



Practice
Plus
Group

Employee guide



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Your welcome

Congratulations on your new role

Welcome to Practice Plus Group. This is your employee guide. It contains the information you need to begin your career with Practice Plus Group I hope you find it informative and useful.

Whether you are new to Practice Plus Group or you have been with us for some time, please do make time to read it as choosing to be part of Practice Plus Group carries with it an important set of responsibilities that we all need to understand.

Practice Plus Group is a leading independent provider of health and social care. We have an excellent and well-earned reputation for providing health and social care solutions that put our patients and service users first.

Our business began with residential care homes; since then we have expanded to work in many types of health and social care services – from nursing homes and domiciliary care, to acute hospitals, primary care and specialist care such as mental health and services for people with learning disabilities.

Our aim is to fulfill the lives of our patients, the individuals we support and our employees. To achieve this, three core values guide everything we do and you will play a key role in bringing these

values to life:

- Every one of us makes a difference
- Customers are at the heart of everything we do
- Together we make things better

By joining Practice Plus Group you have a key role in ensuring we sustain our commitment to these values and to provide the highest quality of care and service to our customers.

If you have any questions about this guide, please ask your line manager to help. Updates will be provided through notice boards in your workplace and on Eureka, our intranet.

I wish you every success in your new role.

Mike Parish
Chief Executive

Practice Plus Group – Who we are and what we do

For more than 30 years, we've been helping people across the UK live happier, healthier and more independent lives.

Our company started its journey in 1982 under the name Anglia Secure Homes – a specialist provider of retirement homes and sheltered housing. We have grown through acquisition and investment to become one of the leading providers of health and social care in the UK, employing over 22,000 people. Today, one in five people in the UK has local access to one of the many Practice Plus Group facilities and services around the country.

We are care experts first and foremost. Practice Plus Group delivers a greater range of specialist health and care services than any other organisation in the UK.

Through treatment centres, out-of-hours services, diagnostic and rehabilitation facilities and social and community care, we're applying award-winning, expertise across a wide range of patient and user centred services. Expectations and demand are both rising and we're determined that our services contribute to improving the way in which care is delivered in the UK.

Delivering services as part of the NHS, and working in partnership with local authorities and other public bodies, enables us to design and deliver

services which fit together in the way in which commissioners need: services that work to strengthen both outcomes and efficiency. We're responsive, flexible and pro-active. Our aim is to fulfill the lives of our service users and we are committed to delivering person-centered services to the highest possible standard.

Practice Plus Group operates over 100 nursing and residential homes and 20 well-being centres for older people, and we provide over 120,000 hours of care and support every week to people in their own homes. We offer supported living services for people with learning disabilities or mental health needs through care at home, extra care schemes and specialist residential homes.

In the healthcare sector we are the largest operator of independent sector treatment centres in the UK and we are active across a wide spectrum of primary care services. We operate over 50 GP practices, NHS walk-in centres, GP out-of-hours services and prison health services, and we operate highly innovative Clinical Assessment and Treatment Services (CATS).

Getting the most from your employee guide

Your employee guide forms part of Practice Plus Group's policies and procedures and it is your responsibility to ensure that, along with your contract of employment, you have read and understood its contents

Please read it carefully, keeping it safe for easy reference. If there is anything you do not understand or require further clarification on, you should speak to your line manager.

The aim of this guide is to provide you with the information and key policies that you must follow in your work. You'll notice the symbol **P** throughout this handbook. This means we have an official policy relating to that particular subject. If you would like to read any of these policies in full, please speak to your line manager and they will be happy to help.

Updates to your guide

This guide contains policies and procedures which do not form part of your Contract of Employment and which may be replaced, withdrawn or varied by us at any time. Your line manager will keep you up-to-date with these changes and a copy of the guide will be displayed on your workplace notice board.

This guide is also available electronically on our intranet. In the event of discrepancies between the content of a paper copy of the guide and the one on our intranet, the intranet version will apply.

Your first few weeks

Your first few weeks with us will be exciting: meeting new people, finding your way around and learning new ways of working. We understand that joining a new company can seem overwhelming, so your line manager and colleagues will be there to help you every step of the way.

Within your contract of employment, you will be notified of your probationary period. This gives you time to find your feet, meet your new team and start to build some of the skills you'll need in the future. You should have reviews with your line manager throughout your probationary period, so there will be plenty of opportunities to discuss your role and how you're settling into the team.

In exceptional circumstances, we may extend your probationary period but your line manager will ensure the reasons are fully discussed to you.

Training, learning and development **P**

At your induction you'll learn all the basics about working for Practice Plus Group, such as health and safety and legal requirements.

Getting the most from your employee guide

Practice Plus Group recognises its duty of care in providing statutory and mandatory training, and all employees must be aware that if any statutory or mandatory training topics are out of date, it may mean that they cannot be rostered to work until they have completed the training.

By the time you've passed your probationary period, you'll have a clear understanding of your role and the skills required to fulfil your role. Your learning won't stop there; we recognise that continuous professional development is the joint responsibility between you as the employee and ourselves as your employer. We are committed to helping employees develop their skills, gain qualifications and improve long-term career prospects. You and your line manager are both responsible for your personal development and you will work together to continue this throughout your time at Practice Plus Group.

Performance management

To help us review your performance and make sure your work is contributing to overall business goals, your line manager will complete regular performance reviews with you. These reviews have been designed to meet the needs of

the diverse range of employees within the organisation and enable us to link together all people-related processes, such as pay review and progression, performance assessment, alignment of objectives with business goals, career management and development, succession planning and training activities. For more information please refer to the Capability Policy.

Practice Plus Group vacancies

Internal and external vacancies in Practice Plus Group are managed through our careers website. To visit the website log onto www.practiceplusgroup.com/careers.



Employee communications and feedback

We are committed to making sure our people have a wide range of opportunities to hear about business news and contribute their views. Below are some of the ways you can access news and information.

Noticeboards

This is where you'll find lots of day-to-day information so it's a good idea to keep an eye on your local notice board.

ONE Magazine

This is our internal magazine, published four times a year. In most cases this will be received at work but some people may receive it at their home address. It contains business news, stories from across the organisation, features on our people, services or skills, competitions and photographs. The editor of ONE is always happy to receive photos and stories. For contact details see the latest edition of ONE magazine.

Our intranet - Eureka

Eureka is the name of our internal website, which is sometimes known as our intranet. This is a valuable source for a wide range of information including policies, procedures, news, business information, training and much more.

To access Eureka you will need to be logged into a networked computer. Ask your line manager to show you how to do this.

In Brief

In Brief is our monthly business newsletter that is emailed to managers to use with their teams. It contains the latest headline news from the division in which you work as well as interesting updates from other parts of Practice Plus Group.

Social media

Practice Plus Group has a busy employee page on Facebook, the latest stories and pictures from around the business. Most company computers cannot access Facebook, but we have a large number of employees who join the community through their personal computers and smartphones.

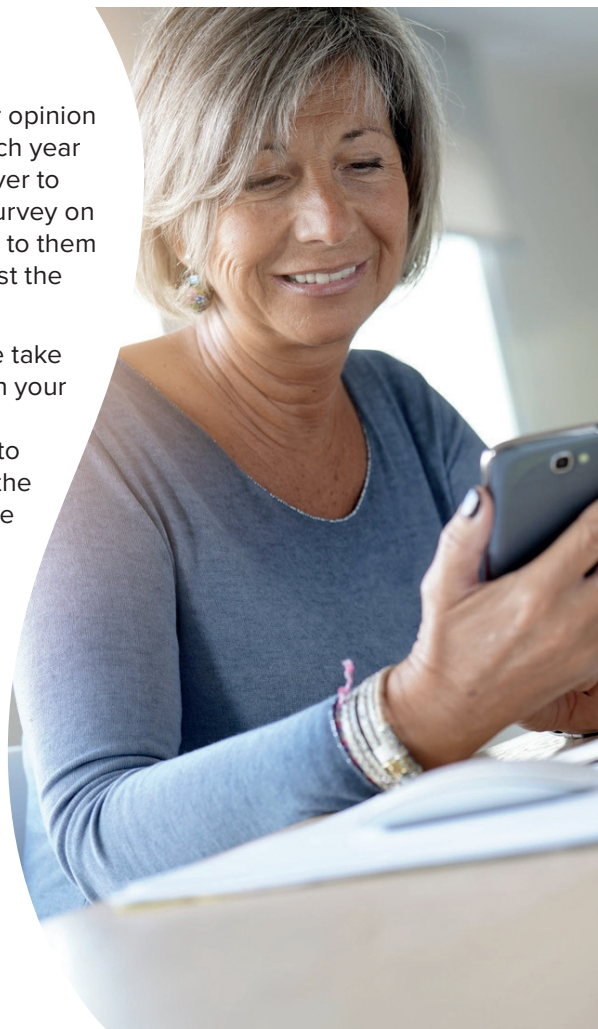
Over to You – annual employee survey

It's important that we understand your opinion on working at Practice Plus Group. Each year we run our employee survey called Over to You. A third party provider runs the survey on our behalf and all completed forms go to them - we never see a completed survey, just the accumulated results.

When the survey is next issued please take a few moments to complete and return your copy – we value your views. Once the results are in we work with managers to create local action plans to celebrate the things we do well and help improve the areas that you told us we need to do better in.

Perkz

Perkz is an online benefits scheme that works with some of the best retailers to provide exclusive discounts to employees. You can register at www.perkz.com. You can shop online at a time and place that is convenient for you and there are also monthly prizes available as well as exclusive competitions for Practice Plus Group each quarter.



Your employee record

The information we keep about you (both paper records and on computers) is used for pay, pensions and employee administration. We only use information needed for legal or business reasons.

We are sometimes required to provide information about you for National Insurance, Social Security, and tax purposes. Also, we may be required to disclose information to local authority inspectors and/or a regulatory body for the purposes of inspection. Aside from these occasions, we shall not release your personal information about you to anyone without your consent, unless there is either an emergency, which threatens your own health and safety, or we are legally required to disclose such data and. In these cases we will inform you.

Keeping us up-to-date

We make every effort to keep your details accurate. If any of your personal details change, for example your bank details, marital status or address, please notify your line manager as soon as possible. If you are a member of the pension scheme you must also inform the pension team of any changes, including changes to the named beneficiary.

Criminal convictions and disclosure

For legal reasons, the majority of our roles are exempt from the Rehabilitation of Offenders Act. This will be covered during the recruitment process. In these cases, as a condition of working for us, you must report any criminal conviction prior to, or during your employment with us. Such disclosures will be in complete confidence and will be considered only in relation to your employment. Disclosure will be obtained from the Disclosure and Barring Service (DBS) previously known as the Criminal Records Bureau ("the CRB") and the Independent Safeguarding Authority ("the ISA"). For more information please refer to the DBS Compliance Policy.

Your responsibilities

Dress code and appearance

Employees should always look smart and professional. Personal appearance makes an important contribution to the high standing and reputation of the company.

Employees arriving for work not suitably dressed, according to company appearance standards, will be asked to return home and change. This will be treated as a period of absence and so will be unpaid.

Uniforms

- Employees are responsible for keeping their uniforms clean and in good repair.
- Personal protective equipment (PPE) will be provided when required.
- In some operational roles, it is not permitted to wear nail varnish, false eyelashes or anything strongly scented such as hand cream, perfume or aftershave. Your line manager will let you know if this applies to you.
- Nails must be clean, neat and of a reasonable length for the job role.

The company recognises that in some work places it may be in keeping with the local arrangements for staff to dress informally.

For staff not required to wear a uniform, the following dress code should be observed

- Jeans must not be worn without express permission from the line manager.
- Dresses, skirts and trousers are acceptable in most forms – provided they are in keeping with health and safety requirements.
- T-shirts should not be revealing nor carry slogans or motifs that could be deemed offensive or inappropriate.

The management team is expected to set an example in terms of a professional image.

Footwear

Employees should ensure that their feet are protected by the appropriate type of footwear, which properly covers the foot, has a low heel, closed toes and a non-slip sole.

Dress code and appearance

Jewellery

- Jewellery should be kept to a minimum.
- Earrings may be worn in either or both ears. This should be kept to a plain stud or small sleepers.
- A small stud may be worn in one or both nostrils, although the company does not allow nose rings.
- Rings should be kept to a minimum and be discreet.
- The company reserves the right to ask employees to cover up or remove any body piercing that management feels does not comply with our standards of company image or poses a health and safety risk.

Hair, make-up and other

- Hair should be neat and tidy.
- If worn, make-up should be appropriate to the workplace.
- Beards should be groomed and tidy.
- Tattoos should be unobtrusive and inoffensive.

You may have specific requirements relating to clothing and appearance, and we're happy to accommodate these where reasonable and provided they meet our safety and hygiene standards. You should discuss any such requirements with your line manager.

On termination of your employment you will need to return all company property such as uniform where issued to you.

Regardless of whether you are in uniform or not, all employees will be provided with an ID/name badge which, unless special permission has been given, must be worn at all times.

You are strongly advised not to leave bags unattended and not to bring cash or valuable items into work.

Please note that the company cannot accept responsibility for jewellery lost or broken whilst on duty, nor for loss or damage of valuables or possessions.

Punctuality [Ⓟ]

Working for Practice Plus Group is all about being part of a team. This means employees should be ready to start work on time to support their colleagues. Employees who are persistently late or absent without good reason may be managed using the disciplinary procedure, this can include dismissal. For more information please refer to the Disciplinary Policy.

Relationships at work [Ⓟ]

Practice Plus Group does not concern itself with the private lives of its people unless they affect its effective operation or its reputation.

Employees who are relatives or who have a close personal relationship should not normally have a supervisory, assessing or authorising relationship with each other.

Employees must inform their line manager if they have a close personal relationship with another employee, contractor or supplier which could be considered by colleagues, or others, as impacting on the way they conduct themselves at work.

For more information please refer to the Relationships at Work Policy.

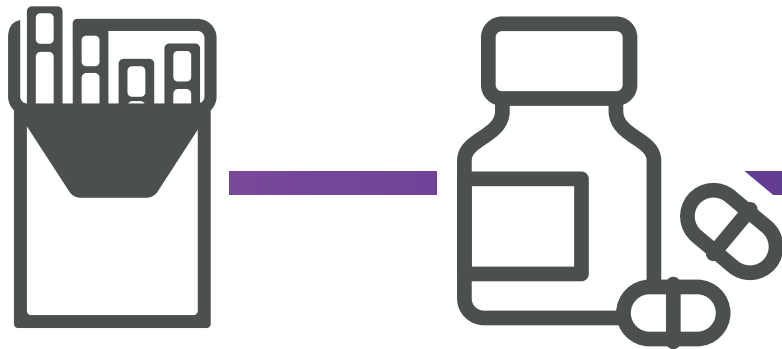


Smoking, alcohol and drugs P

Practice Plus Group operates a no-smoking policy for all employees and visitors. Employees are not allowed to smoke in any of the company's premises.

Employees must be fit to perform their job, deal with the needs of the service users or operate machinery safely at all times while on duty. Employees must not bring alcohol or any drugs, other than prescribed or for medicinal purposes, into work. Any employees found to be under the influence of drugs or alcohol whilst at work will be subject to disciplinary action, which may include dismissal.

An employee with a drug or alcohol addiction can speak to their line manager who will do their best to help and support. Practice Plus Group employees and their immediate families also have access to a free and confidential Employee Assistance Programme, which is available 24 hours a day, 7 days a week by telephone on **0800 282 193**, or online at **www.ppconline.info**. The EAP provides trained experts to help you with any issue at home or at work. For more info please refer to the Smoking Policy and Drugs & Alcohol Policy.



Your security

Electronic communications P

Any communications must be secure and not compromise the business in any way.

Employees should not do any of the following:

- do anything that is offensive or likely to have negative repercussions, such as giving out sensitive data about the company. Create, use, install, download or forward non-business related animations, jokes, chain letters, video clips or games.
- download, upload, use, retain, distribute or disseminate any inappropriate material, such as images, text, materials or software that is abusive, offensive, pornographic or harassing.
- install software that is not approved by the IT Department.
- tamper with any electronic documentation for example policies by copying, deleting or inserting text without written line manager authorisation
- all passwords must be kept secure. It is a disciplinary offence to use anyone else's login ID without their full permission.

If you discover a breach of security please report it to your line manager as quickly as possible. You should not tell anyone else about it unless you have your line manager's permission.

The use of some communications, such as telephone calls, emails and the intranet may be monitored and recorded. Inappropriate use of any system is a disciplinary offence and can lead to dismissal.

It is important that you make yourself aware of, and follow the Computer Use Policy. Abuse of such policies will be treated as a disciplinary issue.

Mobile phones P

Employees should not use personal mobile phones or pagers whilst working other than if required by Practice Plus Group as part of their job.

Social media P

The company does not intend to unnecessarily regulate employees' off-duty conduct. Nevertheless, there are situations when the personal use of social media can have a harmful impact on the company.

Your security

There is a clear professional and reputable risk if company information, both comments and/or photographs, are used inappropriately or without due consideration of the risks involved. The risks associated with any confidential information being disclosed or anything which easily identifies Practice Plus Group's working environment could lead to a number of outcomes:

- The individual is in breach of confidentiality.
- The individual could be committing a criminal offence under the Data Protection Act 1998
- The individual may be in breach of Equality and discrimination laws
- The individual may bring Practice Plus Group's name into disrepute.
- The individual may be prosecuted by the Information Commissioner

In addition when an employee identifies himself or herself in a public forum as being affiliated with the company, whether intended or not, the employee's online behaviour is seen as a reflection of the Company, even if the postings are not directly related to his/her employment. For more information please refer to the Social Media Policy.

Login and password security

If you need to use our systems for your job, you'll be given a login ID to which you will add a personal password. Please keep your password secure, as it will protect you against other people's errors and, in the worst case, dishonesty. For that reason, it is a disciplinary offence to use anyone else's login ID without their full permission.

Confidentiality and disclosure of information

The company is committed to respecting the privacy of all its employees and service users and the need for appropriate safeguards in relation to collection, storage and processing of data. There are also statutory obligations as set out within the Data Protection and Freedom of Information legislation and it is the responsibility of both the company and all individual employees to ensure compliance.

Employees should be familiar with and adhere to the Data Protection Policy and any guidelines that relate to their job.

All employees within Practice Plus Group are responsible for ensuring the following points:

- Personal data is kept secure, relative to the security level of the data e.g. keeping the data locked in a filing cabinet drawer or room, ensuring that computerised data is password protected or kept only on disk which is itself kept securely.
- Personal data relating to colleagues or service users are not disclosed either orally, in writing or otherwise to any unauthorised third party. Even the Police are not automatically entitled to access this information.

If we don't follow the Data Protection Policy this could have serious consequences for our business. What may seem like a simple mistake could be a criminal offence. Some instances can result in Practice Plus Group, and in serious cases individual employees, being fined or made to stop specified business activities.

For this reason, not following the policy may lead to disciplinary action, including dismissal for serious or repeated breaches. It may also be the case that your conduct and/or action may be unlawful and we reserve the right to inform the appropriate authorities. Any such action may result in civil or criminal proceedings. Employees should note that in some cases they may be personally liable for their actions and/or conduct.

For more information about data protection and the company's policy on this matter please contact your line manager.

The right to search

If there are reasonable grounds to suspect that you are in possession of property that you are not authorised to have, it is a term of your employment that, if requested by a manager, you must submit to a search of your locker, person, bags, vehicle or any other items in your possession.

You are allowed to have a witness present and will be given the reasons for the search.

Your security

A request to submit a search under this paragraph does not imply any wrongdoing on your behalf. However, unreasonable refusal to submit to a search will normally constitute a disciplinary offence.

Statements to the media

It is important that you do not discuss any aspect of your employment or work or make any statement regarding your place of work, Practice Plus Group or our service users/patients to press, radio or television journalist or member of the press.

If you are approached by a journalist (by telephone, email or face-to-face) for a comment, opinion or information or by someone who you suspect might be a journalist then please respond as follows:

“I’m sorry but I’m not the best person to help with your enquiry but if you give me your name, telephone number and email address and deadline, I’ll get someone to contact you very soon.” Then you should immediately pass on these details, with a brief outline of their request or enquiry, to your manager or in their absence their line manager

Failure to comply with the above procedure could lead to disciplinary action.

Accepting gifts

During the course of your work, relatives and friends of the service users and patients we care for, and even the patients themselves, may wish to express their gratitude to you for the care that is given. You should not accept presents, gifts or favours at any time and should discuss the matter with your line manager so that they can advise you further. This also applies to gifts from suppliers.

Practice Plus Group is one of the UK’s leading independent providers of health and social care. We pride ourselves on our reputation for acting fairly and ethically wherever we do business. Practice Plus Group condemns corruption in all its forms and we will not tolerate it in our business or in those we do business with.

It is our policy to conduct all of our business in an honest and ethical way. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate. We implement and enforce effective systems to prevent and stop bribery. We remain bound by the laws of the UK, including the Bribery Act 2010, in respect of our conduct both at home and abroad.

The Bribery Act makes it a criminal offence to pay and receive bribes and therefore all employees must ensure that they do not accept money, favours or other inducements from service users, customers or contractors that may influence the award of a contract or service.

For more information please refer to the Anti Corruption Policy and Gifts & Bequests Policy.

Reclaiming expenses

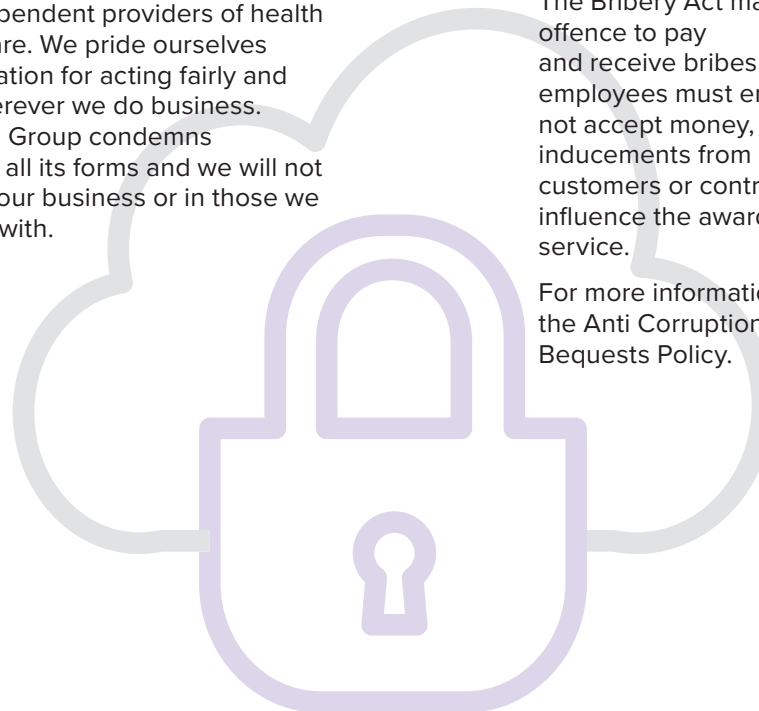
If you incur expenses during your work activities, you will need to complete an expense claim form and attach appropriate receipts. Your line manager will be required to authorise this form before any expenses can be paid to you. If you regularly have to reclaim expenses then you should complete an expense form on a monthly basis.

Expenses are usually paid through the BACS system.

If you have to travel on business you may reclaim expenses as follows:

- standard class by public transport, or mileage reimbursement in accordance with our current policy
- the cost of overnight accommodation if it is necessary to stay away from home. This must be authorised by your line manager in advance
- reasonable costs for breakfast and evening meals while away.

If you use your own car you must ensure that your insurance policy includes cover for business use. The company cannot accept responsibility if it does not, nor will it reimburse you for parking or speeding fines.



Sick absence ⓘ

Stability and continuity of support to all service users is of paramount importance to our company.

Extensive and unpredictable absence negatively impacts our ability to deliver this and therefore, fair and appropriate procedures will be implemented to manage high levels of absence.

It is Practice Plus Group's policy to be supportive of employees in all occurrences of absence. However, the company will also seek to address absence where an individual has a high level of sickness occurrences in a rolling 12-month period. Each individual case will be assessed fairly. Action may be taken in cases of persistent absence due to sickness.

What to do if you are ill

If you are unable to attend work owing to illness, you must telephone your line manager/deputy as soon as possible, but no later than one hour before your normal starting time, or 12 o'clock for late afternoon/evening shifts, giving an indication of how long the absence is expected to last and the reason for the absence.

Electronic forms of communication (text messages/emails etc) regarding absences are not acceptable.

You are expected to notify your line manager on a daily basis of on-going absence, unless a firm indication of the length of absence has previously been provided. A Statement of Fitness for Work (fit note) should be sent to your line manager as soon as provided and in any case on the 8th day of absence.

Returning to work ⓘ

On your first day of returning to work from any period of sickness, you will need to ensure that your line manager completes a return to work interview and form. This gives you both the opportunity to discuss the reasons for your absence and ensures we accurately process your sick pay. The return to work interview will also ensure it's safe for you to return to work and, if appropriate, the necessary medical clearance has been obtained.

The return to work form will also include any self-certification details that we'll need, if you were absent for less than seven days, or a fit note if longer than seven days. You and your line manager will need to sign the form as confirmation of your discussion.

Your manager will suggest if a referral to Occupational Health will be of benefit to you. They will ask for your consent before referring you.

Sick pay

Any entitlement to sick pay is set out in your contract of employment.

Failure to comply with the company rules on either notification of absence, or completion of the self certification form could result in you not receiving company sick pay, where applicable, and may also affect your entitlement to Statutory Sick Pay. It may also in some circumstances be a disciplinary offence. The company may deduct a proportionate amount from your pay for every day of absence if the company rules are not followed.

For more information please refer to the Absence policy.

Hepatitis B (Hep B)

Hepatitis B (Hep B) is a blood-borne virus (BBV) and there is risk to health and social care workers of acquiring this infectious disease in the workplace through blood and body fluid splashes and injury from contaminated needles and sharps.

In order to ensure you are appropriately protected against the risk of acquiring this disease, we offer employees who may be at risk of acquiring the disease through their work the opportunity to be vaccinated against Hep B.

We are aware that some employees may already have undergone the course of vaccinations and blood test required during previous employments and, if this is the case, as part of our health screening programme, we will ask you to bring in a copy of the post-vaccination blood test report for our records.

Disciplinary procedure

We value high standards of personal conduct, attendance and job performance so it's really important that you understand our policies and procedures.

A fundamental part of this is the disciplinary procedures that ensure everyone is treated in a fair and consistent manner. These policies are especially important to you and it's your responsibility to ensure you fully understand them.

What is the disciplinary procedure?

Practice Plus Group expects satisfactory standards of behaviour, conduct and attendance from all its employees. This policy exists to help and encourage employees to act responsibly and to achieve and maintain acceptable levels of behaviour, conduct and attendance. The company's aim is to ensure any breach of company rules and standards is dealt with in a manner that is consistent and fair.

The disciplinary procedure provides a framework for dealing with instances where employees are alleged not to have met the required standards. The aim is to ensure prompt, consistent and fair treatment for all employees and to assist in enabling both the employee and the company to be clear about the expectations of both parties.

Your line manager will make every effort to resolve minor offences outside of the formal procedure through informal counselling with the employee during their normal course of work. Only where this fails to bring about the desired improvement or the failing is deemed so serious will the formal disciplinary procedure be implemented. Before a disciplinary meeting is convened there will normally be an investigation into the circumstances of the alleged misconduct. During the initial investigation meetings, you would not normally have the right to bring in a union representative with you; only during the formal procedure would you have this right.

The key purpose of any disciplinary action will be to seek to correct any breach.

The disciplinary procedure involves three progressive stages of action - a first written warning, final written warning and, finally, dismissal. One or more of these stages may be omitted if the issue is sufficiently serious, however, an employee will not be dismissed for a first breach except in the cases of gross misconduct.

What is gross misconduct?

If, on completion of the disciplinary meeting, the company believes that gross misconduct has occurred the result may be to dismiss the employee with immediate effect, i.e. without notice or pay in lieu of notice.

The following list, which is not exhaustive, provides examples of offences that are normally regarded as gross misconduct:

- theft or attempted theft, either from the company, employees or service-users
- misappropriate or deliberate falsification of company records, funds, documents or property
- unauthorised removal of or deliberate damage to property
- assault, provoking or being involved in violent behaviour or abusive language;
- persistent refusal to obey a lawful or reasonable instruction or a serious act of insubordination
- being under the influence of drink or non-medically prescribed drugs
- reckless behaviour which puts the safety of a work colleague or others at risk
- bullying of another employee

including physical or verbal assault or violence towards an employee except in self defence

- acts of discrimination or harassment of a fellow employee, service user or other third party on any grounds
- causing loss, damage or injury through gross negligence, serious incompetence or dereliction of duties
- unauthorised use or disclosure of confidential information
- serious misuse of information technology and systems, including unauthorised use of email and unauthorised entry to computer records
- breach of any applicable professional codes of conduct or failure to renew professional registration where such registration is required to fulfil contracted duties
- serious breach of Health and Safety rules
- serious act which breaks the mutual trust and confidence or which brings or is likely to bring the company into disrepute

Your rewards

Leaving Practice Plus Group

We hope that you will stay with Practice Plus Group for a long while. However, if you do decide to leave us, you'll be required to give notice, in writing, to your line manager.

If it is necessary for us to give you notice, other than for summary dismissal, you will also be given written notice. Your notice period is as stated in your contract of employment.

Leaver's pay

If you leave us, your final pay including any outstanding holiday pay, will be paid directly into your bank account. However, if you have taken more holidays than you have accrued, these will be deducted from your final pay along with any other amount you owe, including any overpayment of salary.

Pension schemes

If you leave Practice Plus Group, you will be contacted by the pension provider with regard to your contributions and what happens next. For further information, please speak to your HR department.

Returning property

If you leave us, you'll be asked to return all company equipment, including:

- protective clothing
- company car/phone/laptop, where applicable

Redeployment or redundancy

We're always working hard and planning in advance to avoid the need for either redeployment or redundancy. However, there will be times when this will be unavoidable. Through these times of change we will support, develop and re-train you as appropriate.

If jobs have to be lost, we will do everything possible to offer you alternative employment within the company before considering redundancy. If this isn't possible, redundancy payments will be made in line with the Statutory Redundancy Payment Scheme. For more information please refer to the Redundancy Policy.

Getting a reference

If you leave us to start a job with another employer you can request a reference. This will be produced by your HR team and will include only factual details i.e. job title, salary, length of time with us and reason for leaving, in line with our Recruitment Policy.

Your working hours ⓘ

We support the Working Time Regulations, which is the legislation that governs working hours. This legislation states that generally you should not work more than 48 hours per week (this can be averaged over 17 weeks).

For most of you, your normal working week is well inside this limit. However, there are some employees who may choose to work longer hours and an opportunity to opt out is available. Please refer to the Working Time Directive Policy or ask your line manager for details.

Working hours and overtime

You should refer to your contract of employment for details of your terms and conditions, including hours of work and, if applicable, overtime.

Any overtime that you work must be authorised by your line manager in advance. Once you have agreed to work overtime, you must then work it. If you don't complete the overtime, this could be treated as an unauthorised absence and disciplinary action may be taken.

Pay rates

You will be given details of your basic pay rates in your contract. Your salary will be paid normally monthly in arrears, in 12 equal instalments, by transfer into your bank account. It is your responsibility to ensure that the payroll

department has up to date information about your bank details. Practice Plus Group will not be held responsible for any bank or other charges incurred as a result of incorrect account information.

Your salary will be reviewed annually. Please note that a salary review does not necessarily imply an increase.

If you have any queries about your payslip, please speak to your line manager in the first instance.

What's deducted from my pay?

When you get your payslip you'll notice that some money has already been deducted from your pay. Generally these deductions will be Income Tax and National Insurance. You may also choose to have other items deducted, such as pension scheme contributions.

We always aim to ensure your pay is accurate, however, on occasions errors can be made. Deductions could be made from your pay in the following circumstances;

- you have been paid holiday pay in excess of your entitlement
- you have been paid sick pay in excess of your entitlement
- you owe the company money
- we have mistakenly overpaid you in the past
- where you have lost company property, such as a key or security pass

Likewise if we deduct too much pay, we will reimburse you.

Income tax

At the end of each tax year we'll give you a statement (form P60) showing the total pay you have received during that year, including tax and pension deductions where applicable. Please keep this statement P60 in a safe place, as this is your record of income and you are responsible for ensuring you have

accurate records. If you think you are paying too much or too little tax, you should contact the Tax Office who handle our employee records.

Their address is:
HMRC (Tax Office)
H&M Revenue & Customs
PAYE PO Box 4000
Cardiff CF14 8HR

PAYE Reference: **245/CH702**
or 475/EA63154
Tel: **0845 300 0627**

You must quote your National Insurance number and the Practice Plus Group reference number: 245/CH702 or 475/EA63154. Your manager or payroll team can confirm your PAYE reference.

Declaration of secondary employment ⓘ

Employees are required to inform their line manager of any secondary employment. Practice Plus Group must ensure that it meets its responsibilities under the Working Time Directive and Pay as You Earn as well as ensuring there is no conflict of interest. See Working Time Directive Policy.

Your **benefits** ⓘ

Pensions

If you are eligible to participate in a company pension scheme this will be stated in your contract of employment.

Stakeholder pensions

Practice Plus Group operates a company pension which is a way of saving for your retirement. Under current HMRC rules if you pay Income Tax and you contribute to a pension, the government will add money to your workplace pension in the form of tax relief. Contributions made to your pension scheme by you and by Practice Plus Group will depend upon your contract of employment and any variation or limitation issued by the company and or eligibility based on age and earnings under the workplace pension reform regulations.

For more information please speak to your line manager or refer to the Employee Benefits section on our intranet. Please note that we cannot assist you with advice about other personal pension schemes. If you require such advice then you must speak with an independent financial advisor.



Your **work/life balance** ⓘ

There are times in life when you need support in balancing home and work commitments. Below we have listed some of the schemes available. For more details on any of these, please speak to your line manager or HR function.

Career breaks ⓘ

We recognise that employees may wish to take a career break for family or other reasons and be able to return to work at the end of the break. To qualify for a career break you must have been with us for a minimum of two years. Continuity of service will only be retained for a career break of one year or less.

Maternity and adoption leave

Notification of maternity

On becoming pregnant please let your line manager know as soon as possible. This is important as there are health and safety considerations for you and the company. You must notify your line manager in writing (at least 15 weeks before your baby is due) of your expected due date and when

you intend to start maternity leave. All pregnant employees are entitled to take 26 weeks ordinary maternity leave and 26 weeks additional maternity leave.

Notification of adoption

Adoption leave is only available if you are using an adoption agency. If you are going through the adoption process please inform your line manager of your expected placement date as soon as possible and within seven days of being notified by the adoption agency that you have been matched with a child. Ordinary Adoption Leave lasts for 39 weeks.

For more detailed information, please ask your line manager for a copy of the Maternity and Adoption Leave Policy or refer to our intranet.

Your benefits

Paternity leave

You are entitled to take paternity leave if you've been employed by the company for the required length of service on or after the birth or placement of your child. Please notify your line manager at least 15 weeks before the baby is due to qualify for the leave, and for adoptions within seven days of being notified of having been matched with a child.

Ordinary Paternity Leave lasts for two weeks. Additional Paternity leave lasts for 26 weeks and is available if the child's mother or co-adopter has returned to work.

For more detailed information, please ask your line manager for a copy of the Paternity Leave Policy.

Parental leave

All employees with over one year's continuous service can take up to 18 weeks' unpaid leave, less any leave you have already taken with another employer, for each child under the age of five or if you have a disabled child up to the age of 18. You can take that leave in blocks of one week, up to a maximum of four weeks in any one year. For more detailed information, please ask your line manager for a copy of the Parental Leave Policy.

Unexpected time off

There will be occasions when you need time off at short notice to deal with family emergencies, such as bereavement or problems in the home. We will always try and support you in these situations.

Please contact your line manager as soon as possible to discuss your request for special leave.

They will discuss your request with you and confirm if they authorise the time off. In most situations compassionate leave will be authorised as unpaid leave.

Please refer to the Time Away From Work Policy for more information.

Time off for public duties or attending court

If you choose to play an important role in the local and national community, we will support your involvement in community activities by allowing reasonable time off work, for example if you are:

- elected to a local authority
- appointed to a public body
- a governor at a local school or college

Please see the Time Away From Work

policy for a full list of the activities that are supported. Paid time off will be granted for the minimum amount of time that is required in order to fulfill the commitment to the chosen public service. Payment is made subject to deductions of any loss of earnings benefit claimable from the relevant body.

Employees are required to obtain permission from the line manager before agreeing to take on such duties

where it is likely to involve a commitment during working hours.

Also, time off could be needed for Jury Service and other public duties. Please notify your line manager immediately in such circumstances. The Time Away from Work Policy will provide you with further information.



Your holidays

Everyone is entitled to holiday and we will always try our best to accommodate your holiday plans.

However, we also have to keep our services running smoothly, so holiday time will always be subject to our ability to meet the needs of our service users.

Your line manager will inform you of your holiday year on your appointment to Practice Plus Group. For each holiday year you are given a paid holiday entitlement.

Your holiday entitlement

Your annual holiday entitlement is as stated in your contract of employment.

Part-time employees' entitlement is based on the full-time entitlement and then adjusted to reflect their contractual hours.

If you join us part way through the holiday year, you'll be entitled to a proportion of your total annual paid holiday allowance. This will depend on the number of complete months remaining in the holiday year. Your line manager will calculate your holiday entitlement for you. We want employees to take their holiday. You will only be allowed to carry holiday entitlement over into a new holiday year in exceptional circumstances.

Timing your holiday

Your holiday leave must always be agreed and authorised in advance by your line manager. We'll try our best to accommodate you, but this will always be subject to having enough people available to meet the needs of our service-users. So it's essential to have your holiday approved before you spend any money or make firm commitments. Holiday is agreed on a first come, first served basis so it's best to plan well in advance.

In the event that you are refused annual leave and are subsequently absent due to illness during this period then you will be required to submit a medical certificate. If the manager has reason to believe that there is an abuse of process then a disciplinary investigation will be undertaken.

If you're requesting holidays in order to celebrate other events or festivals related to your religion or beliefs then we'll also make every effort to accommodate you where possible.

Unless otherwise stated, you'll be expected to work on bank holidays.

What happens if I'm ill on holiday?

If you fall ill whilst on annual leave you should notify your line manager as soon as reasonably practical and certainly within 24 hours. On receipt of a self-certificate or fit note you will be allowed to take your annual leave at another time.

If you leave the company, you are entitled to payment for holidays accrued but not taken by your final date of employment with the company. If you have taken more than your holiday entitlement a deduction will be made from your final salary payment.

For more detailed information, please ask your line manager for a copy of the Holiday Policy.



Help and support

All employees of Practice Plus Group are able to access an Employee Assistance Programme (EAP). This is provided by the Positive People Company (PPC) and is free, confidential and independent

It is available to all employees 24 hours a day, 7 days a week. No matter when and how often you need them, PPC are always there to help you. As a free service you can access expert advice, invaluable information, specialist counselling and support. This will help you and your immediate family prepare and enable you to cope with life events - things that could potentially cause anxiety and stress. For example, starting a new job, staying healthy, personal or family crises.

It is important to stress that this service is completely confidential and Practice Plus Group has no access to any information or discussions that you have. When you contact this service your questions may be answered immediately, or you may be referred to the most appropriate advisor, counsellor or source of information.

You can contact PPC 24 hours a day, 7 days a week by telephone on 0800 282 193, or online at www.ppconline.info. The username is 'care' and the password is 'uk'.

Your organisation

Equality and diversity at work P

Practice Plus Group is committed to promoting equality of opportunity for all employees, job applicants, service users, visitors, suppliers and customers.

Our aim is that all employees, service users and customers are

- treated with dignity and respect;
- not subject to any form of discrimination, harassment, victimisation or bullying.

The company is fully committed to the elimination of unlawful and unfair discrimination and values the advantages that a diverse workforce brings to the organisation. The company will not discriminate on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation ('the protected characteristics').

The principles of non-discrimination and equality of opportunity also apply to the way in which employees treat service users, visitors, clients, customers, and suppliers.

All employees of Practice Plus Group are responsible for upholding this commitment to diversity and fair treatment through their behaviour in all aspects of their work

and if they breach this policy they may be subject to disciplinary action. In addition under the Equality Act 2010 employees need to be aware that they may be held personally liable as well as, or instead of, the company for any act of unlawful discrimination.

Employees who commit serious acts of harassment may be committing a criminal offence.

Dignity at work P

Practice Plus Group is committed to ensuring that everyone is able to work without fear of harassment, bullying or intimidation, to secure an environment in which service users and employees are able to flourish and to achieve their full potential.

Everyone has a part to play by ensuring that their own behaviour, whether intentional or unintentional, does not constitute harassment. Practice Plus Group will take action against inappropriate behaviour which shows lack of respect for others or which leads people to feel threatened.

Definition of harassment:

Harassment is behaviour that has the purpose or the effect of offending, hurting, degrading or intimidating a person or persons or violating dignity. It may be a single event, sporadic events or a continuing process.

Bullying is an aspect of harassment. It is defined as the persistent, intent to hurt or humiliate someone.

The defining feature of harassment/ bullying is that the behaviour is unwanted by the recipient and unwarranted by the working or social relationship and would be regarded as such by any reasonable person.

Harassment/bullying may be verbal, non-verbal, physical, written or by other means of communication including electronic.

Victimisation is where someone is treated less favourably because they have taken or intend to take action under this policy and within the scope of the Equality Act 2010, or are supporting somebody who is doing so.

Some examples of harassment are:

- unwanted physical contact, ranging from touching to serious assault
- offensive jokes, banter, language, gossip, slander, racist, sexist or ageist remarks
- offensive posters, pictures, or written material, graffiti, obscene gestures, flags or emblems
- pressure, for example, to provide sexual favours or pressure to participate in political or religious or social groups

Dignity at work

- isolating, excluding or not operating with a colleague/colleagues
- unjustified pestering

You can play a part in preventing harassment by:

- being sensitive to others and thinking about how your words or actions might be viewed by them
- making sure your actions do not cause offence
- offering your support to somebody who you know is being harassed, and report it to your line manager
- speaking up if you think someone else's behaviour or words are inappropriate

We will deal with any complaints of bullying, harassment or victimisation fairly, confidentially and sensitively. We will take action against any forms of discrimination that breach our policy and all instances of bullying, harassment or victimisation will be subject to our disciplinary procedures. For more information please refer to the Dignity at Work Policy.

Let us know

Informal procedure

Employees who are victims of minor incidents of bullying and/or harassment are advised to make it clear immediately to the bully or harasser that their behaviour is unacceptable and must stop.

There are a range of options depending on the nature of the complaint, and who is involved. The individual making the complaint can do any of the following actions

- Talk/write to the individual who is the subject of the complaint to inform them of the unacceptable nature of the behaviour and request that they stop. Cessation of the behaviour and an apology (if there has been any unacceptable behaviour) may be sufficient to bring the matter to a close.
- The individual making the complaint may ask for someone to accompany them or speak on their behalf.
- Arrange to talk to someone in HR to arrange mediation.
- Seek a meeting with their manager. Depending upon the nature of the complaint, the manager may undertake to resolve the issue or advise the individual making the complaint on appropriate steps.

Formal procedure

Where informal methods fail, or serious bullying and/or harassment occurs, employees are advised to raise a formal grievance.

The grievance should preferably be made in writing [using the formal grievance form] and, where possible, state:

- the name of the bully and/or harasser
- the nature of the bullying and/or harassment
- dates and times when the bullying and/or harassment occurred
- names of witnesses to any incidents of bullying and/or harassment
- any action already taken by the complainant to stop the bullying and/or harassment.

The grievance should be sent in confidence to the line manager, or, if that is not appropriate, to the HR function.

Please remember that we expect all grievances to be made in good faith. Anyone found to have brought a malicious complaint may be subject to disciplinary action.

The Grievance Policy gives more details of the formal grievance procedure. Please ask your line manager or look on the intranet for more information.



Whistleblowing

Employees may from time to time become aware of wrongdoings taking place within our business.

If you have a reasonable belief that a serious wrongdoing has happened, is currently happening or is about to happen, you should bring this to the attention of your line manager.

This could include, but are not limited to the following:

- physical or financial abuse
- fraud or other financial irregularity
- clinical malpractice
- health and safety risk
- bullying or harassment

We want to assure everyone that you will not be victimised in any way for making a call of this nature or letting your line manager know of any malpractice.

Whistleblowing contacts for Practice Plus Group can be found in the Whistleblowing Policy and on Eureka. If you feel unable to raise this matter within Practice Plus Group, Public Concern at Work (PCaW) runs a completely confidential helpline and email service and can be contacted either on **0808 168 0225** or **advice33@pcaw.co.uk**

Safeguarding vulnerable groups

Due to the vulnerable nature of the client groups we care for, a number of statutory requirements govern both the recruitment process, notifications of criminal convictions and management of any instance where an allegation of abuse is made.

These requirements have been incorporated into our recruitment, disciplinary and disclosure policies and procedures. In addition, guidance will be provided on safeguarding during your induction.

Health and safety responsibilities

We are committed to providing and maintaining a safe and healthy working environment.

But we also need you to understand your responsibilities under the Health and Safety at Work Act, which require you to work in a safe manner, in order to ensure that you do not put yourself, service-users, visitors or colleagues at risk.

We will, as far as is reasonably practicable, ensure that high standards of safety, health and welfare are achieved and maintained in all working conditions and offices.

It is the duty of Practice Plus Group to provide and maintain safe systems of work and equipment. We will provide the appropriate tools, training, equipment and physical environment to work safely. However, we need your help to maintain these standards. You can do that by working safely and efficiently, and observing our Health and Safety rules.

Failure to meet these standards could lead to accidents, injuries or potentially serious incidents and may result in disciplinary action being taken against individuals, in

accordance with our disciplinary procedure.

Your line manager will provide you with further information relating to Health and Safety at your workplace on your appointment to Practice Plus Group. They will also keep you updated with changes to our policy.

If you have any concerns about any health and safety issues please raise this immediately with your line manager.

Health and safety responsibilities

First aid

We will ensure we have relevant first aid procedures and equipment at each of our units to provide assistance to employees and visitors who become ill or are injured while on our premises. Remember to ensure you know the name of the designated first aider in your workplace.

Reporting an accident

If an accident happens whilst you are at work, you must report it immediately to your line manager and record it in the accident report book or by using the appropriate reporting system in your workplace. These records are checked regularly to identify trends and prevent similar accidents happening in the future.

Fire

You'll get full training on what to do in the event of a fire at your induction. However, to make sure you are fully aware what to do in the event of a fire, please:

- read the Practice Plus Group Fire Policy and local procedures
- read the fire action notices, which are posted by each fire alarm call point
- understand the fire alarm signals in the area in which you are working

- know where the emergency exits are and the routes to them
- keep exit gangways clear and fire doors/shutters and extinguishers free from obstructions
- know the location of your fire assembly point
- know how to sound the alarm using a fire alarm call point

Remember that prevention is better than cure. We can all play a part in preventing fires from starting by adhering to the following:

- do not smoke unless it's in a designated smoking area
- keep all areas clean and tidy and keep rubbish to a minimum
- switch off faulty electrical equipment and fittings and report them immediately

Please ask your line manager should you need any of the instructions explained.

Thank you...

...for taking the time to read your Employee Guide.

We hope your guide has provided you with the information needed to begin a successful career with Practice Plus Group, and helps you to deliver the highest quality of care and service to our customers through having a greater understanding of the company.

If you have any further questions please speak to your line manager.



**Practice
Plus
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