

**Compliance with Applicable Laws and Regulation**

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| <b>Policy Number</b>    | 93                          |
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| <b>Policy Contact</b>   | Matthew Betteridge          |
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| <b>Next review Date</b> | 15 <sup>th</sup> May 2025   |
| <b>Approved by</b>      | OneCall24 Policy Team       |

**Introduction and Purpose:**

One Call 24 is committed to upholding the highest standards of legal compliance and ethical conduct in all aspects of its operations. This policy is designed to ensure that all staff members understand their responsibilities to act in accordance with applicable laws, regulations, and industry standards.

**Scope and Applicability:**

This policy applies to all employees, contractors, consultants, and representatives of One Call 24. It covers all activities conducted on behalf of the One Call 24, including but not limited to recruitment processes, compliance processes, client interactions, candidate engagement & placements, and business operations.

**Compliance with Laws and Regulations:**

All staff members are required to comply with all relevant laws, including appropriate legislation and regulations relevant to the healthcare recruitment industry. This includes, but is not limited to:

- Equal Employment Opportunity, including diversity and inclusion
- Anti-discrimination laws.
- Labor and employment laws.
- Licensing and certification requirements.
- Immigration laws.
- Anti-corruption laws
- Data protection and cybersecurity laws.

**Responsibilities of Staff Members:**

It is the responsibility of each staff member to:

- Familiarise themselves with relevant laws, regulations, and industry standards applicable to their role.
- Seek guidance from the Line Manager, Head of Audits or HR Department if unsure about legal requirements.
- Conduct all business activities in a legal, ethical, and professional manner, aligning to One Call 24 ethos and expectations.
- Report any suspected violations of laws or regulations to the HR Team or designated authority.

**Prohibited Conduct:**

The following conduct is strictly prohibited:

- Discrimination or harassment based on race, color, religion, gender, sexual orientation, age, disability, or any other protected characteristic.

- Violation of patient privacy and confidentiality laws, including unauthorised disclosure of medical information.
- Misrepresentation of candidate qualifications or credentials.
- Falsification of records or documentation.
- Offering or accepting bribes, kickbacks, or other improper inducements.
- Engaging in fraudulent activities or deceptive practices.
- Violation of labour laws, including wage and hour regulations.
- Failure to obtain required licenses, certifications, or permits.

**Reporting Incidents of Non-Compliance:** Staff members who become aware of any actual or potential violations of laws or regulations must report them immediately to the Line Manager, Head of Audits or HR Department or designated authority.

- Reports may be made anonymously through the company's confidential reporting channel.
  - Email: [HRTeamSA@onecall24.co.uk](mailto:HRTeamSA@onecall24.co.uk)
- The company prohibits retaliation against any individual who reports a suspected violation in good faith.

#### **Investigation and Corrective Action:**

- Upon receiving a report of a suspected violation, the HR Manager or designated authority will conduct a prompt and thorough investigation.
- If a violation is confirmed, appropriate corrective action will be taken, which may include:
  - Remedial training for the staff member involved.
  - Performance Improvement Plan (PiP)
  - Disciplinary action, up to and including termination of employment.
  - Corrective measures to prevent future instances of occurrence
  - Company policy and practice review and training

#### **Training and Awareness:**

- One Call 24 will provide regular training sessions and resources to ensure staff members are informed about relevant laws, regulations, and ethical standards. Training would be delivered by Head of Learning and Development with records held of training completed.
- Training programs will cover topics such as:
  - anti-discrimination
  - privacy laws
  - ethical recruitment practices
  - Reporting procedures.
  - Equal Employment Opportunity, including diversity and inclusion
  - Anti-discrimination laws.
  - Labor and employment laws.
  - Licensing and certification requirements.
  - Immigration laws.
  - Anti-corruption laws
  - Data protection and cybersecurity laws.

#### **Record-Keeping and Documentation:**

- One Call 24 will maintain accurate and complete records of compliance training, reported violations, investigations, and corrective actions taken.

- Documentation will be retained in accordance with legal requirements and company policies.

**Compliance Review and Updates:**

This policy will be reviewed annually to ensure it remains up-to-date with changes in laws, regulations, and industry best practices. Responsibility for updating of this policies and implementation within One Call 24 sits with the One Call 24 Policy Team.

Staff members will be notified of any updates or changes to the policy and required to acknowledge receipt and understanding. This will include any follow up training as appropriate.