

## EXCELLENT CARE POLICIES

### STAFF AVAILABILITY POLICY

The employees of Excellent Care Ltd are subject to providing their availability 3 times in every month. The availability should be produced to us 7 days before they start to work, unless otherwise specifically agreed.

For example:

1. On the 1st of a month, employees must send their availability from 1st to 15th of that month. On the 8th of the month, staff should send their availability from 16th to 22nd of the concerned month. On the 15th of that month, staff must provide their availability from the 23rd to the 29th; and on 22nd of the month staff should submit their availability from 30th till 5th of the following month and so on. The whole process continues as a repeated process in this sequence.

2. So, employees of Excellent Care Ltd should adhere to this availability policy and strictly show compliance to the policy. Once the availability is provided by the employee, it should be strictly followed by them and there should not be any change in it.

3. The login portal and credentials will be given to all employees for manually updating their availability which cannot be changed by them further.

4. As the care homes and nursing homes are providing us with 15 days requirements in advance, we will be allocating the available staff immediately.

5. When the shift is allocated, the names will be rolled out to care homes with the staff profiles. So, if there are any last minute changes such as health issues, illness or other emergencies, the employee has to provide a written explanation to Excellent Care Ltd, within 5 days from the incident date. The reason of the absence should be reasonable and acceptable. Evidence for the reason behind absence can be demanded by Excellent Care Ltd if necessary. As mentioned in Excellent Care Ltd.'s terms of employment- an administration fee will be charged from those employees who fail to submit a reasonable explanation if they had last minute changes to their availability.

6. It is the responsibility of the employees to check their shifts allocated including the home name and shift timings.

7. Company will be sending reminder messages for their next day shift to all employees. These messages must be treated as reminders only and you must check with the office if you haven't been allocated a shift or if you have any query with any of the changes made.

8. If the employees find they have extra availability, they will have an option to submit their extra availability to the office, so that such employees will be allocated with the additional or last minute requests from the clients.

9. The staffs of Excellent Care Ltd are subject to confirm their shift availability from the organisation software using their appropriate login credentials by 8pm. If there are any shifts cancellations or other issues from the company's end, it will be informed with appropriate notice. Any deviations from the policy with respect to cancellation/availability change in the

last minute will have to face administration charges or penalties which will be levied from the staff from their immediate payments due.

10. Staffs are responsible to cover the shifts once they have given their availability even if it is an emergency call.

11. Staffs always hold the right to cancel their availability for the next day if you haven't received any shift confirmation from the team.

12. If the staffs are not responding to the last minute calls on the available days, you may be charged up to £75 as cancellation charge.

13. Staffs should be more accountable while updating availabilities. If you are unsure about your availability especially for the last minute calls try not to give your availability to us.

14. You can change your availability at any time from your side if you have not been allocated for shifts anywhere. In such a case, you must call the office to change your availability and confirm the change has been updated in the software.

15. If you have given your availability for emergency shift cover on the previous day and you come across any difficulty at night after confirming your availability for emergency shift cover, please convey the message to the shift allocation team with immediate effect. Company reserves the right to deduct administration charges from employees who fail to respond to calls/texts after confirming their availability for emergency shift cover.

16. Unavailability of staffs after confirmation of availability will result in them being removed from the preferred staff list of Excellent Care and they will be given the least priority for all future shift allocations.

### TIMESHEET POLICY

Timesheets are legal documents, which are the source of payroll transactions, and are related to the work and client invoicing. Timesheets serve as the legal obligation to pay an employee. They also serve as a verification of time off and provide the legal basis to grant employee benefits, including workers' compensations if applicable.

The timesheet policy may address how and when the time is reported, as well as the certification, review and verification procedures. Each employee is entailed to take company provided time sheet along with them whenever they are assigned for work in a client location. It is mandatory to enter the shift date, day of the week timing of shift start, break taken and shift end time.

All timesheets should be signed by an appropriate representative of the client and the agency copy of the timesheet should be uploaded via your staff portal using your employee log-in credentials in the software within 6.00pm every Monday for all staffs inclusive of the previous day's night shift. Registered Nurses are supposed to get their timesheets signed by a member of client management or a nurse / senior nurse and upload it via staff login portal within 6 pm on all Mondays.

## **TRANSPORTATION POLICY**

### **Millage Allowance:**

Company will no longer be paying mileage allowance to employees.

### **Using Company Transportation:**

Employees could request for company transportation\* for commuting to shifts. Company transportation will be provided where TFL transport facility is not available, at a minimum cost of £10 per long day and £5 per early or late shift (for roundtrip to homes) from our usual pick-up points. The early or late shifts refer to all shifts less than 6 hours. For all other shifts more than 6 hours, the charge will remain as minimum £10 per shift.

Please contact the office 01883338444 or [mail to: accounts@ecareuk.com](mailto:accounts@ecareuk.com) for more details. This transportation charge would be automatically deducted from employee's salary/invoice.

\*Please note that company will provide you pool transportation, so you may have to arrive up to 1 hour prior to your shift commencement or wait around an hour in certain cases; unless otherwise specifically instructed. If waiting time exceeds more than 1hr company will pay for the same.

### **Private Transportation:**

Employees could request private transportation from the company for only £1 per mile. However the request should be made in advance whenever possible. Either if it is one of your personal matter or a matter of urgency (for instance- you feel sick at work), you could request this personal transportation service.

\*Please note- request should be made as early as possible and cannot be 100% guaranteed, subject to car and driver availability.

### **Free Company Car for Fulltime Staffs:**

If you are above 25 years, have a valid and clean UK driving license and you are one of our regular staff, you could request a company car (car insurance and tax provided by the company for free). Please note that company car is only to be used for fulfilling company provided assignments and not for personal purposes. If the company car is being used for personal purposes, this must be pre-agreed with the company.

**NB:** Company will not be liable to pay staff's waiting time for any unforeseen circumstances like delays due to poor weather conditions, traffic blocks and car breakdown. However, alternate arrangements for your transportation from wherever you are would be made as a matter of urgency. But in case of staff's waiting time caused by company's fault, all staff will be paid for their extra loss of time.

Furthermore, employees could also claim for any public transportation or taxi cost incurred due to emergency situations, where company has failed to provide transportation. This claim by an employee must be supported by a verbal or written confirmation from any of our office staff, before using any public transport or taxi services.

## **MOBILE PHONES USAGE POLICY**

### **Policy Statement:**

All Excellent Care Ltd. employee's, are required to respect privacy, maintain confidentiality and adhere to safe practices whilst using mobile phones during working hours, whilst travelling to and from work and whilst using phones on company business in public places.

### **Scope of the policy:**

This policy applies to any device that makes or receives phone calls, leaves messages, sends text messages, surfs the Internet, or downloads and allows for the reading of and responding to email whether the device is company-supplied or personally owned. The policy applies to:

- All employees working in healthcare and homecare establishments and settings,

- All employees working in our business centres and head office locations.

### **Using Personal Mobile phone devices in Vehicles:**

In general: An employee who uses any company-supplied or personal mobile phone device is prohibited from using it while driving to and from any healthcare or homecare establishment, private home, local office or whilst "out" accompanying a service user. This prohibition includes receiving or placing personal calls, text messaging, surfing the Internet, receiving or responding to email, checking for phone messages, or any other purpose related to their employment; the business; our customers/clients/service users; meetings, (or any other company or personally related activities not named here) while driving.

Employee's taking an urgent call whilst driving is required to stop their vehicle in a safe location so that they can safely use their cell phone or similar device. The only exception to this rule is where an employee is specifically authorised (by a senior manager) as a part of the employee's role and with the correct equipment in place to safely manage such calls. (Such as use of company car with blue tooth technology).

Excellent Care Ltd. is aware that employees utilise their mobile phones for business and social purposes. At the same time, mobile phones are a distraction in the workplace, including any office, any client's establishments and service user's premises. To ensure the respect of individuals to whom our staff are providing a service, and to ensure confidentiality on the office, employees are asked to leave personal mobile phones switched off or set to "silent", and not utilise them whilst on duty or at work. Employees may use their phones during allocated break times, but must respect the privacy and confidentiality of the staff and service users on the site where they are working.

### **Using the phone at work/or whilst on duty**

Excellent Care Ltd. managers and clinical assessors who are using company mobile devices for their day to day communications should make and receive calls in the same confidential manner as for landline calls. Usage during office hours should be restricted to internal and business related calls. Personal calls and personal texts should be restricted to breaks times only.

We require that all employees only respond to personal calls and text messages during their break times. These calls should be taken/or made away from the main work area and

dealt with respectfully of the other staff and people within the premises.

Healthcare and Homecare staff: Employees who have given availability may need to be contacted whilst on shift to arrange future placements. If there is an urgent or critical message to pass on, Excellent Care Ltd. will try to contact our staff by landline at the establishment where they are working or leave a message to call us back. If the client requires our employee's mobile phones to be switched off during work, we would expect them to allow some access via landlines in order to maintain essential lines of communication. Only on the unusual occasion of an emergency or anticipated emergency that requires immediate attention, (and with the clients permission) the mobile phone may be carried on vibrate mode.

#### **Lone Workers**

For personal safety reasons, employees who are working alone in homecare/LD services, are permitted to leave a mobile phone device switched on whilst at work but should keep the phone set to silent and only make outgoing calls in the case of an emergency.

**Any Employees who violate this policy could be subject to disciplinary actions, up to and including employment termination.**

#### **GENERAL DATA PROTECTION REGULATION POLICY**

Excellent Care Ltd. processes human resources related personal information in accordance with the data protection principles in accordance with Article 5 of GDPR:

- We process personal information in a lawful, fair and transparent manner.
- We collect personal information only for specific, unambiguous and legitimate purposes.
- We process personal information only where it is necessary, relevant and restricted to what is relevant for the purposes of processing, which is usually 2 years, unless special consent has been obtained to extend.
- We maintain accurate personal information and take necessary steps to make sure that any irrelevant or inaccurate personal information is deleted or amended promptly.
- We maintain personal information only for those periods which are necessary for processing.
- We undertake relevant measures to ensure that personal information is safe, secure and protected against unlawful or unauthorised processing, unplanned and/or unintentional loss.
- We inform individuals about the reasons for processing personal data, how to use the data and the legal base for processing in private. Excellent Care Ltd. will not process individual personal information for any other purposes.
- When Excellent Care Ltd. handles special information pertaining to applicant's criminal records data or undertake obligations or to exercise rights according to employment law. This is done in accordance with the policy on special information on criminal records data.

- Excellent Care Ltd. updates all personal information correctly if an individual informs about any amendments or notify us that any of their information we hold is inaccurate.
- Personal information is gathered through recruitment (including employment, worker, volunteer, contractor relationships and may be held as hard or soft copy or both. The periods for which Excellent Care Ltd. holds personal information are included in their privacy policy.
- Excellent Care Ltd. maintains records of its processing of HR related personal information with respect to the requirements under the GDPR (General Data Protection Regulation).

#### **Type/classes of information processed**

***We process information relevant to the above reasons/purposes. This may include:***

- personal details
- Family details
- lifestyle and social circumstances
- financial details
- employment and education details
- goods or services provided

***We also process sensitive classes of information that may include:***

- physical or mental health details
- sexual life
- racial or ethnic origin
- religious or other beliefs
- trade union membership

***Who the information is processed about***  
***We process personal information about:***

- clients
- customers
- employees
- suppliers and service providers
- professional experts and consultants
- complaints, enquirers

#### **Who the information may be shared with**

We sometimes need to share the personal information we process with the individual themselves and also with other organisations.

Where this is necessary we are required to comply with all aspects of the Data Protection Act (DPA). What follows is a description of the types of organisations we may need to share some of the personal information we process with for one or more reasons.

***Where necessary or required we share information with:***

- employment and recruitment agencies
- financial organisations
- Family, associates and representatives of the person whose personal data we are processing
- current, past or prospective employers
- educators and examining bodies
- credit reference agencies
- debt collection and tracing agencies

- business associates and other professional advisers
- healthcare and welfare organisations
- suppliers, providers of goods or services
- persons making an enquiry or complaint;
- central government

### **Transfers**

It may sometimes be necessary to transfer personal information overseas. When this is needed information is only shared within the European Economic Area (EEA). Any transfers made will be in full compliance with all aspects of the data protection act.

### **Employee Declaration:**

**This Statement is a declaration from my side and I agree to abide by the company policy. I shall be following and complying with the company and client policies, rules and regulations which fall under the course of my work.**

**Employee's Name:**

**Signature:**

**Date:**

