**EMPLOYEE HANDBOOK**

**TO ALL EMPLOYEES**

For existing employees, this edition of our employee handbook brings together in one document the terms and conditions of your employment with Care Stream (“Care Stream”) and also contains other details which you will find useful as a reference. I take this opportunity of thanking each of you for your loyalty and support.

New employees are extended a warm welcome to Care Stream and advised that this handbook incorporates the contractual obligations and terms and conditions of your employment along with other important information about your responsibilities, Company policies and procedures. With your cooperation and understanding, it is intended to help to create and maintain good working relations to everyone's mutual benefit.

We consider the involvement of employees at all levels to be a vital ingredient in the success of Care Stream. If you have any ideas or suggestions for improving the business or its operations, please make them known as your involvement is welcomed.

Finally, we take this opportunity of wishing you every success with us and look forward to a long and happy association.

**TERMS AND CONDITIONS OF EMPLOYMENT**

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**ABOUT US**

We are a private limited company which provides:

Supported living services to people recovering from mental health issues

Supported accommodation, and domiciliary care services to individuals in their own homes to help them lead a fulfilling life.

**OUR MISSION**

Since our creation, we aim to be an ambitious and creative organisation driven by a desire to involve the people we support, use resources effectively and make a real difference to local people. This is captured in our mission statement:

Working together with people we support to:

Improve Services

Provide Decent Homes

Provide a good quality of life

**OUR VALUES**

We realise that our success is about who we are and how we behave as well as what we do. Our approach is underpinned by a set of values developed through consultation with employees and service users, capturing the things that are important to us:

**•** People We Support Focus

**•** Excellence

**•** Efficiency

**•** People

**•** Sustainability

**OUR AIMS**

Provide the highest quality support in a pleasant and homely environment to individuals with mental health illnesses and those with complex needs and learning disabilities. This will include individuals with complex issues such as those who may or may not have related forensic history also homelessness, alcohol and substance misuse problems.

We aim to foster an atmosphere of support, which both enables and encourages individuals to live a full, interesting and independent lifestyle, as much as possible.

We aim to provide a comfortable and non-institutional community home life for individuals who may be experiencing difficulties as a result of mental illness. A fundamental part of what we do is to ensure that the client enjoys a good balance between safety and self-determination.

Our primary objective is to provide support to individuals discharged from the streets as considered homeless, psychiatric hospitals, medium secure units, other placement breakdowns, family homes, and or special hospitals into independent living in the wider community and to maximise their potential for normal risk taking; ensuring privacy, dignity, independence, choice, rights and fulfilment by:

a) Enabling individuals to manage their lives within the framework of the home and in the community while taking full responsibilities for their actions.

b) Encouraging individuals to participate in decision making, the daily routine of the home in partnership with staff and adhering to the service policies.

c) Allowing individuals and staff to work in partnership so that individuals:

- Take increasing responsibilities of their own lives

- Learn essential social skills

- Develop a commitment to changing their lives and reaching their full potential

d) Making themselves available for training and opportunities to develop within the community.

e) Enabling individuals to participate in their assessments and reviews of their individual needs in partnership with a keyworker and jointly negotiate their support plans.

f) Facilitating regular individual and group meetings with individuals and staff about the running of the house.

g) Providing regular support with continuous professional development and supervision to meet the needs of the individuals.

# **INTRODUCTION**

This handbook is provided for the use of and as a reference for all employees. Please read it carefully as the contents form part of your contract of employment.

You are encouraged to seek help and guidance on any points about which you are not absolutely clear.

**Contract of employment**

Your contract of employment consists of a contract statement (main terms and conditions of employment), any other documents referred to in the contract statement and the content of this handbook. The contract statement should therefore be read in conjunction with this handbook and any questions about either should be referred to your manager.

**Disclosure and Barring Service (DBS)**

You are required to meet the cost of your enhanced DBS check but once you have been confirmed in post after successful completion of your probationary period, this cost will be reimbursed to you. You are required to inform your manager if you are convicted or are being investigated for any criminal offences. Each situation will be considered carefully and fairly, according to the specific circumstances involved. The cost will be reimbursed after 6 months of employment.

**Illegal working**

All engagements are made subject to an eligibility to work in the UK check prior to commencement and on an ongoing basis, where appropriate. Your employment may be subject to termination without recourse to the disciplinary process if there is any issue arising to show that you are not eligible to work in the UK.

**Probationary period**

All engagements are made subject to the satisfactory completion of a three, or six month probationary period. This period may be longer on engagement or extended to meet specific circumstances. During the probationary period and generally within the first two years of service, your employment may be subject to termination without recourse to the disciplinary process.

Unless agreed otherwise, holidays will not be permitted during your probationary period.

**Job title, flexibility and location**

Your job title or nature of employment is as stated in your contract statement and generally your duties will be appropriate to that title. When the need arises you may be required to undertake alternative or additional duties, for which you are capable.

Although your normal place of work is detailed in your contract statement, you may be required to work from different locations on the direction of Care Stream and it is a condition of your employment that you are willing to do so when requested.

# **SALARIES**

**Payment**

You will receive a payslip showing how the total amount of your salary payment has been calculated and the deductions that have been made e.g. income tax, national insurance, pension etc.

Any queries you may have e.g. incorrect payment, shortages, error in deductions etc. should be raised with your manager.

**Overpayments**

Should you be overpaid in error, you must notify your manager without delay. The total of the overpayment will normally be deducted from your next payment. If this should cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

**Expenses**

All expenses must be claimed for in detail and evidenced by a VAT receipt for the relevant items. Claim forms must be submitted to the accounts department as soon as possible.

**Bank account details**

When joining Care Stream you will be asked to provide details of the bank or building society account into which you wish your salary to be paid. If these details change, you must inform the accounts department as soon as possible otherwise you may find payment to you is delayed.

## **Loans and advances**

Care Stream does not provide loans or advances of pay of any amount.

# **Deductions**

The right is reserved to deduct from your pay any sums which you may owe Care Stream including without limitation any overpayments made to you by Care Stream or losses suffered by Care Stream as a result of your negligence or breach of Company rules. Wherever possible, prior notification of a deduction will be given.

# **Income tax**

At the end of each tax year, you will receive a P60 tax form showing the total pay you received from Care Stream during that year and the amount of deductions. You should retain this document in a safe place as you may find that you need to produce it when making enquiries with HM Revenue & Customs (HMRC) or Department for Work and Pensions (DWP).

Please be aware that Care Stream is obliged to forward accurate employee details to HMRC on a monthly basis (Real Time Information or RTI) so you should ensure that any changes to your personal details are notified to the accounts department as soon as possible.

# **HOURS OF WORK**

Your normal hours of work will have been made known to you on your appointment and are detailed on your contract statement.

# **Timesheets**

Timesheets must be accurately and truthfully completed on a monthly basis and submitted to the accounts department by 21st of each month to enable your pay to be calculated in time for the next pay period. You may not complete a timesheet for another employee and another employee may not complete yours, as this will be considered gross misconduct and result in your potential dismissal without notice.

**Additional Hours**

There will be timeswhen it is necessary for you to work additional hours to those quoted in your contract statement and it is a condition of employment that you are willing to do so, when requested. Payment for authorised additional hours worked (if appropriate) will be as detailed by your manager beforehand.

**Absence**

If you are unable to attend work for whatever reason you (or, in exceptional circumstances, someone on your behalf) must notify your manager as soon as possible and in any case before your normal start time on your first day of absence. Text messages, voice messages, emails and leaving a message with a colleague are not acceptable for this purpose.

Details of the full procedures relating to absence due to illness or injury are given later in this handbook.

**Attendance and timekeeping**

Care Stream expects you to arrive for work punctually and be ready to commence work at the appointed time at the start of each working day.

Persistent lateness and unauthorised absenteeism will be dealt with under Care Stream's disciplinary process.

# **NOTICE TO TERMINATE EMPLOYMENT**

**Notice Conditions**

The notice that you must give and will receive to terminate your employment is detailed on your contract statement.

If you wish to terminate your employment, notice should be given in writing to your employers so they can make the required arrangements.

Whether you have given notice to terminate your employment or Care Stream has, you must expect that you will be required to work your notice period. If you fail to attend work during that notice period or fail to work normally and/or satisfactorily, Care Stream has the right to terminate your employment without obligation to any remaining period of notice.

In addition or alternatively to the above, in the event of you failing to give or work the requisite period of notice, Care Stream shall be entitled to retain from your final salary an amount equal to the financial loss suffered by Care Stream as a result of your breach of contract. This will not exceed the amount of salary payable to you in respect of the balance of any notice period not worked.

If either party has served notice to terminate employment, Care Stream may require you to take any accrued but unused holiday entitlement during the notice period with any decision based on management discretion and according to the needs of the business.

The right is also reserved to make payment in lieu of notice in exceptional cases.

In the event of dismissal due to gross misconduct, Care Stream will terminate your employment without notice (see disciplinary rules and procedures).

During the notice period you may not be required to attend for your normal duties, but you are to remain available for work if necessary (commonly referred to as “garden leave”). Care Stream may require you to take any accrued but unused holiday entitlement during the notice period with any decision based on management discretion and according to the needs of the business.

# **PENSION SCHEME ARRANGEMENTS**

Care Stream will enrol you into the pension scheme where a contribution will be made by both the employee and Care Stream.

# **HOLIDAY ENTITLEMENT**

**Annual leave**

Care Stream strongly believes that time away from your place of work to take annual leave is a vital part of enabling an acceptable work/life balance. You are therefore encouraged to ensure that all your holiday entitlement is taken within the year in which it falls due.

The holiday year begins on 1st April and ends on 31st March each year. As a full-time employee your annual holiday entitlement is 28 days inclusive of the 8 recognised and customary public holidays. Payment for these holidays is accrued at the rate of 2.33 days for each complete calendar month worked during the holiday year. Part-time employees have a pro-rata entitlement to full time holidays’ including the recognised and customary public holidays.

During the first year of service, holidays may not be taken in advance of the amount accrued unless prior approval has been obtained.

You must not book a holiday without obtaining prior management approval. Care Stream will not be held responsible for any unrecoverable deposit or other losses incurred by you as a result of a holiday request not being approved.

Under normal circumstances, services would give staff the opportunity to work the festive season. Staff would need to give at least 8 weeks’ notice if they want to have holidays over both Christmas and New Year, and this would need to be agreed by their line manager. Unless agreed otherwise, a member of staff who would work over Christmas, would then be expected to have New Years off and vice versa.

It is a condition of employment that you are prepared to work on a recognised and customary public holiday if required to do so.

Recognised and customary public holidays falling within periods of annual leave should not automatically be added on at the end of an agreed holiday or taken separately without prior approval.

**Procedures and conditions**

You should complete a holiday request form for all annual holidays not laid down by Care Stream and have it approved by your manager.

In normal circumstances, holiday requests for more than 10 consecutive working days will not be approved. This will need to be approved by the Director of Operations 8 weeks prior.

Holiday requests will only be agreed if they are presented on a holiday request form and all holiday dates will be allocated on a first come, first served basis to ensure that the operational efficiency and minimum employee levels are maintained throughout the year.

At least 4-8 weeks' notice of your intention to take holidays of one week or more is requested. Holidays for lesser periods require up to 1 weeks’ notice.

You are not allowed to carry forward any part of one years’ holiday entitlement to a subsequent year and holiday not taken by 31st March will be forfeited.

You are not permitted to nominate a previous absence from work as holiday to avoid loss of pay.

On termination of your employment you will be paid for any holidays accrued but not taken in that year. However, in the event of you having taken holidays in excess of those accrued in the holiday year then the appropriate deduction will be made from your final salary.

For fixed hour employees, holiday pay will be paid at your normal rate of pay and for those whose hours of work vary, it will be calculated as an average of the pay received in the 12 weeks in which work was conducted leading up to the period of holiday requested.

You will not normally be allowed to carry forward any part of one years’ holiday entitlement to a subsequent year, but there may be occasions when operational requirements mean that you are unable to take all your holiday entitlement in a given year. Should this be the case, Care Stream may permit you to carry forward a total of 5 days into the following year.

# **Sickness and sick pay procedures**

In the event of your absence from work due to personal sickness or injury, Care Stream is only responsible for paying you statutory sick pay (SSP) providing that you qualify, and you comply with the rules set out below.

After the successful completion of your probationary period, Care Stream operates its own discretionary and non-contractual sick pay scheme under which you may be eligible to receive payment during your absence from work due to personal sickness or injury for up to a maximum of four days.

All Company Sick Pay (CSP) is paid inclusive of any entitlement to statutory sick pay and is calculated over a rolling 12-month year.

CSP is only payable providing you have met the notification and certification requirements as outlined in this handbook.

The right is reserved not to make payments additional to SSP if the reason for or the frequency of the absence is, in the opinion of Care Stream, excessive, unwarranted, or unjustified, depending on all the circumstances at the time.

If the incapacity for work is due to participation in any hazardous activity, injuries sustained whilst engaged in secondary employment, or for any other reason that in the opinion of Care Stream does not fully justify the absence, or you have behaved in a way likely to impede recovery, the right is reserved to withhold payment under the CSP scheme.

CSP is not payable to employees during any period of notice.

If you receive or are eligible to receive compensation or damages from a third party in respect of sickness or injury, any payment made to you by Care Stream on account of that sickness or injury shall be repayable by you from the sum paid by the third party. This sum will be the lesser of:-

a. The value of the compensation damages awarded

b. The amount of CSP paid by Care Stream as a result of sickness or injury

**Sickness procedures**

For you to qualify for payment of SSP, you must comply with all the requirements, otherwise you will not receive payment or payment may be delayed.

**First day of absence**

You (or, in exceptional circumstances, someone on your behalf) must contact your manager preferably before your normal start time on your first working day of absence. There should be very few occasions when you are not able to speak with your manager yourself and for guidance, an exceptional circumstance might be when you have been taken to hospital unexpectedly. For most other absences, you are expected to make contact personally and sending a text message, or an email, or leaving a message with a colleague, is not acceptable. The following information will be required:

- The reason for your absence

- The last date you worked

- The date you expect to return to work, or if not known, your best estimate

**Absences of not more than 7 calendar days**

On each subsequent day of absence after the first day, you must telephone your manager before midday to report your progress towards a return to work.

On return to work after any short absence of up to 7 calendar days you are required to complete a sickness self-certification form available from your manager and hand this back to your manager for signature.

**Absences of more than one week**

If you know that your absence will continue for longer than a week you are required to provide medical certificates (fit notes) at regular intervals for the entire period of sickness absence. Failure to provide medical certificates can result in SSP not being paid.

You are required to telephone Care Stream on a weekly basis to keep us informed of your progress and anticipated length of absence.

You will also be required to complete a self certification to cover the whole period of absence on your return to work and this, along with your medical certificate (fit note), will be discussed in your return to work interview (see below).

**Welfare visits/meetings**

During your absence we may request to visit you at home or to meet with you at another appropriate location in order to discuss your absence, to obtain a longerterm prognosis if possible and to consider your return to work.

# **Return to work interviews**

Wherever possible we will aim to carry out a return-to-work interview with you as soon as you return to work to discuss how you are feeling, your absence, how if at all we can aid in your return to work, and if applicable, our expectations for your future attendance.

**Medical appointments**

As far as possible all appointments with doctors and dentists should be made outside your normal working hours including during lunch times. Where this is impracticable, appointments may be made during working hours and wherever possible these should be made during the first half hour or the last half hour of your working day and always with the prior permission of the manager. You may be asked to show your appointment card.

There is no entitlement to payment for such absences and you would normally be expected to make the time up. Any absence without permission to attend appointments may be considered unauthorised and may result in disciplinary action.

# **Medical reports**

Care Stream reserves the right in appropriate circumstances to arrange for you to be medically examined or to request a medical report from a doctor or specialist.

**False statements**

To make a deliberately false or misleading statement in respect of sickness absence is misconduct and may lead to dismissal in accordance with Care Stream's disciplinary rules and procedures.

# **RULES AND DISCIPLINARY PROCEDURES**

**Introduction**

In any organisation, it is necessary to have rules in the interests of both the employer and employees.

The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is the aim of the rules and procedures to emphasise and encourage improvements in the conduct of individual employees where they are failing to meet the required standards and not as a means of punishment.

Every effort will be made to ensure that any action taken under this procedure will be fair, with the employee concerned being given the opportunity to state their case at a hearing and to appeal against any decision they consider to be unjust.

The following procedure should ensure that:

1. All employees are fully aware of the standards of performance, action and behaviour required of them.

2. Disciplinary action, where necessary, is taken speedily and in a fair, uniformed and consistent manner.

3. An employee will only be the subject of disciplinary action after careful investigation of the facts and the opportunity to present his/her side of the case.

**You or any companion must not make any electronic recordings of any hearings conducted under this procedure or any meetings or discussions held outside this procedure (this includes any investigation meetings where there is no right to be accompanied).**

# **DISCIPLINARY RULES**

It is not practicable to specify all disciplinary rules or offences which may result in disciplinary action, as circumstances may vary depending on the nature of the work and the misconduct. Even a minor infraction may be treated as gross misconduct depending on the circumstances that may apply at the time.

**Failure to comply with the following general rules will render you liable to disciplinary action and where no improvement is forthcoming, possible dismissal. This list is not exhaustive:**

## **1. BEHAVIOUR AT WORK**

1.1 You should behave with civility towards your fellow employees and rudeness will not be tolerated towards service users or members of the public. Objectionable or insulting behaviour or excessive bad language will render you liable to disciplinary action.

1.2 You must use your best endeavours to promote the interests of Care Stream and shall, during your normal working hours, devote the whole of your time, attention and abilities to its business and affairs.

1.3 Any involvement in activities construed as being in competition with Care Stream is forbidden.

1.4 You shall not, during or after the termination of your employment, disclose to any person whomsoever or use for personal gain any confidential information regarding Care Stream, its business or trade secrets that you have learned during your employment with Care Stream.

1.5 All reasonable instructions from a member of management are to be followed.

1.6 Unauthorised use of any Company equipment and communication networks including e-mail, internet, business telephones, mobiles, voicemail systems, pagers and PDAs etc. is a disciplinary offence.

1.7 Any involvement in activities which result in adverse publicity to ourselves, or which cause us to lose faith in your integrity, or which may bring the reputation/name of Care Stream into disrepute will not be tolerated. This applies to your activities outside working hours as well as during working time (including time whilst away from your normal place of work). This in the main applies to social media content which may have a negative impact on Care Stream.

## **2. COMPANY PROPERTY**

2.1 Use of Company property for any purpose other than normal defined duties is not permitted.

2.2 Unless required for business purposes, Company property of any type is not to be taken away from the premises without prior written management approval.

2.3 You must notify immediately the appropriate member of management of any damage to property or premises.

2.4 You are responsible for the care and safekeeping of any tools, equipment or clothing provided to you by Care Stream. Care Stream reserves the right to charge for any items unaccountably lost, damaged by you, or not returned on termination of your employment. Any such deduction will be made through the payroll, after Care Stream has given notice of its intention.

## **3. COMPANY VEHICLES (INCLUDING DRIVING YOUR OWN VEHICLE ON COMPANY BUSINESS)**

3.1 Only authorised employees may drive Care Stream's vehicles or their own vehicle on Company business.

3.2 The right is reserved to recover any issued Company vehicle from the nominated driver in the event of an absence from work for any reason in order to maintain its business use.

3.3 When driving a Company vehicle (or your own vehicle on Company business) you must ensure that the vehicle is in a clean and roadworthy condition at all times. All routine vehicle inspections should be carried out on a regular basis and any defects requiring attention must be rectified if this is your own vehicle, or reported without delay if it is a Company vehicle.

3.4 Company requirements regarding the recording of daily mileage and journeys undertaken must be complied with.

3.5 You may not carry unauthorised passengers in Company vehicles, nor may the vehicles be hired out or used for personal gain.

3.6 Personal auxiliary equipment must not be fitted in or on a Company vehicle without prior management approval.

3.7 On the occasion of an accident involving a Company vehicle, or your own vehicle if being driven on Company business, you must make a full, honest and written report of the incident whether or not personal injury or vehicle damage is involved. You are permitted to take photographs of the accident for the purposes of your report by either using the camera facility on any mobile phone (in the absence of a work provided mobile phone, you may use your personal handset for this purpose).

3.8 Where personal injury has occurred you must declare the name and policy number of your/our insurers.

3.9 All such incidents will be investigated and where an investigation shows you to be at fault in relation to a Company vehicle, or in your own vehicle if Care Stream name is brought into disrepute, you may be subject to disciplinary action. An excessive number of incidents may result in removal of access to a Company vehicle, demotion or even dismissal, dependent upon the circumstances and at management discretion.

3.10 You must report immediately to management any type of driving conviction or summons which may lead to a conviction (whether or not it happened during working time) as this could affect our Company insurance cover/premiums. This includes speeding, parking, congestion and emission charges. All fines resulting from convictions or offences are your own responsibility to pay. If not paid promptly, Care Stream may decide to make the payment itself and deduct the cost from your pay.

3.11 The private use of a Company vehicle strictly requires the prior approval of a director and will not be given without a convincing need.

3.12 Should a Company vehicle be damaged whilst being used outside of working hours, you will be responsible for either the insurance excess, or liable to cover the full costs of repair, with any decision being strictly at the discretion of a director.

3.13 Care Stream will take a serious view of continuous exceeding of speed limits.

* 1. Where any damage to a Company vehicle is due to gross negligence or lack of care on your part, Care Stream reserves the right to insist on you rectifying all or part of the damage at your own expense. Alternatively, you may be held responsible for the payment of any insurance excess at the discretion of Care Stream. The right is reserved to make an automatic deduction of pay.
  2. You are not permitted to use a mobile phone whilst driving on Company business unless you have the use of a hands-free facility and only then if it is legal and safe to do so (this includes if your vehicle is stationary with the engine running). Using a mobile phone, whether or not with a hands-free facility, whilst driving, is potentially dangerous to you, other road users and pedestrians. Care Stream will not accept any responsibility for liabilities arising from a failure to comply with this policy.
  3. Smoking (including electronic cigarettes) is not permitted in any Company vehicle.

3.17 Under no circumstances must a Company vehicle be driven whilst the driver is under the influence of any medication or drugs (whether prescribed or not), alcohol or substance which is likely to affect the driver’s efficiency, awareness, concentration or safety.

## **4. HEALTH AND SAFETY/HYGIENE**

4.1 Care Stream will do all in its power to ensure the well being and safety of all its employees. Any action by you which endangers the health or safety of yourself, other employees or other persons, will lead to disciplinary action being taken and could result in dismissal.

4.2 At all times you must abide by the general health and safety rules and procedures.

4.3 All accidents, no matter how slight, whether involving an employee or member of the public, must be reported and entered into the Accident Book. False statements or deliberate interference with evidence following an accident or dangerous occurrence is a serious offence.

4.4 You should read Care Stream's statement of safety policy and make yourself familiar with your own health and safety duties and responsibilities.

4.5 You are not permitted to smoke in any public buildings, in a Company vehicle or in a private vehicle being driving on Company business whilst another person is in the vehicle with you (this includes electronic cigarettes). Client rules on smoking must also be observed.

* 1. Any potential hazard or unsafe conditions must be reported to your manager.

## **5. TIMEKEEPING/ABSENCE**

5.1 You are expected to attend for work punctually at the specified time and persistent or excessive lateness in attending work will render you liable to disciplinary action.

5.2 You may not leave work prior to your normal finishing time without permission and if you require time away from work during normal working hours, providing the request has been granted, you must report upon leaving and returning to work.

5.3 All absences must be notified in accordance with the procedures laid down earlier in this handbook. It is your responsibility to keep Care Stream advised of the circumstances which are preventing you from attending work and also the likely date of your return.

5.4 You are required to comply strictly with any time recording/reporting procedures relating to your area of work. Failure to follow any time recording and the absence reporting procedures will render you liable to disciplinary action.

**IMPORTANT: You should be aware that any period of unauthorised absence is a breach of contract.**

## **6. WORKING STANDARDS**

6.1 If your work and/or work rate is not maintained consistently to a satisfactory standard, disciplinary action leading to the termination of employment will result.

* 1. All employees are responsible for the cleaning up of any mess or spillage, however caused, without delay or discussion.

## **7. RULES COVERING GROSS MISCONDUCT**

**You will be liable to summary dismissal (i.e. dismissal without notice), if you are found to have acted in any of the following ways. This list is not exhaustive.**

7.1 A serious or wilful breach of any of Care Stream's disciplinary and safety rules.

7.2 Behaviour deemed by Care Stream to be grossly indecent or unacceptable.

7.3 Any harassment and/or bullying of another person in connection with work or during your working hours.

7.4 Any discriminatory conduct or behaviour.

7.5 Dangerous, threatening, offensive, insulting or intimidating behaviour, fighting or physical assault.

7.6 Any involvement in activities construed as being in competition with Care Stream.

7.7 Being under the influence or suspected of being under the influence of alcohol or drugs at work.

7.8 Being in possession of or taking intoxicants or illegal drugs whilst at work.

7.9 Any occasion when you are found to be asleep during working hours.

7.10 Deliberate falsification of any records, such as clock/swipe cards, time sheets, driver's record logs, expense claims etc. (this list is not exhaustive), in respect of yourself or any fellow employee.

7.11 Undertaking private work on the premises and/or in working hours.

7.12 Any fraudulent activity, theft of money or property whether belonging to Care Stream, another employee or a third party.

7.13 Clocking another employees time card or to knowingly allow your time card to be clocked by another person.

7.14 Destruction of, serious damage to, or tampering with Care Stream premises or place of work, any equipment or tools belonging to Care Stream or any property on the premises or place of work.

7.15 Serious health and safety breaches which endanger yourself, fellow employees or any other person by the unauthorised removal, operation, interference or misuse of any plant and equipment, guard or protective device or signs/warning notices.

7.16 Smoking in any Company building or in any Company vehicle, or in any area which is not designated as a smoking area whilst working on Company business. This includes the use of electronic cigarettes.

7.17 Serious misuse, negligent or wilful violation of Computer security/equipment or procedures.

7.18 Misuse of chemicals, flammable or hazardous substances or other materials and electrical equipment, or other fixtures/fittings.

7.19 Flagrant disregard of safety precautions, including horseplay or practical jokes, likely to endanger yourself and/or other employees.

7.20 Careless driving or loss of driving licence or conviction where driving is all or an essential part of the job requirement.

7.21 Gross insubordination and/or refusal to comply with legitimate instructions given by a member of management.

7.22 Any occasion when you are found to have dishonestly made a request for any statutory or contractual entitlement to time off work.

7.23 Any breach of a legal statute which has a direct effect on the ability of you to undertake your stated duties and/or on the desired characteristics of your position.

* 1. A wilful breach of any cash handling procedures.
  2. Any breach of duty obligations/restrictions and/or confidentiality requirements.
  3. Any involvement in an act considered by Care Stream to be that of vandalism, this includes graffiti.

7.27 Except where permitted elsewhere in this handbook, the taking of any audio or visual recording (including photographs) by whatever means, of Company premises, activities or employees (whether or not on Company premises) without the express authority of a director.

# **DISCIPLINARY PROCEDURE**

As stated earlier in this handbook (see “Probationary period”), please note that within the first two years’ of service, your employment may be subject to termination without recourse to the disciplinary process.

Please be aware that Care Stream reserves the right to enter the disciplinary procedure at any stage depending on the circumstances and severity of the offence. Other than for gross misconduct, any disciplinary action taken will normally be based on the following procedure:

**1st Occasion 2nd Occasion 3rd Occasion 4th Occasion**

Verbal Written Final Written Dismissal

warning warning warning

A verbal warning (which will be confirmed in writing) will remain on your record for a period of 6 months and any subsequent written warning will normally remain on your record for a period of 12 months. These periods may be longer or extended dependent upon the circumstances and strictly at management discretion.

**Notes**

The disciplinary and grievance procedures are non-contractual (except with regards to Care Stream’s contractual right to demote as detailed below) and do not form part of your contract of employment. Any statutory rights will apply.

You may be suspended on full pay normally, but not exclusively, for up to 5 days for the purpose of carrying out investigations into any alleged offence.

Suspension from work without pay for up to 5 days may be considered as an alternative to dismissal.

As previously explained, Care Stream is contractually entitled to demote but will only do so if it is felt that this is an appropriate penalty as an alternative to dismissal. If this is the decision taken, the rate of pay and other terms that apply will be those that are appropriate to the new position occupied.

If dismissed for gross misconduct, you have no right to any period of notice or to receive payment for any outstanding contractual accrued holidays and your statutory entitlement only will apply.

At all stages of the disciplinary and appeal procedures you have the right to be accompanied by a fellow employee of your choice, an official employed by a trade union or an official of a trade union who is certified as a workers’ companion at disciplinary or grievance hearings. You or your companion must not make any electronic recordings of any hearings conducted under this procedure or any meetings or discussions held outside this procedure (this includes any investigation meetings where there is no right to be accompanied).

# **DISCIPLINARY APPEAL PROCEDURE**

Following any disciplinary sanction, you will have the right to appeal against the decision (unless your employment was terminated within the first two years’ of service as Care Stream is entitled to terminate your employment without recourse to the disciplinary process).

If you wish to exercise this right, you should apply in writing to Care Stream within 5 working days of the decision you are complaining against, stating the grounds of your appeal.

A hearing will be held by a director, wherever possible, within 5 working days of your appeal. You will retain the right to be accompanied and you will be given a full opportunity to state your case.

The outcome of the appeal will be made known to you in writing usually within 5 working days of the hearing, giving the reasons for the decision where appropriate.

The director’s decision will be final.

# **GRIEVANCE PROCEDURE**

It is important that if you feel dissatisfied with any matter relating to your existing conditions of employment, or any other contractual matter, you have an immediate means by which such a grievance can be aired and resolved.

You should speak to your manager if you have a grievance on any matter during the course of your employment and wherever possible this will try to be resolved informally. If this is not going to be possible, you should raise the grievance in writing with your manager explaining fully the nature of your grievance.

A hearing will be arranged, wherever possible, within 5 working days to discuss your grievance.

At all stages of the grievance and appeal procedures you have the right to be accompanied by a fellow employee of your choice, an official employed by a trade union or an official of a trade union who is certified as a workers’ companion at disciplinary or grievance hearings. You or your companion must not make any electronic recordings of any hearings conducted under this procedure or any meetings or discussions held outside this procedure (this includes any investigation meetings or meetings to resolve matters informally where there is no right to be accompanied).

Every effort should be made to resolve the issue at this stage.

You will normally be given the details of the outcome in writing within 5 working days.

# **GRIEVANCE APPEAL PROCEDURE**

If you remain dissatisfied with your grievance outcome, you have the right of appeal against the decision by submitting your appeal in writing, stating fully the grounds for doing so and within 5 working days of receiving the written outcome details.

A hearing will be held by a director, wherever possible, within 5 working days of receiving your appeal. You will retain the right to be accompanied and you will be given a full opportunity to state your case.

The outcome of the appeal will be made known to you in writing usually within 5 working days of the hearing, giving the reasons for the decision.

The director’s decision will be final.

# **GENERAL CONDITIONS OF EMPLOYMENT**

The following general points all form part of your contract of employment.

# **Adoption pay and leave**

Care Stream provides access to the statutory entitlements for Adoption pay and leave. Full details can be obtained from your manager.

**Bereavement leave**

Special leave of absence for any reason e.g. bereavement involving a direct member of family will be at the discretion of your manager. It is expected that outstanding holiday entitlement be used to provide payment for bereavement leave.

**Bribery & corruption/gifts & hospitality**

To avoid any allegations of any bribery or corruption, the acceptance of gifts or hospitality, other than items or gestures of a nominal nature or value is not permitted. There may be occasions when you are offered gifts or hospitality and in such instances, you must declare this immediately to a manager.

You should also report immediately any attempt from any other employee, customer or third party to bribe or corrupt you into divulging confidential information relating to our services.

Corruptly giving or accepting any gifts or hospitality or failing to report any corrupt act by another employee or accepting any form of bribe can lead to dismissal for gross misconduct and possible criminal proceedings.

###### **Bullying & harassment**

We aim to foster good working relationships and to encourage a sense of humour not only to enhance morale amongst all those working for Care Stream, but to also encourage everyone to take care of his/her own welfare as well as that of others.

It is our policy not to tolerate any bullying behaviour at work towards any person or indeed outside of work if it is in any way connected with work. Irresponsible behaviour can be both harmful, and dangerous. Any such behaviour will be considered a breach of Company rules and appropriate action will be taken.

If you feel you are being subjected to any such treatment, you should contact any manager to whom you can relate and with whom you feel comfortable. Where possible, all such complaints will remain in the strictest of confidence save for any investigation to ascertain the allegations and undertake any appropriate action.

**Buying or selling of goods**

You are not allowed to buy or sell goods on your own behalf on Company premises without prior permission.

**Cash handling/Petty cash**

If your job requires that you handle cash, you should exercise caution and security and hand the money into Care Stream as quickly as possible. At all times, ensure that you can account for any cash handled on behalf of Care Stream.

**Change of address, telephone number & next of kin details**

It is very important that you notify Care Stream and ensure that the accounts department is notified in writing as soon as possible of any changes to your personal circumstances, i.e. if you change your address, contact telephone number and/or next of kin details. Care Stream is now obliged to forward accurate employee details to the HMRC on a monthly basis.

**Collections**

Collections of any type are not allowed on Care Stream premises unless prior permission has been given by senior management.

**Computer controls and policies**

All employees are required to observe strictly the following controls and policies:

##### Computer equipment and software policy

No employee is permitted, without prior senior management approval, to load any computer software other than that purchased by Care Stream for official business purposes.

Similarly, no customer or supplier data is to be installed on a computer without prior approval.

In any case where a computer is given a personal user password for accessing the computer or its files, suitable and satisfactory notification arrangements must be made to ensure Care Stream has no difficulty in obtaining access at any time.

Passwords must not be easily identified. Users should keep these confidential. Personal computers should not be left unattended whilst the user is logged on. A screensaver, protected by a password, must be invoked when a PC has not been used for 10 minutes or more.

Care Stream’s computers are protected by virus scanning software which loads automatically on start-up and scans periodically throughout the day. E-mail attachments will be scanned and automatically deleted if a virus is detected.

Internet policy

The Internet should be used for business purposes only.

The following examples of uses of Company internet services are not acceptable and any breach will be subject to disciplinary action up to and including dismissal for gross misconduct:

Access or distribution of malicious, obscene or harassing material

Use for personal gain or personal business transaction

Purchases, whether business or personal without obtaining prior authorisation

Downloading of games and images

Instagram/Facebook/WhatApp/Twitter, chat rooms etc.

Buying/selling or surfing on eBay or similar

Blogging

Social networking

You are advised that Care Stream will exercise its right to routinely monitor the internet usage of all employees.

With regard to accessing social networking sites within or outside of the workplace you must not:

1. Make reference to Care Stream, its customers, suppliers or its employees.
2. Make offensive, discriminatory, defamatory or inappropriate comments about Care Stream, its customers, suppliers or any of its employees.
3. Divulge confidential information about, or belonging to, Care Stream, its employees, customers or suppliers.

Any breach will be subject to disciplinary action up to and including dismissal for gross misconduct.

# Laptops/Phones

If you are provided with a laptop or phone by Care Stream for business purposes it must only be used by you or by another employee with your permission or that of a director.

Due and proper care must be exercised at all times for computer security in terms of both software loading (see computer equipment and software policy) and loss of equipment through theft or neglect.

The right is reserved in the case of any damage to or loss of a laptop through misuse or wilful neglect of security precautions that the cost of repair/replacement will be your responsibility.

E-mail policy

The use of Company computer equipment and systems for the sending of personal e-mail messages either internally or externally or the transmitting of confidential information to any person, firm or company is not permitted. The e-mail facility should only be used for Company authorised purposes.

You are advised that Care Stream will exercise its right to check routinely at any time employee email transmissions both incoming and outgoing from any Company workstation.

Any employee discovered to be in wilful breach of these policies will be subject to serious disciplinary action (up to and including dismissal for gross misconduct) and/or liable to legal action depending on the circumstances.

**Confidentiality**

You must not during or after the period of your employment divulge to any outside body any trade secrets, confidential information, supplier and customer details, pricing list and/or details of business connections including such of the foregoing that you have introduced into Care Stream during your employment.

You shall not remove from the place of your employment any documentation of any description nor take copies of such documentation (electronic or otherwise) for your personal use or the use of a competitor or third party either during your employment or on termination of your employment.

Any information provided by Care Stream to you will be regarded as confidential unless it is of a type that would be:

1. Freely available to the general public.

2. Freely available to members of Care Stream's trade or profession.

**Data Protection policy**

Care Stream recognises its responsibilities as an employer to maintain accurate personnel records and to comply with current and future Data Protection legislation.

Factual information relevant to your role may be forwarded to your line manager when and where appropriate.

In accordance with the Data Protection Act 1998 Care Stream hereby notifies you that it holds employment data relating to you for the purposes of maintaining a personal file in respect of your employment and by signing your contract statement, you consent to Care Stream holding such data and records.

**Dependant’s care leave**

Care Stream provides access to the statutory entitlements for dependent’s care leave. Full details can be obtained from your manager.

**Drugs and alcohol policy**

Taking of illegal drugs, or alcohol, or solvent misuse at work will not be tolerated. The only exception will be when an employee takes drugs, according to the prescribed dosage given by a General Practitioner or other person qualified to do so.

You should be aware that certain over the counter drugs and prescribed drugs may cause drowsiness that could affect driving or operating machinery. If any of this type of drug is used at work or prior to commencing work and it is believed that the negative effects of the drug could still present themselves, you should make a member of management aware of this fact.

If there are grounds to believe you are or have been carrying, supplying or taking illegal drugs or supplying those drugs prescribed specifically for your own consumption to other persons, or found to be misusing any solvents, this will be treated as gross misconduct and will be dealt with in accordance with the disciplinary procedure already in force.

The consumption of alcohol during normal working hours is not permitted. This will include any breaks that are allowed unless there are good business reasons or express permission has been granted by a director**.**

The drinking of excessive alcohol into the early hours before a workday or taking drugs could result in alcohol and/or drugs still being present in the bloodstream at the time of work commencing. If you are suspected of being under the influence of alcohol and/or drugs or unfit to perform your duties when reporting for work you will not be allowed to remain at work until suspicion is cleared. During this time there will be no entitlement to pay.

Disciplinary action will be initiated against any employee who is considered to be under the influence of alcohol and/or drugs or alcoholic odour is detected at any time during the working day. Such disciplinary action may lead to disciplinary action up to and including dismissal for gross misconduct.

If you believe that you or another employee may have an alcohol or drugs problem it is your duty to notify a member of management at the earliest opportunity.

**Environmental policy**

There is a growing awareness of the need to protect the environment, a view supported by Care Stream. Employees should make every effort within their sphere of control to minimise any adverse effect of Care Stream on the environment. Examples include:

* Turning off lights when not required
* Turning down heating levels
* Planning journeys to minimise the fuel used on Company business
* Co-operating with any recycling systems for waste paper etc. that are introduced.

**Equal employment and non-discrimination policies**

It is the policy of Care Stream to provide equal employment opportunities in accordance with the developments in the field of race relations, age, sex equality, sexual orientation, religion or religious belief, disability and the legislation to protect against discrimination in employment. These policies are related but not limited to: recruitment and selection, appointments, promotion, transfer, leave of absence, termination, rates of pay, training and use of facilities. Care Stream is committed to an on-going programme of equal employment and non-discrimination for all. These policies also relate to how we offer and provide services to our customers and the community.

It is the further policy of Care Stream that employees will be promoted on a fair and non-discriminatory basis. In order to achieve this, the promotion criteria will always relate specifically to the individual employee’s ability, aptitude and suitability compared to the requirements for the job.

Care Stream will periodically review its promotions policy to ensure its aims are being met.

Care Stream will ensure that all persons are selected, promoted and treated equally on the basis of their relevant aptitudes, skills and abilities without regard to race, colour, religion, religious belief, age, national origin, sex, sexual orientation or disability. All employees are required to comply with this policy and acknowledgement is given to the specific responsibilities, which fall upon management, supervisors and individuals involved in recruitment and employee administration.

To further ensure that direct or indirect discrimination is not occurring within Care Stream, the recruitment and other employment decisions will be regularly reviewed in conjunction with ethnic records of job applicants and existing employees.

Care Stream is committed to a programme of action to make this policy fully effective. It is our policy as an employer to comply with all relevant obligations under the Equality Act 2010.

To safeguard individual rights under the equal opportunities policies of Care Stream if you believe that Care Stream has applied inequitable treatment to you, you may raise the matter through Care Stream grievance procedure.

It is the duty of all employees to accept their personal responsibility for the practical application of these policies.

Any employee who fails to comply with this policy in whole or in part will be subject to disciplinary action up to and including dismissal for gross misconduct.

**Flexible working**

Care Stream recognises its obligations under the right to request flexible working. This is a right to ask only – there is no automatic right to have your request accepted although every request will be considered on its own merits. Full details can be obtained from your manager.

**Gambling**

Gambling is not permitted on Care Stream's premises.

**Housekeeping**

From the point of view of safety and appearance, all work and rest areas must be kept clean and tidy at all times. Each employee has a duty to maintain their working environment in order to achieve a good housekeeping policy.

**Jury service/Court attendance**

During your employment you may be required to attend court as a juror or have been subpoenaed as a witness. Care Stream is not obliged to pay you whilst you are off and there are allowances paid by the court to cover loss of earnings to compensate you during your absence from work.

You should, however, be aware that the allowances are capped and may not cover your normal pay.

No payments will be made to an employee requiring time off work to answer civil or criminal charges.

# **Keys**

You may be given a set of door keys for the building and these must be kept safe at all times. The keys must not be left unattended at any time and when asked to lock up you must ensure that all doors and windows in the building are securely locked and any other final checks followed to ensure the safety of the building and our equipment. You must return all such keys on your termination of employment or on request of your manager.

**Letters of reference**

Building Societies etc. may apply to Care Stream for a letter of reference on your behalf.

Reference enquiries by other employers may be made to a director whilst you are currently employed, or for up to three years after you have left.

Open letters of reference will not normally be given.

**Maternity leave and pay**

Care Stream provides access to the statutory entitlements for maternity leave and pay. Full details can be obtained from your manager.

# **Mobile phones**

Personal mobile phones must be switched off during normal working hours to avoid accidents whilst working, disruption to equipment and work colleagues and distraction from client service. Personal mobile phones may be used during designated break times or in personal emergencies.

**Notice boards**

Information and changes affecting your employment are posted on the notice board which is in the staff office. It is important therefore to pay regular attention to this method of communication.

**Parking**

At any time that your vehicle is parked on Company premises it is left entirely at your own risk and no liability for any damage will be accepted by Care Stream.

**Parental leave**

Care Stream provides access to the statutory entitlements for parental leave. Full details can be obtained from your manager.

**Paternity leave and pay**

Care Stream provides access to the statutory entitlements for paternity leave and pay. Full details can be obtained from your manager.

**Personal mail**

All mail sent to Care Stream is regarded as being addressed to Care Stream and will be opened unless prior approval has been given by management.

**Personal property**

Liability is not accepted for the loss of, or damage to, personal property brought onto the premises. You are recommended not to bring personal items of value onto the premises and, in particular, not to leave any such items unattended.

**Personal telephone calls**

Landline telephones are provided for essential aspects of the business. Private outgoing telephone calls are only allowed with prior permission. All incoming personal calls must be kept to a minimum.

**Redundancy policy**

This policy is non-contractual and does not form part of your contract of employment. Any statutory rights will apply.

Should circumstances arise where redundancy is seen to be a possibility, the first steps will be to consider reducing overtime to a workable minimum (where appropriate) and restrict recruitment (where appropriate).

Care Stream will follow a fair and meaningful consultation process and invite all those at risk to make representations before any decision is made and the statutory right to be accompanied given.

If redundancies cannot be avoided, consideration may be given to applications for voluntary redundancy although any decision will have to be subject to the needs of the business.

If the selection of employees for redundancy becomes necessary (where there is a pool of risk situation for example), then appropriate factors will be considered at that time.

Due weight will be given to each of those factors. Only if the final weighted score of those factors was equal, would the "last in first out" principle apply.

At all times in a redundancy situation, the overriding consideration will be the future needs and viability of the business.

**Religious and political activities**

Care Stream has no religious or political bias and does not condone any activity that is offensive to others or causes discomfort to an individual or disruption to working practices. Employees must not feel pressurised in any way into listening to, or participating in, any religious or political activity.

**Relationships at work/in connection with work**

Where over-familiar relationships are formed with a colleague that have the potential for causing concern with Company security, confidentiality, operations, bias and improper consideration, the right is reserved for management to take whatever steps necessary to avoid compromised situations. This may include disciplinary action and transfer of work location depending on all the circumstances.

**Retirement**

There is no set retirement age from Care Stream. At any time during your employment, you are welcome to discuss any future plans you may have with management. If you wish to retire from your employment or discuss your plans for retirement, you should do so by informing management in writing.

# **Rights of search**

Care Stream reserves the right to carry out random checks on persons and property (including employees vehicles), at any time while they are on Care Stream's premises or business. It is understood that such checks do not imply suspicion in relation to the individual concerned.

Whilst you have the right to refuse to be searched, refusal can constitute a breach of contract which could result in your dismissal.

**Secondary/additional employment**

Prior to undertaking any other employment outside your normal working hours, you should seek the permission of your immediate line manager. Permission will generally be given, but you must ensure that the other employment does not interfere or conflict with your attendance and duties with Care Stream.

**Short-time working, reduction in working hours and lay off from work**

In the event of a shortage of work for whatever reason or other factors giving rise to a diminished requirement for the kind of work you are employed to carry out, Care Stream may find it necessary to introduce an arrangement to reduce your hours of work without entitlement to normal pay.

The occasions when this is necessary will fall into one of the following situations:-

* Short time working - this is when you would be required to work **less than** half your normal working hours.
* Reduction in hours working - this is where you work reduced hours but **more than** half your normal working hours.
* Lay off - this is where there is a **workless week**.

In any of the above situations, you may be entitled to be paid in accordance with the statutory guarantee pay entitlements and within the provisions of current employment law.

**Standards of dress**

As you will come into contact with others, it is important that you maintain an appropriate standard of dress. We would be expecting a standard of decency in the workplace when supporting vulnerable people. Care Stream reserves the right to ask an employee to leave the premises if they feel that the staff member has not met the standards of decency.

**Statements to the media**

Any statements to the media will only be given by a director.

# **Variations to terms and conditions**

Care Stream reserves the right in appropriate circumstances to change the terms and conditions of your employment and any such variations will be notified to you either by way of a general notice to all employees or as an individual notice to yourself personally, whichever is appropriate. Any changes will be made by way of negotiation and appropriate consultation, and the notice given to you by Care Stream will be dependent upon your length of service and within legislative guidelines.

No variation of your contract of employment shall be effective unless it is in writing.

**Whistle blowing (Public Interest Disclosure Act 1998)**

The main purpose of the system is to provide you with ready access to a safe and effective means of reporting any matters which fall within the ‘qualifying disclosures’ below, regarding Care Stream and/or its employees and workers.

Should you discover a situation which falls within one of the qualifying disclosures below, you are free to decide to whom you should report the matter, in terms of their seniority/position within Care Stream.

**Qualifying disclosures** - If an employee is to be protected, the disclosure must be one covered by the Public Interest Disclosure Act 1998. A qualifying disclosure is a disclosure which, in the reasonable belief of the employee tends to show one or more of the following:

* that a criminal offence has been committed, is being committed, or is likely to be committed
* that a person has failed, is failing, or is likely to fail to comply with a particular legal obligation
* that a miscarriage of justice has occurred, is occurring, or is likely to occur
* that the health or safety of any individual has been, is being, or is likely to be endangered
* that the environment has been, is being, or is likely to be damaged
* that bribery has been committed, is being committed, or is likely to be committed
* that information indicating the occurrence of any of the above has been, is being, or is likely to be deliberately concealed

Care Stream will support employees who make confidential disclosures and protect them from reprisals or victimisation so long as the employee makes the disclosure with reasonable belief and falls within one of the above qualifying disclosures. This also applies where the employee makes the disclosure with reasonable belief and falls within one of the above qualifying disclosures, but which turns out later not to have been justified. If Care Stream concludes that an employee has made false allegations maliciously or with a view to personal gain, the employee may be subject to disciplinary action.

This policy should not be used for a complaint relating to your own personal circumstances, such as the way you have been treated at work. In those cases, you should follow Care Stream’s grievance procedure (as detailed earlier in this handbook).

It is acknowledged that it is never easy to report a concern, particularly one which may relate to an unlawful act. However, you are urged to come forward with any concerns, at the earliest opportunity, so that matters can be dealt with promptly and effectively.

In the first instance, you may wish to discuss the matter, on an informal basis with your line manager although this should in no way dissuade you from making a formal report where appropriate. In such cases a formal report should be directed to a director.

# **Workplace monitoring**

In the interests of security and safety you are advised that Care Stream premises (or locations where you may be required to work on behalf of Care Stream) are/may be surveyed by CCTV cameras. Recordings will be viewed and where it is found that an employee is in breach of any Company rule, the recording may be used in support of disciplinary action.

Company vehicles (if applicable) may be fitted with vehicle tracking devices to enable Care Stream to monitor vehicle movements. This acts as an insurance against theft. Vehicles will be monitored by Care Stream on an ongoing basis.