

## Compliance with Applicable Laws and Regulation

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<b>Policy Contact</b>	Matthew Betteridge
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<b>Approved by</b>	OneCall24 Policy Team

### **Introduction and Purpose:**

One Call 24 Limited (OneCall24) is committed to upholding the highest standards of legal compliance and ethical conduct in all aspects of its operations. This policy supports One Call 24's commitment to compliance with all applicable UK legislation, regulatory requirements, industry standards, and contractual obligations relevant to healthcare recruitment services.

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 OneCall24. It covers all activities conducted on behalf of OneCall24, including but not limited to recruitment processes, compliance processes, client interactions, candidate engagement & placements, and business operations.

This policy applies across all business locations, remote working environments, client sites, and digital systems used in the course of company business.

### **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:

- Equality, diversity, and inclusion requirements under the Equality Act 2010.
- Employment and labour laws, including the Employment Rights Act 1996 and Health and Safety at Work etc. Act 1974.
- Licensing and certification requirements.
- Immigration legislation, including Right to Work checks in accordance with the Immigration, Asylum and Nationality Act 2006.
- Anti-bribery, anti-corruption, and modern slavery legislation, including the Bribery Act 2010 and Modern Slavery Act 2015.
- Data protection, confidentiality, and cybersecurity laws, including the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

Staff members must also comply with client contractual obligations, NHS Employment Check Standards where applicable and safeguarding requirements.

### **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 with One Call 24's values, policies, and expectations.
- Report any suspected violations of laws or regulations to the HR Team or designated authority.

### **Responsibilities of Managers**

Managers and department heads are responsible for:

- Promoting a culture of compliance and ethical conduct.
- Ensuring staff receive appropriate compliance training.
- Monitoring compliance within their teams.
- Escalating actual or suspected breaches appropriately.
- Supporting investigations and corrective actions where required.

### **Prohibited Conduct:**

The following conduct is strictly prohibited:

- Discrimination or harassment based on race, colour, religion, gender, sexual orientation, age, disability, or any other protected characteristic.
- Violation of patient privacy and confidentiality laws, including unauthorised disclosure of medical information.
- Mishandling, unauthorised access, or insecure storage of confidential company, client, candidate, or patient 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.
- Knowingly bypassing safer recruitment checks, DBS requirements, reference verification, or compliance procedures.

### **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)

All reports will be treated confidentially to the fullest extent possible and investigated fairly and impartially.

The company prohibits retaliation against any individual who reports a suspected violation in good faith. Any retaliation against individuals who raise concerns in good faith may result in disciplinary action.

**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 recurrence.
- Company policy and practice review and training

Investigations will be documented appropriately, with outcomes retained in accordance with company retention requirements and applicable legal obligations.

**Training and Awareness:**

OneCall24 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 programmes may include, but are not limited to:

- Equality, diversity, and inclusion
- Data protection and confidentiality
- Ethical recruitment practices
- Safeguarding and safer recruitment
- Anti-bribery and modern slavery awareness
- Reporting and whistleblowing procedures
- Information security and cybersecurity awareness

**Record-Keeping and Documentation:**

OneCall24 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. Access to compliance records will be restricted to authorised personnel only.

**Review**

This policy statement will be reviewed annually as part of our commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.