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# Employee Handbook

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# Message from the Managing Director

I am delighted to welcome you as an employee of (Name of the Company). I will do all that I can to make our relationship rewarding, mutually beneficial, positive and professional. Every member of staff is vital in ensuring that the services we deliver will be of a consistently high standard. In this way, we can achieve our goal of being recognised as the provider of choice within our local community, and an example to others.

I trust that you will share this goal, contribute to it and benefit from its fulfilment. This is our Mission Statement, to which I hope everyone will contribute and respect.

## Mission Statement

***To deliver safe, compassionate and personalised care and support to people in need so that they may continue to live at home and enjoy the benefits of independent living, community life and family.***

***To provide employment opportunities for dedicated professionals in a working environment which promotes dignity and respect, equal opportunities and fair rewards.***

***To be recognised within the local community as the provider of choice.***

This Handbook is for you – it provides valuable insight and information relating to the employment relationship we have with you. Alongside corresponding Policy documents, it forms part of the contract of employment we have with you. Remember it is your duty to be knowledgeable about the rules, policies and procedures of the Company, so please read it carefully, and sign the form provided to indicate that you have done so. If there is anything you do not understand, then please query it either with me, or your Line Manager.

Change is constant, and there may be a need to modify the contents of this Handbook, or Policy documents, usually in order to respond to changes in legislation or to good employment practice or to the needs of the Company. When such changes are made you will be notified in the appropriate manner.

Wishing you every success.

Name  
Managing Director

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### About (Name of the Company)

(Name of the Company) was founded in xxxxxxxx by xxxxxxxx.

**We suggest that you give employees information about the aims and objectives of the Company, the names of key personnel, a brief history, details of the services provided etc.**

**Perhaps about a half/three quarters of a page?**

### Our Business Ethics

The Company has a legal, ethical and moral duty to conduct its affairs at all times in a manner which is beyond any kind of reproach. A policy statement on Business Ethics has been prepared so as to ensure that everyone involved with the Company understands the standards of conduct and behaviour which are expected, and which help protect our reputation. Where employees fall short of these standards, then disciplinary action will be taken, and appropriate sanctions made, according to the severity of any offence, which may include dismissal

**The following key principles underpin our approach:**

#### Trustworthiness

Everyone involved with and working in the Company is expected to conduct themselves in an honest fashion at all times and demonstrate high levels of personal integrity. This means that on no occasion will anyone lie, be deceitful, or seek to gain any kind of advantage by misrepresenting the truth. Our Clients, and those we do business with, will expect and should deserve no less.

#### Reliability and Keeping promises

We must keep our word. We must do what we say we will do, and at the time we said we will do it.

#### Respect and Fairness

We will treat everyone with dignity, respect and courtesy, ensuring that no unfair treatment or discrimination exists within the Company.

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# General Working Conditions

## Your new job – the early days and weeks

Most employees of the Company will come into contact, during the course of their duties, with vulnerable adults and possibly children. As such, the Company has a legal obligation to ensure that candidates for employment are not barred from such activities as a result of any previous misconduct. The Company will inform prospective employees of whether or not criminal records checks are needed and will be made about them.

We aim to recruit for employment, without unlawful discrimination, those who are permitted to work in the UK and who can show the appropriate level of qualifications, experience and aptitude, relevant to the work they are required to undertake. You have completed this process, and we have employed you because we believe in you – we believe that you are capable, honest, trustworthy and above all that you share our values and beliefs. We believe that your personal qualities will ensure that the relationships you will have with your colleagues, and our Clients, will promote harmony, trust and confidence.

We want you to be successful in what you do, and for you to be recognised for the contributions that you make. Your role in the Company has been explained to you, and we will discuss with you at the very beginning what additional training you may need in order to become a valuable contributor as quickly as possible. You will be taken through our core induction programme, applicable to all employees, irrespective of their individual role, and at the same time you will be also be assessed as to what additional training needs you may have in order that you may feel comfortable in the tasks we ask you to perform, and which are relevant to your role in the Company.

## Being “On probation”

During the early stages of your employment with us, you will be classified as being “on probation”. This period will normally last for **6 months**. An initial informal review will take place after **3 months** with your Line Manager, with a formal review after 6 months. Your appointment will be confirmed on satisfactory completion of the **6-month** period.

During this probationary period, you will be given appropriate support to help you reach the required standards. Extension of the probationary period may be granted to enable the required standards to be achieved, but failure to do so could result in termination of your employment.

## Your employment contract

Employment law requires us to state the main terms of the contract we have with you, in writing, and to provide this document to you within 8 weeks of starting employment with us. This document is called a “Written Statement of Particulars of Employment” and will include details of:

- the names of the employer and the employee;
- the date when the employment (and the period of continuous employment) began;
- remuneration and the intervals at which it is to be paid;
- hours of work;
- holiday entitlement;

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- entitlement to sick leave, including any entitlement to sick pay;
- pensions and pension schemes;
- the entitlement of employer and employee to notice of termination;
- job title (or a brief job description);
- where it is not permanent, the period for which the employment is expected to continue or, if it is for a fixed term, the date when it is to end;
- either the place of work or, if required to work in more than one location, an indication of this and of the employer's address; and
- details of the existence of any relevant collective agreements which directly affect the terms and conditions of your employment;
- details of employment if expected to work outside of the UK.

These written particulars are essential elements of the employment contract, which is made up of the Written Statement itself, this Employee Handbook, and the Company's Policies and Procedures – all of which will be made available to you, so that you can understand not only your obligations but also those of the Company in securing a professional and satisfactory employment relationship.

We reserve the right to change the terms & conditions and employment policies from time to time. You will be notified at the earliest opportunity of these changes by way of general notice to all employees affected by the change. Where a contractual change in your terms and conditions of employment results in a change to your Written Statement of Particulars of Employment, we will give you a written statement of the change at the earliest opportunity.

The Company understands the duties and obligations placed upon it by the Part Time Employees (Prevention of Less favourable Treatment) Regulations 2000 (and subsequent Amendments) and will not treat part time employees less favourably in their contractual terms and conditions than comparable full time employees unless different treatment is justified on objective grounds.

### **Attendance**

We expect all employees to demonstrate regular attendance at work, to begin and end their shifts at the agreed times, not to abuse rest periods and to devote their whole time, attention and abilities to their duties. Persistent poor timekeeping, for example, means that colleagues are put under pressure to cover your duties, and the quality of service delivered by the Company will suffer, as will our reputation within the community. This is not acceptable and such behaviour will therefore be treated as a potential disciplinary offence under our disciplinary procedures.

Naturally, we do not wish that you ever have to take unplanned time off from work, but as we do not expect you to come to work if you are unwell, then there may be occasions when this will happen.

### **Notification of Absence**

Your Line Manager should be notified as early as possible if absence from work is anticipated for hospitalisation and other medical treatment. If you are unable to attend work due to sickness or injury, your Line Manager must be notified by telephone before your normal start time or as soon thereafter as possible on the first day of absence, if possible, indicating a date of return. Notification should be made by you personally unless impossible due to the nature of the illness where you should arrange for someone else to call on your behalf. During prolonged periods of absence, your Manager should be kept informed of progress and an expected date of return. Any employee who has been absent due to sickness and is found not to have been genuinely ill will be subject to disciplinary action, which could include dismissal.

### **Sickness Payments**

The Company will pay Statutory Sick Pay (SSP) according to the regulations.

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Further information regarding notification of absence, completion of forms/records and the payment of SSP is contained within the Company's policy on sickness absence.

### **Hours of Work**

Your normal hours and working pattern will be specified in your Written Statement of Particulars of Employment. The full-time contracted hours for all posts within the Company are **40 hours** per week excluding daily meal breaks. A daily unpaid break of a minimum of 30 minutes must be taken if you work more than six hours daily. The Company reserves the right to vary your hours and pattern of working, following consultation and agreement with you.

### **Working Time Regulations**

The Working Time Regulations 1998 impose an obligation on the Company to ensure that you do not work more than an average of 48 hours per week. The Company may request that you formally opt-out of this provision, and if you agree to do so the 48-hour limit will not be applicable to your employment with the Company.

### **Flexible Working**

The Company will try to assist employees to balance their work and home life and is therefore willing to consider requests from eligible staff to vary their working hours or work pattern. Such requests will be considered taking into account the impact on the Company, service delivery, work colleagues and any other relevant factors. Any employee with at least 26 weeks service with the Company may make a formal written request for flexible working arrangements. Should you wish to discuss this possibility you should speak to your Line Manager. Please note that only one such request may be made in any 12-month period and that flexible working is not an automatic or statutory entitlement.

### **Conflicts of Interest/Additional Employment**

You should not, directly or indirectly, engage in, or have any interest, financial or otherwise, in any other business enterprise which interferes or is likely to interfere with your independent exercise of judgement in the Company's best interest.

Generally, a conflict of interests exists when an employee is involved in an activity:

- Which provides products or services directly to, or purchases products or services from the Company;
- Which subjects the employee to unreasonable time demands that prevent the employee from devoting proper attention to his or her duties;
- Which is so operated that the employee's involvement with the outside business activity will reflect adversely on the Company.

Should you be in doubt as to whether an activity involves a conflict, you should discuss the situation with your Line Manager. This may be the case, for example, where you wish to undertake employment additional to the employment you have with us. If you wish to take up additional employment, then please consult your Line Manager in the first instance, where the implications (e.g. conflicts of interest, or possible contravention of the Working Time Regulations, or your ability to satisfactorily undertake your employment with the Company) can be discussed.

### **Standards of Performance and Behaviour**

#### ***Appearance***

The Company does not seek to inhibit individual choice in relation to your appearance, but you are expected to dress appropriately at all times in relation to your role, and to ensure that your personal hygiene and grooming are properly attended to prior to presenting yourself at work.

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If we have supplied you with a uniform, then you must wear this, and your personal ID Badge (where issued) at all times when required to do so. It is your responsibility to ensure that your uniform is clean and presentable. If your work brings you into contact with Clients, then you must ensure your dress and grooming standards reflect the values of the Company.

If you have any queries about what is appropriate, these should be directed to your Line Manager.

### ***The Company Premises***

You must not bring any unauthorised person on to the Company's offices without prior agreement from your Line Manager, unless you are authorised to do so as part of your job. In these circumstances you are responsible for ensuring that your visitors are appropriately monitored during their stay, and that they do not access areas or Company property inappropriately. You must not remove property from the Company's premises unless prior authority from your Line Manager has been given.

### ***Personal Property***

Any personal property such as jewellery, cash, credit cards, clothes, cars, motorbikes or bicycles etc. left on Company premises is done so entirely at your own risk. You are strongly advised not to leave any valuables unattended, either on our premises, in our vehicles or in your own vehicle. The Company does not accept liability for loss or damage to any personal property whatsoever.

### ***Telephones & Correspondence***

The Company telephone/mobile phone or postal facilities must not be used for private purposes without prior permission from your Line Manager. If, for any reason, personal use is made of these items then arrangements must be made to pay the cost price of all services used. Abuse of these facilities will be considered a potential disciplinary matter.

### ***Phones in Cars***

The Company accepts that mobile phones provide excellent communications between the Company, its employees, and Clients and for certain employees, are essential to the efficient conduct of their responsibilities. However, there are dangers, and although "hands-free" sets are available, the Company believes that on balance, conducting a conversation on a mobile phone, whilst driving, is dangerous, and is therefore prohibited.

### ***Smoking and Other Substances at Work***

Legislation now exists which makes it illegal to smoke in enclosed public spaces. **Smoking (including e-cigarettes) is therefore strictly prohibited on all the Company premises (including entrances and exits) and vehicles. Smoking whilst attending a Client is strictly forbidden in all circumstances, and offenders may be dismissed. Outside areas have been identified for those who wish to smoke during their break-time. Should you wish to avail yourself of these facilities, please speak to your Line Manager.** Bringing alcohol or any unlawful drugs to the workplace, and/or imbibing them there is strictly prohibited both during work time or during a period prior to work where the effects carry over to the workplace. Any such instances will be dealt with under the disciplinary procedure and may lead to your summary dismissal.

### ***Confidentiality***

During the course of your employment you may find yourself in possession of sensitive information, the disclosure of which could be construed as a breach of confidentiality. It is a condition of your employment that you have a duty of confidentiality to the Company and its Clients, and you must not discuss any sensitive or confidential matter whatsoever with any outside organisation including the media.

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Any such breach of confidentiality would be deemed as gross misconduct except as otherwise provided or as permitted by any current legislation (e.g. the UK Public Interest Disclosure Act 1998) and could lead to your dismissal.

### ***Computer, email and Internet use***

If you have access to the Company's computers including email and access to the internet as part of your job, you must not abuse this by using these facilities for purposes unrelated to Company business. You are also required to ensure that you protect confidential information stored on computers, eliminate the possibility of unauthorised access and use/protect/update passwords in accordance with guidelines laid down. Limited personal use of the internet is permitted during your formal breaks. All internet use is monitored and accessing pornographic or other unsuitable material, including auction or certain social networking sites is strictly prohibited and would be considered a serious disciplinary offence which may result in dismissal.

Only software packages properly authorised and installed by the Company may be used on the Company's equipment. You must not therefore load any unauthorised software onto the Company computers.

If you have a Company email address, this is provided for responsible use on Company business and should not be used in any other way whatsoever.

You must not make reference to the Company or its services or represent yourself on behalf of the Company on social media without formal permission from the Company to do so. This topic is so important that the Company has written a specific policy devoted to guidelines on employee's personal use of social media and its implications for the Company. As with other guidance, you are required to follow the advice given.

All staff must make themselves familiar with the Company's Internet & Email Policy available from your Line Manager.

The Company requires that its data, stored on computers is backed up in accordance with laid-down procedures, and all staff are required to observe this requirement without fail.

If the use of computers causes headaches, or drowsiness, or any similar condition, you are asked to inform your Line Manager as soon as possible, so that any computer-related cause can be investigated and hopefully eliminated.

### ***Receipt of Gifts***

Your working relationships may bring you into contact with outside organisations where it is normal business practice or social convention to offer hospitality, and sometimes gifts. Offers of this kind to you or your family can place you in a difficult position. Therefore no employee or any member of his or her immediate family should accept from a supplier, Clients or other person doing business with the Company, payments of money under any circumstances, or special considerations, such as discounts or gifts of materials, equipment, services, facilities or anything else of value unless:

- They are in each instance of a very minor nature usually associated with accepted business practice, and
- They do not improperly interfere with your independence of judgement or action in the performance of your employment.

In every circumstance where a gift is offered, the advice of your Line Manager must be sought.

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### ***Bribery and other Corrupt Behaviour***

The Company has a strict anti-bribery and corruption policy in line with the Bribery Act (2010). A bribe is defined as giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.

If you bribe (or attempt to bribe) another person, intending either to obtain or retain business for the Company, or to obtain or retain an advantage in the conduct of the Company's business this will be considered gross misconduct. Similarly accepting or allowing another person to accept a bribe will be considered gross misconduct. In these circumstances you will be subject to formal investigation under the Company's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

### ***Employee Discipline and Grievances***

“Employers and employees should always seek to resolve disciplinary (including performance problems) and grievance issues in the workplace. Where this is not possible employers and employees should consider using an independent third party to help resolve the problem. The third party need not come from outside the organisation but could be an internal mediator, so long as they are not involved in the disciplinary or grievance issue. In some cases, an external mediator might be appropriate. Many potential disciplinary or grievance issues can be resolved informally. A quiet word is often all that is required to resolve an issue. However, where an issue cannot be resolved informally then it may be pursued formally”.



### **Code of Practice on Disciplinary and Grievance Procedures**

The Company will deal with disciplinary, grievance and work performance problems in line with best practice and in accordance with this code and has prepared and published detailed policies in respect of each.

### **Data Protection and access to information**

The Company will comply with all statutory requirements of the Data Protection Act by registering all personal data held on its computers and/or related electronic equipment and by taking all reasonable steps to ensure the accuracy and confidentiality of such information.

The Data Protection Act protects individuals' rights concerning information about them held on computer. Anyone processing personal data must comply with the 8 principles of good practice.

Data must be:

1. fairly and lawfully processed;
2. processed for limited purposes;
3. adequate, relevant and not excessive;
4. accurate;
5. not kept longer than necessary;
6. processed in accordance with the data subject's rights;
7. secure;
8. not transferred to countries without adequate protection.

Employees can request access to the information held on them by the Company. All requests by employees to gain access to their personnel records should be made in writing. There is no charge for this service.

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### **Changes in Personal Information**

It is important that our records are correct, as inaccurate or out of date information may affect your salary or cause difficulties in situations where contact is required for emergencies. You must notify your Line Manager immediately of all changes in the following personal information:

- Name;
- Home address;
- Telephone number;
- Bank account details;
- Examinations passed/qualifications gained;
- Emergency contact;
- Driving licence penalties (if you are required to drive on the Company business);
- Criminal charge, caution or conviction;
- Conflict, or potential conflict of interest.

Personal data on employees is held in accordance with the provisions of the Company's Data Transfer and Security Policy which will be made available for inspection by you if required.

### **Trade Union Membership**

**The Company does not recognise any Trade Unions for purposes of collective bargaining.**

### **Diversity and Dignity at Work**

The Company is totally committed to ensuring that all employees are treated fairly and without any form of unlawful discrimination, bullying or harassment. As such it has developed two specific policies which employees are required to observe.

These policies are called:

- Equality and Diversity;
- Dignity at Work.

### **Leaving the Company**

Unless your employment is terminated by agreement, or specified otherwise in your Written Statement of Particulars of Employment, you or the Company are required to give a period of notice in writing as follows:

- one week's notice after one month's employment;
- two weeks after two years;
- three weeks after three years and so on up to 12 weeks maximum after 12 years or more.

These periods of notice will apply if you are dismissed on grounds of inefficiency or if your dismissal is the result of disciplinary proceedings in circumstances where summary dismissal is not justified. Your employment may be terminated without notice where summary dismissal follows disciplinary proceedings.

### **Working Notice**

In all cases the Company reserves the right to enforce your full notice period. Your full remaining annual leave entitlement should be taken during your notice period in agreement with your Line Manager.

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Exceptionally, if this is not possible, your Manager may agree to make a payment in lieu of this. If you resign and are in possession of Company property (including computer files), you should make your Manager aware of these, and arrange how they will be handed back to the Company. You remain bound by the confidentiality arrangements outlined in your contract of employment during this period.

In exceptional circumstances, if deemed appropriate, and as an alternative to working your notice, the Company reserves the right either to transfer you to other suitable duties during your notice period or to require you to accept payment in lieu of any entitlement to notice.

On leaving, the Company will deduct from any money due to you such sums as you may owe to the Company. These may include, but are not restricted to, any loans, relocation assistance, court orders and payment made for holidays taken in excess of entitlement.

If you leave without giving notice and without the Company's agreement, you are in breach of your contract and you may forfeit some or all of any salary due to you.

Before leaving, you must hand over to your Manager all articles belonging to the Company including your uniform (if provided) ID badge and any documents, equipment and computer software used at home. Documents and software include (but are not limited to) correspondence, diaries, address books, databases, files, reports, plans, records or any other medium for storing information. You should not retain any copies, drafts, reproductions, extracts or summaries of documents and software.

After you have left the Company, you must not:

- Solicit or seek to entice away any of the Company staff;
- Use or divulge to any person or organisation any confidential information relating to the business of the Company.

Should your employment be terminated following disciplinary action it is likely you will receive payment in lieu of notice. However, as there are numerous reasons as to why someone is dismissed, payment in lieu of notice will be reviewed on an individual basis taking into consideration the reasons behind the dismissal.

Should you be dismissed for reasons of gross misconduct, your employment will be terminated immediately without the benefit of notice or payment in lieu of notice.

### **Exit Interviews**

The Company may wish to discuss with you your experiences with the Company, reasons for leaving, things you believe we do well, and areas where you believe we could improve. We normally collect this information via a detailed questionnaire, but we may wish to discuss your thoughts with you after completion. The sole purpose of Exit Interviews and Questionnaires is to learn how to improve as a Company and as an employer.

### **Retirement**

In line with current legislation the Company does not have an age where it expects employees to retire. It is however our policy to have regular workplace/appraisal discussions with all our staff where they can discuss performance and any development needs, they may have, as well as their future aims and aspirations. Staff and their Managers can also use this opportunity to discuss retirement planning should the employee wish to do so.

You should ensure that you inform your Line Manager at least 6 months before you plan to retire to ensure all appropriate arrangements are made (e.g. sourcing a replacement, mobilising your Company pension, if appropriate etc.).

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## Whistleblowing

Whistleblowing is the term used when a worker disclosure what they believe is wrongdoing. The wrongdoing will typically (although not necessarily) be something they have witnessed at work. To be covered by Whistleblowing law, a worker who makes a disclosure must reasonably believe two things. The first is that they are acting in the public interest. The second is that the disclosure tends to show past, present or likely future wrongdoing falling into one or more of the following categories:

- criminal offences (this may include, for example, types of financial impropriety such as fraud);
- failure to comply with an obligation set out in law;
- miscarriages of justice;
- endangering of someone's health and safety;
- damage to the environment;
- covering up wrongdoing in the above categories;

The Company seeks to ensure that employees, acting in good faith, and in the appropriate manner who genuinely believe that wrongdoing is evident, are able to disclose the information without fear of detriment or victimisation, and in confidence. You are encouraged to be open about any concerns you might have, and to express them at the earliest opportunity, preferably, in the first instance to someone in the Company.

## Training and Development

The Company aims to provide training opportunities which will provide:

- An induction programme which all staff will be required to undertake and will assist staff settling into their new role/job.
- A progressive training and development scheme allied to regular appraisals to enable staff to develop relevant skills and acquire knowledge to underpin their current role and career aspirations.

# Pay and Benefits

## Pay

Your pay will be paid monthly in arrears on the **XXXX** of each month by direct credit transfer to your designated bank account. At the same time, you will receive an itemised pay statement, showing gross pay, any deductions, and your net pay.

Your basic pay was outlined in your letter of appointment/Written Statement of Particulars of Employment. Any subsequent amendments to your basic pay will be notified to you in writing by the Company. Part-time employees will be paid on a pro rata basis based on the hours they work. If any queries arise with regard to pay, or if it looks as if a mistake has been made, please speak to your Line Manager immediately so that they can take appropriate action.

Unless agreed otherwise, any pay errors, whether of over or underpayment, will be rectified in the next salary payment. Appropriate deductions will be made from pay including income tax and National Insurance contributions (NICs), which are subject to each employee's earning level, family status and the number of hours worked.

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## **Overtime**

Overtime is defined as all hours worked in excess of your full-time contracted hours, which has the prior explicit approval of your Manager. Overtime is payable to posts which have been specifically designated as qualifying for overtime payment. Overtime may be required and requested, on occasion, and employees should demonstrate a willingness to cooperate, should the need arise.

Your Line Manager will be able to inform you if overtime worked will be subject to any enhancements.

## **Income Tax**

If there are any changes in your personal circumstances which will affect your tax status, you should notify Her Majesties Revenue and Customs (HMRC) who will automatically inform the Company of any changes to your tax code.

## **Statutory Sick Pay (SSP)**

Most employees have a right to statutory sick pay (SSP) as long as they earn more than the lower earnings level. SSP is not however payable for the first three qualifying days of absence. (A qualifying day is a day on which you are normally expected to work under your contract of employment). There is a limit of 28 weeks' SSP in any one period of sickness or linked periods. (Periods of sickness are said to be linked if the second period starts within eight weeks of the end of the first period). SSP is paid in the same way as ordinary pay and is liable to tax and National Insurance contributions.

## **Pension Scheme**

You will be automatically enrolled into the Company Pension scheme, details of which you should have received when you started (if you have not yet received them please speak to your Line Manager). You may elect to opt out of the scheme if you so wish. Please note that no member of the Company can advise you on whether you should join or not. If you are unsure, you should seek independent financial advice.

# Absence from Work

## **Annual Leave**

Employees of the Company whether part-time or full-time are entitled to 5.6 weeks' paid annual leave. A week's leave allows you to be away from work for a week – that is the same amount of time as your working week. If you do a five-day week, you are entitled to 28 days leave per year, if you do a four-day week the entitlement is 22.4 days leave etc. Your Manager will let you know your annual leave entitlement for the current leave year.

Holidays must be agreed with your Manager as early as possible. The Company will where possible try to accommodate individual preferences for holiday dates, but the needs of the business may have to take precedence, particularly where short or inadequate notice is given.

- The holiday year runs from 1st January to 31st December;
- Leave for employees joining after the start of the leave year accrues at the rate of one twelfth of the annual entitlement for each complete calendar month of service;

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- Leave for employees who terminate their employment during the leave year is calculated on the same basis. If, however, the annual leave entitlement has been exceeded, a deduction calculated on the same basis will be deducted from the final salary payment;
- Holiday pay in lieu of accrued leave will be paid only on termination of employment and will normally be subject to a maximum of 10 working days.

The 8 statutory Bank Holidays form part of an employee's 5.6 weeks annual leave entitlement.

### **Maternity and Paternity Leave and Pay**

The Company observes the statutory requirements in relation to the provision of maternity and paternity leave and pay. Employees are requested to consult the policies on Maternity and Paternity Leave.

### **Shared Parental Leave**

The Company observes the statutory requirements in relation to the sharing of parental leave.

### **Time off for Dependants**

You are legally entitled to take a reasonable amount of time off to deal with certain prescribed emergencies involving certain dependants. This leave is called *Time off for dependants*. Time off for dependants can be taken, for example, if a dependant falls ill or is injured, if care arrangements break down, or to arrange or attend a dependant's funeral. A dependant is your child (including adopted child), husband, wife or parent. It also includes someone who lives in your household, and someone who reasonably relies on you, such as an elderly relative. Any time taken off must be necessary and reasonable in the particular circumstances. Time off for dependants is not paid.

### **Jury Duty**

There may be occasions when an employee is asked to attend Court for Jury Service.

All employees are required to inform the Company as soon as they hear that they have been selected, so that arrangements can be made to cover the absence, etc. Attendance is usually for a period of 10 days or less (although it is sometimes the case that attendance may be required for longer than this) and in normal circumstances the Company would offer no objection to the employee's participation, provided that this does not impact service provision detrimentally.

There may be occasions however when the absence may cause significant disruption and the Company may request that the employee explains these circumstances to the Court and ask for a postponement. Absence from work on Jury Service is unpaid, although allowances can be claimed from the Court.

### **Medical/Hospital Appointments**

You are requested to make arrangements for hospital appointments or GP visits outside of your regular hours so that the disruption to the services we provide is minimised. However, it is recognised that on occasion this may prove impossible, and in such cases, you will be asked to either take the time off from your annual leave entitlement, or to make up the lost time at a later date.

### **Travel disruption**

On occasion, severe weather difficulties make it very difficult to get to work, and sometimes impossible. All employees are expected to make every effort to get to work (as many of our Clients are elderly, and at such times are particularly vulnerable), although not to the extent that they put themselves in danger. If travel is disrupted and you are unable to come to work, you must inform the Company without delay, and explain the reasons for non-attendance. In all cases, your agreement will be sought as to how the absence should be handled, such as –

- a) Taking annual leave;
- b) Treating it as unpaid leave;
- c) Making up the time lost.

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# Health and Safety

## Health and Safety

The Company recognises and accepts its responsibility as an employer to maintain, so far as is reasonably practicable, the safety and health of its employees, and of other persons who may be affected by its' activities.

It is your duty as an employee not to put at risk either yourself or others by your acts or omissions, and to cooperate fully with the Company on all health and safety matters. You should also ensure that you are familiar with the Company health and safety arrangements. Should you feel concern over any health and safety aspects of your work, this should be brought to the attention of your Line Manager immediately.

## Accidents

An Accident Book is available from your Line Manager and it is the responsibility of each individual employee to report and record any accident involving personal injury. Any accident or near miss occurrence (i.e. no one was injured but the incident had the potential to injure or kill) at work should be reported immediately to your Line Manager.

All employees who are absent from work following an accident must complete a self-certification form, which clearly states the nature and cause of the injury.

For any employee who suffers an injury at work which results in them being away from work, or unable to do their normal work, for three days or more (including weekends, rest days or holidays) it is important that your Manager is informed as the Health and Safety Executive also need to be informed. Form 2508 should be completed in conjunction with your Line Manager. Employees are not expected to complete these forms themselves. The Company has implemented First Aid arrangements, and all employees should consult the policy "First Aid at Work". Accident reporting applies equally to accidents involving Clients.