



AGENCY WORKER HANDBOOK

Contents:

1. Introduction	3
1.1. Declaration	3
1.2. Induction	4
1.3. Code of Conduct	4
2. Registration process with Europeanbiz Healthcare	4
2.1. ID Checks and Eligibility to work in the UK	5
2.2. Fitness to Practice	5
2.2.1. HIV/AIDS	6
2.3. Disclosure and Barring Service (DBS) Checks	6
2.3.1. Overseas Police Check	6
2.3.2. Criminal Convictions/Cautions	6
2.3.3. Rehabilitation of Offenders Act 1974	6
2.4. Training Requirements	6
3. Working for Europeanbiz Healthcare	6
3.1. Your Obligations during your assignment	7
3.2. Availability for work	7
3.3. Attendance/Punctuality/Sickness	7
3.4. The Working Time Directive	8
3.5. Uniforms/Professional Appearance	8
3.6. Training and Development	8
3.7. Appraisals and Revalidation	8
3.8. Timesheets and Payroll	8
3.9. Rates	8
3.10. Tax and National Insurance	8
3.11. Sick Pay	9
3.12. Paid Annual Leave (for PAYE candidates only)	9
3.13. Personal Accident Insurance	9
3.14. Professional Indemnity Insurance	9
4. Policies and Procedures at Europeanbiz Healthcare	9
4.1. Health and Safety	9
4.2. Ex-offenders Recruitment Policy	9
4.3. Confidentiality	9
4.4. Bribery and other Corrupt Behaviour	10
4.5. Ownership of Rights	10
4.6. Information Technology	10
4.7. Social Media	10
4.8. Use of Data & Data Protection	10
4.9. Equal Opportunities	11
4.10. Fire and Emergency	11
4.11. Safe Handling of Money and Valuables	11
4.12. Lone Workers	11
4.13. Complaint Handling	11
4.14. Making a Complaint	11
4.15. Disciplinary Policy	11
4.15.1. Disciplinary Procedure	12
4.15.2. Suspension/Counselling/Procedure for formal Investigation	12
4.15.3. Counselling	13
4.15.4. Procedure for formal investigation	12
4.16. Grievance Procedure	13
4.17. Control of Substances Hazardous to Health (COSHH)	13
4.18. Reporting of Injuries, Diseases and Dangerous Occurrences	14
4.19. Safeguarding Children and Young People	14
4.20. Safeguarding Vulnerable Adults	15
4.21. Allegations of Abuse/Neglect	15
4.22. Recognising Signs of Abuse/Neglect	15
4.23. Whistleblowing	15
4.24. Fraud Awareness	16
4.25. Administration of Medication	16
4.26. Record Keeping	16
4.27. Drug Error	17
4.28. Agency Worker Regulations 2010	17
5. Family Friendly Policy	17
5.1. Pregnant and New Mother	17
5.2. Adoption and Parental Leave	17
5.3. Maternity and Paternity	17
5.4. Flexible Working Hours Policy	17

1. INTRODUCTION

Welcome to Europeanbiz Healthcare and Thank you for choosing to work with us. Our aim is to enhance the performance of the industry by creating opportunities for employers and employees alike. We specialize in helping NHS and private medical sector in the UK and across Europe hunt and recruit specialist nurses and doctors with the right experience and expertise.

We boast an expert panel of recruiters who boast experience in both the healthcare and the recruitment sectors. Our focus is:

- * Doctors supply
- * Nursing supply
- * International Healthcare Recruitment

We have created this document as a one-stop information point where you would be able to access all the information you are likely to need in relation to your employment with us. An overview of the policies and procedures which will be of assistance to you for every assignment you overtake through Europeanbiz Healthcare, outlining what you can expect from us as your employer. In return we ask you for a high degree of commitment, dedication and loyalty to help us achieve the aims and objectives of the Company.

As our employee, you will receive high level of professional support available 24 hrs. a day. Our commitment is to provide you with the quality placement in your chosen specialty offering variety of hospitals covering wide geographical areas to suit your needs.

The contents of this Handbook may be updated from time to time and you will always be notified, however an updated version will always be available for download on our website.

On behalf of our team, we would like to wish you every success during your assignments with us. We hope our association will be long and rewarding.

[Europeanbiz Healthcare Team](#)

7 Bell Yard, London. WC2A 2JR

Our mission is to be acknowledged as a team of recruitment professionals with the expertise to consistently facilitate an optimum result for both our clients and candidates. Ensuring the highest standard of performance and commitment to our mission is delivered. Our brand represents our trust and integrity within the healthcare industry

1.1 DECLARATION

I have read a copy of the Staff Handbook issued by Europeanbiz Healthcare which outlines the goals, policies and expectations, understood and agree to abide by them including the conditions of registration.

Further, I understand that Europeanbiz Healthcare will hold personal data concerning me and that the Company will process that data during my registration.

I understand my personal data is liable to be inspected by 3rd parties as part of Europeanbiz Healthcare audit procedures.

I understand that the Staff Handbook is not a contract of employment and should not be deemed as such.

Print name

Profession

Professional Registration Number

Signed by the Agency Worker

Date

***This declaration should be signed and returned to Europeanbiz Healthcare where it will be held on your file. Please email the completed form to compliance@europeanbizhealthcare.co.uk**

1.2. INDUCTION

Europeanbiz Healthcare is committed to ensure you are appropriately inducted before starting an assignment. You will be given an induction to the policies and procedures at Europeanbiz Healthcare during your interview, however before getting involved in the provision of the services you must obtain from the client information regarding Client Company Health and Safety Policy, Emergency Evacuation procedures, First Aid Facilities, on-site security, "hot spot mechanisms" and any "violent episode" policies.

You have an obligation to adhere to the Client's policies and procedures including but not limited to, those relating to the Health and Safety, Fire, Cross infection and any other policy that the Client may have failed to disclose to Europeanbiz Healthcare.

1.3. Code of Conduct

To be deployed in the provision of the Services through Europeanbiz Healthcare you need to be aware that always whilst on the Client's premises you pay special attention to: **Punctuality; Standard of Dress and Courtesy; Quality of Care; Consideration and Respect for those around you and Confidentiality, Honesty and Integrity.**

You must do the best of your ability to:

- Safeguard and promote the interests of clients and patients
- Strive to maintain the trust and confidence of clients, patients and other workers by being honest; trustworthy, reliable and dependable
- Respect the clients and patient's independence and protect them as far as possible from danger and harm
- Respect and maintain the clients and patient's dignity and privacy
- Value and treat each person as an individual
- Communicate in open, accurate and straightforward way
- Declare conflict of interest and strive to ensure they do not influence your judgement or practice
- Inform Europeanbiz Healthcare immediately if you become under NMC/GMC investigation

As our Agency Worker, you must take responsibility for your practice and learning. These includes:

- Working cooperatively with other professionals, recognising their roles and treating them with respect
- Promoting and maintaining good practice
- Informing the client contact and your Consultant at Europeanbiz Healthcare about any physical, mental or emotional difficulties that might affect your ability to do your work competently

You must NOT:

- Abuse, neglect or harm clients and patients
- Exploit clients and patients or colleagues sexually, physically, emotionally or in any other way
- Abuse the trust of patients and clients or the access you may have to their property and personal belongings
- Discriminate unlawfully against clients and patients for any reason or condone any such discrimination on their part
- Be under the influence of alcohol, illegal drugs or substances at any time whilst on duty
- Smoke on duty. Smoking at work is forbidden. You can however use the areas like smoking shelters while on your break, but please remember that if you smoke, the smell remains on your clothing and some people may find it offensive
- Accept personal gifts from clients and patients or payments from any Clients that would or might appear to place you under any obligation

Most importantly, you know your own limits and always ask if you are unsure of anything.

All doctors can refer to GMC Good Medical Practice and registered Nurses to the NMC's Code of Professional Conduct.

2. REGISTRATION PROCESS WITH EUROPEANBIZ HEALTHCARE

During the registration process with Europeanbiz Healthcare you will be asked for various documents, confirming your identity, qualifications, experience, serology reports regarding your Health, Training certificates and documents to support the DBS check. We will be alongside you during the journey and assist you in every possible way.

2.1. ID Checks and Eligibility to work in the UK

For the personal ID check the following documents are required:

Group 1. Primary Identity documents:

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence photocard – full or provisional (UK; Isle of man, Channel Island and EU)
- Birth certificate issued within 12 months of birth (UK; Isle of Man and Channel Islands – including those issued by UK authorities overseas, for example embassies, High Commissions and HM Forces
- Adoption certificate (UK and Channel Islands).

Group 2a. Trusted Government Documents:

- Current driving licence photocard - all countries outside the EU (excluding Isle of Man and Channel Islands)
- Current driving licence paper version issued before 1998 (UK, Isle of Man, Channel Islands and EU)
- Birth Certificate (UK, Isle of Man and Channel Islands)
- Marriage/civil partnership certificate (UK and Channel Islands)
- HM Forces ID card (UK)
- Firearms Licence (UK, Channel Islands and Isle of Man)

Group 2b. Financial and social history documents:

- Mortgage statement (UK or EEA) issued in the last 12 months
- Bank of building society statement (UK and Channel Islands or EEA) issued in the last 3 months
- Bank or building society account opening confirmation letter (UK) issued in the last 3 months
- Credit card statement (UK or EEA) issued in the last 3 months
- Financial statement, for example pension or endowment (UK) issued in the last 12 months
- P45 or P60 (UK and Channel Islands) issued in the last 12 months
- Council tax statement (UK and Channel Islands) issued in the last 12 months
- Work permit or visa (UK) valid up to the expiry date
- Letter of sponsorship from future employment provider (Non-UK or non-EEA only valid only for applicants residing outside the UK at the time of application and must still be valid)
- Utility bill (UK – not mobile telephone bill) issued in the last 3 months
- Benefit statement, for example Child Benefit, Pension (UK) issued in the last 3 months
- Central or local government, government agency, or local council document giving entitlement, for example from the Department for Work and Pension, the Employment Service, HMRC issued in the last 3 months
- EU National ID card must be still valid
- Cards carrying the PASS accreditation logo (UK, Isle of Man and Channel Islands) must be still valid

Europeanbiz Healthcare must ensure all employees have the right to work in the UK, therefore your personal identification and right to work will be checked by our compliance team. We are required by law to verify immigration status for all our candidates. By signing the handbook declaration page, you agree your details to be verified with UKBA if needed. For more information please contact your Recruitment Consultant.

Should your right to work status change during your assignment please contact us immediately.

For information on your eligibility to work in the UK please visit the following website:
<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

2.2. Fitness to Practice

Due to the nature of the business, all candidates registering with Europeanbiz Healthcare will have to get Fit to Work Certificate from the occupational health department. During your registration process, we will ask you to complete a health questionnaire declaring details about your health and combined with your immunisations serology reports will be sent to our Occupational Health Department for review. Depends on the work you do, we would need to obtain either EPP or Non EPP clearance.

EPP stands for Exposure Prone Procedure. A sharps injury to a healthcare worker undertaking an EPP may result in the patient being contaminated with the blood of the healthcare worker. The Healthcare worker must be free from infection with a blood borne virus.

The Occupational Health requirements for standard Non EPP clearance (applicable to all medical professionals) are:

- Immunity to Varicella
- TB Immunity or BCG scar verification
- Hepatitis B Titre level results >100mIU/mL
- Immunity to Measles and Rubella (Evidence of two doses of MMR or individual Immunity)

Medical Professionals that would require EPP clearance are all Surgeons, Doctors in training who will rotate in to the EPP areas, Dental Staff, Theatre staff who scrub; Midwives and Healthcare workers working in the Emergency Department.

Additional immunisations for the EPP Clearance:

- Hepatitis B Surface Antigen test (IVS)
- Hepatitis C Antibody test (IVS) and
- HIV (IVS)

IVS stands for Identity Verified Sample, which means that at the time of the blood test you will be asked to show formal photographic ID (valid driving licence or passport).

If you need assistance with finding a clinic to have the immunisations done, please speak with your Recruitment Consultant. Europeanbiz Healthcare works closely with several clinics in London.

Any changes in your fitness to practice (vomiting; Diarrhoea or rash) must be declared to your Recruitment Consultant when accepting assignments.

You should also inform us if you become pregnant because of any potential risks to the unborn child. Should you become concerned over an assignment that might involve risk to your health and safety or that of your unborn child, please contact us immediately.

2.2.1. HIV/Aids

As a Medical Professional, you must abide by the requirements of the Guidance on the Management of AIDS/HIV Infected Healthcare Workers and Patients Notification.

If you believe you may have been exposed to HIV Infection in any way you must seek medical advice from your GP or Occupational Health Department and where, appropriate, undergo diagnostic antibody testing. If you are found to be infected, and perform or assist with invasive surgical procedures, you must stop this immediately, inform Europeanbiz Healthcare and seek advice from the Occupational health department on what action should be taken.

2.3. Disclosure and Barring Service (DBS) Checks

We are now required by law to carry out Enhanced Disclosure check for all our candidates, before starting their work, which will then have to be renewed annually. We will notify you when your DBS is due to expire and give you plenty of time to renew it to avoid any further work through us being cancelled. To enable us carry out the check we would need certain documents on hand proving your identity which are listed above in 2.1 - Identity documents.

2.3.1. Overseas Police Check

It is now requirement that if you are new to the UK or have arrived in UK recently, a clear Police Check issued by your country of origin or from the country you have been previously residing must be presented. This document must be issued within the last three months and translated into English. However we will still need to obtain Enhanced DBS for you.

2.3.2. Criminal Convictions/Cautions

Europeanbiz Healthcare is an equal opportunity organisation and as such treats all agency workers fairly without any discrimination based on the convictions or any other information revealed. Not disclosing cautions or convictions will lead to immediate removal from the agency register. If you have caution or conviction on your DBS we would need to have your DBS certificate accompanied with Statement of the event, as sometimes Clients do request to see the details

2.3.3. Rehabilitation of Offenders Act 1974

The Rehabilitation of Offenders Act 1974 is aimed at rehabilitating people who have been convicted, have a criminal offence and who have not re-offended since.

This act makes it unlawful to take in to account any offences of a person who is considered to have undergone a satisfactory period of rehabilitation. However due to the nature of work, any position that involves working with children or vulnerable adults is exempt from this act. Therefore, you are required to disclose all convictions, cautions or binding -over orders, both spent and unspent.

2.4. Training requirements

To secure your safety and the safety of other around you, you need to provide Europeanbiz Healthcare with an up to date Life Support certificate (Basic/ Immediate/Advanced) and Manual Handling. The training must have been completed within the last twelve months except for the Advanced Life Support who is valid for 4 years. Some clients may require additional trainings to be done e.g.. Paediatric life support or Neonatal life support.

It is your responsibility to keep your trainings up to date and never practice with expired certificates. Our compliance team will assist you with this and remind you when the certificates are due to expire. The training that Europeanbiz Healthcare will require from you is:

- Moving and Handling
- Equality and Diversity
- RIDDOR
- Life Support (relevant to the field of work)
- Information Governance
- Data Protection
- Conflict Resolution
- Fire Safety
- Health and Safety
- COSHH
- Infection Control
- Lone Worker Policy
- Food Hygiene
- Safeguarding Children & Vulnerable Adults Level 2

3. WORKING FOR EUROPEANBIZ HEALTHCARE

Europeanbiz Healthcare must be immediately informed if:

- **you are currently subject to any kind of investigation or prosecution** relating to a Conviction, or which could lead to a Conviction, after the most recent DBS check was undertaken;
- **You are currently (or has been) subject to any kind of investigation** by either an NHS, Professional body or other wider public sector body.

Europeanbiz Healthcare is committed to deliver the highest possible standards of service

- **Being suspended by the relevant Professional and Regulatory body.**
In case you report any such investigation or suspension, then Europeanbiz Healthcare must inform the Hiring Manager and comply with their policies and procedures regarding such matter. We may not be able to introduce any further work to you until such a time that the matter has been satisfactorily resolved. Europeanbiz Healthcare must use reasonable endeavours to ensure that you participate in the investigation.
- **You become injured or diagnosed with a medical condition**
after your Health certificate being issued In case you report such a change in your health, Europeanbiz Healthcare must inform the Hiring Manager of the changes in your health and immediately supply replacement if you are not declared fit for the placement by our Occupational Health department.
- **You are or become pregnant**
(we must ensure the Client is informed and you are not exposed to any working conditions which could cause risk to either you or your unborn child.

As a member of our team and representing our standards prior to your assignment:

- You must keep solid communication with Europeanbiz Healthcare regarding your availability
- You must inform Europeanbiz Healthcare if you have booked shifts directly with the Client and obtain reference number
- Keep your compliances in date
- Inform Europeanbiz Healthcare as soon as you find out you are unable to attend your assignment

On arrival for your assignment you must be punctual and ready to commence work at the agreed start time of the assignment; present yourself in a professional manner in line with the uniform policy or dress code; identify who you need to report to; orientate yourself to the environment for your safety and those around you and familiarise yourself with the patients you may be caring for and wear your Europeanbiz photo ID badge

At the end of your assignment you must hand over your work to the person taking over you, making accurate and legible records of what has been done during your assignment; return any properties back (e.g. locker keys), complete your timesheet accurately and get it signed by Person in charge or appropriate representative and send it over to Europeanbiz Healthcare for processing.

3.1. Your obligations during your assignment

- You must care for the wellbeing and safety of the patients, follow instructions of the person in charge and follow all reasonable requests, policies and procedures which generally includes, but not limited to health and safety; on site security; computer systems, crash call procedures, hot-spot mechanisms and violent episode policies, control of cross infection and matters of discipline
- You should work collaboratively and communicate effectively with the clinical areas or department's own staff; treat all patients/visitors with dignity, courtesy, respect and with due regard to their age, gender, race, religion, physical or mental condition
- You should only undertake work which you are competent to do and if unsure you must inform person in charge; move to different area is required during your assignment if needed, report all incidents or accidents that you witness to your supervisor and if affected you must inform Europeanbiz Healthcare immediately; shall display your ID badge visible on your clothing at all the times when you are on the Client's premises and only during an engagement
- shall not receive and bribe from any person, or fail to account for monies or property received in connection with the duties performed under the provision of the Services on an engagement
- shall not unlawfully discriminate for any reason
- shall not neglect, nor without due and sufficient cause omit, to discharge promptly and diligently a required task within the terms of the engagement
- shall not use any photographic equipments including camera/mobile phone in the vicinity of patients. If you are asked by patient to take a photo, must be with their own equipment and with written consent. In the case of children or vulnerable adults, written consent should be obtained from a parent or guardian
- shall report any injury or accidents sustained and/or witnessed during an assignment
- shall not falsify records, timesheets, expenses or attempt to de-fraud the Client in any way
- shall observe the highest standards of hygiene, customer care, courtesy and consideration when working in an health service environment
- shall not at any time be, or appear to be under the influence of alcohol or drugs while on duty

3.2. Availability for work

We will be communicating with you on a regular basis updating your availabilities. Please be aware that we would need your accurate availabilities for work and as much notice as possible for any changes to enable us securing placement for you. Once allocated a placement you will be notified with the details over the phone, email and text message. Details will always provide the name of the client, details of the role, grade/speciality and pay rate, location and direction and any other details as specified by the Client.

3.3. Attendance/Punctuality/Sickness

If you accept an assignment through Europeanbiz Healthcare, we would expect you to arrive on time. If you are unable to attend your shift it is essential that you inform us as soon as you can so we can find suitable replacement.

Sometimes the client requirements may change which could result in cancellation of your placement. In such an instance, you will be notified immediately and all alternative options will be discussed to ensure you have other options.

If you are ill and need absence from assigned work, you must ring Europeanbiz Healthcare not later than 2 hrs. prior to the start of your assignment. You must state the reason for your absence, what action you are intending to take to return to work and when would you be returning to work. If you are running late for your assignment please contact us immediately, as it is essential we contact the Client and let them know you are running late with approx. arrival time. It will look much more professional and may not disturb any future assignments with the same client.

3.4. *The Working Time Directive*

Under the Working Time Regulations, Agency Workers should not work more than 48hrs a week (averaged over period of 17 weeks). Working times does not include traveling time to and from work. Europeanbiz Healthcare will ensure you do not exceed the hours as per the law, however as part of your contract with us, you will be given the option to opt out and work more than 48hrs a week.

3.5. *Uniforms and Professional Appearance*

If Uniform is required for your assignment you will need to wear Europeanbiz Healthcare uniform which can be purchased from us. If uniform is not required then you must wear suitable attire for your placement, your clothes and shoes must be clean, hair tidy and nails kept short without any nail varnish. No visible tattoos or jewellery are permitted apart from a wedding band. ID Badge must be worn always during your assignment through Europeanbiz Healthcare which will be showing your photo, full name, position and your professional number.

3.6. *Training and Development*

Europeanbiz Healthcare is committed supporting all employees with their professional development. We will assist you with your mandatory training prior to your placements and on annual bases. Continual professional development is your responsibility, so please keep your portfolio up to date. Failure to have training in date may result in stopping you from work. Europeanbiz Healthcare offers third party suppliers who meets the relevant compliance requirements at various locations throughout UK.

3.7. *Appraisals and Revalidation*

Part of the compliance procedure at Europeanbiz Healthcare is to have a copy of your annual appraisals. Europeanbiz Healthcare will carry out annual appraisals with you. During the appraisals, we will discuss your overall performance, training needs and your career aspiration. These appraisals are extremely helpful for us as we can review your performance at work. They could also be an opportunity for you to raise any concerns or issues you may have. At the end of every assignment through Europeanbiz Healthcare you will be required to have Performance review completed by the client – whether positive or negative it will provide better quality of service for us.

Revalidation is process by which licensed doctors and nurses are required to demonstrate their ability to practice. Revalidation aims to give extra confidence to patients that their doctor/nurse is being regularly checked and fit to continue practicing. Licensed doctors and nurses must revalidate, usually every five years, by having regular appraisals done with their employers. Further evidence is required like feedback from patients and colleagues as well as your annual appraisals.

3.8. *Timesheets and Payroll*

The Payroll at Europeanbiz Healthcare run from Monday to Sunday. Please submit your completed timesheet no later than Monday 12:00 (lunch time) to be paid the following Friday. Deadlines may change around Bank Holidays and we will inform all our candidates if this is the case. Payments are made directly to your bank account as the most secure and convenient method of payment. It is essential that you complete your bank details in the appropriate section of the application form accurately. If you have any concerns over the details we hold on file for you, it is essential that you contact us immediately so we can rectify any errors. We are happy to offer chap payments subject to administration fee, this will be outlined in your contract of employment.

Please ensure the timesheet is completed accurately and signed without any errors by the Person in charge at the end of your shift. Breaks must be clearly recorded on to the timesheet. Please keep a copy of your timesheets for your own records. Any delays in submitting your timesheet to Europeanbiz Healthcare may delay your payment.

Completed timesheets should be emailed to: timesheets@europeanbizhealthcare.co.uk

Some Hospitals may require internal timesheet to be completed, as well as Europeanbiz Healthcare timesheet, please always discuss the details with your Recruitment Consultant prior your assignment.

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.

With Europeanbiz Healthcare you can get paid three ways: as PAYE, where your payment will be taxed by us as per your tax code provided by HMRC office and then the NET payment will be paid via BACS payment directly in to your personal account. Second option is to get paid via your Limited Company. The total amount will be paid in to your business account and it will be your responsibility as a Director of the company to submit your taxes to the Revenue office.

The final option is to get paid via an Umbrella company. For our preferred supplier list of Umbrella companies please contact your Recruitment Consultant.

3.9. *Rates*

Europeanbiz Healthcare currently operate both markets (private and NHS), therefore the rates of pay will vary, depending on the grade, speciality, length of the assignment and sometimes even location. However, you will be advised about the pay rate at the time when the placement is offered to you.

3.10. *Tax and National Insurance*

If this is your only and main job, please provide us with your P45. If this is not your main job, then please complete the Starter checklist

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/513621/Starter_checklist_v1.0.pdf

If you have any queries regarding your tax code please contact HMRC directly.

3.11. Sick Pay

If you are sick for more than three days, subject to certain conditions, you may be entitled to Statutory Sick Pay (SSP). Please communicate with your Recruitment Consultant to find out if you qualify for it.

3.12. Paid Annual Leave (for PAYE Candidates only)

Every employee under the PAYE system is entitled to 5.6 weeks annual leave, per annum, Pro-rata.

Paid annual leave is calculated in accordance with and in proportion to the number of hours that you have worked on assignment.

All entitlement to leave must be taken during the leave year in which it accrues and none carried to the next year. Our holiday year runs from 01 January to 31 of December.

You must give notice in writing to Europeanbiz Healthcare if you intend to take leave with the dates of the absence. The notice should be at least twice the length of the period for which you want to take leave.

3.13. Personal Accident Insurance

At Europeanbiz Healthcare, you will only get paid for the work you have undertaken. If for any reason you are unable to work, due to illness you may suffer financially. We are advising you to have insurance cover for the risks and at a level that will protect your income when you can't work.

3.14. Professional Indemnity Insurance

As a Healthcare professional, you are professionally accountable for your own actions, errors or omissions at work. We are therefore strongly advising you to have your own Professional Indemnity Insurance. The NHS Clinical Negligence Scheme pays only for cases of medical negligence that arise in NHS Hospitals. It does not provide support in a variety of other situations, including criminal cases or disciplinary hearings and Good Samaritans Acts.

4. POLICIES AND PROCEDURES AT EUROPEANBIZ HEALTHCARE

4.1. Health and Safety

Europeanbiz Healthcare 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. Where risks to health and safety need to be assessed, we will ensure that assessments are carried out and that the necessary action will be taken. It is our policy to provide our staff with information on any risks to the health and safety identified during the assessment.

It is your professional responsibility not to put at risk either yourself or others by your acts or omissions. You must ensure that you are familiar with the place of work and the health and safety arrangements. Certain areas of work may require you to wear protective clothing. If unsure you should always ask for advice before starting work.

Should you feel concern over any health and safety aspects of your work, please contact your Recruitment Consultant at Europeanbiz Healthcare immediately, we will ask the client to investigate and if possible to make improvements. If you refuse to work for a client on Health and Safety grounds, we will find you other assignment without prejudice.

4.2. Ex-Offenders Recruitment Policy

Applicants for Healthcare positions are exempt from the Rehabilitation of Offenders Act 1974. You are required to declare prosecutions or convictions, including those considered "spent" under this Act.

As an organisation assessing applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 Europeanbiz Healthcare complies fully with the code of practice and undertakes to treat all applicants for positions fairly. Europeanbiz Healthcare does not discriminate unfairly against any subject of a criminal record check based on a conviction or other information revealed. We will take a balanced view during the recruitment process whilst at the same time maintaining awareness of our obligations to protect our clients and public. We are committed in treating all our staff fairly, regardless of race, gender, religion, sexual orientation, age, physical/mental disability or offending background. We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applicants from a wide range of candidates, including those with criminal records. At Europeanbiz Healthcare we select our candidates based on the candidate's skills, qualifications and experience.

It is vital that you inform Europeanbiz Healthcare IMMEDIATELY if you receive any warnings, cautions or convictions during the time working with us.

4.3. Confidentiality

During your assignment with Europeanbiz Healthcare you may come across confidential information. It should not be disclosed to third party. Please take care with patient records ensuring that they are not in undue danger of being accessed by unauthorised individuals. Patient/Client information should only normally be shared with their written consent – you should always make sure patients/Clients understand that their information may be shared with various members of the team providing care. It is a patient's /Client's decision what information should be shared with tier family of other members of the public.

When a patient is considered incapable of giving consent, please consult the Client. Where a patient/Client has withheld consent, disclosures of information may only be made if:

- They can be justified in the public interest (normally where the disclosure is essential to protect the patient/client or someone else from risk or significant harm)
- They are required by law or court order

You should act in accordance with local and national policies if there is an issue of child protection.

Any breach of confidentiality will be regarded as unacceptable conduct, and if proven, will result in your removal from our register.

4.4. 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.

4.5. Ownership of Rights

As our employee, you must abide by our policies protecting our brand. You are not permitted at any time whilst working through Europeanbiz Healthcare or at any time after you have ceased working with Europeanbiz Healthcare to disclose to any person, company or third party any confidential information obtained during your assignments with us. For this agreement, confidential information means information relating to Europeanbiz Healthcare or its clients including trademarks, domain names, registered designs, copyrights, technical information together with all applications and rights to apply for registration of any such rights and the right to enforce past infringements of the same.

4.6. Information Technology

During your assignments with Europeanbiz Healthcare, you may be required to use a Clients IT system and maybe different from one Hospital to another. You must adhere to the Clients specific guidelines related to the Information Technology and the use of computer hardware and software. You must not use any computer equipment unless directed to by an authorised member of staff and it should be used for work related purposes only.

4.7. Social Media

You are personally accountable for what you write in social media. Before posting any comments on the social network you must consider that whose websites are public forums and could be accessible by the public including Europeanbiz Healthcare. You must not in any way post something publicly that could damage our reputation. Failure to adhere to these standards may jeopardise your position with Europeanbiz Healthcare and any professional registration you hold. If you notice any comments that are not permitted as above, please email us info@europeanbizhealthcare.co.uk as soon as you can.

4.8. Use of Data and Data Protection

Europeanbiz Healthcare is a "data controller" for the purposes of the Data Protection Act 1998. We hold personal files which contains data relating to you and concerning a wide variety of matters, such as your contact details, application, references, bank details and other personal details. It may include some sensitive data concerning your health and ethnic origin. It is held for the following purposes:

- Staff administration
- Administration of payroll and candidate benefits
- Internal account and records, marketing and business transactions
- The provision of management information for business purposes such as marketing activities and corporate and staff planning

We may collect from your certain details relating other individuals, for example, NOK details (person to contact in case of emergency). In such cases, it is your responsibility to ensure that you have informed any such individuals of the use of his/her data by Europeanbiz Healthcare for applicable purpose.

It may in certain circumstances, be necessary to disclose your personal data to:

- Customers, suppliers or clients of Europeanbiz Healthcare
- Third parties who provide services to Europeanbiz Healthcare
- Business partners or third parties involved in the management of Europeanbiz Healthcare, for example a joint venture, merger or outsourcing contract
- Other third parties where required by law

In any case, the third parties will be contractually obliged to use the data only for the relevant purpose specified above and not to forward the data to other parties without your consent.

As a Healthcare Professional, you should adhere to the requirements of the Data Protection Act 1998 when processing personal data during your assignment. You must comply with the enforceable principles of good practice

Data must be

- Fairly and lawfully processed
- Adequate, relevant and not excessive
- Accurate
- Not kept for longer than necessary
- Processed in accordance with the data subject's rights
- Secure
- Not transferred to countries without adequate protection

4.9. Equal Opportunities

Europeanbiz Healthcare embraces diversity and aims to promote the benefits of diversity in all of our business activities. We seek to develop a business culture that reflects that belief. We will expand the media in which we recruit to in order to ensure that we have a diverse employee and candidate base. We will also strive to ensure that our clients meet their own diversity targets.

Europeanbiz Limited t/a Europeanbiz Healthcare is committed to a policy of equal opportunities for all work seekers and shall adhere to such a policy at all times and will review on an on-going basis on all aspects of recruitment to avoid unlawful or undesirable discrimination. We will treat everyone equally irrespective of gender, sexual orientation, gender reassignment, marital or civil partnership status, age, disability, colour, race, nationality, ethnic or national origin, religion or belief, political beliefs or membership or non-membership of a trade union and we place an obligation upon all staff to respect and act in accordance with the policy.

Europeanbiz Healthcare shall not discriminate unlawfully when deciding which candidate/temporary worker is submitted for a vacancy or assignment, or in any terms of employment or terms of engagement for temporary workers. Europeanbiz Healthcare will ensure that each candidate is assessed only in accordance with the candidate's merits, qualification and ability to perform the relevant duties for the role.

4.10. Fire and Emergency

All our clients have evacuation procedures in place to prevent injury to persons and avoid impeding emergency services. For your own safety and that of other people you must familiarise yourself with, and adhere to, fire regulation and procedures. If you see or suspect a fire, act immediately. Never to tackle a fire yourself and call the emergency services immediately.

4.11. Safe handling of Money and Valuables

As a Medical Professional working through Europeanbiz Healthcare, you should ensure that you always act with the highest standards of care, probity and honesty at all times. You must uphold up the patient's right to confidentiality towards their financial information. Please familiarise yourself with any Client specific policies on the safekeeping of patient's valuables and money. If you are asked to handle money or other valuable, please seek guidance from your immediate line manager.

4.12. Lone Worker Information

The purpose of this policy and guidelines is to eliminate the potential risks associated with lone working and where this is not possible the risks will be minimised to the lowest possible level so far as it reasonably practical. It is applicable generally for any situation or location in which healthcare professionals work by themselves without close or direct supervision or without a colleague nearby, for example the community work. If for any reason, you consider yourself to be at risk working in a lone worker situation please contact your Recruitment Consultant at Europeanbiz Healthcare immediately so that a further risk assessment can be performed and arrangements can be made to ensure safe systems of work and your personal safety.

4.13. Complaint Handling

Europeanbiz Healthcare understands the importance of having good complaint procedure, one that is well explained and easy to follow ensuring positive outcome for all.

We understand that sometimes during your assignment you may encounter complaints from patients or their relatives. The very first thing to do is report the complaint to a senior person in the department where you are working and make a record of all the details concerning the complaint. You must also notify Europeanbiz Healthcare.

If a formal complaint is raised against you from patient, their relatives or a person in charge you will be notified immediately and given 48hrs to respond to the complaint stating your version of the events. We then may suspend your current or any future assignments through Europeanbiz Healthcare until the outcome is finalised.

4.14. Making a Complaint

If you have a complaint about the way you have been treated on an assignment or by our staff, please direct this in the first instance to your Europeanbiz Healthcare Recruitment Consultant.

If for any reason, you are still unsatisfied with the outcome, please call our office and speak to the Compliance Manager or send your complaint via post to Europeanbiz Healthcare, addressed to the Compliance Manager or email complaints@europeanbizhealthcare.co.uk

If you are still not satisfied with the outcome or have serious concerns over our service, then you may contact the representative body Recruitment and Employment Confederation REC. Our full complaints policy is available upon request.

4.15 Disciplinary Policy

Europeanbiz Healthcare requires good standards of discipline from the employees together with satisfactory standards of work.

If it is determined that inappropriate conduct has been committed by one of our employees, we will take such action as appropriate under the circumstances. Such action may range from counselling to termination of employment and may include such other forms of disciplinary action as we deem appropriate under the circumstances.

The procedure outlined below is intended to promote fairness and consistency in the treatment of all our employees. You should familiarise yourself with the provisions.

In the first instance Europeanbiz Healthcare will establish the facts surrounding the complaint and no disciplinary action will generally be taken until the matter is fully investigated. It may be after one or more meetings (taking in to account any statements of witnesses if available). If its not necessary to resort the formal procedure, Europeanbiz Healthcare will discuss the matter with the employee suggesting areas for improvement.

However if Europeanbiz Healthcare considers that it is necessary to invoke formal procedure, the employee will be notified. Europeanbiz Healthcare reserves the right to suspend the employee on full pay to allow full investigation of the complaint. Prior to a formal disciplinary hearing the employee will be informed in writing of the complaint against him or her and the employee will be allowed to present relevant statements. The Employee will be invited to a formal disciplinary hearing, at which he/she will be given the opportunity to state the case fully and submit any documentation that the employee wish to be considered.

4.15.1. Disciplinary Procedure

The Company Disciplinary Procedure will be used only when necessary and as a last resort. Where possible, informal and/or formal counselling or other good management practice will be used to resolve matters prior to any disciplinary action being taken. The procedure is intended to be positive rather than punitive but takes cognisance of the fact that sanctions may have to be applied in some circumstances.

An employee can discuss any part of this policy with their Union Representative or their Line Manager. They can help clarify an employee's rights as well as give guidance and support where it may be needed. Every individual has the right to representation at any point during the disciplinary process.

4.15.2. Suspension

Suspension is not disciplinary action. The purpose of suspension is manifold and can be used when it is necessary to remove a member of staff from the workplace pending an investigation for example, to allow time for a 'cooling down period' for both parties, for their own or others protection, to prevent them influencing or being influenced by others or to prevent possible interference with evidence. Only the Manager in charge of that individual, at that time or their superior, have the authority to suspend an individual.

An employee suspended from duty will receive written confirmation within three days of:

- the reason for the suspension
- the date and time from which the suspension will operate
- the timescale of the ongoing investigation
- the right of appeal to the immediate manager of the suspending manager should the suspension last more than 7 days

4.15.3. Counselling

Counselling is an attempt to correct a situation and prevent it from getting worse without having to use the disciplinary procedure. Where improvement is required, the employee must be given clear guidelines as to:

- what is expected in terms of improving shortcomings in conduct or performance
- the time scales for improvement
- when this will be reviewed
- the employee must also be told, where appropriate, that failure to improve may result in formal disciplinary action

A record of the counselling should be given to the employee and a copy retained in their personnel file. It is imperative that any counselling should be followed up and improvements recognised and recorded. Once the counselling objectives have been met, any record of the counselling will be removed from the employees file.

If during counselling it becomes clear that the matter is more serious, then the discussion should be adjourned, and pursued under the formal disciplinary procedure.

4.15.4. Procedure for Formal Investigation

Formal investigations should be carried out by the most appropriate manager who is not directly involved with the incident being investigated. This manager may involve others to assist with the investigation process. All the relevant facts should be gathered promptly as soon as is practicable after the incident. Statements should be taken from witnesses at the earliest opportunity. Any physical evidence should be preserved and/or photographed if reasonable to do so.

A report should be prepared which outlines the facts of the case. This should be submitted to the appropriate senior manager / Director who will decide whether further action is required. Where appropriate, this report may be made available to the individual and their representative.

In most circumstances where misconduct or serious misconduct is suspected, it will be appropriate to set up an investigatory hearing. This would be chaired by the appropriate Senior Manager/Director, who would be accompanied by another manager. The investigating manager would be asked to present his/her findings in the presence of the employee who has been investigated. Witnesses should be called at this stage, and the employee allowed to question these witnesses. The employee has a right of representation at this hearing.

Following the full presentation of the facts, and the opportunity afforded to the employee to state his side of the case, the hearing should be adjourned, and everyone would leave the room except the senior manager / Director hearing the case, and the other manager. They would discuss the case and decide which of the following option was appropriate:

1. take no further action against the employee
2. recommend counselling for the employee
3. proceed to a disciplinary hearing

All parties should be brought back, and informed as to which option has been chosen. Should the decision be taken to proceed to a disciplinary hearing, then this may follow on immediately from the investigatory hearing if the following criteria have been met:

- the employee has been informed by letter that the investigation may turn into a disciplinary hearing, and that he has the right of representation
- he has been told in advance what the nature of the complaint is, and had time to consult with a representative
- all the facts have been produced at the investigatory hearing, and the manager / Director is in a position to decide on disciplinary action
- the manager should inform the employee and their representative that the hearing would now become a formal disciplinary hearing, and invite them to say anything further in relation to the case

It may be appropriate at this point to adjourn proceedings, whilst necessary arrangements are made for a representative to attend the hearing at the request of the employee.

Should anyone who is subject to disciplinary action resign during the course of it, the action will cease unless there are extenuating circumstances which require its continuance. The subject of the discipline may also request that the disciplinary action continue.

4.16. **GRIEVANCE PROCEDURE**

Europeanbiz Healthcare want to ensure all Agency Workers undertakes their assignments in accordance with their Terms of Engagement. It is our Policy to ensure all Agency Workers are treated fairly and are kept informed of issues that our Clients may have concerning their work performance, attendance or conduct.

It is our policy to obtain full details of the concerns and provide written statements to our Agency Workers to enable them to answer to any allegations. Our aim at all times is:

- Assisting the Agency Workers in correction of the unacceptable code of conduct
- Place exclusions at individual Clients on at their direct request
- Assist in providing corrective training where applicable

In the event where there are allegations of abuse, sexual assault or other serious issues, Europeanbiz Healthcare is obliged legally to notify the governing bodies and the police. Allegations may also result in making preliminary referral to the Secretary of State for inclusion on the POVA/POCA registers. In such circumstances it is usual to exclude the Agency Workers concerned while investigation is in process.

If the Agency Worker has difficulty or experience any interference in carrying out their work you should report the matter to the Manager. If you have a grievance concerning your treatment by your Manager or the office staff you should state your grievance to your Manager to give him/her the opportunity of correcting the reason for your grievance.

If you have done this and are dissatisfied with the outcome, or if it is inappropriate to make your grievance to your Manager, contact the Managing Director at Company Headquarters either by telephone or in writing. She will acknowledge your complaint, investigate the circumstances and let you know the outcome. Please email: lenche@europeanbizhealthcare.co.uk

If you still feel aggrieved your next line of recourse is to an Industrial Tribunal.

Removal from our Register

Europeanbiz Limited t/a Europeanbiz Healthcare seeks to ensure that its workers are reliable, competent and trustworthy. In order that there no ambiguity concerning reason for removal from the register the details are below.

You may be removed from the Company's register and not considered for further assignments within the company if it is found that you have brought the Company into disrepute by:

- Continual poor performance
- Failure to report on duty without any notification
- Serious breach of safety rules/legislation potentially involving loss of life or limb, or injury to a patient or other person
- Theft, fraud, dishonesty or corruption
- Failure to declare criminal convictions
- Continually failing to notify your Manager that you will not be attending a duty once you have accepted it
- Flagrant failure to follow the Company's or a Client's documented Policies, Procedures and Guidelines
- Failure to abide by the NMC, HPC, GMC/AODP or other applicable Code of Conduct
- Deliberate damage to client's or the Company's property or that of others
- Any type of abuse
- Disorderly or indecent conduct, fighting on client's or the Company's premises or threatening physical violence
- Acts of incitement or actual acts of discrimination on the grounds of sex, disability, race, religion, colour or ethnic origin or any other contravention of the Equal Opportunities Policy
- Being on duty under the influence of drugs/substances or alcohol
- Breaching rules of Confidentiality concerning a patient or resident
- Lending your ID badge to another person
- Unauthorised use of administration of medicines

Please note that this list is not exhaustive.

Membership may be suspended while the circumstances of any complaint are investigated. Members have the right to representation at any meetings to discuss the complaint. In cases that may involve a criminal offence the matter may be referred to the police. In all cases the client, where appropriate Social Services, and the Professional Body may be kept informed about any investigation.

4.17. **Control of Substances Hazardous to Health (COSHH)**

Control of Substances Hazardous to Health (COSHH) Regulations 2002 is the legislation requiring employers to control exposures to hazardous substances to protect both employees and other who may be exposed from work activities.

You must adhere to the client's COSHH requirements at their workplace.

Please refer to your Health & Safety training guidelines for more information about COSHH and the role you play.

4.18. Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations places a legal requirement on employers, self-employed people and people in control of premises to report work – related deaths, major injuries, injuries that result in more than three days off work to the Health and Safety Executive Incident Contact Centre.

All accidents involving staff or patients must be reported to your line manager immediately.

Please refer to your Health & Safety training guidelines for more information about RIDDOR and the role you play.

Needle-stick & Sharps Injuries

A sharp injury is defined as an injury where a needle or other sharp object contaminated with blood or other body fluid penetrates the skin. This also includes human bites and scratches that break the skin.

Needle-stick injuries occur when Healthcare workers jab themselves or a colleague with a needle or other sharp medical device, which is contaminated with potentially infected blood or bodily fluid.

Facts: Needle-stick and sharps injuries account for 17% of accidents to the NHS staff second only to moving and handling at 18%. Contaminated needles can transmit more than 20 dangerous blood -borne pathogens. Needle-stick and sharps injuries can have devastating effects on the member of staff concerned. Over 40,000 incidents are reported each year and at least as many go unreported. It is therefore important that you protect yourself and your colleagues as much as possible.

Key ways of preventing sharps and needle-stick injuries

Before use:

- Identify how exposure could be eliminated
- Allow consideration of possible alternative systems
- Eliminate the unnecessary use of sharps
- Wear the correct gloves for all activities that have been assessed as carrying a risk, including sharp or contaminated instruments
- Always seek assistance when dealing with any patient whose condition or mental state may increase the risk of a sharps injury occurring

During use:

- Sharps must not be passed directly from hand to hand
- All sharps handling should be kept to a minimum
- Do not recap, bend, break or disassemble needles before use or disposal
- Staff must take responsibility for safe disposal of all items
- If you are unsure of safe disposal, ask someone who knows, no sharps items should be disposed of with normal domestic waste

Reporting of an incident

All sharps and needle-stick injuries are RIDDOR reportable; you must inform your line manager as soon as possible if you are injured.

4.19. Safeguarding Children and Young People

We all have a statutory responsibility to safeguard and promote the welfare of children and young people. Safeguarding children is about protecting children from harm as well as helping to ensure that children meet their potential and grow up in safe caring circumstances.

The Children Act 1989 provided the local authorities with duties and powers to protect children and is central to child protection. This has since been strengthened by The Children Act 2004. This emphasises the need for co-operation between key agencies.

Safeguarding Children and Young People: Roles and Competencies for Health Care Staff has been produced by the Royal College of Paediatrics and Child Health to clarify the competencies required by all health staff to safeguard children and supplement the information set out in Working Together to Safeguard Children 2006, and has been developed with advice from Skills for Health. Following every serious case of child abuse or neglect, there is considerable consternation that greater progress has not been made to prevent such occurrences. Reviews and enquiries across the UK, over the last three decades, often identify the same issues – among them, poor communication and information sharing between professionals and agencies, inadequate training and support for staff and a failure to listen to children.

The outcome of these reviews and enquiries is clear; that all who meet children and young people have a duty to safeguard and promote their welfare and should know what to do if they have concerns.

Six levels of staffing have been identified; level one applies to all staff working in healthcare settings (clinical and non-clinical) and therefore applies to any associates working through Europeanbiz Healthcare.

You should, as a minimum understand that constitutes child abuse; know about the range of physical, emotional neglect and sexual abuse; be able to recognise the signs of child abuse; know what to do when you are concerned that a child is being abused; be able to seek advice and report concerns, ensuring that they are listened to; know about local policies/procedures; understand the importance of sharing information, how it can help and the dangers of not sharing information and know what to do if you experience barriers to referring a child/family.

As part of your induction with Europeanbiz Healthcare, and on an annual basis, your mandatory training will include a Safeguarding of Children & Young People module which will cover these areas in more details.

4.20. Safeguarding Vulnerable Adults

Europeanbiz Healthcare is committed to safeguard vulnerable adults and at all times the safety of vulnerable adults is paramount.

You are expected to report any concern about the abuse of a vulnerable adult immediately to your line manager. You must objectively record the nature of your concern and the date, time as well as the name of the person to whom it was reported.

You must also co-operate fully with any official investigation; maintain strict confidentiality and share information on a need to know basis initially only with the assignment manager and then with the authorised investigators and comply fully with the policies and procedures of the organisation.

4.21. Allegations of Abuse / Neglect

Any allegations of abuse by or neglect against candidates working through Europeanbiz Healthcare will be taken very seriously.

If we receive complaints of this sort against you, we may not be able to offer you work whilst the allegation is being investigated. Ultimately, if allegations are well founded, we may not be able to offer you work in future and it may result in a referral being made to the Disclosure and Barring Service (DBS).

4.22. Recognising Signs of Abuse / Neglect

You must always be alert to the signs of abuse, which can take many forms:

- Verbal/Psychological abuse: such as using demeaning language or name calling, provoking or frightening anyone or subjecting them to witness unpleasant acts. The person may appear frightened, nervous, irritable or withdrawn
- Physical Abuse: Such as rough handling, slapping, punching or burning. Look for marks and bruises that cannot be adequately explained. The person may wince or withdraw from you when you approach them
- Sexual abuse: people who may have been sexually or indecently assaulted may have soreness or bleeding in the genital area
- Financial abuse: such as using someone's credit card or check book to steal money without them knowing, or stealing valuable or sentimental items. The person may appear worried or withdrawn
- Neglect / deprivation: such as the withholding of basic rights or comforts such as food, light, heating, medication or personal hygiene. The person may appear dirty or be inappropriately dressed for the time of year

At each new placement, please familiarise yourself with any policies and procedure related to abuse and be aware of the signs that may indicate abuse or neglect.

If you suspect any form of abuse or neglect is taking place please report it to Europeanbiz Healthcare immediately.

4.23. Whistleblowing

Whistleblowing is the disclosure of confidential information that relates to danger, fraud or other illegal or unethical conduct connected with work including abuse or neglect of patients or service users.

The disclosure may relate to concerns regarding:

- The location in which you currently work or you have worked
- Europeanbiz Healthcare
- A fellow Europeanbiz Healthcare candidate
- A member of Europeanbiz Healthcare team
- Any other party (patient or patient's relative)

Under the Public Disclosure Act 1998, candidates who speak out, in good faith, against corruption and malpractice at work have statutory protection against victimisation and dismissal.

Europeanbiz Healthcare operates a whistleblowing policy which encourages a culture of openness within our organisation and aims to prevent malpractice. The policy will apply in cases where a candidate genuinely and in good faith believes that one of the following sets of circumstances is occurring, has occurred or may occur within their line of duty:

- 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.

Anyone who wishes to raise or discuss any issues which might fall into the above categories should contact their Europeanbiz Healthcare Recruitment Consultant in the first instance who will treat the matter in confidence. It is likely that a further investigation will be necessary and he/she may be required to attend a disciplinary or investigative hearing as a witness. Where the concern may involve a direct employee of Europeanbiz Healthcare, the concern should be raised with the Managing Director. All complaints will be treated seriously and confidentially.

The full whistleblowing policy can be accessed via Europeanbiz Healthcare. You should be aware that if any disclosure is made in bad faith (for example, to cause disruption within the organisation), or concerns information which you do not substantially believe is true, or indeed if the disclosure is made for personal gain, then such a disclosure may constitute breach of contract, which may lead to immediate termination of the contract.

4.24. Fraud Awareness

Fraud includes falsely claiming sick leave which is paid, claiming for hours not worked, falsely claiming expenses, falsifying records to steal NHS property, failing to declare criminal convictions and falsifying qualifications.

Defrauding money from the NHS deprives hospitals and patients of valuable equipment, staff and resources. NHS Counter Fraud aims to reduce fraud against the NHS to a minimum.

The aim of this policy is to make you aware of the types of fraud and how to report it, but also to clarify the crucial distinction between deliberate fraud and unintentional error, removing where possible any confusion or ambiguity.

There are several examples of fraud:

Patients:	Wrongful claiming of exemption fee, changing prescriptions and using other identities to acquire controlled drugs
Professionals:	Alterations of prescriptions and claiming for work not undertaken
Managers & Staff:	Time sheet and payroll fraud, fraudulent equipment claims and working in unauthorised jobs whilst on sick leave
Contractors and Suppliers:	Submitting false invoices

Reporting fraud:

If you suspect that fraud of any type has occurred or is in progress you must not attempt to investigate it yourself. Any genuine concerns about fraud may be reported directly to the Client's Counter Fraud Specialists. NHS employees, patients or members of the public can report NHS fraud in three ways:

- By contacting the Local Counter Fraud Specialist (every client has a local counter fraud specialist)
- By calling the NHS Fraud and Corruption Reporting line: 0800 028 4060 (within England) or 0800 015 1628 (within Scotland)
- You can also report fraud using an online reporting form at <https://www.reportnhsfraud.nhs.uk>

Further details on countering NHS Fraud can also be found at <https://www.nhsbsa.nhs.uk/>

4.25. Administration of Medication

As a registrant, in exercising your professional accountability in the best interests of your patients:

- you must be certain of the identity of the patient to whom the medicine is to be administered
- you must check that the patient is not allergic to the medicine before administering it
- you must know the therapeutic uses of the medicine to be administered, its normal dosage, side effects, precautions and contra-indications
- you must be aware of the patient's plan of care (care plan or pathway)
- you must check that the prescription or the label on medicine dispensed is clearly written and unambiguous
- you must check the expiry date (where it exists) of the medicine to be administered
- you must have considered the dosage, weight where appropriate, method of administration, route and timing
- you must administer or withhold in the context of the patient's condition, (for example, Digoxin not usually to be given if pulse below 60) and co-existing therapies, for example, physiotherapy
- you must contact the prescriber or another authorised prescriber without delay where contra-indications to the prescribed medicine are discovered, where the patient develops a reaction to the medicine, or where assessment of the patient indicates that the medicine is no longer suitable
- you must make a clear, accurate and immediate record of all medicine administered, intentionally withheld or refused by the patient, ensuring the signature is clear and legible. It is also your responsibility to ensure that a record is made when delegating the task of administering medicine.

4.26. Record Keeping

If you make an error, identify an error or you have concerns over a patient on their medication, you must report it immediately to your line manager at your place of work and inform Europeanbiz Healthcare immediately.

Good records are essential to safe and effective care:

- Clear, legible and indelible
- Factual and accurate
- Written as soon after the event as possible
- Written in black ink
- Signed, timed and dated
- Mistakes should not be covered with correction fluid or scribbled out so as illegible. One line should be scored through the mistake and your initials and date written next to it
- Written with the involvement of the patient, Client or their carer where possible
- Written in terms the patient or Client can understand
- Be consecutive
- Identify problems that have raised and action taken to rectify them
- Show care planned, decisions made, care delivered and information shared

Please be aware that full records are essential should any questions be raised about the care and standards of care delivered.

4.27. Drug Error

If you make an error, identify an error or you have concerns over a patient on their medication, you must report it immediately to your line manager at your place of work. A record of the occurrence may need to be made as well as further checks and observations. However, a drug error done by you must be reported to the Person in Charge of your shift with a written report of the incident.

4.28. Agency Worker Regulations 2010

The agency Worker Regulations 2010 came into force in England, Scotland and Wales on 01st of October 2011. The Agency Workers (Northern Ireland) Regulations 2011 came into effect on 05th of December 2011. Save for the commencement dates, the Regulations are the same in all of England, Scotland, Wales and Northern Ireland. From Day 1 of every placement you undertake from 01st of October 2011, you are entitled to the same basic working and employment conditions you would receive if you were engaged directly by an end user client to do the same job; this is limited to conditions that relate to pay and working time. You will also be entitled to access facilities and amenities (e.g. Canteen, childcare facilities etc.) that an end user client provides to its own workers and to be advised by a client of vacancies which arise in the client's business.

When you start working for a client, this will count towards your 12-week Qualifying Period. The 12-week qualifying period is not necessarily a continuous period of 12 weeks. There are certain breaks that pause, stop or reset the clock so it very much depends on your job roles and working patterns. Agency workers who reach their Qualifying Period will be entitled to the same conditions as details in the paragraph above.

We will need to ask you some questions when you are being booked into a placement about any recent assignment or shifts you have worked with the same client. This is because we need to keep a track of your 12-week Qualifying Period so it is imperative that you answer the questions accurately.

The Regulations also state that if you change in a different role, we must notify you of your new duties, so you may receive additional communication from us via text or email.

5. Family Friendly Policies

5.1. Pregnant and New Mother

There are some additional provisions in the Regulations around pregnancy and childbirth. Please let Europeanbiz Healthcare know if you are pregnant or have recently given birth so we can make sure you have the information relevant to you.

5.2. Adoption and Paternal Leave

For further details, please request a copy of the Candidate Employee Working Parents Policy from your Europeanbiz Healthcare Recruitment Consultant

5.3. Maternity and Paternity

Europeanbiz Healthcare will comply with all the legal requirements relating to maternity and paternity. Please contact your Recruitment Consultant at Europeanbiz Healthcare for more details.

"...If any pregnant employees, or employees who have recently become mothers or who are breastfeeding are employed in positions which have been identified as posing a risk to their health and safety or that of their baby they will be notified immediately and arrangements will be made to eliminate the risks..."

Useful Contacts:

Disclosure and Barring Service	https://www.gov.uk/government/organisations/disclosure-and-barring-service
UK Border Agency	https://www.gov.uk/government/organisations/uk-visas-and-immigration
Health and Care Professions Council (HCPC)	http://www.hcpc-uk.co.uk/
General Dental Council	http://www.gdc-uk.org/
General Medical Council (GMC)	http://www.gmc-uk.org/
Nursing & Midwifery Council (NMC)	https://www.nmc.org.uk/