. During holiday periods etc., it may be necessary for you to take over some duties normally performed by colleagues. This flexibility is essential for operational efficiency as the type and volume of work is always subject to change.

In addition, it is a condition of your employment that you are prepared, whenever applicable, to transfer to any other of our sites. This mobility is essential to the smooth running of our business.

## Convictions and Offences

Your initial employment is conditional upon the provision of a satisfactory Disclosure and Barring Certificate of a level appropriate to your post. You may be required to undertake subsequent criminal record checks from time to time during your employment as deemed appropriate by 1st Healthcare. In the event that such certificate(s) are not supplied your employment with us will be terminated.

In addition, during your employment, you are required to immediately report to 1st Healthcare any convictions or offences with which you are charged, including traffic offences.

## Policy Statement on the Secure Storage, Handling, Use, Retention and Disposal of Disclosures and Disclosure Information

As an organisation using the Disclosure and Barring Service to help assess the suitability of applicants for positions of trust, we comply fully with the Disclosure and Barring Service Code of Practice regarding the correct handling, use, storage, retention and disposal of disclosures and disclosure information. We also comply fully with our obligations under the Data Protection Act 2018.

Disclosure information is never kept in an applicant’s personnel file. It is always kept separately and securely in lockable, non-portable storage containers with access strictly controlled and limited to those who are authorised to see it as part of their duties in accordance with Section 124 of the Police Act 1997.

We maintain a record of all those to whom disclosures and disclosure information has been revealed and we recognise that it is a criminal offence to pass the information to anyone who is not entitled to receive it.

Disclosure information is only used for the specific purpose for which it was requested.

Once a recruitment or other relevant decision has been made, we do not keep disclosure information for any longer than is absolutely necessary in order to allow for the consideration and resolution of any disputes or complaints. Where appropriate, the Disclosure and Barring Service will be consulted and full consideration will be given to the data protection and human rights of the individual.

Once the retention period has elapsed, we will ensure that any disclosure information is immediately destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, disclosure information will not be kept in any insecure receptacle, such as a waste bin or confidential waste sack. We will not keep any photocopy or other image of the disclosure or any copy or representation of the contents of the disclosure. However, we may keep a record of the date of issue of the disclosure, the name of the subject, the type of disclosure requested, the post for which the disclosure was requested, the unique reference number of the disclosure and the details of the recruitment or other relevant decision taken.

# Equality, Inclusion and Diversity

1st Healthcare is committed to the principle of equal opportunity in employment.

The terms equality, inclusion and diversity are at the heart of this policy. Equality means ensuring everyone has the same opportunities to fulfil their potential free from discrimination. Inclusion means ensuring everyone feels comfortable to be themselves at work and feels the worth of their contribution. Diversity means the celebration of individual differences amongst the workforce. We will actively support diversity and inclusion and ensure that all our employees are valued and treated with dignity and respect. We want to encourage everyone in our business to reach their potential.

We value people as individuals with diverse opinions, cultures, lifestyles and circumstances. All job applicants, employees and workers, including agency workers, are covered by this policy and it applies to all areas of employment including recruitment, selection, training, career development, and promotion. These areas are monitored and policies and practices are amended if necessary to ensure that no unfair or unlawful discrimination, intentional, unintentional, direct or indirect, overt or latent exists.

Equality of opportunity, valuing diversity and compliance with the law is to the benefit of all individuals in our company as it seeks to develop the skills and abilities of its people. While specific responsibility for eliminating discrimination and providing equality of opportunity lies with managers and supervisors, individuals at all levels have a responsibility to treat others with dignity and respect. The personal commitment of every employee to this policy and application of its principles are essential to eliminate discrimination and provide equality throughout 1st Healthcare.

Management will ensure that recruitment, selection, training, development and promotion procedures result in no job applicant, employee, or worker receiving less favourable treatment because of a protected characteristic within the Equality Act 2010 which are race, including colour, nationality, ethnic or national origin and caste; religion or belief; disability; sex; sexual orientation; pregnancy or maternity; gender reassignment; marriage or civil partnership; and age. In accordance with our overarching equal treatment ethos, we will also ensure that no one is treated less favourably on account of their trade union membership or non-membership, or on the basis of being a part-time worker or fixed-term employee. 1st Healthcare’s objective is to ensure that individuals are selected, promoted, and otherwise treated solely on the basis of their relevant aptitudes, skills and abilities.

We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.

The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.

The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice.

Management has the primary responsibility for successfully meeting these objectives by:

* not discriminating in the course of engagement against employees, workers or job applicants;
* not inducing or attempting to induce others to practise unlawful discrimination;
* bringing to the attention of our workforce that they may be subject to action under the disciplinary procedure, or other appropriate action, for unlawful discrimination of any kind.

You can contribute by:

* not discriminating against fellow employees, workers, customers, clients, suppliers or members of the public with whom you come into contact during the course of your duties;
* not inducing or attempting to induce others to practise unlawful discrimination;
* reporting any discriminatory action to the Business Manager or Safeguarding Manager.

The successful achievement of these objectives necessitates a contribution from everyone and you have an obligation to report any act of discrimination known to you.

If you consider that you are a victim of unlawful discrimination you may raise the issue through the grievance procedure.

# Positive Work Environment

### Statement of the Policy

We are committed to creating a harmonious and safe working environment, which is free from harassment and bullying and in which every employee is treated with respect and dignity. 1st Healthcare strives to ensure that the different experiences, abilities and skills of each individual are valued by others. Inappropriate behaviour should be challenged. It is 1st Healthcare’s intention to encourage everyone to behave in a proper manner at all times.

Harassment or bullying causes stress, anxiety and unhappiness to individuals, creates an unpleasant environment in which to work and may be unlawful. This can reduce efficiency and may ultimately have an impact on the way in which services are delivered to our customers. For these reasons, it is important that 1st Healthcare, as an employer, and individual employees strive to achieve a working environment which is free from this type of behaviour.

You may be an individual or part of a group that receives the unwanted attention. The harassment, bullying or victimisation may be a one-off incident or it may be a series of incidents. Your dignity at work can be affected by inappropriate behaviour, which causes offence, whether it is intentional, or not.

1st Healthcare is committed to ensuring that individuals do not feel apprehensive because of their race, religion or belief, disability, sex, sexual orientation, pregnancy or maternity, gender reassignment, marriage or civil partnership, age, or as a result of being subjected to any inappropriate behaviour.

All employees can expect to:

* be treated with dignity, respect and courtesy;
* be able to work, free from unfair treatment, bullying, harassment or victimisation;
* be valued for their skills, abilities and experiences.

All employees are expected to:

* familiarise themselves with the content of this policy;
* treat all employees with dignity, respect and courtesy;
* contribute towards a positive working culture;
* challenge or report unacceptable behaviour;
* be mindful of others when expressing views;
* cooperate with investigations into harassment and bullying.

Breaches of this policy will be considered unacceptable behaviour and will be treated as misconduct, which may include gross misconduct warranting dismissal. All employees must comply with this policy.

1st Healthcare is committed to dealing with any issues quickly, positively and confidentially when and if they occur.

It is important to remember that while you may make comments outside of work, for example on social networking sites, 1st Healthcare may use such evidence in investigations on bullying and harassment matters.

### Definition of Harassment

Harassment is unwanted conduct, related to a relevant characteristic set out in the Equality Act 2010 that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for them. The protected characteristics are race, religion or belief, disability, sex, sexual orientation, pregnancy or maternity, gender reassignment, marriage or civil partnership, and age.

Harassment may take many forms. It can range from extreme forms such as violence to less obvious actions such as persistently ignoring someone. The following, though not an exhaustive list, may constitute harassment:

* physical contact ranging from touching to serious assault;
* verbal and written harassment, including via email or letters, through jokes, teasing or banter, offensive language, gossip or slander;
* sharing inappropriate images or videos;
* using racist slang, phrases or nicknames;
* isolation, non-cooperation, or exclusion from social activities;
* intrusion by pestering, spying, or following etc.

Employees may also be subject to harassment from third parties such as clients, customers, suppliers, or the general public etc. where interaction with those third parties is a part of their role.

### Definition of Bullying

Bullying is repeated inappropriate, offensive behaviour, which is often an abuse of power or position. It can be direct or indirect, either verbal, physical or otherwise, conducted by one or more persons against another or others in the course of employment, which could reasonably be regarded as undermining the individual’s right to dignity at work.

The following examples may constitute bullying:

* threats, abuse, teasing, gossip or practical jokes;
* humiliation and ridicule either in private, at meetings or in front of customers/clients;
* name calling, banter, insults, or devaluing with reference to age or physical appearance;
* setting impossible deadlines;
* imposing excessive workloads;
* making unjustified criticisms;
* excessive monitoring;
* removing responsibilities;
* allocating menial or pointless tasks;
* withholding information;
* refusing requests for leave, holiday or training.

It should be noted that it is the impact of the behaviour which is relevant and not the motive or intent behind it.

### Employees’ Responsibilities

All employees have a responsibility to help create and maintain a working environment that respects the dignity of employees. You should be aware of the serious and genuine problems which harassment and bullying can cause, and ensure that your behaviour is beyond question and could not be considered in any way to be harassment or bullying. No one should practise or encourage such behaviour and should make it clear to all concerned that you find it unacceptable. You should also support colleagues if they are experiencing harassment or bullying and are considering making a complaint. You should alert a Manager or Supervisor to any incidents to enable 1st Healthcare to deal with the matter.

### Managerial Responsibility

Managers and supervisors have a responsibility to ensure that harassment or bullying does not occur in work areas for which they are responsible. They are committed to the elimination of bullying and harassment and must be vigilant in preventing acts wherever possible.

Managers and supervisors also have a particular duty to set a proper example by treating everyone with dignity and respect and ensure that their behaviour is beyond question.

Managers also have a responsibility to explain 1st Healthcare's policy to their staff and take steps to promote it positively. They will be responsive and supportive to any member of staff who makes a complaint, provide full and clear advice on the procedure to be adopted, maintain confidentiality in all cases and ensure that there are no further problems or any victimisation after a complaint has been raised or resolved.

1st Healthcare will provide training to ensure that all managers, supervisors and other staff are fully aware of this policy and the procedures for dealing with harassment and bullying.

### Procedure for Dealing with Alleged Harassment or Bullying

Complaints can be made both formally and informally. Whichever route you decide to take, and the decision will always be yours, you will be offered guidance and assistance at every stage to help you resolve the problem as soon as possible and to stop the harassment.

If you are comfortable doing so you should, in the first instance, ask the person responsible to stop the behaviour, explaining that you feel uncomfortable in the way they are acting towards you. Speaking directly to the person at an early stage will often be sufficient to stop the behaviour.

If you feel unable to do this, you may be able to ask your Manager or a colleague to do this on your behalf.

If you decide to make a formal complaint you should do so through the grievance procedure as soon as possible after the incident has occurred. All complaints will be handled in a timely and confidential manner. You will be guaranteed a fair and impartial hearing and the matter will be investigated thoroughly. If the investigation reveals that your complaint is valid, prompt attention and action will be taken, designed to stop the behaviour immediately and prevent its recurrence. In such circumstances, if relocation proves necessary, every effort will be made to relocate the harasser or bully rather than you as the victim, however, 1st Healthcare will endeavour to relocate you if this is your preference.

You will be protected from intimidation, victimisation or discrimination for filing a complaint or assisting in an investigation. Retaliating against an employee for complaining about harassment or bullying is a disciplinary offence.

Whilst this procedure is designed to assist genuine victims of harassment or bullying, you should be aware that if you raise complaints which are proven to be deliberately vexatious, you may become subject to proceedings under the disciplinary procedure.

### Procedure for Dealing with Alleged Harassment or Bullying from a Third Party

Any form of harassment towards you from third parties during your dealings with them will not be tolerated by 1st Healthcare.

We appreciate that a decision to report harassment from a third party may be difficult, particularly if the third party is a valuable client or customer or has a long-standing business relationship with 1st Healthcare. However, we encourage you to report any instance of harassment from a third party so that 1st Healthcare can take appropriate action.

You should follow the procedure set out above if you experience harassment from a third party, after which a meeting with you will be arranged and an investigation undertaken.

Our action, where a complaint is substantiated, will depend on the circumstances of the case and may include:

* speaking with the harasser and warning them that any future occurrence of harassment will result in 1st Healthcare withdrawing provision of its services to the harasser;
* contacting the business for whom the harasser works and making a complaint against them. We will explicitly ask for this conduct to stop and we may require that the harasser is removed from our account;
* refusing to continue to provide our services to the harasser;
* reassigning the provision of 1st Healthcare’s services to harasser to another employee.

# Timekeeping and Time Off

## Working Hours

Your normal hours of work are detailed in your Statement. It is your responsibility to ensure that you attend punctually for work and follow all timekeeping and absence procedures. In order to help us to maintain optimum service levels, you may be required to work additional hours from time to time. Further details are contained in your Statement.

If you are unable to attend work for any reason or are going to be late you are required to telephone your Line Manager as soon as reasonably practicable, stating why you are absent or late and when you expect to arrive at work.

If you have a need to leave work prior to your normal finishing time or to have time away during the normal working period, you must not leave without first obtaining permission. In such circumstances, you must report to your Line Manager upon returning to work.

Persistent lateness, unacceptable levels of absence and/or unauthorised absence may result in a disciplinary warning or dismissal, depending on the circumstances.

Hourly paid employees will be paid only for time worked.

## Clocking In

If you are required to clock-in, you must ensure that you clock-in on arrival at, and clock-out on departure from the premises, using RotaCloud.

You must never complete entries on clock cards for yourself without express authority from your Manager, obtaining an authorisation signature at the time.

If you falsify your clock-in for another employee, or allow another employee to clock-in for you, you may be liable to summary dismissal.

## Time off in Lieu

Time off in lieu (TOIL) may be provided at the discretion of 1st Healthcare for time worked in addition to your normal hours of work.

You must agree with your Manager in advance any time to be worked outside of your normal working hours and all TOIL hours worked must be approved by your Manager. The time off must be equal to the time actually worked.

You must obtain your Manager’s approval before taking TOIL in the same way that annual holiday is approved.

We reserves the right to notify you of when TOIL must be taken.

Upon termination of employment all accrued but untaken TOIL will be lost.

Providing false or inaccurate TOIL hours may result in a disciplinary warning or dismissal, depending on the circumstances.

## Appointments

You are normally expected to ensure that appointments to visit the doctor, dentist, hospital, etc. are made in your own time and outside normal working hours. In the event that this is not reasonably practicable, time off work will be permitted to attend such appointments, providing that the appointment is substantiated with an appointment card, if requested, and the timing of the appointment causes as little disruption as possible, i.e. at the beginning or end of the working day.

However, you will not be paid for this time off.

## Time off for Dependants

You are entitled to reasonable time off, without pay, for urgent or unexpected incidents of real need involving a dependant, who is a member of your immediate family, or someone who reasonably relies on you for help when they are ill or injured, or for making arrangements for them to be cared for in the event of illness or injury.

The entitlement to time off in such circumstances is limited to what is reasonable for you to deal with the immediate problem and to organise any longer term arrangements.

If you are unable to attend work due to unforeseen family circumstances such as the death of a dependant, breakdown of childcare arrangements, or illness of a dependant, you may be entitled to reasonable time off work.

## Adverse Weather and Public Transport Disruption

We recognise that there are occasions when you may have difficulty in travelling to work due to severe weather conditions or disruptions to public transport.

While 1st Healthcare expects employees to make every effort to come to work, you should under no circumstances travel if it is dangerous to do so and you should have due regard for your health and safety.

### Procedure

Severe weather or disruptions to public transport may make travelling to work slower or more difficult. Where you find that your journey to work is delayed you should, where possible, contact your Line Manager at the earliest opportunity.

You are expected to make every effort to arrive for work on time.

If poor weather conditions or disruptions to public transport result in you arriving for work late, you are expected to make up the time lost.

On occasions, for example in the event of road closures due to severe weather, or the total shut down of public transport, it may be impossible for you to attend work. On such occasions you will normally be required to take annual leave in respect of that day. If you have exhausted your annual leave entitlement, the time away from work will be unpaid.

If unexpected weather conditions that will make travel difficult occur during the working day, employees will, at management discretion, be allowed to leave work early in order to travel home.

Employees who abuse the above procedure may be subject to action under the disciplinary procedure.

This policy will be applied in a spirit of common sense and reasonableness, balancing the needs of the business, its customers, and the safety of employees.

## Jury Service

You are entitled to time off work to fulfil your obligations with regard to jury service. In the event of you being summoned to attend for jury service, you must notify management immediately on receipt of the jury summons, giving details of the dates you are required to attend court.

You may be requested to apply to the court for your jury service to be either postponed or delayed if it is considered that your absence will cause substantial injury to the business. A failure or refusal to make such an application when requested may lead to action being taken under the Disciplinary Procedure, which may include dismissal.

If you are retained on jury service for a prolonged period you have an obligation to notify 1st Healthcare and must keep in regular contact throughout this time. You must return to normal working immediately following your release from jury duties.

You are reminded to ensure that an expenses claim is submitted to the court in accordance with the available allowances for travelling, subsistence, and your financial loss.

You must give 1st Healthcare a Certificate of Loss of Earnings which we will complete and return to you.

You are not entitled to payment for this time off as you can claim allowances from the court.

You have the right to unpaid time off if you hold certain public offices or are a reservist.

# Pay

## Payment

The methods of pay and payment intervals are set out in your Statement.

An itemised pay statement will be issued to you at each pay period. If at any time you have any queries you should raise them with the Accountant.

On termination of employment, your final payment may be made in a different form to that stated in your Statement.

## Pay Review

Any change in your pay will be notified to you; 1st Healthcare cannot guarantee that there will be an annual pay increase.

## Deductions from Pay

1st Healthcare will make deductions from your pay in certain circumstances, for example, where a deduction is legally required such as income tax and National Insurance. You will receive a form P60 on an annual basis explaining deductions made for income tax and National Insurance. Where you receive non-salary benefits from us, you will also receive a form P11D.

If you are overpaid for any reason, we will normally seek to deduct the amount of overpayment at your next payday. However, if the amount to be deducted would cause hardship, we may arrange for repayment over a longer period.

We may also make other deductions from pay as permitted by relevant sections in this Handbook and our other policies.

The right to deduct wages, either as a result of this clause or any other clause within your Statement or this Handbook is an express term of your contract of employment.

## Expenses

1st Healthcare will reimburse you for approved expenses wholly and necessarily incurred in the course of your work.

It is not the purpose of the payment for expenses to provide you with an incentive or reward for non-standard duties. The amount of any payment for expenses will be the additional costs incurred as a result of you undertaking a work assignment.

Expenses will be paid in accordance with the regulations and interpretation of HM Revenue & Customs or suspended, if necessary, at its instruction.

Any special ad hoc arrangements made to suit particular circumstances will not be considered to set any form of precedent.

You are expected to use the most cost effective transport, methods, and routes when travelling to carry out your duties.

You will be entitled to claim the following providing they are reasonable, the appropriate documentation has been completed, and supporting receipts (including VAT receipts) have been submitted:

* cars - mileage at the rate notified and all necessary parking charges and unavoidable tolls - you are responsible for any fines or penalties incurred;
* trains - standard class fare;
* accommodation - cost of room and all necessary meals and reasonable drinks;
* meals - as necessary and to a reasonable standard whilst on authorised business.

Payment of your expense claims will be delayed or withheld if you are unable to provide appropriate evidence of the cost incurred. Fraudulent claims may result in your dismissal**.**

## Short Time Working

Every attempt will be made to ensure your continuing employment in the event that 1st Healthcare is faced with a shortage of work situation or is unable to provide you with work for any other reason. This could include temporarily placing you on short-time working or laying you off from work. In these circumstances you will be paid for those hours worked, or in accordance with the statutory guarantee pay provisions.

If the need arises to reduce the number of employees, the overriding consideration at all times will be the future viability of the business. We will use such criteria as it considers appropriate to the circumstances at the time of redundancy.

# Holidays

## Entitlement

Your annual leave entitlement, including that relating to bank and public holidays, is detailed in your Statement.

The holiday year runs from 1st January to 31st December.

New starters will accrue annual holidays on the basis of 1/12th of the annual entitlement for each month of service in the holiday year.

## Booking Holidays

This procedure makes up part of your contractual terms and conditions. All annual holidays must have prior approval and authorisation. We will respond as soon as possible to your request for holiday. No responsibility will be accepted for monies lost as a consequence of your failure to follow this procedure.

Requests for holidays should be submitted to your Line Manager.

Generally, you will only be permitted to take a maximum of 2 weeks' holiday at any one time.

Where too many employees require the same holiday period, which if granted would impair the efficiency of the business, holidays will be granted on the basis of first come, first served.

At least 1 month's notice should be given for any holiday.

It is our policy to encourage you to take all of your holiday entitlement in the current holiday year. We do not permit holidays to be carried forward and no payment in lieu will be made in respect of untaken holidays other than in the event of termination of your employment.

Should you fall sick prior to or during pre-booked annual holidays there is no entitlement to take those holidays on another occasion unless the Sickness Notification Procedure has been followed and a Statement of Fitness for Work or a medical certificate is provided.

Holiday entitlement will continue to accrue during periods of Maternity, Adoption, Paternity, Shared Parental and Parental leave.

During your notice period 1st Healthcare reserves the right to decide on the dates on which some or all of your outstanding holiday entitlement may be taken.

The content of these clauses does not affect your statutory holiday entitlement under the Working Time Regulations 1998 (as amended).

# Unpaid Leave

It is 1st Healthcare’s policy to grant unpaid leave to employees wishing to travel abroad to visit friends or families, or for other appropriate reasons, whenever reasonable.

### Procedure

All unpaid leave must have prior approval and authorisation. Requests for unpaid leave should be submitted in writing to your Line Manager.

At least 1 months’ notice should be given for all unpaid leave requests.

Management will consider your request having regard to the needs of 1st Healthcare and the rules on unpaid leave set out below. Where necessary, the Managing Director will be consulted before a final decision is made.

If you are dissatisfied with management’s decision 1st Healthcare’s formal Grievance Procedure should be used.

During your period of unpaid leave you will remain under contract and you will continue to accrue continuous service.

You shall be provided with details as to which contractual benefits shall continue to accrue and which benefits will cease to accrue during your period of unpaid leave.

You are entitled to return to the job you were in before your unpaid leave provided you return on or before the agreed return to work date.

If you fail to return to work on the date agreed you may be subject to action under the disciplinary procedure, which could include dismissal.

### Unpaid Leave Rules

The granting of unpaid leave will be dependent on:

* the operational requirements of 1st Healthcare;
* the acceptability of the reasons for wanting the unpaid leave;
* your absence record;
* any previous failure on your part to return on time from holiday or unpaid leave in the past;
* any other relevant factors.

No more than 2 weeks’ unpaid leave will be granted at any one time.

Unpaid leave will only be granted where the full entitlement to annual holiday has already been taken or booked, or will have been booked if the leave requested is outside of the current leave year.

Contractual annual holiday entitlement will cease to accrue for the duration of your unpaid leave in cases where you are absent from work for a continuous period in excess of 2 weeks. However, 1st Healthcare will ensure that the statutory minimum holiday entitlement obligations have been met. Accrual will recommence after the completion of 1 full calendar month of working.

Where employees submit conflicting unpaid leave requests, which if granted, would impair the efficiency of the business, unpaid leave will be granted on the basis of first come, first served.

Where a request for unpaid leave is granted you will be required to sign a document setting out:

* the conditions under which the leave has been approved;
* the date on which you are required to return; and,
* the fact that failure to return on the due date may, depending on the circumstances, result in action under the Disciplinary Procedure, which could include dismissal.

If, for any reason, you know that you will be late returning from leave you must contact your Line Manager stating why you are absent and when you expect to return. If the reason for the late return is illness, you will be required to provide a medical certificate covering any period of absence in excess of your unpaid leave. You should forward certificates and any correspondence to your Line Manager.

# Sickness

## Notification Procedure

You are required to telephone your Line Manager by midnight the night before (for morning shifts) or midday (for afternoon shifts) on the first day of sickness absence, stating why you are absent, and when you expect to return. If your absence continues, you must contact him/her regularly to update on your continuing absence.

You must provide the appropriate documents as referred to below at the relevant times, and complete any absence recording documentation as required on your return to work.

Please note that personal contact is required at all times when contacting 1st Healthcare. The sending of text messages, WhatsApp messages, email or notification by social media will not be accepted as valid notification.

Failure to notify 1st Healthcare as set out may result in disciplinary action being taken.

### Notification of Infectious Diseases

You must notify 1st Healthcare if you are suffering from or have symptoms of a notifiable infectious disease, e.g. mumps, measles, or food poisoning, or where you have been in close contact with someone with such an illness. Where you have been off work with this type of illness, you must contact 1st Healthcare and your G.P. prior to returning to work to ensure that it is safe to do so.

## Documenting Periods of Absence

You should produce the following written evidence of absence and ensure that appropriate documents are provided for the whole of your absence:

* Self-Certificate -
	+ for absence of up to and including 7 calendar days.
* Statement of Fitness for Work -
	+ for absence of more than 7 calendar days; or,
	+ when requested, where more than 3 periods of self-certificated absence occur in any 12 month period (this may have to be obtained at your own expense); or,
	+ for absence before or following an annual or bank or public holiday.

You should forward the relevant documents and any correspondence to your Line Manager as soon as possible. Failure to do so may result in sick pay being delayed or withheld, and action under the Disciplinary Procedure being taken.

Where your G.P. or medical advisor has issued a Statement of Fitness for Work indicating you may be fit for some work, you must notify your Line Manager at the earliest opportunity so that a return to work may be considered.

1st Healthcare reserves the right to require you to undertake a medical examination by a medical practitioner and/or specialist of 1st Healthcare's choice, and/or to seek a report from your G.P.

Where 1st Healthcare wishes to seek a report from your G.P., you have rights under legislation. A summary of these rights is included later in this Handbook, under 'Access to Medical Reports'.

## Statutory Sick Pay

Statutory Sick Pay (SSP) will be paid when you are absent from work due to sickness, provided that you have complied with the requirements and conditions attached to its payment.

### When SSP is Payable

SSP cannot be paid for the first 3 days of sickness. Therefore, payment usually starts on the 4th day of absence and continues for as long as you are absent, up to a maximum of 28 weeks in any one period of sickness. SSP will be paid from the first day of absence where the periods are linked.

SSP is paid at the rate currently applicable, via the same method as normal earnings.

The qualifying days for Statutory Sick Pay purposes are your normal working days.

### When SSP is not Payable

SSP is not payable in certain circumstances, the principal ones being:

###### if your average weekly earnings are less than the figure set by the Government for the payment of National Insurance Contributions;

###### for absence of less than 4 days (unless a linked period);

###### if you have failed to follow the sickness notification procedure;

###### if your employment has terminated;

###### where Statutory Maternity, Adoption, Paternity or Shared Parental Pay is being paid to you;

###### for days on which you do not normally work, for example if you work Monday to Friday and not at weekends, SSP will normally apply to those 5 days only.

The rules on SSP are very complex and you should not hesitate to raise any query you may have with 1st Healthcare.

## Return to Work Interviews

Having regard to its duty of care to its employees, 1st Healthcare will complete a return to work interview after any sickness absence. This will ensure that you are fit for work and will explore whether you anticipate any further absence relating to your illness. This will also give you an opportunity to discuss any concerns you may have regarding your illness with your Manager.

# Access to Medical Reports

In certain circumstances it may be necessary for 1st Healthcare to obtain a medical report from your Doctor, Specialist or Occupational Health Provider in order to establish:

* the reason for and likely duration of absence;
* when you will be able to return to work, and whether the problem will recur;
* what, if any, treatment is being prescribed;
* whether you can carry out all the duties of the job, and;
* what, if any, reasonable adjustments are recommended.

This will enable 1st Healthcare to plan workloads. It is in the interests of both yourself and 1st Healthcare to establish, with the benefit of expert medical opinion, your ability to work. You have certain rights under the Access to Medical Reports Act 1988.

Your Doctor, Specialist or Occupational Health Provider cannot submit the report to 1st Healthcare without your consent. You may withhold consent to the report being sought or can request to see the report prior to it being forwarded to 1st Healthcare.

If you indicate that you wish to see the report in advance, 1st Healthcare will inform you when the Doctor, Specialist or Occupational Health Provider has been written to, and the Doctor, Specialist or Occupational Health Provider will also be notified that you wish to see the report. You then have 21 days to contact the Doctor, Specialist or Occupational Health Provider regarding arrangements to see the report.

Should you indicate that you do not wish to see the report before 1st Healthcare, you still have the right to write to the Doctor, Specialist or Occupational Health Provider if the report has not been provided to 1st Healthcare, and you have 21 days to contact the Doctor, Specialist or Occupational Health Provider regarding arrangements to see the report. You have the right to ask the Doctor, Specialist or Occupational Health Provider for a copy of the report for up to 6 months after it has been supplied. There may be a charge for this.

You may ask the Doctor, Specialist or Occupational Health Provider to amend any part of the report which you consider to be incorrect or misleading. If the Doctor, Specialist or Occupational Health Provider is not in agreement, you may attach a statement of your views with the report. If the Doctor, Specialist or Occupational Health Provider thinks that you or others would be harmed by the report, or any part of the report, it can be withheld from you.

No decision will be made that could affect your employment without careful consideration of all the circumstances.

Where 1st Healthcare wishes to obtain a medical report, you will be asked for your written consent. Should you withhold such consent 1st Healthcare will take a decision regarding your continuing employment without the benefit of medical opinion.

# General Terms and Conditions

## Personal Details

At the commencement of your employment you will have provided us with various personal details. You must notify 1st Healthcare immediately of any change, e.g. name, address, telephone number, next of kin, bank details etc.

It is in your interest to notify us of any such changes. 1st Healthcare will not be responsible for any issues arising out of your failure to notify changes in your personal details. You are required to provide a personal contact number which 1st Healthcare can contact you on during working hours. It is your responsibility to ensure that your mobile phone is kept charged and switched on while you are working in order for 1st Healthcare to contact you when necessary, in line with business needs.

##  Employees’ Property and Lost Property

We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight. Articles of lost property should be handed to the Senior Support Worker who will retain them whilst attempts are made to discover the owner.

## Mail

All mail received by us will be opened, including that addressed to employees. Private mail, therefore, should not be sent care of our address. No private mail may be posted at our expense except in those cases where a formal re-charge arrangement has been made.

## Friends and Relatives Contact

Visitors are not allowed on to the premises at any time without prior authority.

## Buying or Selling of Goods

You are not allowed to buy or sell goods on your own behalf on our premises or during your working hours.

## Client Relations

Our business involves the provision of services to clients and some of our employees are employed to perform work on behalf of those clients, sometimes on the client’s own premises. Due to this relationship, our clients may, on rare occasions, require that such an employee be removed from a job in accordance with their contract with us. In such circumstances we will investigate the reasons for such requests. However, if our client maintains their stance we will take all reasonable steps to ensure that alternative work is provided. If this is not possible we may have no alternative but to terminate such an individual’s employment. This procedure is separate from any concurrent disciplinary matter that may need to be addressed.

## Behaviour at Work

You should behave with civility towards fellow employees, and no rudeness will be permitted towards clients or members of the public. Objectionable or insulting behaviour or bad language will render you liable to disciplinary action.

You should use your best endeavours to promote the interests of the business and shall, during normal working hours, devote the whole of your time, attention and abilities to the business and its affairs.

Any involvement in activities which could be construed as being in competition with us is not allowed.

## Confidentiality

You must not disclose any trade secrets or other information of a confidential nature relating to 1st Healthcare or its business, or in respect of any obligation of confidence which 1st Healthcare owes to any third party, during or after your employment, except in the proper course of your employment or as required by law.

Any documents or tangible items which belong to 1st Healthcare or which contain any confidential information must not be removed from 1st Healthcare's premises at any time without proper authorisation, and must be returned to 1st Healthcare upon request and, in any event, upon the termination of your employment.

If requested by 1st Healthcare, all confidential information, other documents and tangible items which contain or refer to any confidential information, and which are in your possession or under your control, must be deleted or destroyed.

The above makes up part of your contractual terms and conditions.

## company Property and Copyright

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is our property and, where appropriate, our copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession.

## Statements to the Media

Any statements to reporters from newspapers, radio, television, etc. in relation to our business must be given only by the Managing Director.

## Inventions and Discovery

An invention or discovery made by you will normally belong to you. However, an invention or discovery made by you will become our property if it was made:

* in the course of your normal duties under such circumstances that an invention might reasonably be expected to result from those duties;
* outside the course of your normal duties, but during duties specifically assigned to you, when an invention might reasonably be expected to result from these; and,
* during the course of any of your duties, and at the time you had a special obligation to further our interests arising from the nature of those duties, and your particular responsibilities.

## Rights of Search

1st Healthcare wants to safeguard you and our property and equipment. To achieve this, 1st Healthcare may carry out searches on its premises, including company vehicles, if it has reasonable grounds for suspecting that you or another individual may have committed a criminal offence, or any serious breach of contract or company rules. 1st Healthcare, with consent, shall:

* search any employee (outer clothes only);
* search employee property;
* search the contents of parcels entering or leaving the premises;
* any vehicle used by an employee in the course of their employment;
* search lockers;
* search workstations including desk drawers.

Searches will be conducted in the presence of at least one witness chosen by you and 1st Healthcare.

Searches of employees shall be carried out in private.

You can refuse to give consent. However, an unreasonable refusal to consent when requested may be viewed as misconduct and may lead to disciplinary action, up to and including dismissal, being taken against you.

If you refuse to be searched you will be required to remain in the presence of a Senior Manager whilst awaiting the Police.

1st Healthcare reserves the right to search your work space without prior notice to you where it has reasonable grounds to suspect you have committed a criminal offence or a breach of contract or any of its rules.

Any employee found with property that does not belong to them, and for which he or she cannot satisfactorily account, may be subject to the disciplinary action, up to and including dismissal.

# Pregnancy and Maternity Rights

You have certain statutory rights if you are pregnant. These are addressed below.

The rules on pregnancy and maternity are very complex and any query should be raised with 1st Healthcare.

## Antenatal Care

You are entitled to reasonable time off work with pay to attend antenatal appointments made on the advice of a registered medical practitioner, registered midwife or registered health worker. If requested, you must provide a certificate of pregnancy and an appointment card.

## Maternity Risk Assessment

The Management of Health and Safety at Work Regulations 1999 (MHSWR) require employers to carry out suitable and sufficient risk assessments when considering the health and safety of all employees at work, and then to take steps to ensure that those risks are avoided. However, there are more specific regulations that need to be taken into account for new or expectant mothers. The purpose of an initial assessment is to identify:

* the presence of any females of potential child-bearing age (these females will usually be employees but may also be visitors, contractors (e.g. cleaners) or volunteers);
* which work activities and/or areas of the workplace may pose a risk of harm to female employees and therefore warrant a full risk assessment.

These activities, and any actions taken, should be recorded.

Employers are only required to take action specifically to protect a pregnant worker when they have been advised in writing that the employee is pregnant, has given birth in the last six months, or is breastfeeding.

## Maternity Leave

If you stop work no earlier than the 11th week before the Expected Week of Childbirth (EWC), and you meet the following conditions, you are entitled to 52 weeks’ Maternity Leave. To comply, you must notify 1st Healthcare in writing as soon as possible or by the 15th week before the EWC, unless that is not reasonably practicable, of the following:

* that you are pregnant, by submitting a MAT B1 form;
* the EWC;
* the date on which you intend your Ordinary Maternity Leave (OML) to start, and;
* if requested, provide medical evidence of the EWC.

1st Healthcare will confirm to you in writing the date upon which your 52 week Maternity Leave period will end.

You are legally prohibited from working during the two weeks immediately after the birth. This is known as the Compulsory Maternity Leave period and is considered part of the Maternity Leave period.

If you give birth before your intended Maternity Leave start date, your Maternity Leave will start automatically on the day after the birth of the child.

During the 52 week Maternity Leave period all contractual benefits except for your pay will be maintained as if you were not absent.

If you wish to return to work before the end of the 52 week period of Maternity Leave you must give at least 8 weeks’ notice of your intended date of return.

If you decide to return to work early, and this is at the end of the first 26 week period known as Ordinary Maternity Leave (OML), you are entitled to return to the job you were in before your absence. If you return to work either during or at the end of the second period of 26 weeks’ known as Additional Maternity Leave (AML), you may be able to return to your original job, or another job which is suitable and appropriate.

The above information is given for guidance purposes only and confers no extra rights to you beyond those provided by statute.

## Keeping in Touch (KIT) Days

During Maternity Leave, you are entitled to up to 10 Keeping in Touch (KIT) Days. These are days when you may work for 1st Healthcare without bringing your Maternity Leave to an end. Work can be any work under your contract of employment and may include any training or activity undertaken with the purpose of keeping in touch in the workplace. Working up to 10 KIT days will have no effect on any entitlement to Statutory Maternity Pay. KIT days do not act to extend your period of Maternity Leave.

Any payment for these days will depend on the type of work, training or activity and will be agreed between you and 1st Healthcare. For further details please refer to management.

## Holidays

Holiday entitlement will be accrued throughout your maternity leave at your normal rate. If you return to work after Maternity Leave, your holiday entitlement will continue to accrue as normal.

Annual leave can be taken either before Maternity Leave starts, at the end of your Maternity Leave, or within the annual leave year once you have returned to work, wherever possible.

You must have prior approval and authorisation for when these holidays can be taken.

## Statutory Maternity Pay (SMP)

You will receive Statutory Maternity Pay (SMP) during your Maternity Leave in accordance with the statutory provisions, provided you meet the qualifying criteria. You must therefore:

* have been continuously employed for at least 26 weeks ending with the 15th week before the Expected Week of Childbirth (EWC);
* have average weekly earnings of not less than the figure set by the Government for the payment of National Insurance contributions;
* still be pregnant at the 11th week before the EWC or have given birth by that time;
* give at least 28 days' notice in writing of the date that you intend to start your maternity leave;
* provide medical evidence of the EWC.

For the first six weeks SMP is payable at the earnings related rate, equivalent to 90% of earnings, and for the remaining 33 weeks of the pay period at the statutory rate as set by the Government, or 90% of average weekly earnings if this is less than the standard rate. The final 13 weeks of the maximum Maternity Leave period are unpaid.

# Paternity Leave and Pay

## Right to Time Off to Accompany a Pregnant Woman

If you have a qualifying relationship with an expectant mother or her expected child, you may be entitled to unpaid time off to accompany her to an antenatal appointment on up to 2 occasions, to a maximum of 6.5 hours per appointment.

Time off to accompany a pregnant woman to an antenatal appointment will be unpaid.

We may allow additional time off work to attend further appointments at its absolute discretion. You will not receive payment for this time off.

For further details on this entitlement please refer to management.

## Paternity Leave

If you are eligible you may be entitled to choose to take either one week or two consecutive weeks' Paternity Leave, not odd days, if you:

* have been continuously employed for at least 26 weeks by the 15th week before the Expected Week of Childbirth (EWC) or by the week in which an approved adoption agency matches you with a child;
* have given notice of your intention to take the leave in or before the 15th week before the EWC specifying the EWC, length of period you have chosen to take and the date you have chosen the leave to begin, and;
* take the leave within 56 days of the birth, or the date on which the child is placed for adoption, or if the child is born early, within a period from the actual date of birth up to 56 days of the first day of the EWC.

## Statutory Paternity Pay (SPP)

You will receive Statutory Paternity Pay (SPP) if you meet the qualifying criteria. You must:

* have been continuously employed for at least 26 weeks ending with the 15th week before the Expected Week of Childbirth (EWC);
* still be employed by us up to the date of the birth;
* have average weekly earnings of not less than the figure set by the Government for the payment of National Insurance contributions; and,
* have met the notification requirements set out above in relation to taking Paternity Leave.

You will be paid for this leave at the current statutory rate.

The above information is given for guidance purposes only and confers no extra rights to you beyond those provided by statute.

# Adoption Leave and Pay

## Adoption Appointments

If you have been notified by an approved adoption agency that a child is being or is expected to be placed with you for adoption, you may take paid time off work to attend up to 5 adoption appointments arranged or requested by the agency ahead of the placement of the child.

If you are jointly adopting a child, the primary/main adopter (i.e. the employee electing to take Adoption Leave) may take paid time off work to attend up to 5 appointments and the secondary adopter may take unpaid time off work to attend up to 2 appointments.

If you are the secondary adopter, you will not receive payment for this time off.

The purpose of the appointment must be to have contact with the child or for any other purpose connected to the adoption.

The maximum time off work permitted per appointment is 6.5 hours.

1st Healthcare may allow additional time off work to attend further appointments at its absolute discretion. You will not receive payment for this time off.

If requested, you must provide a declaration confirming the appointment is in connection with the adoption, has been arranged or requested by the adoption agency, and an appointment card.

## Adoption Leave

If you are adopting a child and you meet certain qualifying conditions you have the right to take 52 weeks' Adoption Leave.

Employees may be eligible for Adoption Leave if they:

* have been notified by an approved adoption agency that they have been matched with a child and have confirmed the placement with the agency; or,
* are or expect to be the parent of a child under a parental order; or,
* are local authority parents who are prospective adopters.

You must notify 1st Healthcare of your intention to take Adoption Leave within 7 days of being notified that you have been matched with a child for adoption. Your notification should include the date on which the child is expected to be placed with you for adoption, when you wish your adoption leave to start and how much leave you wish to take. You may be asked to provide documentary evidence of the match from the adoption agency.

You may commence your Adoption Leave from the date of the placement of the child or at any time within 14 days prior to the placement. You can change the start date by giving 28 days’ notice prior to the original commencement date. Adoption Leave cannot start after the date on which the child is placed with you for adoption.

The qualifying conditions are slightly different if you are adopting a child from abroad. If you are considering adopting a child from abroad please seek further information from the Business Manager or Safeguarding Manager.

During the 52 week Adoption Leave period all contractual benefits except for your pay will be maintained as if you were not absent.

If you wish to return to work before the end of the 52 week period of Adoption Leave you must give at least 8 weeks’ notice of your intended date of return.

If you decide to return to work early and this is at the end of the first 26 week period known as Ordinary Adoption Leave you are entitled to return to the job you were in before your absence. If you return to work either during or at the end of the second period of 26 weeks known as Additional Adoption Leave, you may be able to return to your original job, or another job which is suitable and appropriate.

## Keeping in Touch (KIT) Days

During Adoption Leave, you are entitled to up to 10 Keeping in Touch (KIT) Days. These are days when you may work for 1st Healthcare without bringing your Adoption Leave to an end. Work can be any work under your contract of employment and may include any training or activity undertaken with the purpose of keeping in touch in the workplace. Working up to 10 KIT days will have no effect on any entitlement to Statutory Adoption Pay. KIT days do not act to extend your period of Adoption Leave.

Any payment for these days will depend on the type of work, training or activity and will be agreed between you and 1st Healthcare. For further details please refer to management.

## Statutory Adoption Pay (SAP)

You will receive Statutory Adoption Pay (SAP) during your Adoption Leave in accordance with the statutory provisions provided you meet the qualifying criteria. You must therefore:

* have been continuously employed for at least 26 weeks ending with the date you are matched with a child;
* have average weekly earnings of not less than the figure set by the Government for the payment of National Insurance contributions;
* have met the notification requirements set out above in relation to taking Adoption Leave;
* have provided 1st Healthcare with evidence of the adoption.

SAP is payable for up to 39 weeks. For the first six weeks SAP is payable at the earnings related rate, equivalent to 90% of earnings, and for the remaining 33 weeks at the statutory rate as set by the Government, or 90% of average weekly earnings if this is less than the standard rate. The final 13 weeks of the maximum Adoption Leave period are unpaid.

The above information is given for guidance purposes only and confers no extra rights to you beyond those provided by statute.

# Shared Parental Leave and Pay

You and your spouse, partner or child’s other parent may be eligible to share up to 50 weeks’ Shared Parental Leave (SPL) provided you both meet certain eligibility criteria.

SPL allows working parents to take up to 50 weeks’ leave between them in order to care for their child. They may take leave at the same or different times, once the mother or primary adopter has notified his/her employer of his/her intention to end his/her Maternity or Adoption Leave period.

Leave can be taken in a continuous block or over a number of discontinuous periods.

You may also be eligible to receive Shared Parental Pay for the remainder of the Maternity or Adoption pay period to a maximum of 37 weeks provided you meet the qualifying criteria.

The rules on Shared Parental Leave are very complex. If you are considering requesting Shared Parental Leave you should discuss this with the Business Manager or Safeguarding Manager in order for the rules on eligibility, notification and your entitlements to be discussed in more detail.

The above information is given for guidance purposes only and confers no extra rights to you beyond those provided by statute.

## Shared Parental Leave in Touch (SPLIT) days

During Shared Parental Leave, you are entitled to up to 20 Shared Parental Leave in Touch (SPLIT) days. These are days when you may work for 1st Healthcare without bringing your Shared Parental Leave to an end. Work can be any work under your contract of employment and may include any training or activity undertaken with the purpose of keeping in touch in the workplace. Working up to 20 SPLIT days will have no effect on any entitlement to Statutory Shared Parental Pay. SPLIT days do not act to extend your period of Shared Parental Leave.

Any payment for these days will depend on the type of work, training or activity and will be agreed between you and 1st Healthcare. For further details please refer to management.

# Parental Leave and Pay

If you are the parent or adoptive parent of a child or have or expect to have parental responsibility for a child, provided you have 1 year’s continuous service with 1st Healthcare, you are entitled to take up to 18 weeks’ unpaid Ordinary Parental Leave for the purpose of caring for a child, up to the child’s 18th birthday.

Leave must be taken in a minimum of 1 week blocks, except for where a child is disabled, then leave may be taken as single days or multiples of 1 day. Parental Leave is limited to a maximum of 4 weeks in any year for each child.

At least 21 days’ notice must be provided and leave may be postponed apart from leave taken immediately after the birth or adoption, depending on the needs of 1st Healthcare.

The above information is given for guidance purposes only and confers no extra rights to you beyond those provided by statute.

# Flexible Working

All employees who have a minimum of 26 weeks’ continuous service at the time of making an application are entitled to request a flexible working arrangement. A request could, for example, relate to the total number of hours worked, the times at which you work, or the place of work.

All requests for flexible working will be seriously considered but there is no automatic right to be granted a request.

Your application must be made in writing specifying that it is a statutory request. The request must be signed and dated and you should state whether you have made any previous request and, if so, when. You are limited to one statutory request in any 12 month period. You should provide details of the flexible working arrangement you are proposing, when you would like the change to take effect, and how you think any impact on 1st Healthcare, your job and/or work colleagues may be dealt with.

Your request should be sent to the Business Manager or Safeguarding Manager.

You will be contacted to discuss your request as soon as is reasonably practicable. If there is likely to be an undue delay, you will be notified of this in writing.

If you are unable to make the initial date for discussion, a further date and time will be arranged. If you fail to engage in discussion on both occasions without good reason, 1st Healthcare will consider your application as withdrawn.

You should be aware that if your request is accepted this will normally mean a permanent change to your terms and conditions of employment and there is no automatic right to revert to your original working arrangements at a later date. Alternatively, if 1st Healthcare is unsure about the impact of your request and/or whether this may be sustainable, a temporary or trial period may be agreed.

1st Healthcare’s decision in relation to your request will be confirmed in writing.

A request will only be refused for one of the following business reasons:

* burden of additional costs;
* inability to reorganise work among existing staff;
* inability to recruit additional staff;
* detrimental impact on quality;
* detrimental impact on performance;
* detrimental effect on ability to meet customer demand;
* insufficient work for the periods you are proposing to work;
* planned structural change to the business.

If your request is refused, you may appeal against the decision. Your appeal must be made in writing.

You are entitled to be accompanied by a work colleague at any discussion, meeting or appeal hearing in relation to your request. Please note that the consideration period for dealing with flexible working requests, including any appeal, can take up to 3 months. Where necessary, this timeframe may be extended by mutual agreement.

Requests will be considered in the order in which they are received. Each case will be considered on its own merits taking into consideration the business case, possible impact, and the current business context.

# Standards

## Dress Code

During the course of your employment you may come into contact with customers/clients and/or visitors to the premises. It is important that you present a professional image with regard to appearance and standards of dress. It is a requirement of 1st Healthcare that you wear clothes and footwear that are appropriate for the work that you perform and which present a neat, clean and professional appearance.

Unacceptable articles of clothing during the working week for employees include but are not limited to any type of denim, casual t-shirts or vests, shorts, trainers or open footwear.

The requirements of particular faiths to wear specific types of clothing or to dress modestly will be respected so long as the item of clothing does not pose a hazard to the health and safety of employees, does not contravene any reasonable and legitimate requirements of 1st Healthcare, and does not have a negative impact on any other person.

If you have been issued with a uniform, overalls or any attire by 1st Healthcare this must be worn at all times, as appropriate.

If you have any queries regarding the dress code, you should seek advice from your Manager.

##  Wastage

We maintain a policy of minimum waste which is essential to the cost-effective and efficient running of our company.

You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:

* handle machines, equipment and stock with care;
* turn off any unnecessary lighting and heating;
* keep doors closed whenever possible;
* ask for other work if your job has come to a standstill; and,
* start with the minimum of delay after arriving for work and after breaks.

The following provisions are an express written term of your contract of employment:

* any damage to stock or property belonging to 1st Healthcare or to that of customers/clients, other employees or the general public that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement; and,
* any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to reimburse to us the full or part of the cost of the loss.

In the event of failure to pay, 1st Healthcare has the contractual right to deduct such costs from your pay.

# Anti-Bribery

### Policy Statement

1st Healthcare is committed to the prevention of bribery by those employed and associated with it and is committed to carrying out its business fairly, honestly and openly, with zero-tolerance towards bribery.

All employees have a responsibility to prevent, detect and report all instances of bribery.

### Procedure

1st Healthcare will:

* carry out a risk assessment to ascertain the risk of bribery;
* instigate procedures proportionate to that risk;
* have good internal controls and record-keeping;
* secure the commitment of all employees to the prevention and detection of bribery;
* develop a culture in which bribery is unacceptable;
* undertake due diligence procedures proportionate to the assessed risk of bribery;
* effectively communicate the Anti-Bribery Policy to all employees;
* train all employees to recognise bribery so that they can avoid it and be alert to possible instances of bribery;
* have clear procedures on what to do should bribery be suspected;
* train all employees so that they are aware of what to do should they discover a possible instance of bribery;
* monitor and review the effectiveness of the bribery procedures and update them as necessary to ensure that they remain effective.

Anyone who has concerns regarding acts or potential acts of bribery should speak to their Manager in the first instance. If for any reason you are not able to speak to your Manager, you should contact the Business Manager or Safeguarding Manager.

All reports will be treated in confidence, however if appropriate concerns can be reported anonymously.

1st Healthcare expressly prohibits employees from offering, promising, giving, or requesting, agreeing to receive or receiving any financial or other advantage to another person or business with the intention of gaining an improper financial or other advantage.

1st Healthcare expressly prohibits the bribing of a UK or foreign public official in order to obtain or retain business or an advantage in the conduct of business.

### Hospitality and Business Gifts

Reasonable and proportionate hospitality, advertising, sponsorship and promotional or other similar business expenditure is recognised as an established and important part of doing business. However, hospitality, promotional and similar business expenditure can be used as bribes.

1st Healthcare expressly prohibits the giving and receiving of hospitality or business gifts and similar where the intention in doing so is to receive or confer an advantage in return for giving or receiving the hospitality or business gift or similar.

The following rules must be followed in relation to hospitality and business gifts:

* all offers of business gifts should be referred to and agreed to by the Business Manager or Safeguarding Manager;
* business gifts should not be made without the permission of the Business Manager or Safeguarding Manager;
* a record of all business gifts made and received and the reason for the gift should be retained;
* all hospitality must be proportionate and reasonable and in line with 1st Healthcare's hospitality policy; guidance should be sought from the Business Manager or Safeguarding Manager as to whether the planned hospitality is proportionate and reasonable;
* records should be maintained of all hospitality provided and accepted, including cost and reason for providing or accepting the hospitality;
* quid pro quo arrangements are expressly prohibited;
* cash gifts are expressly prohibited;
* the provision or acceptance of entertainment of a sexual nature is expressly prohibited;
* acceptable hospitality and entertaining may include modest meals with people with whom 1st Healthcare do business, such as providing a modest lunch after a meeting, or the occasional provision of or attendance at sporting or cultural events, provided that the intention is to build business relationships rather than to receive or confer an advantage;
* the provision of small promotional gifts, such as diaries, pens or similar, will generally be regarded as acceptable;
* employees reviewing expense claims should be alert to the provision of hospitality or business gifts that may be construed as a bribe;
* all concerns should be reported.

Where you develop or seek to develop new avenues for business or new contracts, or where the nature of the business changes, you should inform your Manager of this in order that due diligence and a risk assessment of the circumstances can be undertaken.

Where a business relationship with an external party is sought or newly established, or the nature of the relationship is changed, appropriate due diligence must be exercised to ensure that there are no circumstances giving rise to a concern. That external party must also be made aware of this Anti-Bribery Policy.

1st Healthcare expressly prohibits facilitation payments of any sort. Any employee placed under pressure to make a facilitation payment should refer the matter to the Business Manager or Safeguarding Manager immediately.

1st Healthcare expressly prohibits the giving of donations to political parties.

Any charitable donation must be consistent with 1st Healthcare's policy on charitable giving and with the knowledge and consent of the Business Manager or Safeguarding Manager.

### Penalties

The penalties for breaching the provisions of the Bribery Act 2010 include unlimited fines for 1st Healthcare, imprisonment and unlimited fines for individuals.

Failure to follow these procedures may result in formal disciplinary action being taken against you, as set out in our Disciplinary Procedure.

# Anti-facilitation of Tax Evasion

### Introduction

Integrity and transparency are of utmost importance to us and so we conduct our business to the highest legal and ethical standards. We are aware of the laws in place relating to tax evasion, including the Criminal Finances Act 2017, and take our responsibilities seriously. We understand that failure to prevent the facilitation of tax evasion undertaken by representatives of 1st Healthcare renders 1st Healthcare liable to criminal sanctions including an unlimited fine.

This policy applies to our entire direct workforce and also those who work on behalf of us or provide services to our business including employees, directors, workers including agency workers, volunteers, contractors, consultants and any other party with whom 1st Healthcare does business.

### What is Tax Evasion?

Tax evasion is the practice of using illegal methods to avoid paying tax. It involves deliberate and dishonest conduct and is not the same as tax avoidance. It frequently involves contrived, artificial transactions that serve no purpose other than to reduce tax liability.

Indicators of tax evasion are below. This list is not exhaustive:

* request for payment by cash;
* overly-complex payment mechanisms;
* transactions involving overly complex supply chains;
* transactions involving private banking facilities;
* incomplete or non-standard invoices or other records relating to the payment of tax;
* making false statements in relation to the payment of tax or failure to register with relevant bodies tasked with ensuring tax compliance;
* failure to register for VAT;
* any individual or supplier asking to be paid gross when they should be paid net.

### Our Stance on the Facilitation of Tax Evasion

Tax evasion and facilitating the evasion of tax are criminal offences. Both acts will damage our reputation and the confidence of our customers, suppliers and business partners.

We will not be party to tax evasion or the facilitation of tax evasion of any form. We take a zero-tolerance approach to the facilitation of tax evasion. We are committed to:

* rejecting the facilitation of tax evasion; and,
* not recommending the services of others who do not have reasonable prevention procedures in place.

### Your Responsibilities

It is strictly prohibited for any employee or person working on our behalf or in connection with us to take part in any activity, directly or indirectly, relating to tax evasion or its facilitation.

You must not:

* undertake any action which facilitates tax evasion;
* aid or abet any action of tax evasion.

You are required to report any behaviour which reasonably leads you to believe that tax evasion or the facilitation of tax evasion is occurring in any way which is connected to 1st Healthcare.

If we have reason to believe that you have breached any obligation placed upon you by this policy, action will be taken which is appropriate to our relationship with you. This includes the instigation of a Disciplinary Procedure, or the termination of our business arrangement with you.

### Reporting Concerns

You must notify your Manager at the earliest stage if you suspect that tax evasion or the facilitation of tax evasion may be occurring. The failure to report a suspicion, of itself, may constitute an offence of facilitation of tax evasion and therefore we strongly encourage the reporting of concerns.

Any concerns should be reported to the Business Manager or Safeguarding Manager. An investigation will then be carried out and you may need to give an account of your suspicions including names, dates and any other pertinent information.

You may also report a concern via 1st Healthcare’s Whistleblowing Policy which is available in this Handbook, or upon request.

### Detriment

No individual who reports a concern relating to tax evasion under this policy, or the Whistleblowing Policy, will be subject to detriment because of their actions.

Additionally, no individual will be subject to detriment because they have refused to take part in any behaviour which is prohibited by this policy.

### Training and Review

1st Healthcare will ensure that it gives all relevant training for staff in relation to financial crime detection and prevention. It will ensure it monitors and enforces compliance with the prevention procedures and regularly review the effectiveness of prevention procedures.

1st Healthcare reserves the right to make amendments to this policy at any time without notice.

# Data Protection

1st Healthcare is fully committed to compliance with the requirements of the Data Protection Act 2018 and all other data protection legislation currently in force. The Regulation applies to anyone processing personal data and sets out principles which should be followed and gives rights to those whose data is being processed.

To this end, 1st Healthcare endorses fully and adheres to the Data Protection Principles listed below. When processing data we will ensure that it is:

* processed lawfully, fairly and in a transparent way (‘lawfulness, fairness and transparency’);
* processed no further than the legitimate purposes for which that data was collected (‘purpose limitation’);
* limited to what is necessary in relation to the purpose (‘data minimisation’);
* accurate and kept up to date (‘accuracy’);
* kept in a form which permits identification of the data subject for no longer than is necessary (‘storage limitation’);
* processed in a manner that ensures security of that personal data (‘integrity and confidentiality’);
* processed by a controller who can demonstrate compliance with the principles (‘accountability’).

These rights must be observed at all times when processing or using personal information. Therefore, through appropriate management and strict application of criteria and controls, 1st Healthcare will:

* observe fully the conditions regarding having a lawful basis to process personal information;
* meet its legal obligations to specify the purposes for which information is used;
* collect and process appropriate information only to the extent that it is necessary to fulfil operational needs or to comply with any legal requirements;
* ensure the information held is accurate and up to date;
* ensure that the information is held for no longer than is necessary;
* ensure that the rights of people about whom information is held can be fully exercised under the Data Protection Act 2018 (i.e. the right to be informed that processing is being undertaken, to access personal information on request; to prevent processing in certain circumstances, and to correct, rectify, block or erase information that is regarded as wrong information);
* take appropriate technical and organisational security measures to safeguard personal information;
* ensure that personal information is not transferred outside the EU, to other countries or international organisations without an adequate level of protection.

### Employees’ Personal Information

Throughout employment and for as long as is necessary after the termination of employment, 1st Healthcare will need to process data about you. The kind of data that 1st Healthcare will process includes:

* any references obtained during recruitment;
* details of terms of employment;
* payroll details;
* tax and national insurance information;
* details of job duties;
* details of health and sickness absence records;
* details of holiday records;
* information about performance;
* details of any disciplinary and grievance investigations and proceedings;
* training records;
* contact names and addresses;
* correspondence with 1st Healthcare and other information that you have given 1st Healthcare.

1st Healthcare believes that those records used are consistent with the employment relationship between 1st Healthcare and yourself and with the data protection principles. The data 1st Healthcare holds will be for management and administrative use only but 1st Healthcare may, from time to time, need to disclose some data it holds about you to relevant third parties, for example where legally obliged to do so by HM Revenue & Customs, where requested to do so by yourself for the purpose of giving a reference or in relation to maintenance support, and/or the hosting of data in relation to the provision of insurance.

In some cases 1st Healthcare may hold sensitive data, which is defined by the legislation as special categories of personal data, about you. For example, this could be information about health, racial or ethnic origin, criminal convictions, trade union membership, or religious beliefs. This information may be processed not only to meet 1st Healthcare's legal responsibilities but, for example, for purposes of personnel management and administration, suitability for employment, and to comply with equal opportunity legislation. Since this information is considered sensitive, the processing of which may cause concern or distress, you will be asked to give express consent for this information to be processed, unless 1st Healthcare has a specific legal requirement to process such data.

### Access to Data

You may, within a period of one month of a written request, inspect and/or have a copy, subject to the requirements of the legislation, of information in your own personnel file and/or other specified personal data and, if necessary, require corrections should such records be faulty. If you wish to do so you must make a written request to your Manager. 1st Healthcare is entitled to change the above provisions at any time at its discretion.

### Data Security

You are responsible for ensuring that any personal data that you hold and process as part of your job role is stored securely.

You must ensure that personal information is not disclosed orally, in writing, via web pages, or by any other means, accidentally or otherwise, to any unauthorised third party.

You should note that unauthorised disclosure may result in action under the Disciplinary Procedure, which may include dismissal for gross misconduct. Personal information should be kept in a locked filing cabinet, drawer, or safe. Electronic data should be coded, encrypted, or password protected both on a local hard drive and on a network drive that is regularly backed up. If a copy is kept on removable storage media, that media must itself be kept in a locked filing cabinet, drawer, or safe.

When travelling with a device containing personal data, you must ensure both the device and data is password protected. The device should be kept secure and, where possible, it should be locked away out of sight, for example in the boot of a car. You should avoid travelling with hard copies of personal data where there is secure electronic storage available. When it is essential to travel with hard copies of personal data this should be kept securely in a bag and where possible locked away out of sight, for example in the boot of a car.

### Notifying Breaches

A personal data breach is a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or processed.

The following are examples of data breaches

* access by an unauthorised third party;
* deliberate or accidental action (or inaction) by a data controller or data processor;
* sending personal data to an incorrect recipient;
* computing devices containing personal data being lost or stolen;
* alteration of personal data without permission;
* loss of availability of personal data.

### Investigation and Notification

In the event that we become aware of a breach, or a potential breach, an investigation will be carried out. This investigation will be carried out by the Business Manager or Safeguarding Manager.

We will undertake to notify the Information Commissioner of a breach which is likely to pose a risk to people’s rights and freedoms without undue delay and at the latest within 72 hours of discovery. If we are unable to report in full within this timescale, we will make an initial report to the Information Commissioner, and then provide a full report in more than one instalment if so required.

We will undertake to notify the individual whose data is the subject of a breach if there is a high risk to people’s rights and freedoms without undue delay and may, dependent on the circumstances, be made before the supervisory authority is notified.

### Record of Breaches

1st Healthcare records all personal data breaches regardless of whether they are notifiable or not as part of its general accountability requirement under the Data Protection Act 2018. It records the facts relating to the breach, its effects and the remedial action taken.

# IT and Communications

We reserves the right to access and monitor the use of all company owned digital devices, including monitoring internet, telephone and email use. 1st Healthcare also monitors access to its networks via private devices.

You must take the appropriate steps to guard against unauthorised access to, alteration, accidental loss, disclosure or destruction of data.

Under no circumstances should you divulge your password to anyone else nor should you gain access or attempt to gain access to information stored electronically which is beyond the scope of your authorised access level.

You are responsible for any activity which occurs within your accounts.

Failure to comply with any aspect of this procedure may result in a disciplinary warning or dismissal, depending on the circumstances.

Personal use of computer and telephones systems is permitted during breaks and outside of normal working hours.

Storage of personal files, images, software, or Apps on 1st Healthcare network or devices is not permitted.

You must not use 1st Healthcare internet connections or devices to access content that is illegal, pornographic, or supports hate and/or discrimination.

You must not send communications via any company or personal device that could be deemed to be offensive.

The use of any device to photograph or film fellow employees, customers, clients, visitors, or any member of the public without their consent may breach an individual’s right to privacy and could in certain circumstances constitute harassment.

This policy should be read in conjunction with all other company policies and rules, including policies on equality and positive work environment.

As with other written communication, email is a legally binding method of communication. Other forms of communication via the internet may also be legally binding. All forms of communication whether verbal or written represent 1st Healthcare and should therefore meet the standard and style expected of all communications.

Because of potential virus infection and consequent damage to the business, you must not download or load any software into any computer via any source, including memory sticks, flash drives, pen drives, any portable memory devices, or mobile phones without the prior approval of management. Approval will only be given after virus checking.

Downloading free software or Apps is permitted where there is a valid business reason and the software or App is considered to be from a reputable source.

You must not make pirate copies of company owned software for use by other persons either inside or outside 1st Healthcare. This not only breaks company rules, it is an illegal practice.

company devices may contain tracking facilities. 1st Healthcare may use these as follows:

* for the prevention and detection of theft of devices;
* to protect the health and safety of our employees;
* as a method of checking the accuracy of company records, such as timesheets.

You must not tamper with any tracking facility or device. Tampering with tracking may lead to action under the Disciplinary Procedure up to and including summary dismissal.

## Personal Mobiles

You are permitted reasonable use of your personal mobile phone providing this does not interfere with the performance of your duties or cause any disruption to others.

You are not permitted under any circumstances to use your phone for the taking, recording, or sharing of images.

You must not use mobile phones whilst undertaking any task where safety is a consideration and the use of the phone might interfere with the level of concentration required to undertake the task safely.

## CCTV

It is brought to your attention that 1st Healthcare operates CCTV for security and monitoring purposes.

We may view and monitor CCTV footage for work-related purposes.

This makes up part of your contractual terms and conditions.

# Social Media

1st Healthcare recognises that some employees will have personal social media accounts. Such accounts must only be used to express personal views, and care should be exercised in all cases where you are identifiable as someone employed by 1st Healthcare.

In any event, you must identify yourself as an employee of 1st Healthcare when referencing our products or services.

1st Healthcare requires employees using social media sites to refrain from making any comments or engage in discussions which could adversely affect 1st Healthcare or 1st Healthcare’s reputation, or that of our customers and suppliers. It is also prohibited to breach discrimination legislation or harass or bully an employee or damage working relationships between fellow employees.

You must not share any confidential or sensitive company information on social networks.

You are personally responsible for all content posted on your accounts. All passwords must remain secure, and you must never leave accounts open whilst you are away from your device or computer.

You are reminded that regardless of the social network used, or privacy settings activated, everything posted on the internet has the potential to become public and widespread. All social media posts should therefore be carefully considered to ensure they fit with the image you and 1st Healthcare want to share online.

Any information posted on the internet may result in disciplinary action up to and including dismissal if it breaches this policy or any other expected levels of conduct. This includes posts on a personal account with inappropriate privacy settings, posts made outside of working hours, and those posts made not using 1st Healthcare computers or equipment. You may also be required to remove content created or shared by you if 1st Healthcare consider such posts to be a breach of this policy.

All company rules and policies apply in respect of social media posts. This policy therefore should be read in conjunction with all other policies, in particular your attention is drawn to the Equal Opportunities and Positive Work Environment policies.

# Rules for Driving on company Business

## Information for Vehicle Drivers

The following general rules apply if you drive on company business. They make up part of your contractual terms and conditions.

This section should be read in conjunction with the Expenses Policy.

You will need to produce your driving licence each year, or as otherwise requested, so that a copy can be kept on file. You are also required to comply with 1st Healthcare’s driving licence check process as and when requested, to enable 1st Healthcare to check the details of your driver record held by the DVLA. You must inform 1st Healthcare immediately if you are no longer entitled to drive for any reason.

The consumption of alcohol or illegal drugs prior to or during the course of driving is strictly prohibited and infringement of this rule may result in your summary dismissal.

You must ensure that the vehicle is kept in good condition. This includes keeping it clean and ensuring that the tyre pressure, lights, oil, water etc. are up to the required standard. You must not drive the vehicle in an unroadworthy condition. Any defects must be reported immediately to management. The vehicle must not be driven without the fault being rectified or prior approval given for its use.

Where any journey requires you to travel through any congestion or charge zone, you must ensure that the applicable charge has been paid prior to you travelling. You will be responsible for the payment of any charges not settled prior to travelling through a congestion or charge zone. If these sums remain unpaid the appropriate deductions may be made from your pay.

You and any passengers must wear seatbelts at all times when the vehicle is in motion.

If you incur any fines for parking or other motoring offences whilst on company business you will be personally liable for the payment of such fines.

You must plan journeys sufficiently to ensure safe arrival. This means that enough time must be allocated for the journey, allowing for delays and rest breaks on long journeys. You must ensure that you are fit to drive and that you are not tired before setting off on long journeys.

To make long journeys safer, you should not drive for more than two hours without a break. The use of overnight stays for long journeys may be permitted with prior management approval.

You should check weather forecasts and road traffic conditions before setting out on journeys. In the event of adverse weather or road conditions you should carry out all necessary driver checks, and adjust your journey times or routes, or reschedule your journey if necessary.

You must pay full attention to your driving at all times and avoid distractions, which can be caused by technology such as phones, satellite navigation devices, or audio equipment, eating or drinking, or others in the car. You should familiarise yourself with the rules regarding mobile phones within this handbook.

## Drivers Using Their Own Vehicles

Where you are required to use your own vehicle on company business you must ensure that you hold appropriate business insurance, a valid MOT certificate (where required), and that the vehicle is taxed. You will need to produce copies of your insurance, road tax, and MOT certificate (if applicable) each year or as otherwise requested, so a copy can be kept on file. You must inform 1st Healthcare immediately if you cease to have valid cover in respect of MOT, tax or insurance.

Any travelling expenses incurred in undertaking company duties in your own motor vehicle will be reimbursed by 1st Healthcare according to the number of miles travelled.

## Use of Mobile Phones Whilst Driving

You must ensure that you have proper control of any vehicle that you are driving at all times.

1st Healthcare supports the police and other organisations interested in improving road safety, who regard the use of mobile phones whilst driving as being a dangerous practice. If you are caught using your mobile phone, you are now liable to prosecution. Consequently, we ask you not to make or answer calls whilst driving, even where a hands-free kit has been fitted to the vehicle, but instead pull over when safe to do so. If you receive a call whilst driving and cannot immediately stop safely to take it, you should allow your phone’s message facility to record the caller’s message, accessing it when you next stop driving.

You are liable for payment of any fines or penalties incurred as a result of being caught misusing a mobile phone.

You should note carefully that a breach of 1st Healthcare’s rule on the use of a mobile phone whilst driving may render you liable to action under the Disciplinary Procedure, up to and including dismissal dependent upon the circumstances.

# Grievance Procedure

Where you have a grievance relating to any aspect of your employment you should have no hesitation in raising the matter informally. Your Statement details the person with whom a grievance should be raised. If you wish to make a formal grievance it must be set out in writing.

It is 1st Healthcare’s intention to consider all grievances as soon as possible, and a meeting will be held usually within 7 days of you raising a grievance. The meeting will enable you to give full details of your grievance.

You are entitled to be accompanied by a fellow employee or accredited trade union official at the grievance meeting.

If your grievance is about the person to whom your Statement advises you should raise a grievance, you should raise it with a more senior member of management, or, if not possible, another member of management at the same level.

After the meeting the Manager will inform you of his or her decision in writing in response to the grievance. You have the right to appeal against this decision.

If you wish to appeal, you must inform 1st Healthcare in writing within 5 working days. You will then be invited to attend another meeting, after which you will be informed of the final decision in writing.

It is not permissible to record, whether audio and/or visual, any meetings which take place as part of this procedure, without our express written authorisation. You should note that unauthorised recording may result in action under the Disciplinary Procedure, which may include dismissal for gross misconduct.

# Public Interest Disclosure (Whistleblowing)

1st Healthcare recognises that effective and honest communication is essential if concerns about breaches or failures are to be effectively dealt with and 1st Healthcare’s success ensured.

This policy is designed to provide guidance to all those who work with or within 1st Healthcare, including casual and temporary staff, who may from time to time feel that they need to raise certain issues relating to 1st Healthcare with someone in confidence.

Any person who in the public interest raises genuine concerns under this policy will not under any circumstances be subjected to any form of detriment or disadvantage as a result of having raised their concerns. The victimisation or harassment of an individual making a protected disclosure is a disciplinary offence.

This policy applies where you reasonably believe that one of the following sets of circumstances is occurring, has occurred, or may occur within 1st Healthcare and that your disclosure is in the public interest:

* a criminal offence has been committed, is being committed or is likely to be committed;
* a person has failed, is failing or is likely to fail to comply with any legal obligation to which he or she is subject;
* a miscarriage of justice has occurred, is occurring or is likely to occur;
* the health and safety of any individual has been, is being or is likely to be endangered;
* the environment has been, is being or is likely to be damaged;
* information tending to show any matter falling within any one of the preceding paragraphs has been, is being or is likely to be deliberately concealed.

It is not necessary that you prove the breach or failure that you are alleging has occurred or is likely to occur, you may simply raise a reasonable suspicion. However, you should note that you will not be protected from the consequences of making such a disclosure if, by doing so, you commit a criminal offence.

### Procedure

If you believe that any of the above practices are happening in 1st Healthcare the following procedure should be followed:

* you should initially raise the issues with the Business Manager, who will treat the matter in confidence;
* if it is not appropriate to raise the issues with the Business Manager, you should raise the issue with a more senior member of management or, if not possible, another member of management at the same level;
* it is likely that an investigation will be necessary and you may be required to attend an investigatory meeting as a witness;
* at the investigation meeting you will need to explain fully the nature and extent of what you believe is the problem. You may bring a colleague to help you explain the situation more clearly if you wish.

Depending on the nature of your complaint, it may not be possible to find an immediate solution, but your concerns will be investigated as quickly as is reasonably possible, and, where possible, providing such disclosure does not breach confidentiality, you will be advised of the outcome of the investigation in due course. As a minimum you will be advised when any investigation has been completed and that appropriate action has been taken, although you may not be informed of the specific details of the action that has been taken.

Where it is necessary for your disclosure and the investigative meeting minutes to be supplied to an employee as part of the evidence supporting disciplinary action, appropriate steps will be taken to ensure that your working environment and/or working relationships are not prejudiced by the fact of the disclosure.

If you are dissatisfied with the outcome of this procedure you may raise the matter with the Safeguarding Manager. If you remain dissatisfied with the outcome you have the right to express your concerns to the relevant Prescribed Person designated by the Public Interest Disclosure (Prescribed Persons) Order 2014, or any statute or statutory instrument which subsequently supersedes this legislation.

If you reasonably believe that the relevant failure as listed in any of the above practices relates wholly or mainly to the conduct of a person other than someone in 1st Healthcare, or any other matter for which a person other than 1st Healthcare has legal responsibility, then you should make that disclosure to that other person.

Also, you may make such a disclosure to Protect, the leading authority on public interest whistleblowing, if you consider that it has an interest in the matter and, despite the best efforts of 1st Healthcare, you believe that disclosure within 1st Healthcare is inappropriate or as noted previously has been unsuccessful. Disclosures made to legal advisors in the course of obtaining legal advice will be protected.

If any disclosure concerns information which you do not substantially believe is true or is made in bad faith, for instance in order to cause disruption within 1st Healthcare, or indeed if the disclosure is made for personal gain, then you may become subject to action under the Disciplinary Procedure, which could include dismissal.

While 1st Healthcare hopes that such disclosures will never be necessary, it also recognises that it may find itself in circumstances which are new to it. Each case will be treated on its own facts.

# Health, Safety and Hygiene

## Safety

1st Healthcare is committed to ensuring your health, safety and welfare whilst at work. If you become aware of any potential hazard or unsafe working conditions, you should have no hesitation in raising them with 1st Healthcare.

You are required to take all reasonable steps to safeguard your health and safety, and that of any other person who may be affected by your actions, and to observe at all times the published health, safety and fire rules and procedures. All accidents must be reported to management and entered into the Accident Book as necessary.

1st Healthcare will inform employees if provisions have been made for smoking, including electronic cigarettes (e-cigarettes) or electronic nicotine delivery systems (ENDS), and where designated smoking areas can be located. Where areas have been designated, it is your responsibility to ensure that all cigarettes and cigarette ends are properly extinguished and you leave the area clean and tidy after use.

## Hygiene

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own G.P. Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

# Safeguarding

We are fully committed to safeguarding the welfare of children by taking all reasonable steps to protect them from neglect, physical, sexual or emotional harm. All staff will at all times show respect and understanding for the rights, safety and welfare of our children and conduct themselves in a way that reflects our principles.

Every child should be able to participate in an enjoyable and safe environment and be protected from harm. We recognise that child abuse can be an emotive subject. It is important to understand the feelings involved and not to allow that to interfere with judgment about any action that needs to be taken. We also recognise our responsibility to safeguard and promote the welfare of all children by protecting them from physical, sexual or emotional abuse, neglect and bullying.

## Regulated Activity

If your work either becomes a regulated activity or where you are asked to perform work that is a regulated activity, we will require you to provide a satisfactory check to confirm your suitability to carry out this work.

If you refuse to undertake this check, or if you appear on the barred list, we will investigate whether you can continue to be employed in activities that are not regulated activities before contemplating your dismissal.

## If you are added to a barred list during the course of your employment

If you are added to a barred list during your employment, we will be legally obliged not to allow you to continue to engage in regulated activity. This may mean that we cannot continue to employ you.

If we receive notification that you have been barred, we will investigate whether you can continue to be employed in activities that are not regulated activities, but in these circumstances we reserve the right to dismiss you without notice.

## Procedure

You must remain vigilant at all times of the risk to children of abusive behaviour from different sources including members of their family, guardians/carers, other children and employees.

If you believe that any children have been subjected to abuse, you should refer the circumstances to us for full investigation.

If the alleged perpetrator of abuse is another employee, the circumstances will be investigated fully under our disciplinary procedure.

If necessary, we will refer details of the circumstances to the relevant body.

# Drugs and Alcohol

### Policy Statement

1st Healthcare is fully committed to meeting its responsibilities under the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 and any other associated legislation.  Such legislation highlights to employers that they have a general duty to ensure the health, safety and welfare of all their employees.

It is strictly forbidden to use, possess, or sell illegal drugs, controlled substances or to consume alcohol or take drugs whilst at work.

Legal highs and/or substances must not be brought on to company premises at any time. Anyone found in possession, or under the influence of such will be sent home and dealt with through the Disciplinary Procedure. Such offences may be considered to be gross misconduct

### Definitions

For the purposes of this policy, the term “drugs” and “alcohol” includes:

* substances covered by the Misuse of Drugs Act 1971, which includes but is not limited to amphetamines, methamphetamines, benzodiazepines, cannabinoids, cocaine and opiates;
* inappropriate use of prescribed and over the counter drugs;
* inappropriate use of solvents, alcohol or any other substances.

### Scope

This policy applies to all permanent employees, temporary employees and agency workers.

1st Healthcare places paramount importance on the health, safety and welfare of its employees at work, and those whom 1st Healthcare does not employ but who are affected by its undertaking.

### Policy Considerations

Alcohol and substance misuse can have a detrimental effect upon your health, can adversely influence your work performance and can adversely affect your relationships with colleagues and customers/clients. It can result in reduced efficiency and increased absenteeism.

1st Healthcare has a duty towards, and is concerned about the health and welfare of all employees. It is therefore company policy to:

* promote a responsible attitude to the consumption of alcohol amongst employees;
* offer assistance to those employees who require it by referring them to an external specialist agency;
* treat alcohol and substance abuse as a health problem and arrange for employees to seek professional assistance.

Where a referral has been made, the Manager will work with the recommendations from the external agency on supporting the employee through a rehabilitation programme.

Where an employee is working to resolve a dependency problem independently, then they should keep their Manager updated with their progress.

1st Healthcare will treat any absence due to alcohol and substance abuse in the same way as sickness absence on condition that you obtain professional treatment and maintain regular contact with the appropriate Occupational Health Department.

1st Healthcare will treat all relevant discussions in strict confidence.

If an employee is unwilling to seek help after a problem is identified, fails to complete a prescribed course of treatment, has a relapse following treatment, or if inadequate work performance or unacceptable behaviour, including poor work relationships, occurs or persists, the matter may be dealt with under 1st Healthcare's Disciplinary Procedure.

Careful consideration will be given if you have acknowledged the existence of a problem and/or have agreed to obtain medical help for the condition.  Any incident, which after due process, is proven to amount to gross misconduct could result in summary dismissal without notice and without previous warnings.

### Common Signs of Drug and Alcohol Misuse or Dependence

The following characteristics, especially when arising in combination, may indicate the presence of a drug and/or alcohol related problem. However, it is recognised that these characteristics will also be exhibited from time to time in people who do not have a drug or alcohol related problem.

* Absenteeism and Time Keeping Problems:
	+ poor time keeping, arriving late/leaving early, unexplained disappearances, long coffee/lunch breaks, imprecise medical certificates, increased unauthorised leave, increased Friday/Monday absence, excessive levels of sickness absence, improbable excuses for absence.
* Reduced Work Performance:
	+ difficulty in concentrating, higher accident levels, impaired memory, lower quality/quantity, confusion, missed deadlines and appointments, periods of high and low productivity, increased mistakes.
* Personality Changes:
	+ mood changes, irritability and aggression, friction with colleagues, over reaction to criticism, depression, paranoia, confusion, unreasonable resentments
* General Signs:
	+ falling asleep, misuse of breath purifiers, attempts to borrow money, dishonesty, petty theft, court appearances, deterioration of relationships with friends/family

This list is not an exhaustive list of common signs of drug or alcohol misuse/dependence.

### Management Training

Managers will receive training on an ongoing basis to assist them with the day to day management of this policy, thus enabling them to recognise problems and to help them deal effectively with drugs or alcohol related problems.

# Supporting Positive Mental Health

1st Healthcare understands the positive impact that healthy and engaged employees make to the success of the business. As such, 1st Healthcare pledges to provide initial and ongoing support and help for employees going through mental health problems. We wish to create an open and honest workplace where managers and employees can discuss mental health problems, and to ensure the necessary support is known and offered to employees when needed.

1st Healthcare understands the role it has in ensuring that health and safety legislation is adhered to. 1st Healthcare undertakes to create a safe workplace where risks to mental health and wellbeing are limited as far as possible. Additionally, 1st Healthcare understands the protection employees with a disability have against discrimination under the Equality Act 2010, including the obligation for employers to make reasonable adjustments for disabled employees.

When a Manager identifies that an employee may be suffering from a mental health problem, early intervention will be undertaken. The Manager will speak with the employee, in a series of meetings if required, and encourage the employee to speak openly and honestly about their situation. The meetings will be used to ascertain how the employee may be supported by 1st Healthcare and whether any adjustments are to be made. Adjustments may be made on a temporary basis. Meetings will be held in complete confidence, save for where information needs to be shared with HR or other managers regarding any adjustments made. The employee will be consulted regarding the detail of the information shared.

# Disciplinary Rules

It is necessary to have a minimum number of rules in the interests of the whole organisation.

The rules set standards of performance and behaviour, whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is our aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals where they are failing to meet the required standards, and not be seen merely as a means of punishment.

It is your responsibility to familiarise yourself with the following rules and procedures. Any breaches may result in action being taken in accordance with the Disciplinary Procedure. If you have any concerns or require clarification on any issue, please raise them with management.

1st Healthcare may need to change the rules from time to time and any such changes will be notified to you as appropriate.

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the general rules and rules on gross misconduct shown in this handbook, a breach of other specific conditions, procedures or rules that are contained within this Handbook or that have otherwise been made known to you, will also result in the Disciplinary Procedure being used to deal with such matters.

## General Rules

## This list is not exhaustive.

* You must conduct yourself and perform your work at all times in a manner that is in the interests of 1st Healthcare. Any conduct detrimental to its interests or its relations with any third party, or damaging to its public image, shall be considered to be a breach of 1st Healthcare's rules.
* You are expected to achieve and maintain a good standard of work and to show a conscientious approach to the job or to the detail of that job to a standard that may reasonably be expected.
* You must maintain acceptable attendance at work and timekeeping.
* You are expected to read and observe all authorised notices that are displayed by 1st Healthcare.
* You are engaged on the basis that you must be prepared to undertake reasonable duties other than those for which you have been specifically engaged to ensure maximum efficiency.
* You must not make use of telephones, email or postal facilities or any other communication mode for personal purposes without the prior permission of management. You must adhere to 1st Healthcare's policy with regard to the use of mobile phones and other devices.
* You are not permitted to remove material or equipment of any kind from 1st Healthcare without prior permission.
* You must notify 1st Healthcare immediately of any incident causing damage to property belonging to 1st Healthcare (e.g. building, machinery and equipment), or to the property of fellow employees, visitors or customers/clients.
* Working time and/or 1st Healthcare's material or equipment must not be used for any unauthorised work.
* You must act in accordance with 1st Healthcare's working procedures.
* Personal hygiene and appearance must be of a very high standard.
* Visitors are not allowed onto the premises at any time without prior authority.
* An orderly and courteous manner must be maintained at all times.
* Socialising is not permitted on the premises without prior authorisation.
* You are required to submit your person or property, including vehicles, to being searched whilst on 1st Healthcare's premises, or at any time at the reasonable requirement of 1st Healthcare.
* You must comply with 1st Healthcare’s rules on no smoking, including no smoking in 1st Healthcare’s vehicles.
* You are required to comply with 1st Healthcare's policy of not permitting the display of flags, emblems, posters, graffiti, etc. or the circulation of literature which is likely to give offence or cause apprehension among particular groups of employees.
* Unofficial references or opinions about current or ex-employees must not be made or given to third parties under any circumstances.

## Gross Misconduct

The following acts are examples of gross misconduct offences and as such may render you liable to summary dismissal without notice and without previous warnings. It is not possible to provide an exhaustive list of examples of gross misconduct. However, any behaviour or negligence resulting in a fundamental breach of contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute gross misconduct. Illustrative examples of offences that will normally be deemed as gross misconduct include serious instances of:

* fighting, physical assault or dangerous horseplay;
* serious cases of bullying, offensive, aggressive, threatening or intimidating behaviour or excessive bad language;
* theft or misappropriation of 1st Healthcare’s property or property belonging to another employee, or fraud;
* drinking alcohol or being under the influence of alcohol/drugs and/or drug abuse whilst attending work;
* being in possession of, or dealing in illegal drugs whilst at work;
* breach of safety rules and/or any action, which seriously endangers the health or safety of an employee or any other person whilst at work
* unlawful discrimination, harassment and/or bullying;
* breach of any of 1st Healthcare’s policies;
* deliberate damage to property;
* unauthorised recording of any workplace meeting, including but not limited to disciplinary meetings.

# Disciplinary Procedure

The Disciplinary Procedure does not form part of your contract of employment.

We retain discretion in respect of the Disciplinary Procedure to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal.

If appropriate, informal action will be taken by 1st Healthcare to resolve problems relating to conduct, capability, or other circumstances.

Before considering a warning or dismissal, steps will be taken by 1st Healthcare to establish the facts.

At any stage of the Disciplinary Procedure you may be suspended, on full pay, whilst investigations are carried out. Suspension is a holding measure and is not to be taken as an indication that any allegations against you will be substantiated. In the event that you become unfit for work or unable to attend any necessary meetings due to sickness during the period of suspension, 1st Healthcare will review the decision to keep you on suspension and, following this review, your suspension may be lifted. If your suspension is lifted, you may no longer be entitled to full pay but will be entitled to Statutory Sick Pay in accordance with 1st Healthcare's rules and procedures.

If you are prevented from attending your place of work and/or performing your job duties as a result of Police bail conditions, or because of an order or direction given by a court or relevant regulatory body, then the duration of any such period will be without pay.

If it is necessary for 1st Healthcare to take action under the Disciplinary Procedure you will be issued with a written statement setting out the nature of the conduct or other circumstances that may result in a disciplinary warning or dismissal. You will only be issued with a disciplinary warning or dismissed following a formal disciplinary meeting, at which you will have been given the right to be accompanied by a fellow employee or an accredited trade union official. You should make every effort to attend the meeting. Throughout the Disciplinary Procedure you will be given the opportunity to respond to any complaint before any decision on a disciplinary warning or dismissal is taken.

It is not permissible to record, whether audio and/or visual, any meetings which take place as part of this procedure, without our express written authorisation. You should note that unauthorised recording may result in action under the Disciplinary Procedure, which may include dismissal for gross misconduct.

1st Healthcare may commence the Disciplinary Procedure, depending on the circumstances, at any of the following levels:

**Written warning**

A written warning will be issued and a copy placed on your personnel file for 12 months after which it will be disregarded.

**Final written warning**

A final written warning will be issued and a copy placed on your personnel file for 12 monthsafter which it will be disregarded.

**Dismissal**

Dismissal may be with or without notice, depending on the circumstances, and may occur whether or not warnings have been issued.

You will be entitled to appeal against any disciplinary or dismissal decision taken, such appeal being held in accordance with the Appeal Procedure, which is outlined below.

# Capability Procedure

### Introduction

We recognise that during your employment with us your capability to carry out your duties may deteriorate. This can be for a number of reasons, the most common ones being that either the job changes over a period of time and you fail to keep pace with the changes, or you change (most commonly because of health reasons) and you can no longer cope with the work.

We retain discretion in respect of the Capability Procedure to take account of your length of service and to vary the procedure accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal.

### Job Changes and General Capability Issues

If the nature of your job changes or if we have general concerns about your ability to perform your job we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.

If your standard of performance is still not adequate you will be warned in writing that a failure to improve and to maintain the performance required could lead to your dismissal. We will also consider the possibility of a transfer to more suitable work if possible.

If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on our business or reputation, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.

If such improvement is not forthcoming after a reasonable period of time, you will be dismissed with the appropriate notice.

### Personal Circumstances and Health Issues

Personal circumstances may arise which do not prevent you from attending for work but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice. Under normal circumstances this can be most easily obtained by asking your own G.P. for a medical report. Your permission is needed before we can obtain such a report and we will expect you to cooperate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

There may also be personal circumstances which prevent you from attending work, either for a prolonged period or for frequent short absences. Under these circumstances we will need to know when we can expect your attendance record to reach an acceptable level. This may again mean asking your own G.P. for a medical report or by making whatever investigations are appropriate in the circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

### Procedure

You will only be issued with a capability warning or dismissed following a formal capability meeting, at which you will have been given the right to be accompanied by a fellow employee or an accredited trade union official. You should make every effort to attend the meeting. Throughout the Capability Procedure you will be given the opportunity to respond to any concerns before any decision on a capability warning or dismissal is taken.

It is not permissible to record, whether audio and/or visual, any meetings which take place as part of this procedure, without our express written authorisation. You should note that unauthorised recording may result in action under the Disciplinary Procedure, which may include dismissal for gross misconduct.

1st Healthcare may commence the Capability Procedure, depending on the circumstances, at any of the following levels:

**Written warning**

A written warning will be issued and a copy placed on your personnel file for 12 months after which it will be disregarded.

**Final written warning**

A final written warning will be issued and a copy placed on your personnel file for 12 months after which it will be disregarded.

**Dismissal**

Dismissal may be with or without notice, depending on the circumstances, and may occur whether or not warnings have been issued.

#### You will be entitled to appeal against any capability or dismissal decision taken, such appeal being held in accordance with the Appeal Procedure, which is outlined below.

# Disciplinary and Capability Appeal Procedure

The Appeal Procedure does not form part of your contract of employment.

If you wish to appeal against any disciplinary or capability decision, you should apply in writing within 5 working days. You will be invited to attend a meeting and you should take all reasonable steps to attend.

After the appeal meeting you will be informed of the final decision.

You should address your appeal to the person stated in your Statement.

You will be given the opportunity to be accompanied at the meeting by a fellow employee or accredited trade union official.

It is not permissible to record, whether audio and/or visual, any meetings which take place as part of this procedure, without our express written authorisation. You should note that unauthorised recording may result in action under the Disciplinary Procedure, which may include dismissal for gross misconduct.

# Termination of Employment

## Notice of Termination

If you wish to resign, you should do so in writing giving such notice as is specified in your Statement.

If your employment is terminated by 1st Healthcare, you will be entitled to receive the notice as is specified in your Statement.

## Gross Misconduct

You may be summarily dismissed without notice if there has been an act of gross misconduct. Examples are contained in the Gross Misconduct section of Disciplinary Rules above.

## Notice during Probationary Period

During a probationary period your notice period may be different, so you should refer to your Statement for this information.

## When Dismissal Notice takes Effect

If you are given notice of dismissal verbally, it is deemed to take effect immediately. If notice is sent via post, it is deemed to take effect according to the schedule below:

* sent by email – the day after the email is sent;
* sent by recorded/special delivery – two days after letter sent;
* sent by first class – three days after letter sent.

## Retirement

1st Healthcare does not operate a formal retirement policy.

## Terminating Employment without giving Notice

If you terminate your employment without giving or working the required period of notice, as indicated in your individual Statement, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you. This is an express written term of your contract of employment. You will also forfeit any contractual accrued holiday pay due to you over and above your statutory holiday pay, if you fail to give or work the required period of notice.

## Return of our Property

On the termination of your employment you must return all our property which is in your possession or for which you have responsibility. Failure to return such items will result in the cost of the items being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

## Pay in Lieu of Notice

At the absolute discretion of 1st Healthcare, payment in lieu of working notice may be made, and all benefits owing, including holidays are paid as accrued at the actual date of termination. This is an express written term of your contract of employment.

## Garden Leave

If either you or 1st Healthcare serves notice on the other to terminate your employment 1st Healthcare may require you to take garden leave for all or part of the remaining period of your employment. During any period of garden leave you will continue to receive your full salary and any other contractual benefits. This is an express written term of your contract of employment.