



Employee Handbook

Prepared by

Citation Ltd

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Orione Care background

Orione Care is a registered charity founded by The Sons of Divine Providence, a Roman Catholic religious congregation. The charity and the Congregation take inspiration from the Congregation's founder Saint Luigi Orione, an Italian priest, whose motto was "Do good always, do good to all, harm nobody." Don Orione is remembered for his commitment to the service of those in need, a service guided and inspired by the teachings of the Catholic Church.

Don Orione began his work with orphans and street children in the city of Tortona in North West Italy while he was still a student. He was a man of enormous energy and enterprise, and by the time of his death in 1940, Don Orione and his followers had established services for the care of elderly, disabled and disadvantaged people all over Italy, as well as in Poland, Brazil, Argentina and Palestine. Today nearly a thousand priests and brothers of the congregation are working in thirty two countries around the world providing services for more than 200,000 people in a variety of health and social care projects.

The Sons of Divine Providence came to England in 1949 when Father Paul Bidone arrived from Italy. He spoke no English and carried a ten shilling note and the name of one British contact. However, three years later he had opened his first home, Fatima House in South London, for homeless elderly men.

At the time Fatima House was opened in 1952 the congregation established a charitable trust as the vehicle for its work in England. In 2001 the Congregation restructured its affairs and founded a charitable limited company to manage and develop its care and housing services. The charitable company is managed by a board of trustees, the majority of whom are members of the Congregation. In 2009 The Sons of Divine Providence adopted Orione Care as a working name for the charity.

The work of Orione Care is carried out within the teachings of the Roman Catholic Church, but we welcome people of all denominations and none to use our services. We also welcome people of goodwill from all religious, cultural and ethnic backgrounds to work with us.

We are pleased to welcome you and we hope that you will have a long and happy association with Orione Care.

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About this Handbook

This Handbook has been drawn up by Orione Care to provide you with information on employment policies and procedures. It is important for you to read the Handbook carefully as this, together with your Contract of Employment, sets out your main terms and conditions of employment.

The information covers a wide range of subjects relating to your employment and in the event that information in this Handbook conflicts with terms and conditions as stated in your Contract of Employment, the Contract will take precedence.

If you have any questions or any part of the Handbook is unclear to you, please do not hesitate to raise any queries with your Line Manager.

It is important that you do this before signing that you have read, understood and are willing to abide by all Orione Care's terms and conditions.

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Annual holiday entitlement and authorisation

Entitlement

Full details of your holiday entitlement are in your Contract of Employment.

Carrying over holidays to the following year

You must endeavour to take your full holiday entitlement during the holiday year.

You may be paid for up to one working week of your annual leave if it has not been taken by the end of the leave year.

Claims for payment must be made on your March timesheet and authorised by your Line Manager.

Untaken leave in excess of one working week will be lost and may not be carried forward.

Request for holidays

In order to submit a request for holidays, you should complete the relevant form and have the holiday authorised by your Line Manager.

The amount of notice required is one month except for single days, when one week's notice is normally required.

All requests, providing they have been received in time, will be processed in date and time order.

Length and timing of holidays

Orione Care will not normally agree a request for a holiday that involves more than two consecutive weeks.

You may be required to reserve annual holidays to take during any Company "shut down" periods, if applicable the dates of which will be notified to you on an annual basis.

Refusal of holidays

In the event that Orione Care has to refuse a holiday request because of business needs, Orione Care is not responsible for any financial commitment made by you prior to authorisation. You are therefore advised **not** to book holidays with tour operators, travel agents, hotels or passenger carriers, etc. until your holiday request has been authorised.

Adjustment to holidays

At the commencement of your employment you will be entitled to holiday leave in proportion to the holiday year remaining on the date when your employment began.

On leaving you will be entitled to holiday leave in proportion to the holiday year worked on the date when your employment ended. If you have been paid for more holidays than your entitlement then the balance will be deducted from your final payment. If you have been paid for fewer holidays than your entitlement then the balance will be paid to you with your final payment.

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Absence from work Appointments

If you need to be absent from work to keep a medical, dental or other essential appointment, prior permission should always be obtained from your Line Manager. Absences of this nature will normally be unpaid. Alternatively, you may be asked to make the time up with other duties. You must try to arrange such appointments outside normal working hours wherever possible and any regular appointments that have to be made during working hours must be supported by an appointment card. Any such absences from the workplace should be minimal.

Sickness and injury Notification of absence

If you are absent from work without prior authorisation, you must telephone in person and speak to your Line Manager or a senior person on duty as soon as possible before your start time on the first day of absence. You may only notify us via a friend or relative if you are too ill to telephone personally. Text messages and emails are not acceptable. Any unauthorised absence must be properly explained in that first contact and, if the absence continues, you must keep us fully informed. This applies to both short and long term situations and you will be expected to contact us on a daily basis during the first week and weekly thereafter.

Period of absence

If your sickness is for more than seven calendar days then you must provide Orione Care with a doctor's medical certificate. You must continue to provide medical certificates to cover the whole of the absence period.

Please note that Orione Care will review the attendance levels of all employees on a regular basis. In deciding whether to take further action in respect of sickness absence, the evidence of a medical certificate may not be sufficient and Orione Care may seek alternative medical information.

Returning from absence

On your return to work after absence because of sickness, irrespective of the length of absence, you must complete Orione Care's sickness form.

If you have been suffering from a notifiable disease such as food poisoning, measles, mumps, scarlet fever, etc., you must not report for work without clearance from your doctor.

Statutory Sick Pay (SSP)

Orione Care is responsible for paying SSP to you if you are eligible.

The maximum period for which SSP is payable is 28 weeks in one period of sickness absence and is paid at a rate specified by law. As with other earnings, SSP is subject to the deduction of income tax and all other normal deductions. We will inform you if you are not eligible for SSP.

SSP is paid in respect of qualifying days on which you are unable to work through sickness. Qualifying days are those days on which you would normally work. Generally SSP is not payable for the first three qualifying days of sickness which are known as "waiting days", but this may not always be the case if you are absent on more than one occasion within a short period of time.

SSP is only paid when the period of sickness is four or more consecutive days.

Contractual sick pay

On completion of two years' service, Orione Care has a contractual sick pay scheme, which is paid in tandem with SSP on condition that the sick pay rules contained in this Handbook are complied with. The scheme provides for the payment of up to seven working weeks' basic pay, inclusive of SSP, in any rolling 12 month period.

The scheme does not provide contractual sick pay for absences caused by sporting injuries, self-inflicted injuries or elective surgery.

If the above entitlement is exhausted, you will revert to SSP only.

Recovery of sick pay

If you receive or are awarded compensation or damages because of your illness or injuries, then any payments that we may have made to you because of the absence will be treated as a loan and must be repaid by you to us up to an amount not exceeding the amount of the compensation or damages received.

"Family friendly" rights

Information on the current statutory provisions relating to the following is available from your Line Manager, with whom you should raise any queries.

- Leave and pay connected with the birth of a baby.
- Leave and pay on the adoption of a child.
- Unpaid parental leave.

Time off for dependants

You will be allowed to take reasonable time off work without pay to deal with an emergency involving a dependant. The amount of time off which is allowed will depend on the circumstances.

For example, if a dependant is ill or injured, reasonable time off will be given to deal with the emergency – this does not mean that you will be allowed to take time off to look after the dependant personally.

Compassionate leave

Paid compassionate leave for three days may be granted by your Line Manager if you suffer the death or serious illness of a close relative. Requests for compassionate leave in excess of three days must be referred to the Company Secretary through your Line Manager.

Flexible working

If you have at least 26 weeks continuous service with Orione Care you have a statutory right to ask for your contract of employment to be varied.

Any request for a variation must relate to:

- the hours you are required to work,
- the time when you are required to work, or
- the place where you are required to work (i.e. at home or at any place of business operated by Orione Care).

Requests must be made in writing and must include the following information:

- a statement that it is a request for a variation of your contract of employment,
- the variation you are seeking and the proposed commencement date,
- an explanation of the effect you think the change would have on Orione Care and how it might be dealt with.

On receipt of your formal request, Orione Care will arrange to meet with you to discuss it.

You can only make one request in any 12-month period for your contract of employment to be varied and, if Orione Care grants your request, the variation will be a permanent change to your contract of employment.

Lateness

You should ensure that you arrive at your place of work sufficiently early to be ready to commence work at your official start time and you are required to comply strictly with any time recording procedures relating to your area of work. If you are unable to get to work on time you must contact your line manager and inform him or her of your expected time of arrival

If you arrive for work more than two hours late, without having previously notified us, other arrangements may have been made to cover your duties and you may be sent off the premises for the remainder of the shift/day without pay.

Lateness or absence may result in disciplinary action and/or loss of appropriate payment.

Extreme Adverse weather and Public Transport Difficulties

In the event of extreme adverse weather conditions, e.g. heavy snow or flooding or if your journey to work on public transport is affected by industrial action, engineering works etc, you are expected to make every reasonable effort, including the use of alternative means of transport, to arrive at work at your scheduled start time.

If you decide that the weather conditions are sufficiently severe to prevent you from travelling to work and arriving safely you may choose to:

- take the day(s) as annual leave,
- take the day(s) as authorised unpaid leave of absence.

In either case, you must telephone your Line Manager before your scheduled start time and inform them of the option you wish to take. If your Line Manager is not available, you must ensure that another senior person is notified.

If your absence from work or lateness in arriving at work is considered reasonable because of extreme adverse weather conditions or difficulties with public transport, your absence or lateness will not be subject to Orione Care's disciplinary procedure, provided you have followed the notification process set out above.

Jury service and attendance at court as a witness

If you are called for jury service or as a court witness, you will be granted unpaid leave of absence and you should claim for loss of earnings from the court. You will normally be given a form from the court asking for confirmation of your normal salary, which should be completed by Orione Care.

Public duties

Orione Care will allow reasonable time off without pay for designated public duties, such as a Justice of the Peace.

General

If there are any aspects of this section that are unclear, you are encouraged to put any questions you may have to your Line Manager.

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General information

Insurance whilst on Orione Care business

Orione Care's employers' liability insurance covers all employees for injury or death from an incident whilst working for Orione Care. This is only payable when Orione Care is found to have been negligent in its role as an employer.

Damage or loss to personal property

Compensation for damage to or loss of personal possessions will only be considered if Orione Care can be held to have been negligent. All damage or loss should be reported to your Line Manager immediately.

You are advised not to leave any personal possessions or valuables unattended on the premises.

Return of Orione Care property

On the termination of your employment for whatever reason, you must return all Orione Care property in your possession or for which you have responsibility. Failure to return all such items will result in the cost of the unreturned items being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

Wills

You must not assist in the wording of service users' wills or witness service users' wills or agree to be an executor of a service user's will. You must not accept a legacy as a named beneficiary of a service user's will. You must in no way abuse the privileged relationship which exists between you and service users.

Gifts and Hospitality

Orione Care as a Christian organisation and a registered charity requires its staff to act with the utmost probity at all times. Please refer to the Anti Bribery Policy. It is important that the actions of staff must be above any suspicion. Monetary gifts, however small, must not be accepted.

Gifts from Service Users and their Relatives

Staff may not accept gifts from service users, with the exception of small token items e.g. a birthday card or bar of chocolate. Any gifts received by a member of staff from a person using the service must be reported to the manager and an official record kept.

Relatives may occasionally give a gift to staff, for example a box of chocolates or biscuits. These should be handed to the manager to be distributed between the staff as he or she sees fit.

Gifts from Contractors or Suppliers

Staff may not accept personal gifts from contractors or suppliers with the exception of inexpensive items, e.g. diaries, calendars, pens, note pads etc.

Larger gifts, for example, bottles of drink may be accepted from contractors or suppliers at Christmas. Such gifts must be handed to the Trustees who will use them for the charitable purposes of the organisation e.g. as a raffle prize.

Any personal gift received from a contractor or supplier must be reported to the Company Secretary.

If a member of staff is made an offer, gift or irregular suggestion in connection with a contract or with the object of obtaining preferential treatment this must be reported to the Company Secretary immediately.

The Use of Orione Care Contractors and Suppliers by Staff

Staff may not purchase goods or services from a contractor or supplier on preferential terms for private purposes if these terms are given directly or indirectly because of the business relationship, either potential or actual, between the contractor and Orione Care.

Hospitality

Staff must exercise the utmost discretion in accepting outside hospitality of any kind. Acceptance of hospitality might make it difficult to avoid an obligation to the party offering it, or might be thought to have affected an employee's impartiality in dealing with official matters. Particular care should be exercised in dealing with contractors and suppliers.

If Trustees or staff are offered any irregular hospitality e.g. expensive meals, tickets to sporting events etc., these should be declined and reported to the Company Secretary.

Any hospitality which is accepted outside the normal courtesies (e.g. refreshments offered at a meeting or official function), must be reported to the Company Secretary.

References

Only Head Office staff or Unit Managers (in respect of an employee at their workplace only) are authorised to give references on behalf of Orione Care. If a Unit Manager provides any reference, a copy must be provided to the Company Secretary.

Under no circumstances may any other employee provide a Company reference and doing so will make the person liable to disciplinary action.

All employees are strongly advised never to provide a personal reference on behalf of a colleague, especially where the position for which the colleague has applied is regulated by the General Social Care Council.

Employees should be aware that misrepresentation of Orione Care is a serious matter, therefore anyone choosing to provide a personal reference on behalf of a work colleague should clearly mark it 'personal reference' to avoid any misunderstanding and only use their home address in any correspondence. Orione Care will regard its employee as responsible for any misunderstanding on the part of the third party.

Change of address or personal circumstances

You must always advise Orione Care, in writing, when you have a change in personal circumstances that will affect your personnel record. Particular examples include details of your address, telephone number, emergency contact, bank details and any qualifications.

You must also seek authority from Orione Care if you wish to take additional employment. In order to work more than an average of 48 hours in a week, you must sign an individual waiver form.

Health and safety

From the point of view of safety and appearance, work areas must be kept clean and tidy at all times.

You are required to take reasonable care of your own well-being and that of all other employees. The relevant health and safety notices are posted around the premises and you are expected to be familiar with their requirements and with all policies relating to health and safety.

If you have an accident or injury at work you must enter the incident in the Accident Book. The date, time and nature of the incident should be entered and whether it was witnessed.

Hygiene

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

Hygiene for food handlers

Overalls/uniforms, including head covering where provided, must be worn at all appropriate times.

Any cuts or sores on the hand or arm must be covered with an approved dressing.

No jewellery should be worn, other than a wedding ring and stud earrings, without the permission of your Line Manager.

Excessive amounts of make-up or perfume must not be worn, and nail varnish is not allowed.

If you are suffering from an infectious or contagious disease or illness, or have a bowel disorder, boils, skin or mouth infection, you must not report for work without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

Pay

Payslips

At the relevant payment interval you will receive a payslip giving details of all payments and deductions e.g. gross pay, income tax, national insurance, etc.

Overpayments

If you are overpaid for any reason you are required to notify the person who pays the wages. The amount of overpayment will normally be deducted from the following payment but if this would cause hardship, alternative arrangements to repay may be made. Any failure to report an overpayment may result in disciplinary action.

Income tax

In compliance with the law, you will receive a P60 each year detailing earnings and payment of income tax and National Insurance. This document should be kept in a safe place.

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Orione Care facilities and amenities

Unless specified to the contrary in your Contract of Employment, the benefits and facilities in this section are discretionary and may be withdrawn or altered by Orione Care at any time.

Food and drink facilities

These facilities are provided for the convenience of all employees. Please ensure that all facilities are left in a clean and tidy condition after use. Care must be taken when using hot/electrical equipment and you must adhere to all health and safety rules concerning their use.

Please note that for health and safety reasons personal portable electrical appliances must not be brought onto the premises.

Car parking

Orione Care does not accept liability for damage or loss to employees' private vehicles.

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Orione Care procedures ***Disciplinary procedure***

Purpose

Orione Care firmly believes that the fairest way to resolve any problems relating to conduct or performance is to have a well-structured disciplinary procedure. The procedure is designed to help and encourage all employees to achieve and maintain Orione Care's standards of conduct, attendance and performance and should be looked upon as a corrective process.

Please read the following principles and procedures carefully as they form an important part of your terms and conditions of employment:

Principles

Apart from an informal verbal warning, you have the following rights in relation to disciplinary action:

- to be informed of the allegations of misconduct or poor performance to be addressed at any disciplinary hearing,
- to be accompanied by a work colleague or by an accredited trade union official,
- to appeal against any disciplinary action.

The procedure

Formal verbal warning

In the case of conduct, attendance or performance not reaching the required standard, the problem will be discussed with you at a disciplinary hearing where you will be given the opportunity to offer a satisfactory explanation. If the explanation is unsatisfactory, you will be issued with a formal verbal warning. The topics discussed at the meeting will be confirmed in writing to you and the verbal warning will remain on your file for six months.

Written warning

A written warning will be issued following a disciplinary hearing where there is a current formal verbal warning on your file and sufficient improvement has not been made or where the misconduct or poor performance is serious enough to warrant Orione Care bypassing the formal verbal warning stage. A written warning will remain on file for nine months.

Final written warning

If there is still insufficient improvement in your conduct, or if your performance is still unsatisfactory, you will be asked to attend a further disciplinary hearing. If no satisfactory explanation is offered for the lack of improvement, you will be issued with a final written warning that will remain on file for 12 months.

If the misconduct is sufficiently serious to warrant only one warning but is not sufficiently serious to justify dismissal, a final written warning will be issued. You will be informed in your final written warning that any further misconduct or failure to meet the required standard will result in your dismissal.

Dismissal

Dismissal will normally result if you still fail to achieve the standard of conduct or performance required by Orione Care.

You will be given every opportunity to offer an explanation for your failure to meet the required standards at a final disciplinary hearing. As with all previous stages of the disciplinary procedure you will be offered the right to be accompanied and the right to appeal against the decision.

If you are dismissed, you will be provided, as soon as is reasonably practicable, with the reasons for dismissal, the date on which your employment will terminate and details of how you may appeal.

In exceptional circumstances, Orione Care reserves the right, as an alternative to dismissal, to impose a penalty of suspension without pay for up to a maximum of five working days, together with a final written warning that will remain on file for 12 months.

General

You will always be given as much information as possible regarding the allegations of misconduct, or any documentation detailing the shortfall in performance or capability that will form the basis of the disciplinary hearing. You will also be given fair and reasonable notice of the date and time of the hearing and whenever possible the disciplinary hearing will be held during your normal working hours.

Any disciplinary action will only be taken after a full investigation of the facts, and if it is necessary to suspend you for this period of time, you will receive your normal rate of pay.

Orione Care reserves the right to vary the disciplinary procedure dependent on either the seriousness of the allegations of misconduct or capability to be addressed, or if you only have a short amount of service.

If you are a short service employee or are still within the probationary period, you may not be issued with any warnings before dismissal.

NB Orione Care reserves the right to deduct from pay the cost of any damage or loss to property or goods, which after a disciplinary hearing was found to have been caused by your negligence or vandalism.

Conduct covered

Conduct at work

Orione Care expects all employees to behave in a normal and reasonable manner. The following list provides examples of the type of conduct that Orione Care would expect:

- To be punctual for the start of work and to keep within the break times.
- To give regular attendance at work and to minimise all absenteeism.
- To be courteous, helpful and polite to all those with whom you have contact.
- To devote all your time and attention, whilst at work, to Orione Care and ensure that all its property including confidential information, records, equipment, information technology, etc., is kept safe and used correctly.
- To comply with all Orione Care rules and regulations and to observe and perform all the terms of your employment as set out or referred to in your Contract of Employment.
- Not to be involved with any company, client or agent who is in direct competition with Orione Care. You are expected to devote all your loyalty to Orione Care.

Conduct outside working hours

Normally Orione Care has no jurisdiction over employee activity outside working hours. Behaviour outside working hours will only become an issue if the activities adversely affect Orione Care.

Adverse publicity, bringing Orione Care name into disrepute, or actions that result in loss of faith in Orione Care, resulting in loss of business, or loss of faith in the integrity of the individual, will result in the disciplinary procedure being instigated.

The detriment suffered by Orione Care will determine the level of misconduct and it will also determine which disciplinary stage is most appropriate to suit the circumstances.

If the actions cause extreme embarrassment or serious damage to Orione Care's reputation or image, a decision may be taken to terminate the employment.

Orione Care's procedures covering disciplinary hearings and appeals still apply.

Gross misconduct

Gross misconduct will result in summary dismissal, which means you lose your right to notice or pay in lieu of notice.

Here is a list of offences that are normally regarded as "gross misconduct". It is not exhaustive, but it describes the kind of offence that can result in summary dismissal.

- Deliberate failure to comply with the published rules of Orione Care, including those covering cash handling, security, health and safety, safeguarding, equal opportunities, the duty of candour, the Internet, etc.
- Deliberate falsification of records.

- The committing of offences against current discrimination legislation whilst acting on behalf of Orione Care.
- Fighting or assaulting another person.
- Using threatening or offensive language towards service users, visitors or other employees.
- Making yourself unfit to work by solvent abuse, drinking alcohol, taking of illegal substances or failing to follow medical instructions on prescribed drugs.
- Borrowing money or property from any resident.
- Being in unauthorised possession of our property or residents' property.
- Being in possession of illegal drugs and substances or alcohol whilst on Orione Care premises.
- Obscene behaviour.
- Behaviour likely to bring Orione Care into disrepute.
- Wilful and deliberate damage to or misuse of Orione Care property.
- Refusal to carry out reasonable duties or instructions.
- Sleeping whilst on wakeful duties.
- Conviction on a criminal charge that is relevant to your employment with Orione Care.
- The misuse including use for personal gain, of confidential information in the course of working for Orione Care.
- Undertaking private work without permission.

Disciplinary appeal procedure

At each stage of the disciplinary procedure, you will be given the right of appeal. If you wish to exercise your right of appeal, you should put your reasons in writing to the named appeal officer within five days of receiving written confirmation of the disciplinary decision taken against you. You will need to explain why you feel the decision is unfair, or inappropriate in relation to the matters addressed at the disciplinary hearing.

If you have any new information or evidence to support your appeal, please give details in full and include the names of any witnesses you may wish to call to support you in your appeal. This is in order that there will be sufficient time to investigate any additional information before the appeal hearing. You are entitled to be accompanied at the appeal hearing by a work colleague or by an accredited trade union official.

Although the purpose of the appeal is to review any disciplinary penalty imposed, it cannot increase the disciplinary penalty.

The decision of the person dealing with your appeal is final.

Grievance procedure

A grievance procedure is quite simply a way for all employees to discuss any problems, or air their views on any dissatisfaction that relates to their work. An informal discussion can often resolve matters, but if you wish to raise the grievance formally, it should be done in the following way.

Submit your formal written grievance to your Line Manager who will make every effort to hear your grievance within five working days. If you feel that you need help in putting your point of view across, you may ask a work colleague or an accredited trade union official to be present to help you explain the issue you are raising.

If you are not satisfied with the outcome of your meeting, tell the person who dealt with your grievance that you wish to take the matter further and intend to appeal against the outcome.

Submit your formal written appeal to the named appeal officer within five days of receiving written confirmation of the grievance decision, including an explanation of why you are dissatisfied with the original decision. Every effort will be made to hear your appeal within five working days and you may ask a work colleague or an accredited trade union official to be present to help you. Although Orione Care will always be willing to try to resolve your grievance as amicably as possible, a decision reached at the appeal stage is final.

Whistle blowing procedure

Employees and workers who make public disclosures, about wrongdoings in the workplace are commonly referred to as "whistleblowers". In the past, employees were sometimes dismissed or victimised by their employers, which discouraged 'whistle blowing'. However, 'whistleblowers' now have legal protection under certain circumstances.

Not all 'whistle blowing' is protected. The legal protection is only for 'qualifying disclosures', which must relate to:

- Committing a criminal offence.
- Failing to comply with a legal obligation.
- A miscarriage of justice.
- Endangering the health and safety of an individual.
- Environmental damage.
- Concealing any information relating to the above.

Protected disclosures

Employees are protected if they make a qualifying disclosure to a person or body specified in the legislation and under these circumstances a qualifying disclosure becomes a 'protected disclosure'.

Employer or responsible person

Employees are protected if they make a qualifying disclosure to either their Line Manager or their Superior. If the concern is of a serious or sensitive nature, it can be raised with the Company Secretary, Chair of Trustees, Services Manager or the Financial Administrator at Head Office.

Alternatively, if an employee makes any qualifying disclosure to *Public Concern at Work*, an independent whistleblowing charity (0207 404 6609), the disclosure also becomes a protected disclosure.

Orione Care is keen to promote a culture of openness and candour. You are required to familiarise yourself with Orione Care's Whistleblowing Policy, a copy of which is available at your workplace. You can be assured that any matter you have raised will be carefully considered.

Claiming and accounting for expenses

If you incur or anticipate incurring legitimate expenses on Orione Care's behalf there are various methods of reimbursement and/or advance funding. Claims can only be made for expenses incurred wholly in respect of business purposes.

Petty cash

Amounts may be claimed by presenting the receipt to your Line Manager.

Expense claim forms

All expenses must be claimed for in detail and backed up by VAT receipts for the relevant items. Claim forms should be submitted to your Line Manager as soon as possible.

Cash advance

All cash advances must be authorised by Management in advance. Any surplus cash must be returned with receipts for all business expenditure to your Line Manager on your return to work.

Orione Care credit cards

If you are issued with an Orione Care credit card all expenditure must be accounted for. All receipts must be submitted to Financial Administrator as soon as possible.

Orione Care cards must not be used for personal expenditure.

Rights of search

Orione Care has a contractual right of search in order to combat misappropriation of Orione Care property, stock losses, or if Orione Care genuinely believes that drugs or any illegal substances are on the premises. The right of search is to address problems relating to the above issues.

Under the rights of search procedure Orione Care may carry out random checks on the identity, person, and property, including vehicles of employees at any time whilst they are on Orione Care premises or business. It is understood that such checks in themselves do not imply suspicion in relation to the individual concerned.

You may be asked to remove the contents of your pockets, bags, vehicle, etc., and you will have the right to be accompanied by a third party who is on the premises at the time of search.

If a personal search is deemed to be necessary, you will be entitled to be searched by a member of the same sex. Any refusal will be regarded as a refusal to carry out a reasonable instruction and will normally result in dismissal.

Orione Care reserves the right to call the police for assistance at any stage.

Orione Care vehicles

All staff who drive Orione Care vehicles or their own vehicle on Company business are required to be familiar with Orione Care's policy on the Use of Motor Vehicles, which is available at your workplace. The use of Orione Care vehicles requires express approval from Management. Unauthorised passengers must not be carried nor may any vehicle be used for hire or reward.

You must produce your driving licence before permission to use a vehicle is first given and it must be produced at regular intervals thereafter, as notified by us. Any type of driving conviction or summons must be reported immediately to Management and you agree to allow us to access your online driving licence information.

You must comply with all statutory regulations and/or Orione Care regulations regarding the recording of daily mileage, journeys undertaken and driving hours.

Whilst you may find it necessary to use a mobile phone during the course of your work, Orione Care prohibits the use of hand held mobile phones while driving and will not be liable for any fines or penalties incurred by you using an Orione Care mobile phone unlawfully.

Fines

Any fines or prosecutions arising from any motoring offence either moving or static will be your responsibility. Notices relating to such fines received by Orione Care will be passed to you. Fines not paid will be settled by Orione Care on receipt of the first reminder and deducted from any monies, including salary and expenses, due to you.

Use of private vehicles on Orione Care business

The use of your own vehicle for Orione Care business requires authorisation. Once authorised, you may claim a mileage allowance providing Orione Care has agreed the travel in advance.

You must have a valid licence to drive the vehicle and you are responsible for ensuring that your vehicle is in a roadworthy condition, with a valid MOT certificate (if applicable) and current vehicle tax, and that you have adequate insurance cover in place before undertaking any business travel. If your own motor insurance will not cover you for business use, please contact the Company Secretary who may be able to arrange cover under the Company's Occasional Business Use Policy.

Orione Care will not accept any liability in the event of an accident, prosecution or fine.

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Orione Care policies Equal opportunities and discrimination statement

Orione Care is committed to providing an environment where all workers are treated fairly with courtesy and respect. We do not tolerate any form of unlawful discrimination or harassment. All of our staff are to be given an equal opportunity to contribute their skills and talents and to develop through training and promotion.

You are required to familiarise yourself with all Company policies including equal opportunities, training, harassment and recruitment, copies of which are available at your workplace.

Criminal records

Many posts within Orione Care are exempt, because of the nature of the work, from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974, by virtue of the Exceptions Order 1975 as amended. This means that all convictions, including those that are "spent" under the terms of the Rehabilitation of Offenders Act 1974, but excluding those that are "protected" under the Exceptions Order, will be made known to us. Criminal record checks are carried out on all employees at the commencement of their employment and any subsequent safeguarding investigations or suspensions, police arrests, criminal charges or convictions must be notified to the Company Secretary. "Convictions" include convictions in a court of law, police cautions, reprimands and final warnings.

Vetting and Barring Scheme

If your work is classed as a 'regulated activity' under the above scheme we will be required to check whether or not your name is included on the Adults' List maintained by the Disclosure and Barring Service (DBS) as being barred from working with vulnerable groups.

In addition, if we believe that you are guilty of misconduct that has harmed or placed a member of a vulnerable group at risk of harm, we have a statutory duty to refer your name to the DBS for possible inclusion on the Adults' List. This duty also applies in relation to ex-employees.

Communication and representation policy Introduction

Orione Care will take every step to communicate to all employees with particular respect to its products, services, and plans for the future, etc. It also encourages employees to express their views in terms of suggestions and opinions.

Notice boards

All statutory notices, vacancies, internal information and all other matters of general interest will be displayed on the official notice boards. Employees wishing to display notices relating to social, sporting or domestic activities should obtain permission from a member of Management to do so.

The Employee Handbook

All employees will be given a copy of this handbook at the beginning of their employment with Orione Care. After that time a copy will always be available on the premises.

Trade Union membership and recognition

Orione Care recognises your right either to join or not to join a trade union of your choice.

Orione Care has no recognition agreement with any union and as a result no paid union officials will be allowed on the premises except for the purpose of representation at a disciplinary or individual grievance meeting or any associated appeal meeting.

Telephones (including mobile phones)

Employees may use Orione Care's telephone system for local calls within reason. If possible authority should be sought from Management before the call is made and if not as soon as possible afterwards. The cost of private calls made from Orione Care's landline and mobile phones must be reimbursed to Orione Care. Personal mobile phones should be switched off during working hours.

Orione Care Stationery and Letters

No one may use the official Orione Care stationery without the permission of the Unit Manager. Official note paper or letter headed paper may only be used for official business of Orione Care and only Head Office staff or the Unit Manager, Deputy Manager, Secretary or Assistant Manager (as applicable to the Unit concerned) are authorised to communicate with third parties by mail, or by other means using official stationery, on behalf of Orione Care, except in individual circumstances and only then with approval of the Unit Manager.

Official letter headed stationery must be kept securely to prevent its unauthorised use. Under no circumstances may employees remove official stationery from the premises. Unauthorised use may result in disciplinary action.

Postal mail

All posted mail delivered to Orione Care is normally opened centrally even if it is addressed as personal or has confidentiality marking. Therefore, no personal mail should be sent to Orione Care without permission (e.g. 'signed for' parcels) or personal mail sent out using Orione Care's system.

Computer policy

Computer usage

Employees must keep their passwords confidential and must not disclose them to any other party.

Employees are not permitted to load any software on to Orione Care's computer system without prior permission from Management.

On the termination of employment, or at Orione Care's request, employees must return all information that they have in a computer compatible format to a nominated member of staff.

All information, programs and systems created by employees during the course of their employment with Orione Care will remain the property of Orione Care.

Employees are not permitted to play computer games in Orione Care time or on Orione Care terminals or laptops.

Email

Orione Care gives designated employees access to an email facility in order to improve business communication and efficiency. This is the primary purpose of this facility and although personal emails are permitted, the primary purpose of this facility should be remembered. Orione Care would ask its employees not to abuse the facility.

With this in mind it is important that emails are not used to spread gossip or to distribute information, jokes or graphics that are or could be said to be, any of the following:

- sexist or sexual in nature,
- racist or otherwise discriminatory,
- obscene,
- offensive,
- defamatory,
- malicious and/or unacceptable nature,
- otherwise conflicting with the interests of Orione Care.

The distribution of chain letters by email is also expressly forbidden.

Employees must not use emails to distribute information that is confidential in nature, unless the permission of the customer and/or Management has been given in advance. Employees must not use emails to distribute anything that is copyright protected or to pursue or promote personal business interests. If in doubt, guidance should be sought from Management.

Messages sent by email could give rise to legal action against Orione Care. It is therefore important that thought is given to the content of all emails and that hard copies are taken when necessary.

Orione Care reserves the right to retrieve messages in order to assess whether the facility is being used for legitimate purposes, to retrieve information following suspected computer failure or to investigate alleged acts of wrongdoing. Orione Care will not, however, monitor emails as a matter of course.

Misuse of the email facility will result in disciplinary action.

Internet use

Employees have a duty to use the Internet responsibly.

Employees must not access or display any sites or pages that are sexually explicit or offensive. Any breach of this rule may result in dismissal. If an employee receives information from, or accesses any such site unintentionally, the computer must be closed down or disconnected from the network and Management must be informed immediately.

Although sensible and limited personal use of the Internet is permitted, Orione Care reserves the right to take disciplinary action against employees where their use amounts to an abuse of this rule, such as excessive downloading or streaming to computers or mobile devices.

The use of social networking sites for personal purposes during working time or on Orione Care terminals or laptops is not permitted and is a breach of Orione Care rules.

Employees using social networking sites away from work must ensure that, if adding personal news items, they do not include reference to Orione Care by name or by photograph, or to any employee, client, customer or any other person or organisation connected with Orione Care, or any of their relations or friends. Failure to comply with this policy will be treated as a serious breach of the rules and will result in disciplinary action being taken, up to and including summary dismissal.

Any use of social networking sites that brings Orione Care into disrepute, or breaches the equal opportunities and discrimination policy or harassment policy, will be regarded as gross misconduct and will result in summary dismissal.

Employee data privacy notice

We are committed to data protection and data privacy. With the General Data Protection Regulation (GDPR) now in force, we have undertaken a GDPR readiness programme to review our entire business, the way we handle data and the way in which we use it to provide our services and manage business operations.

We hold personal data on all our employees to meet legal obligations and to perform vital internal functions. Our employee data privacy notice details the personal data we may retain, process and share with third parties relating to your employment and vital business operations. We are committed to ensuring that your information is secure, accurate and relevant. To prevent unauthorised access or disclosure, we have implemented suitable physical, electronic, and managerial procedures to safeguard and secure personal data we hold.

If you would like to see a copy of our employee data privacy notice, please contact Michael Healy, Company Secretary based at 13 Lower Teddington Road, Hampton Wick, Kingston-Upon-Thames, Surrey. KT1 4EU.

Training policy

You will be required to participate in training and develop your skills whilst working for Orione Care. You should familiarise yourself with the Policy on Staff Training and Development which is available at your workplace.

Orione Care will provide any necessary training and will meet the costs involved.

However, if an employee fails to complete the training or their employment ends within one year of completing any external training course for any reason except redundancy, the employee must reimburse the cost of any training on a pro-rata basis.

Employees will be required to sign an 'Agreement to deduct from pay' prior to starting any external course, which authorises Orione Care to make this deduction.

Lay off/short time working

If a situation arises where there is a reduction of work, or there is any other occurrence that affects the normal running of the business, Orione Care has a right to either lay off without pay other than Statutory Guarantee Pay or implement shorter working hours. This procedure is in line with your terms and conditions of employment.

Orione Care also reserves the right to select the employees best suited to carry out whatever work is available.

Employees will be offered alternative work wherever possible.

Employees who are laid off must still be available for work as and when necessary since continuity of service is not affected by any period of lay off.

Orione Care will pay Statutory Guarantee Pay in accordance with the current government regulations.

Any employee who is laid off for longer than the Statutory Guarantee Pay period will be given a letter to take to the relevant government agency. Employees should then be able to sign on as temporarily unemployed, even though they will still be employed by Orione Care.

Redundancy policy

If a redundancy situation arises, for whatever reason, Orione Care will take whatever steps are reasonable in an effort to avoid compulsory redundancies, for example:

- Analyse overtime requirement.
- Reduce hours.
- Lay off with Statutory Guarantee Pay.
- Ask for voluntary redundancies, whether anyone has plans to retire or is considering a career move.

If compulsory redundancies are necessary, employees will be involved and consulted at various meetings to discuss selection criteria, any alternative positions, and be given every opportunity to put forward any views of their own.

Employees will be given the opportunity to discuss the selection criteria drawn up. Orione Care reserves the right to reject any voluntary applications for redundancy if it believes that the volunteer has skills and experience that need to be retained for the future viability of the business.

Drugs and alcohol policy

Orione Care is committed to maintaining a healthy, safe and productive working environment for its employees. Orione Care recognises the impact that drugs and alcohol may have on an individual's ability to work safely and correctly and aims to ensure a working environment free from the inappropriate use of substances and where employees are able to carry out their duties in a safe and efficient manner.

The use of drugs or the consumption of alcohol by employees is inappropriate at any time during working hours and before work. If your doctor prescribes drugs that may affect your ability to perform work, you must discuss this with your Line Manager.

The dispensing, distribution, possession, use, sale or offering to buy controlled drugs or alcohol at work is prohibited. Any such activity (including reasonable suspicion) will be reported to the police. Any employee found to be in breach of these rules will be liable to disciplinary action that may result in dismissal. This will apply whether or not there is any actual threat to health and safety.

Testing for illegal substances and alcohol

Orione Care reserves the right to introduce testing, including random testing, for illegal substances and alcohol.

When testing for alcohol a trained employee will use a standard breathalyser. When testing for drugs a trained employee will use an oral fluid test device from a Food and Drugs Administration accredited or similar supplier.

Any refusal to be tested will be regarded as a refusal to carry out a reasonable instruction and will normally result in dismissal.

Smoking policy

It is illegal to smoke in enclosed or substantially enclosed workplaces and Orione Care has a policy that prohibits smoking except in the designated outside areas. Smoking in commercial and 'pool' vehicles is expressly prohibited. This policy applies to all employees and to visitors to the premises.

Failure to comply with this policy will result in disciplinary action and possible criminal prosecution.

This policy also applies to the use of e-cigarettes.

Dress code policy

Employees represent Orione Care whenever they meet service users and members of the public and we would ask that employees' appearance should be smart and businesslike at all times.

Employees who have been given a uniform or name badge should wear them at all times whilst on Orione Care business. Uniforms must be kept clean, pressed and presentable.

Any personal protective equipment that is issued by Orione Care must be worn at the relevant time. Failure to wear this equipment may result in disciplinary action.