



Policies & Procedures-Internal Staff

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When a candidate becomes an employee of One Call 24, they must adhere to the company's ethos, as well as the standards set out within the business's terms and conditions. Upon joining One Call 24, the member of staff will be made aware of their contractual obligations as set out within their terms of service. Further too this, the member of staff will be supplied with an *Employee Handbook*, for which they must read and understand. Once they have done so, the member of staff will sign their contract to further confirm that they have received, read and understood the contents of the *Employee Handbook*, and will abide by the terms set out within it. The terms set out include (but not limited to):

- Conduct at Work
- Confidentiality (including Data Protection Act 1998 and updates)
- Equal Opportunities and Discrimination Policy (including Equality Act 2010 and updates)
- Harassment Policy
- Dress Code Policy
- Smoking Policy
- Environment Policy
- Anti-Bullying Policy

The *Employee Handbook* is also readily available in the office, should the member of staff need to refer to this at any stage.

Once the contract and handbook receipt is signed, the member of staff will complete the Induction and Training programme. This will cover the following areas:

- Welcome Pack & Equality Policy (including Equality Act 2010 and updates)
- Disability Policy (including the Disability Discrimination Act 1995 and Equality Act 2010 and updates)
- Smoking Policy
- Disciplinary Rules and Procedures
- Anti-Bribery Policy (including The Bribery Act 2010 and updates)
- Social Media Policy

- Uniform Policy
- Data Protection Policy(including Data Protection Act 1998 and updates)
- Counter-Fraud (including The Bribery Act 2010 and updates)
- Anti-Bullying Policy

Example of some the modules included within the Induction and Training Programme:

- Agency Internal Processes
- Framework requirements
- Ad hoc requirements
- Complaint Handling
- Roles & Responsibilities

Only when the member of staff has signed the terms & conditions, handbook receipt and completed the 1 week Training & Induction Programme, will the Business Director sign off the member of staff as being able to work for One Call 24. If any non-conformity is highlighted throughout this initial process, the candidate will not be offered a job role at One Call 24.

If and once successful, a member of staff will be involved in weekly, monthly and yearly meetings – at which point the team leaders/managers will refer back to the roles and responsibilities of the members of staff as well as discussing business critical criteria. Should a concern arise during the member of staffs’ employment – the agency would look to review and rectify this as soon as possible. The necessary changes would be made to ensure that the member of staff is brought in line with the companies expected standards, and processes reviewed, with the aim to reduce the likelihood of the same concerns arising once more. The ability to review concerns that are highlighted and make the necessary changes form part of One Call 24 Quality guarantee that all their internal members of staff will act in a way befitting of an employee of One Call 24 and expected of a worker within the Healthcare Sector.

When changes are made within legislation or current practices/policies/processes, One Call 24 ensure these are updated accordingly. The Internal Agency Handbook will be updated and a revised version printed (reviewed on a yearly basis). This will be readily available to all members of staff within the office. The updates will be cascaded to the teams by the Business Director to ensure that all staff are fully aware of any amendments made.

One Call 24 will ensure that various external body communications are followed up and implementation made where necessary. These will includes bodies such as:

- REC (A business resource for members and prospective members of the *REC* or others with an interest in *recruitment* issues). <https://www.rec.uk.com/>
- The Home Office (government department responsible for immigration, counter-terrorism, police, drugs policy, and related science and research) <https://www.gov.uk/government/organisations/home-office>
- PRADO (Public Register of Authentic travel and identity Documents Online) <http://www.consilium.europa.eu/prado/en/prado-start-page.html>
- APSCo (provide all firms involved in the recruitment of professional talent, that share a commitment to excellence, the specialist support and distinctive voice they need to be successful) <http://www.apsco.org/>

- NMC (regulate nurses and midwives in England, Wales, Scotland and Northern Ireland) <http://www.nmc.org.uk/>
- SEQOHS (*Safe, Effective, Quality Occupational Health Service* and is a set of standards and a voluntary accreditation) <https://www.seqohs.org/>
- Health & Safety Executive (provides information for all workers on their rights and responsibilities that affect health and safety at work, including Working Time Regulations) <http://www.hse.gov.uk/>
- UK Legislation (The official home of UK *legislation*) <http://www.legislation.gov.uk/>

It must be noted that the many of the following legislation and regulation changes are published on the 'Health & Safety Executive' website (<http://www.hse.gov.uk/>) (the below is not an exhausted list):

- Working Time Regulations 1998
- Occupational Health and Safety Law and practice
- Management of Health and Safety at Work Regulations 1999
- Health & Safety at Work 1974
- Manual Handling Operations Regulations 1992
- COSHH

It is imperative that all staff representing One Call 24 are sufficiently training and kept up to date with all processes and policies that may affect the business.