

Reed
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Temporary employee handbook



Welcome to Reed

Thank you for choosing to work for Reed. You are joining a team that knows it is people who make the difference. Founded in 1960, Reed is now a leading provider of recruitment, training and HR services covering 20 recruitment specialisms.

Our consultants are experienced professionals and they are committed to providing you with a world-class service.

This handbook is designed to give you the information you will need when employed by Reed. If you have any queries, at any time, please do not hesitate to ask your consultant.



James Reed, Chairman



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Working with Reed

Commitments

Reed is committed to ensuring that you make the most of your time as a Temporary Employee. You can expect to receive an excellent service from our consultants during your employment with Reed, including:

- Expert advice and support in locating the most suitable assignments
- An exceptional range of benefits
- Individual attention from your own Reed consultant
- Appropriate training to build your skills
- A personalised web page providing online services and support

www.xms-portal.com/ is your dedicated website and one-stop shop whilst working for Reed. Visit it to update your details and manage your timesheets and payslips, as well as accessing an online version of this Handbook, and other relevant information about your employment. (NB. Some Temporary Employees may have access to alternative platforms provided by Reed, such as JoinedUp or X3, in which case references to XMS within this document should be substituted for the relevant platform as appropriate).

At www.xms-portal.com/ you can:

- Access key information relevant to your assignment
- Complete timesheets online
- View your transaction and pay history
- Request paid holiday
- Submit a Starter Checklist
- Enter and update your bank details
- Explore Reed Discount Club and other benefits

You should check temporary jobs on reed.co.uk regularly to keep up to date with the latest developments.

Offering you more

Working for Reed gives you access to a comprehensive benefits package, including:

- 5.6 weeks annual leave (pro-rata if you do not work full-time). For someone on a full five-day per week assignment, this entitles them to 28 days' annual leave each year.
- Access to low cost healthcare insurance.
- Access to a comprehensive pensions package
- Savings through Reed Discount Club and special offers with many leading companies
- Sick pay
- Maternity, paternity, adoption and shared parental pay
- Parental leave
- Antenatal appointment payment
- Reimbursed Police Checks
- Eye test and relevant vouchers

Further information on how to take advantage of these benefits can be found later in this Handbook.



Your contract

Your Terms and Conditions of employment will be supplied to you by your Reed consultant as part of the registration process and are available by visiting www.xms-portal.com and logging in to XMS®.

Your employment begins on the commencement date of your first assignment.

Your Reed consultant will confirm with you the details of each assignment.

Pensions Act 2008

Under the Pensions Act 2008, Reed has a duty to automatically enrol eligible workers between the ages of 22 and State Pension Age into a qualifying workplace pension scheme.

If you meet certain criteria, we will automatically enrol you and pension contributions will be processed through your payslip. Reed will be contributing to your pension too and you will be eligible for tax relief from the government. You will have the option to join the pension scheme earlier or opt-out once you have been auto-enrolled.

In the event that you have any form of pension scheme lifetime allowance protection and do not wish to be enrolled in the pension, please email our Payroll Department on temppayroll.ssc@reed.com, quoting your Payroll Number and stating that you do wish to be enrolled for this reason.

Reed has chosen to offer NEST as our workplace pension scheme to meet our duties and to help you put money aside for your retirement. NEST is a straightforward pension scheme that gives you one retirement pot for life. Communications will be sent to you as they become relevant to your circumstances and you can visit www.nestpensions.org.uk for further information.

The Agency Worker Regulations 2010

The Agency Workers Regulations 2010 ("AWR") are designed to provide temporary workers with equal treatment with regard to basic pay and working conditions. Equal treatment applies in two ways:

Day 1 Rights which include the right to be informed of relevant vacancies within a client's organisation and access to collective facilities.

Week 12 Rights which include basic pay, holiday entitlement and working conditions equivalent to a comparable client employee.

For each assignment, you will need to give your Reed consultant details of any previous assignments you have

undertaken for that client through another agency. It is important that you give your Reed consultant accurate information as failure to do so may mean we are unable to calculate any entitlements you may have under the Agency Workers Regulations 2010.

Diversity & equal opportunities

Reed operates comprehensive equal opportunities and inclusion policies and will consider candidates on the basis of the suitability of their skills and experience, irrespective of their sex, race, disability, religion or belief, sexual orientation, age, marital/civil partnership status, pregnancy/maternity or gender reassignment.

We believe in the benefits of employing a diverse workforce, and matching people with opportunities, allowing all of our employees to reach their full potential in an environment characterised by dignity and mutual respect.

We are committed to building a workforce which is valued and whose diversity reflects the communities in which we operate, enabling us to deliver the best candidates and services.

The Working Time Regulations 1998

These regulations stipulate that working time must not exceed 48 hours per week. However, this limit can be averaged over a period of weeks. Please let us know if:

- a) you intend to work more than 48 hours in any particular week, and/or
- b) you habitually wish to work more than 48 hours per week.

It is possible to exceed the 48-hour limit by agreement. Please obtain details from your Reed consultant.

NB. Doctors in training are not permitted to opt out of the Working Time Regulations.

Rest breaks

Workers are entitled to three types of rest breaks under the Working Time Regulations 1998, these are daily rest, weekly rest and rest breaks at work.

Daily rest entitles workers to a rest period of 11 hours between their working days.

Weekly rest entitles workers an uninterrupted rest period of no less than either 24 hours each week, or 48 hours per fortnight.

Rest breaks at work are generally referred to as lunch or tea breaks. Under the Working Time Regulations 1998, a worker has the right to one uninterrupted rest break of at least 20 minutes during their working day, if their working day or shift is longer than six hours".

Your assignments

Staying in touch

Reed aims to find you a regular supply of suitable, interesting and rewarding assignments and we are constantly working on your behalf to achieve this.

We will contact you with details of assignments for which we consider you have the relevant skills and experience. Unless your working environment makes it impractical, we need you to be contactable at all times during working hours for the purpose of managing your assignments.

Availability

You must keep us informed of your availability so that we can plan future assignments accordingly. It is expected that you will keep us informed of your availability on a weekly basis. You must also be easily contactable, because we need to be able to communicate details of assignments to you at short notice as well as any special arrangements, for example, timesheet submission deadlines around public holidays.

You must inform us of:

- Any dates that you will be unavailable for work, for example if you intend to take a short break or a holiday.
- Any changes in your requirements so that we can find you suitable assignments in the future.
- Any change in contact details such as your address, e-mail address or telephone number, by logging in to XMS® or by calling your Reed consultant.
- Any circumstances which may affect your ability to report for work or finish an assignment.
- If you are or plan to undertake secondary work.

About your assignments

Your Reed consultant will provide you with the information you require before each assignment commences. The briefing will cover the company name and address, the contact details of the person you should report to, experience and qualifications needed for the role, start date, the hourly rate, any expenses payable and any health and safety issues the client has indicated.

When we take details of a new assignment from a client, we visit their premises wherever possible. This enables us to gain a greater understanding of the environment in which you will be working and ensures we have the information necessary regarding the assignment.

If at any time you find that the information we have given you is incorrect, or if anything changes, such as an alteration to the hours of work, please let us know

immediately. This will assist us in improving our service to you and the client company.

During your assignments

Please make every effort to arrive in good time for the start of your assignment and leave all assignments at the agreed time. If, for any reason, you are unable to attend an assignment, you should contact your Reed consultant as soon as possible. You will be expected to complete each assignment and to follow these guidelines at all times.

Please conduct yourself in a professional manner at all times when working through Reed. In particular, we ask you to pay special attention to:

- Punctuality
- Standards of dress and courtesy
- Consideration and respect for clients, colleagues and supervisors
- Confidentiality and integrity

Professionalism

While on assignment, you are representing Reed, and we expect you to present yourself in a professional and business-like manner at all times. This includes punctuality, both at the beginning of your day, on your return from any breaks, and also leaving at the agreed time.

Reliability

If you need time off or are unable to complete an assignment through illness or another acceptable reason, please let your Reed consultant know well before you are due to start work so there is time for your place of work to plan around your absence. We will liaise with the client and arrange emergency cover if necessary. Please notify your Reed consultant when you are ready to return to work.

Hours of work

For each assignment, you will be advised of the hours of work involved. These will vary from assignment to assignment and if you wish to work full-time, you should normally be available for a 37.5 hour working week. Similarly, the length of individual assignments will vary.

Overtime

On occasion, you may be asked to work overtime, as a high proportion of our work arises because clients have deadlines to meet. When overtime is required, your Reed consultant will advise you if your pay rate will differ from your hourly rate.

Rates of pay

Your hourly rate of pay will vary from assignment to assignment, although your minimum hourly rate of pay for an assignment will always be set at or above the National Minimum Wage.

You must meet travel and subsistence costs from your pay. If appropriate, you may seek to claim tax relief in respect of travel and subsistence costs. You will need to establish your own entitlements (if any) and make an individual claim for them when presenting your personal tax return.

Your payslip will contain details of your pay and your accrued holiday. You can access your payslips by logging in to the XMS® portal.

Alcohol, drugs & smoking

You should avoid the consumption of alcohol during working hours. You are not permitted to be in possession of, to be under the influence of, or to be taking drugs (other than specifically prescribed to you by a registered medical practitioner) during working hours. The term 'drugs' includes illegal drugs, solvents and legal intoxicants (including legal highs). You are reminded that smoking (which for these purposes includes electronic cigarettes and similar devices) in all enclosed premises and substantially enclosed premises is unlawful. You must adhere to the no smoking policy of the company in which you are working.

Dress code

Whenever possible, we will give you guidelines. Unless instructed otherwise, always dress in a business-like manner, i.e. for office work this would normally be suit, trousers/skirt, shirt/blouse and tie (if appropriate).

Fitting in

Always familiarise yourself with the layout of the client's office/premises. Make an effort to establish good relations with your line manager and immediate colleagues. Do not hesitate to ask questions – if you are in doubt about anything, then check with the client. You should observe all policies at your place of work with regard to mobile phone use, making personal telephone calls and sending personal emails. If necessary, ask for permission and keep calls/emails to a minimum.

Confidentiality

All information that you come across during the course of your assignments must be treated in the strictest confidence.

Data protection

Reed expects everyone who handles or processes Personal Data to comply with data protection law. You must therefore comply with the policies applicable to your assignments. Failure to handle Personal Data properly can result in fines as well as significant damage to reputation for the business.

Personal Data is any data in any form, from which a living person can be identified.

Special Category Data must be treated with extra care and sensitivity, and includes the following in relation to an individual: Racial or ethnic origin; Political opinions; Religious or similar beliefs; Trade union membership; Physical or mental health; Sex life or orientation; Biometric and genetic data.

Criminal Conviction Data is treated largely the same as Special Category Data and should be given extra consideration. For more information on data protection law, you can find it on the UK Regulators (Information Commissioners Office – ICO) website Home | ICO.

Fraud awareness

Should you identify fraudulent behaviour in the workplace whilst working with Reed, you must notify your Reed consultant immediately. Seeking work through Reed whilst on sick leave or whilst claiming job seeker benefits may represent fraud. Reed is a registered CIFAS member and is required to share information relating to fraud with the relevant fraud prevention databases.

Fraud prevention

Reed may check your details with/against fraud prevention databases. Should our investigations identify fraud or the commission of any other criminal offence by you when applying for, or during the course of your employment with us, we will record the details of this on the relevant fraud prevention databases. This information may be accessed and used by law enforcement agencies, by Reed and other organisations within the UK to prevent fraud.

Please contact your Reed consultant if you want to receive details of the relevant fraud prevention databases through which we share information.

Criminal convictions

Reed will ask all registering candidates whether they have any unspent convictions. Candidates applying for any of the following positions cannot classify any conviction as spent:

- Professions (such as medics, lawyers, accountants, chemists and opticians).
- Roles upholding the law (such as judges and officers of the court, the police, prison officers and traffic wardens).
- Certain regulated occupations (such as financial services and those in charge of certain types of nursing homes).
- Roles working with children, providing care services to vulnerable adults or providing health services.
- Roles where the work means you could pose a risk to national security (such as air traffic controllers and certain Crown personnel).

You must notify Reed of any convictions post registration and/ or during your employment.

Bribery

It is a criminal offence under the Bribery Act 2010 to bribe another person with the intention of inducing or rewarding that person for improperly providing a benefit in return. It is also a criminal offence to receive or request a bribe from another person in return for improperly providing that person with a benefit. A bribe is not simply defined as a cash payment. A bribe can also be non-financial, such as a gift or invitation to a hospitality event.

You must therefore fully comply with the provisions of the Bribery Act 2010. You must also not:

- Give, promise to give, or offer, a payment, gift or hospitality with the expectation or hope that a business advantage will be received, or to reward a business advantage already given.
- Give, promise to give, or offer, a payment, gift or hospitality to a government official, agent or representative to "facilitate" or expedite a routine procedure (e.g. a bureaucratic approval process of a licence application).
- Accept payment from a third party that you know or suspect is offered with the expectation that it will obtain a business advantage for them.
- Accept a gift or hospitality from a third party if you know or suspect that it is offered or provided with an expectation that a business advantage will be provided in return.
- Threaten another worker who has refused to commit a bribery offence or who has raised concerns that an act of bribery has taken place.

If you fail to comply with the Bribery Act 2010 or the instructions above, you may be subject to disciplinary proceedings and/or your employment may be terminated. If you are aware or are concerned that acts of bribery have been committed by Reed or a Client, you should follow the Complaints Policy or contact the HR department if you feel this is more appropriate. Any complaints raised will be treated very seriously and will be dealt with in the strictest confidence.

Fire safety and evacuation procedures

Fire prevention is the joint responsibility of everyone in the workplace. On arrival at a new assignment, it is imperative that you familiarise yourself with:

- Location of the fire alarm points
- Evacuation procedure
- Location of firefighting equipment
- Location of fire exit(s)
- Fire drill frequency

Do not take risks. If you discover a fire:

- Raise the alarm immediately
- Do not attempt to extinguish the fire yourself
- If possible, close doors and windows to prevent fire spreading
- Try to remain calm
- Follow evacuation procedures

Health and safety

Every organisation you work in will have its own Health and Safety policy. It is your responsibility to familiarise yourself with this policy and comply with it at all times. This is in your own interest, as well as in the interests of your fellow workers. If you refuse to work for a client on health and safety grounds, we will attempt to find you an alternative assignment.

There are various laws relating to health and safety. The following is not an exhaustive list but a brief guide to some of the general duties prescribed by those laws. Further information on health and safety can be obtained from the Health and Safety Executive website (www.hse.gov.uk).

Under health and safety law it is your duty:

- To take reasonable care for the health and safety at work of yourself and any other people who might be affected by your acts or omissions
- To cooperate with Reed and others to enable them to comply with statutory duties and requirements
- Not to intentionally or recklessly misuse anything provided in the interests of health, safety or welfare
- Use any equipment provided in the interests of safety
- Follow health and safety instructions
- Report anything you consider to be a danger
- Report any shortcomings in the protection arrangements for health and safety

Accident reporting

You should report all accidents, incidents and near misses without delay to both the client and your Reed consultant as soon as possible.

Workstation safety

Reed is not responsible for the suitability of workstations used by our clients. If you have concerns over the health and safety arrangements of the client, you should notify the client.

If your work is predominantly computer based, it is very important that you take necessary steps to avoid injury. The following are some recommended steps but is not an exhaustive list:

Posture

Your eyes should be the same height as the top of your screen. Sit firmly back in the chair as opposed to perching on the edge and try to keep your forearms horizontal when using the keyboard. Tasks such as filing or photocopying should be used to break up long periods of work on the computer.

Using a keyboard and mouse

Support your forearm on the desk and make sure the mouse is within easy reach to avoid over stretching. Use a soft touch on the keys and try to keep your wrists straight when typing. Ensure that there is a space in front of the keyboard to rest hands and wrists when not typing. Ensure you take breaks from intensive mouse work.

Eyes

Try to prevent the screen from being in direct sunlight or bright lights. You can use blinds to avoid glare and reflections on the screen. Ensure that the size of text you are using can be read easily when you are sitting in a normal work position. If there is a flicker on the screen, report it to your manager so that the machine can be serviced.

Further information can be obtained from the Health and Safety Executive website (www.hse.gov.uk/msd/dse). If you have concerns about your workstation, you should notify your Reed consultant and the manager of your department.

Computer use

Where our clients grant you access to their computer systems, these must only be used as authorised and not to gain access to any other data or programs. In general, please ensure that you:

- Keep any passwords safe
- Keep to the client's policies and procedures
- Log off immediately after use
- Observe any local policies and procedures regarding passwords, storage devices, DVDs/CDs and data storage/transfer
- Do not load or introduce any programs onto the computer, unless specifically requested to do so by the client

Social media

Reed understands that social media is widely used. This may include blogs, wikis, social networks and virtual worlds. However, these sites are for personal use, so please do not log into any such sites at your place of temporary work. To be clear, you must not use such sites at your place of work unless you have express permission from the client, and any breach of this policy could lead to disciplinary action against you.

If you are ever using any form of social media, please follow the simple but important guidelines below:

- Do not make negative comments about Reed or any clients or candidates of Reed
- Be professional at all times
- Do not bring Reed or any clients or candidates of Reed into disrepute
- Do not disclose any confidential and personal information about Reed, your place of temporary work and/or any employees, clients or customers
- Always follow the law

Please remember that you are responsible for your actions.

If you hold a LinkedIn profile and wish to refer to your relationship with Reed, please ensure that your profile shows that you are a Temporary Employee. Logos must not be used as part of a profile on LinkedIn, so please ensure that the Reed logo is not shown on your profile.



Pay and Procedures

Timesheets

It is your responsibility to submit your timesheet and ensure that the client authorises it each week. It is important that you adhere to the timesheet deadlines confirmed by your Reed consultant to allow Reed to calculate your qualification period under the Agency Workers Regulations 2010 and to ensure that you are paid promptly.

In order to prevent delay in payment, you must enter the number of hours you work each day excluding lunch breaks. Please note, timesheets run from Saturday to Friday for the majority of Reed assignments, but timesheets run from Monday to Sunday for Temporary Employees working through Reed Nurse, Health and Doctor.

You can update your details, manage your timesheets and payslips and request your holidays via XMS® at www.xms-portal.com.

XMS*

Reed has developed a web-based timesheet system called XMS® that is used by the majority of our clients. This online system allows you to:

- Complete and submit your timesheets and holiday requests for authorisation
- View your previous online timesheets
- Access your current and historical payslips

XMS® can be accessed via www.xms-portal.com, together with full details on how to use the system. If you are working for a client that uses XMS® you will need to register with the system via a link sent to your registered email address by your Reed consultant. After clicking on the link, you will be prompted to set your own password. You should complete the card at the back of this Handbook and keep it as a handy reminder of your login details.

**Some Temporary Employees may have access to alternative platforms provided by Reed, such as JoinedUp or X3, in which case, references to XMS within this document should be substituted for the relevant platform as appropriate*

Paper-based timesheets

If the client you are working for does not use XMS® you will be given a paper timesheet. The authorised signatory must sign the timesheet at the end of each week (or at the end of the assignment if this is less than a week). You must provide your timesheet to your local Reed consultant as soon as it is signed or by the deadline communicated to you by your Reed consultant at the very latest.*

Remember:

- Ensure that the timesheet you are using is the correct one for that week. Do not alter your details on the timesheet. If you have an incorrect timesheet, contact your Reed consultant who will forward you the correct one.
- Use only a Reed timesheet.

**Public holidays may alter the schedule for timesheet submission and/or payment days. You will be notified of any changes in advance.*

Methods of payment

Payment is made by the BACS system directly into your bank or building society account. Your Reed consultant will ask you for your bank or building society details, which will be entered onto our systems. You will be asked to sign these to confirm they are correct.

All banks and most building societies* will credit your account with your Reed earnings on the same day that they receive the credit. Please check with your Reed consultant as to your crediting day. If you are using the XMS® system, your payslip will be available online by visiting www.xms-portal.com and logging in to XMS®. Please see the Timesheet section of this Handbook for details of how to register with XMS®. Should you change your bank or account number, please contact your Reed consultant with the new details as a matter of urgency.

**Some building societies do not operate this same day procedure, please check with your building society to see if they do.*

Tax and National Insurance

As a Temporary Employee you are taxable under the 'Pay As You Earn' scheme. Please ensure you give your P45 to your Reed consultant before you commence your first assignment with Reed. Provided your P45 is current to this tax year, we will use the tax code indicated on it for taxing your earnings.

If you do not have a P45, please inform your Reed consultant who will discuss your situation with you. You may be able to complete a Starter Checklist confirming that this is your main or only work, which will allow Reed to tax your earnings on the emergency tax code until we either receive your correct code from your P45 or from HM Revenue and Customs.

Tax status

All Temporary Employees are subject to PAYE. If you have any questions about your tax status, please contact your Reed consultant.

National Insurance

We are legally obliged to deduct National Insurance from your earnings, so we require your National Insurance number.

Tax queries

As a Reed Temporary Employee, your tax affairs will be dealt with by our designated HM Revenue and Customs office. If you need to contact them, the address and telephone number are below:

Tees Valley Area, George Stephenson House,
St Marks Court, Thornaby, Stockton-on-Tees, TS17 6QP.
Telephone: 0300 200 3300 (ref. 406/R411A).

Grievances and complaints handling

If you have a dispute with Reed or a client, find an environment difficult to work in or feel you are being subjected to any form of discrimination or unfair treatment, please contact your Reed consultant immediately. In many cases, the grievance can be dealt with informally, and this may be the most constructive way of resolving an issue or problem.

However, if you have tried to resolve your grievance informally and are not satisfied, or if you do not wish to take the informal approach, then you should follow the Grievance Policy and Procedure for Temporary Employees on XMS® by visiting www.xms-portal.com.

Whistleblowing

With the introduction of the Public Interest Disclosure Act 1998, all employees have legal protection from any form of detriment as a result of publicly disclosing certain serious instances of malpractice.

Anyone who wishes to raise or discuss any issues which might fall into the above category should follow the Grievance Policy and Procedure as above in the first instance, or contact the HR department if you feel this is more appropriate. These matters will be treated very seriously and in the strictest confidence.

Unsatisfactory conduct

If your actions, attitude, behaviour or performance give cause for concern, this could result in the immediate termination of your employment. The procedure followed will depend on the nature and severity of the misconduct. For further details, please refer to the Disciplinary Policy and Procedure for Temporary Employees on XMS® by visiting www.xms-portal.com.

Your benefits

Paid holiday scheme

Reed provides a paid holiday scheme to our Temporary Employees.

Please note that for Temporary Employees working for Reed Education and Further Education, your daily rate of pay includes your full entitlement to statutory holiday pay, so the paid holiday procedures set out here do not apply.

The paid holiday scheme of Reed offers a maximum of 5.6 weeks (or 28 days) of paid holiday per year. The amount of paid holiday you receive will depend upon how much you earn.

The figure used to calculate your paid holiday will include any sums deducted in respect of the contributions you make towards your pension.

How much can be claimed?

Each week your payslip will show the number of hours (holiday hours) you may take and the hourly rate you will be paid. Multiplying these two figures together will give you the total value in your holiday pot. The number of holiday hours that you have accumulated is calculated on a weekly basis by dividing the total in your holiday pot by that week's hourly pay rate.

The pay rate that you will receive for your holiday hours is calculated by dividing the holiday pot by the total holiday hours you have accumulated.

Please note that if your hourly pay rate changes then your holiday pay rate will also fluctuate, as it is an average value.

When may I take my holiday?

The holiday year runs from January to December and holiday entitlement accrued during that year must be taken in the same year. Holiday not taken by the end of December cannot be carried over into the next holiday year.

You will not automatically be paid for any Bank/Public Holidays from your holiday pot. If you would like to receive your annual leave entitlement on Bank/Public Holidays, you will have to book these days as holiday. You will also not automatically be paid for holiday upon the termination of assignment as your employment with Reed will continue. A payment in lieu of accrued annual leave will only be made when your employment with Reed has ended.

Agency Workers Regulations

Under the Agency Workers Regulations 2010, you may be eligible for payment for additional holiday. We will notify you if this applies and any additional holiday pay due will be included in your hourly pay.

How do I arrange my holiday?

All paid holiday must be requested using XMS. The dates requested will be forwarded to your Reed consultant for authorisation. You must give the notice of holidays as specified in your terms and conditions, regardless of whether or not you are on an assignment.

If I want more details whom do I speak to?

If you have any queries, or require full details of the paid holiday scheme and how holiday pay is calculated, please visit www.xms-portal.com and login to XMS® or contact your Reed consultant.

Health Cash Plan

Reed have partnered with a trusted health insurance provider to offer a discounted Health Cash Plan which helps you cover the cost of everyday healthcare, such as dental fees, sight tests, glasses and contact lenses.

To find out more details of what is included and how you can sign up, go to <https://www.hsf.co.uk/reed-temporary-employees>

Reed Discount Club

Reed Discount Club is a tailor-made Club offering a range of discounts and savings to our Temporary Employees

All Temporary Employees are eligible to be a part of the Club, subject to any rules applicable from time to time. As set out in your terms and conditions, Reed will reduce your net weekly pay by an amount which will be paid to the Reed Discount Club as your subscription fee should you decide to opt in to the Club.

The discounts forming part of Reed Discount Club are sourced from leading retailers and offer the very best savings.

Reed Discount Club is operated by Reward Gateway (UK) Ltd.

You have to opt in to join Reed Discount Club by selecting the opt in functionality in Reed's timesheet authorisation system and will be given access following payment of your first subscription fee. You will continue to be a member of the Club until you decide to opt out.

How do I opt out of Reed Discount Club?

If you wish to opt out of the Club after you have joined, you are required to opt-out by selecting the opt out functionality in Reed's timesheet authorisation system

which can be found in the 'my benefits' section.

You can opt out of Reed Discount Club at any time, however, to receive a refund of the subscription fees already paid, you are required to opt out within 21 days from the first day of access, provided you have not used the Club to obtain any savings or discounts.

What should I do if I have any further questions?

If you have visited the relevant section of Reed's timesheet authorisation system and the Reed Discount Club website at www.reedtempdiscounts.com and still have unanswered questions, you can contact your Reed consultant.

Statutory Sick Pay

Should you fall ill for four consecutive days or longer, Reed will administer Statutory Sick Pay (SSP) in accordance with Government guidelines. Please login to XMS® at www.xms-portal.com or ask your Reed consultant for the relevant claim form.

If you are in any doubt as to your entitlement, please refer to HM Revenue and Customs' website at www.hmrc.gov.uk. Some state credits and benefits are calculated according to your earnings which are liable to NI.

Statutory Maternity, Paternity, Adoption and Shared Parental Pay

Provided you satisfy the appropriate conditions regarding earnings and periods of employment etc. you may be entitled to Statutory Maternity Pay (SMP), Statutory Paternity Pay (SPP), Statutory Adoption Pay (SAP) or Shared Parental Pay (ShPP).

Please obtain the relevant claim form from XMS® at www.xms-portal.com or ask your Reed consultant, so that your eligibility can be assessed. If you are in any doubt as to your entitlement, please refer to HM Revenue and Customs' website at www.hmrc.gov.uk.

Some state credits and benefits are calculated according to your earnings which are liable to NI.

Parental Leave

Once you have worked for us for a year, you can take 18 weeks off work (in total, not per year) for each child, up to their 18th birthday.

Parental leave is unpaid, and you may take up to four weeks per child in any one year. It is different from maternity or paternity leave, adoption leave, and from shared parental leave.

Antenatal/Pre-adoption appointment payment

Qualifying women are entitled to paid time off in order to keep appointments for antenatal care, made on the advice of a registered medical practitioner, registered

midwife or registered health visitor. Antenatal care includes medical examinations. It may also include other appointments, for example, relaxation classes and parent-craft classes. Primary carers of a child to be placed for adoption are entitled to paid time off in order to attend up to five pre-adoption appointments.

Temporary Employees are entitled to be paid at the usual hourly pay rate for time taken off to keep these appointments. In accordance with government regulations, except for the first appointment, a Temporary Employee must provide one of the following to their Reed consultant: a certificate from a registered practitioner, a registered midwife or a registered health visitor confirming that she is pregnant or an appointment card, or some other document, showing that an appointment has been made. Prospective fathers or the spouse, partner or civil partner of a pregnant woman or a primary carer may take unpaid leave to attend up to two antenatal/pre-adoption appointments.

Training and development

Reed Assessment Centre

As a Temporary Employee with Reed, you can take advantage of free training on the latest software and spreadsheet packages at your local Reed office. Our Reed Assessment Centre package enables you to broaden your skill base and widen your choice of job opportunities. Training at Basic, Intermediate or Advanced level can be undertaken in Microsoft Office applications, including Word, Excel, PowerPoint and Access.

Reed Training

Reed Temporary Employees have access to a wide range of professional development courses through our dedicated Training Professionals programme. For more information about the courses available please visit www.reed.co.uk/courses or call 0161 200 1086.

Reimbursed police checks

As a Temporary Employee, you will be required to meet the cost of any police check required for your role. You are entitled to a reimbursement of the cost of your police check but please note that a relevant qualifying period applies for reimbursement. For further information, please contact your Reed consultant.

Eye tests and relevant vouchers

Reed want to ensure that our Temporary Employees have access to the highest quality of eye care, and those who use computer screens on a daily basis are entitled to free eye tests at regular intervals with our preferred opticians. In order to claim you must contact

your Reed consultant before you book or attend your eye examination. The relevant eye vouchers will be sent to you and you will need to take these with you when you go for your eye examination.

Feedback

Reed believes that the only way for us to continually improve is by listening to honest feedback from the people who work with us. It is important that you tell us what you think, and we have tried to make it as easy as possible for you to offer us your opinions.

Evaluating Reed

Please feel free to discuss any issues with your Reed consultant. On a more formal basis, you will occasionally be asked to complete an 'Evaluating Reed' form and possibly a Reed Evaluation of Services Survey online. The form is part of our ongoing Quality Assurance Programme, which includes the opportunity for you to add your own comments and suggestions. When completing these, we encourage you to be as honest as possible to help us in improving our services to you.

Recommend a friend scheme

Recommend your friends to us and once they have been engaged through Reed for a qualifying period you will receive a reward. Please contact your Reed consultant for details of the scheme.

Permanent employment – offers by clients

Working on an assignment for a client is an excellent way for clients to see how capable you are and for you to judge what it is like to work for them. Consequently, an assignment with a client may lead to an offer of employment with that company. If this is an attractive prospect for you, let us know so that we can make all the necessary arrangements and ensure that everything goes smoothly.

If you decide that working on a series of different assignments with different clients at different locations no longer suits you, our permanent consultants will be happy to assist you in finding alternative employment in a role that suits your particular talents and experience.

When you leave

When you do not want us to provide you with any further assignments, please give us notice in accordance with your terms and conditions by signing in to XMS® at www.xms-portal.com to request your P45 from our payroll department. If, at any stage, you wish to rejoin Reed or need assistance in securing alternative employment then please contact us and we will be happy to help.

We do hope that you enjoy working as a Reed Temporary Employee and that the assignments we give you will benefit your future career.

Working in Education Annex

Continuing Professional Development (CPD)

All Reed Education candidates have access to free online CPD, allowing learning and development to take place as and when it suits you. Details can be obtained from your Reed consultant.

Code of Conduct

All Reed Education candidates are provided with 'Professional Standards for Education Candidates' at registration. If you have any questions about these standards, please contact your Reed consultant.

Holiday pay

Please note that for Temporary Employees working for Reed Education, your daily rate of pay includes your full entitlement to statutory holiday pay, so the paid holiday procedures set out earlier in this Handbook do not apply.

Criminal convictions

Reed is required by the Department for Children, Families and Schools (DCFS) Guidelines to obtain an enhanced Disclosure and Barring Service (DBS), Disclosure Scotland PVG or Access Northern Ireland Disclosure for all our Temporary Employees working for Reed Education every twelve months. Please be aware that our clients may insist we inform them of

any criminal record you may have before accepting you for an assignment: we will only provide details with your consent. When Reed applies for your DBS check, we will provide you with your application form reference number so that you can register for the DBS update service and give Reed permission to check your DBS status online.

Reed cannot be held responsible should clients decline your services following refusal to comply with this request, or on disclosure of criminal record information. Our own response to criminal record information will depend upon its nature and seriousness.

You must inform us if you have been subject to a criminal prosecution or a child protection investigation following your registration with Reed and/or after the last Disclosure and Barring Service/Disclosure Scotland PVG/Access NI Disclosure was undertaken.

Reporting misconduct

Any complaints of serious misconduct against individuals may be reported to any of the following bodies as appropriate.

- National College for Teaching and Leadership (NCTL)
- Disclosure & Barring Service or equivalent
- Local Authority Designated Officers (LADO)



Working in the NHS and Social Care Annex

Induction – Before you start work and annual mandatory training

You will receive your induction prior to commencing your first shift. This induction may take the form of documentary information, handouts, workbooks, E-Learning or formal classroom based learning. You will also find additional useful reference information within this Handbook. Induction and mandatory training is a statutory requirement for undertaking assignments.

Reed regularly arranges mandatory training courses, free of charge, to healthcare professionals working as Reed Temporary Employees. All Temporary Employees must attend mandatory training on an annual basis. Where you are unable to attend training at your place of work, Reed regularly facilitates courses free to Reed Temporary Employees – please contact your Reed consultant for details and availability.

There may be specialist subjects relevant to the particular job, for instance, Midwives and Community Midwives must also have training in Resuscitation of the Newborn and Interpretation of Cardiotocographic Traces. Please keep up to date with all relevant clinical guidance, as well as attending to PREP requirements (as outlined in the NMC PREP Handbook).

Please keep your training record up to date at all times by providing your local Reed office with proof of training completed, after any new courses.

Nurse, Health and Doctor

Induction and Mandatory training courses currently offered include:

- Equality, Diversity and Human Rights
- Equality, Diversity and Human Rights (Scotland)
- Health, Safety and Welfare
- NHS Conflict Resolution (England)
- Fire Safety
- Infection Prevention and Control
- Moving and Handling
- Safeguarding Adults
- Preventing Radicalisation
- Safeguarding Children
- Resuscitation
- Information Governance and Data Security
- Violence and Aggression
- Counter Fraud
- Complaints Handling

Additional E – learns include:

- Consent
- Dementia Awareness
- Duty of Care
- Fluids and Nutrition
- Mental Capacity Act 2005
- Nutrition and Fluids
- Person Centred Care
- Personal Development
- Your Healthcare Career
- Privacy and Dignity

Social Care and Community Care

Mandatory training courses currently offered include:

- Understanding Your Role
- Your Personal Development
- Duty of care
- Equality and Diversity
- Work in a Person Centred Way
- Communication
- Privacy and Dignity
- Handling Information
- Awareness of mental health, Dementia and learning disabilities
- Safeguarding Adults
- Safeguarding Children
- Health and Safety
- Infection Prevention and Control
- Fluids & Nutrition
- Moving and Handling
- Basic Life Support
- Counter Fraud and Radicalisation

For a full list of courses and details on how to register and attend training please contact your Reed office or visit www.xms-portal.com.

Reed is committed to providing our Temporary Employees with appropriate support and opportunities for training and development. For more information about courses, please visit www.Reed.co.uk/courses or call Reed Training Professionals on 0207 520 5092.

ID badges

(Nurse, Health, Doctor, Community Care and NHS roles only)

Identity badges must be worn at all times if supplied in physical form or should be readily available if utilising an e-ID badge. Reed badges must be returned to your local Reed office if your employment with Reed ceases. Identity badges are renewed annually for all Temporary Employees working through Reed.

Code of Conduct and Professional Standards

Whilst this Handbook outlines the policies and standards of Reed, these do not supersede national professional guidelines and Codes of Practice. You must inform Reed if you are under investigation by your professional body (e.g. GMC) or if you are suspended. You must abide by the relevant Code of Practice at all times.

You are responsible for your own actions when completing an assignment and, in cooperation with your colleagues and person in charge/line manager, for the care of your patients/service users. You should comply with all reasonable requests, using your professional judgment at all times. If you have any questions or concerns about your work, please try to resolve these locally. You should not attend work under the influence of alcohol or any illicit substance. You should also refrain from smoking at work. Reed Temporary Employees are not permitted to accept any gifts or gratuities from clients, nor to witness any wills/last testaments or legal documents or to give financial advice to clients.

Health and Care Professions Council for Allied Health Professionals

You are required to adhere to the national guidelines of the HCPC and other professional membership bodies including the RPSGB, CSP, COT, UKRC, RCSLT and BDA. Further information is available at www.hpc-uk.org or from your Reed Health office.

The HCPC can be contacted at:
[Health and Care Professions Council, Park House,
184 Kennington Park Road, London. SE11 4BU.](http://www.hpc-uk.org)
T: 0300 5004472

At all times you must abide by the HCPC Standards of Conduct, Performance and Ethics.

General Medical Council for Hospital Doctors and General Practitioners

You are required to adhere to the national guidelines of the GMC. Further information is available at www.gmc-uk.org or from your Reed Doctor office. At all times you must abide by the GMC Good Medical Practice.

The GMC can be contacted at:
[General Medical Council, Regent's Place,
350 Euston Road, London. NW1 3JN.](http://www.gmc-uk.org)
T: 0161 9236602

Nursing and Midwifery Council for Registered Nurses, Health Visitors and Midwives

You are required to adhere to the Code of Professional Conduct and, for Midwives, the Midwives Rules and Code of Practice, both of which are available from the NMC website, www.nmc-uk.org, or from your local Reed Nurse office.

The NMC can be contacted at:
[Nursing and Midwifery Council,
23 Portland Place, London. W1B 1P.](http://www.nmc-uk.org)
T: 020 76377181

Reed Nurse draws the attention of Temporary Employee midwives to their obligation to submit their Intention to Practise to the NMC on an annual basis, and to provide Reed Nurse with ongoing evidence of this.

Professional Membership Bodies for Qualified Social Workers

You are required to adhere to the national guidelines of the SWE, SSSC and CCW. Further information is available at <https://www.socialworkengland.org.uk>, www.ccwales.org.uk, and www.sssc.uk.com or from your Reed Social Care office.

SWE can be contacted at:
[Social Work England, 1 North Bank,
Blonk Street, Sheffield. S3 8JY.](http://www.socialworkengland.org.uk)
T: 0808 1962274

The SSSC can be contacted at:
[Scottish Social Services Council, Compass House,
11 Riverside Drive, Dundee. DD1 4NY.](http://www.sssc.uk.com)
T: 0345 6030891

The CCW can be contacted at:
[Care Council Wales, Southgate House,
Wood Street, Cardiff. CF10 1EW.](http://www.ccwales.org.uk)
T: 0300 3033444

Dress code

Requirements of some of our clients and service users will differ.

Your Reed consultant will advise accordingly, however, general rules include:

- Reed tunic or polo shirt (where applicable)
- No denim, unless your Reed consultant has advised this is acceptable
- Shoes should be fairly flat and comfortable
- No open toed shoes or sandals should be worn
- Jewellery should be kept to a minimum
- Long hair should be tied back
- No nail varnish should be worn or false nails

Please check with your Reed consultant for specific uniform requirements for each assignment. If you are on an assignment where hospital uniform is not required, or have any queries regarding dress, please check with your Reed consultant.

Lone worker supervision

Lone workers are those workers who work by themselves without close or direct supervision. Lone working is not governed by any specific legislation, but a wide range of legislation may apply depending on the nature of the work involved. In all instances the Health and Safety at Work Act 1974 and the Management of Health and Safety Regulations 1992 will apply.

Generally, within the healthcare industry, lone workers can be regarded as those who work on a travelling basis, for example out in the community, district nurses, domiciliary homecare workers, or those personnel who work outside of normal hours (for example, carers, doctors, nurses, domestics, porters, security workers). In all cases where a worker is expected to work alone, a risk assessment should be performed, and steps taken to reduce risk to the lowest practicable level.

The risk assessment should address:

- Whether the work can be done safely by a single person
- What arrangements are required to ensure the lone worker is at no more risk than employees working together.

It should also assess areas of risk including violence, manual handling, the medical suitability of the individual to work alone and whether the work place itself presents a risk to them.

If for any reason you consider yourself to be at risk if working in a lone worker situation, please contact your Reed consultant immediately so that a further risk assessment can be performed and arrangements can be made to ensure safe systems of work and, ultimately, your personal safety.

Violence and aggression

Providing health and social care services can be challenging and, despite best efforts, difficult conflict situations – including risk of violence – can arise. Unless managed effectively, they can have a potentially adverse impact for patients and carers, staff and organisations.

Any violent, abusive or threatening behaviour is unacceptable. You are responsible for familiarising yourself with any relevant policies at the site of your temporary assignment. You must report any incidents immediately to your line manager and your Reed consultant, and any incident report forms should be completed both at your place of work and at your Reed office.

Please note: all Temporary Employees have an obligation under the Health and Safety at Work Act 1974 to have regard for their own health, safety and welfare

at work, and that of others who may be affected by their acts or omissions.

Information governance and data security

The effective delivery of healthcare services requires the substantial collection, processing and exchange of personal or sensitive data. Ensuring the appropriate collection, use and security of this information is a significant legal responsibility for healthcare organisations. Temporary Employees are required to understand the fundamentals of data protection law.

Caldicott protocols

The Caldicott Review was commissioned due to the development of information technology and its capacity to disseminate information about patients/service users both rapidly and extensively. An essential component of the clinical consultation in the provision of healthcare is confidentiality. All healthcare workers have stringent requirements with regard to confidentiality within their duty of care. However, information given about patients/service users underpins the efficient operation of the National Health Service (NHS) and other health authorities, and it is important that confidentiality does not impede upon the provision of effective patient care.

Therefore, the Caldicott Review devised protocols and recommendations which assume the appointment of a Caldicott Guardian who is created to safeguard and govern the use of confidential patient information within NHS organisations. Caldicott Guardians are senior health professionals.

All Reed Temporary Employees are required to familiarise themselves with the local policy on confidentiality within the establishment or NHS trust where they are on assignment. However, maintaining patient confidentiality applies wherever you work.

Your health – Fitness to Work

It is important for your own health and that of those in your care that you are fit to work whenever you attend an assignment. You must declare your fitness to work or otherwise when you accept an assignment. In particular, you must not declare yourself fit to work if you are suffering from vomiting, diarrhoea, or a rash. Because of the potential risks to an unborn child, you **MUST** let us know if you become pregnant. If you are concerned that your placement involves unnecessary risks to your health or fitness, or that of your unborn child, please do not hesitate to contact us. You must ensure that you inform us if you are injured or diagnosed with any condition that affects your ability to work.

You are required to complete a confidential medical questionnaire at registration and then on an ongoing basis. This is to enable our Occupational Health Department to ensure that you or the patient/service

user are not at any undue risk and that you are able to carry out duties which are intrinsic to the role. Because of the importance of your fitness to work, Reed reserves the right to request a certificate of fitness to practise from your GP or Occupational Health Service. As standard, Reed screens all Temporary Employees through Occupational Health, prior to your first placement.

Our clients may also ask that you undergo a medical examination before commencing work with them. In these cases, future placements may be dependent upon your compliance with this request and its outcome, provided such request was made with good reason.

Immunisation

Where required by law, Temporary Employees must have all necessary vaccinations (subject to any exemptions) in accordance with any relevant Reed policy.

Reed cannot deploy Temporary Employees who do not have the necessary vaccinations into roles which require such vaccinations. Temporary Employees who commence roles which subsequently become subject to mandatory vaccination and who remain unvaccinated may be removed from their assignments.

(Nurse, Health and Doctor only)

Please keep the following immunisation up to date at all times:

- Hepatitis B Surface Antibody, >100miu/l is considered immune
- Rubella >10iu/l is considered immune or proof of having had two MMR vaccinations
- Measles - blood test status immune or proof of having had two MMR vaccinations
- Tuberculosis (proof of a BCG vaccination, BCG scar or positive Mantoux 6-15mm)
- Varicella - chicken pox, blood test/self-declaration/ or proof of two vaccinations

For EPP Workers (Exposure Prone Procedures):

- Hepatitis B Antigen, Hepatitis C and HIV blood test as an identity validated sample - all negative

Any boosters or new vaccinations will be recorded on your Reed Immunisation Record. Please provide your Reed office with proof of vaccination as soon after the event as possible. Without proof of immunisation we will be unable to offer you assignments.

Once the required occupational health information has been received and screened by our dedicated Occupational Health Department, a fitness to work certificate will be produced by an occupational health professional.

MRSA

Methicillin Resistant Staphylococcus Aureus (MRSA) is the name given to a range of strains of antibiotic-resistant bacteria. MRSA lives on the hands or in the nose of around one third of the healthy population and is usually harmless. It can however prove fatal if it enters the bloodstream of an already weakened patient. It is usually transmitted by touch. The single most effective measure for preventing MRSA contamination is washing hands before and after every patient contact.

In addition, please:

- Use liquid soap and water or an alcohol-based hand rub when washing hands – make sure it comes into contact with all areas
- Remove all wrist and all hand jewellery, except a wedding band, at the beginning of each shift
- Wear disposable gloves and aprons when attending to dressings or dealing with blood and body fluids (sterile gloves should only be worn when performing aseptic techniques)
- Dispose of gloves and aprons after use, according to local infection control procedures
- Cover cuts or breaks in your skin or that of patients with waterproof dressings

HIV/AIDS

If you believe you may have been exposed to HIV infection, you should seek medical advice from your GP or Occupational Health Service and, where appropriate, arrange for diagnostic HIV antibody testing. If you are found to be HIV positive and normally undertake EPPs you must stop this immediately and seek advice from your GP or Occupational Health Service. You will be able to continue working but not undertake any EPPs until further blood tests are performed.

Please be aware that it is the obligation of all healthcare practitioners to notify their employer and, where appropriate, the relevant professional regulatory body in accordance with the Department for Health Guidance.

COSHH

COSHH stands for the Control of Substances Hazardous to Health. COSHH regulations protect you from hazardous substances in the workplace, including anything that is labelled harmful, corrosive, or toxic. Substances such as these should remain in the original containers, in the smallest amounts possible. They should be stored according to instruction, and kept in a locked cupboard.

The use of chemicals or other hazardous substances requires employers to control exposure to these substances to prevent ill health.

Infection control guidelines

The risk of infection within healthcare/homecare settings poses a significant risk to patients, carers and staff.

As a healthcare professional, you have a responsibility to follow all local policies and/or government guidance. If you need further advice on this speak to your Reed consultant.

Grievances and complaint handling

It is the policy of Reed to deal with any expression of dissatisfaction in a professional and precise manner. If you have a complaint, please report it to the person in charge/senior person and your Reed consultant and document all details of the complaint. If you are assigned to a service user in his/her home, then please report the complaint to your Reed consultant. If you personally are the subject of a complaint, you will also be asked to record details as part of an investigation and in some circumstances, it may be necessary to withdraw you from work whilst the investigation is in process. All Temporary Employees must abide by the code of practice of their regulatory body. For further details on the Disciplinary and Grievance Policy for Temporary Employees of Reed, login to XMS® at www.xms-portal.com.

All qualified nurses will be given the NMC Code of Professional Conduct. All Temporary Employees working through Reed Social Care will receive a copy of the SWE Code of Practice (England) or the Code of Practice for the Care Council for Wales or Scottish Social Services Council on induction.

All Allied Health Professionals and Doctors are reminded to follow their professional codes as set down by the Health and Care Professions Council (Standards of Conduct, Performance and Ethics which can be downloaded at www.hpc-uk.org/publications/standards). The General Medical Council's Good Medical Practice can be downloaded at: www.gmc-uk.org/guidance/good_medical_practice.asp.

Any complaints of serious misconduct against individuals may be reported directly to the appropriate regulatory body.

If you have any complaints about any aspects of your work at Reed, please do not hesitate to contact your Reed consultant.

You also have the right to complain directly to the Care Quality Commission (CQC). Any complaints from individuals will be dealt with in a professional and confidential manner.

Safeguarding Children and Vulnerable Adults

Reed operates a comprehensive Safeguarding Policy. To obtain a copy please contact your local Reed office.

Criminal convictions

Reed is required by the NHS Frameworks and Care Standards Act 2000 to obtain an enhanced Disclosure and Barring Service, Disclosure Scotland PVG or Access Northern Ireland Disclosure for all our Temporary Employees within relevant areas on an annual basis. Please be aware that our clients may insist we inform them of any criminal record you may have before accepting you for an assignment: we will only provide details with your consent. When Reed applies for your DBS check, we will provide you with your application form reference number so that you can register for the DBS update service and give Reed permission to check your DBS status online.

Reed cannot be held responsible should clients decline your services following refusal to comply with this request, or on disclosure of criminal record information. Our own response to criminal record information will depend upon its nature and seriousness.

Police Checks from other Registered Bodies are not acceptable within Healthcare settings due to the risks involved with portability.

You must inform us if you have been subject to a criminal prosecution or a child protection investigation following your registration with Reed and/or after the last DBS/ Disclosure Scotland/Access NI check was undertaken.

Continuing Professional Development (CPD) (Social Care and Community Care Only)

Reed makes contributions to your CPD, over and above your salary payments, investing a percentage of your gross pay that you can draw on for financial assistance with your professional development. Reed has relationships with several certified course providers specially selected for their expertise and quality. In addition to the contributions made by Reed, all our Temporary Employees currently working on assignment benefit from this comprehensive CPD course directory and qualify for substantial discounts on courses covering a wide range of subject areas.

Appraisals

We will invite you for an appraisal which will give us an opportunity to consider your performance at work with you and to reflect on your assignment. You can also raise any concerns or issues you may have. Appraisals are ideally carried out face to face on Reed premises, based on feedback received from clients, and cover the following areas:

- General levels of service, including punctuality, attitude and ability to carry out practical tasks
- Allows the opportunity for reflective practice
- Clinical/professional performance
- Training needs and Individual Professional Development
- Any other issues, including progress since the last appraisal

Assignment Reports are an invaluable tool for Reed (as feedback on your performance) and Temporary Employees (as an evaluation which can be used within your personal development portfolio). These assessments are the main reference for Temporary Employees working within the health and care sectors to develop their portfolio for appraisal and revalidation purposes (where applicable).

If you are working for:

- Reed Doctor, you are required to ensure that you have a yearly appraisal in line with Revalidation requirements which are detailed in the next section.
- Reed Health, you will be appraised dependent upon which setting you are working. You will be notified of this if required.
- Reed Nurse, you will be appraised dependent upon which setting you are working. You will be notified of this if required.
- Reed Community Care, you will be appraised on an annual basis by an appropriately experienced professional with ongoing support and supervision throughout the year.

Revalidation Reed Doctor

Under the Medical Profession (Responsible Officers) Regulations 2010, you are required to be assessed for fitness to practice by a Responsible Officer every 5 years. If you work the majority of your shifts for Reed in a 12 month rolling period, you will be provided with a Responsible Officer. Reed has appointed Healthcare Licensing Support to facilitate this.

You will be required to complete an annual appraisal amongst other requirements under Revalidation. REED will require evidence of your annual appraisal for the purpose of external audits.

In addition, you will be required to maintain a written portfolio in which you will record evidence of your professional experience, attendance at personal development courses and an agreed Personal Development Plan.

Please visit the GMC website for more details on what is required in order to revalidate. Revalidation - GMC (gmc-uk.org).

Reed Nurse

All Nurses, Midwives and Nursing Associates in the UK are required to revalidate every three years in order to renew their registration with the NMC. It is your responsibility to ensure that you keep up to date with what is required in order for you to revalidate.

In very isolated cases where you don't have access to a confirmer, Reed could be asked to act in this role and decide whether you have met the revalidation requirements. This must be reviewed on a case-by-case basis with the relevant Reed manager.

Please visit the NMC website for more details on what is required in order to revalidate. Revalidation - The Nursing and Midwifery Council (nmc.org.uk)

Evaluations of Service/Assignment Reports

At the end of every assignment, Reed will provide Evaluations of Service questionnaires (EOS) to both the Temporary Employee and the client. Clients are asked to supply feedback on the service they have received from Reed and also to provide an assignment report on the Temporary Employee. Temporary Employees are asked to give feedback on Reed and also on the assignment just completed. This information can then be used to advise future Temporary Employees placed at the same organisation. Both positive and negative feedback is actively encouraged, so Reed can continually improve its services.

Health and Care Policies Record keeping

Good records are essential to safe and effective patient and service user care and should be:

- Clear, legible and indelible
- Factual and accurate
- Written as soon after the event as possible
- Written in black ink

Mistakes should not be covered with correction fluid, or scribbled out so as to be illegible. One line should be scored through the mistake and signed, timed and dated to verify. Records should:

- Be written with the involvement of the patient, service user or their carer where possible
- Be written in terms the patient or service user can understand
- Be consecutive
- Identify problems that have arisen and action taken to rectify them
- Show care planned, decisions made, care delivered and information shared

Please bear in mind that full records are essential should any questions be raised about the care and standards of care delivered. For more detailed information, please refer to your professional body's guidelines for records and record keeping.

Confidentiality

Any patient/client/service user information obtained by you during the course of your duties is confidential and should not be disclosed to any third party if it is not legitimately in connection with their treatment or any other official investigation. Please take care with patient records when on assignment to ensure that they are not in undue danger of being accessed by unauthorised individuals.

Patients'/clients'/service users'/staffs' information should only normally be shared with their consent – you should make sure patients/clients/service users understand that their information may be shared with the various members of the team providing care. It is a patient's/client's/service user's decision what information should be shared with their family or others.

Where a patient/client/service user is considered incapable of giving consent, please consult relevant colleagues.

Where a patient/client/service user has withheld consent, disclosures of information may only be made if:

- They can be justified in the public interest (normally where the disclosure is essential to protect the patient/client/service user or someone else from risk of significant harm)
- They are required by law or court order. You should act in accordance with local and national policies if there is an issue of child protection.

Consent

In accordance with the HCPC/SWE/GMC/NMC/SSSC/CCW Codes of Professional Conduct, you must obtain the consent of a patient/service user before giving any treatment or care. Consent must be:

- Given by a legally competent person
- Given voluntarily
- Informed

Patients/clients/service users are assumed to be legally competent (that is, they can understand and retain treatment information and use it to make an informed choice), unless otherwise assessed by a suitably qualified practitioner. The exception to this rule is in the case of an emergency where a treatment is necessary to preserve life and the patient/client/service user is unable to give consent. In all cases, you must be able to demonstrate you are acting in the patient's/client's/service user's best interests.

If a patient/client/service user is no longer legally competent, decisions should be based on previous consent/non consent in a similar situation (providing there is no reason to believe they have changed their mind) or their known wishes. Otherwise, treatment should be in their best interests. In the case of children (those aged under 16 in England and Wales),

the involvement of those with parental responsibility is usually necessary – you should be aware of legislation and local protocol. It is not usually acceptable to seek consent for a procedure which you will not be performing yourself unless you have been specifically trained for that area of practice. Where consent is withheld, you should follow the policy in force at your assignment location. All discussions and decisions relating to consent should be documented in the patient's/client's/service user's records.

Caring for Patients/Service Users in their own homes

You should announce your identity clearly on arrival and not enter a patient's/client's/service user's home without invitation. Upon arrival at a homecare assignment, you should check whether your patient/client/service user has any specific needs for this visit and review all relevant documents for provision. Please take full care securing a patient's/client's/service user's home when leaving, including, where appropriate, doors and windows and the safeguarding of keys.

General conduct

Patients/clients/service users and their families should at all times be treated with dignity and respect, and due consideration should be taken of their religion, culture and any other preferences. Patients/clients/service users should be addressed using their preferred name. Care and support should be offered in the least intrusive manner possible and by following any specific care and support plan and relevant best practice guidance. The independence of patients/clients/service users should be supported and encouraged where possible through appropriate communication about involvement in their own care. This independence should only be curbed where it is in the patient's/client's/service user's best interests and the reasons recorded.

Carrying out assignments

Medication should be kept in a safe place, known and accessible to the patient/client/service user, or to relatives and other carers where appropriate. You should not make use of a patient's/client's/service user's property (including, for example, their telephone) without their express permission.

You should report any accident or emergency situations as soon as possible to the relevant authorities and to your Reed consultant. All visits, incidents, observations, care and, where relevant, financial transactions should be logged on records kept securely in the patient's/client's/service user's home or updated digitally with designated systems. Records are kept as appropriate and may be made available to the patient/client/service user, their relatives and other representatives. If you are unable to attend any specific appointment / assignment, please notify us (or our on-call service), your patient/client/service user, and the client organisation concerned as soon as possible.

Allegations of abuse

Reed will take seriously any allegations of abuse by or against Temporary Employees working for us. If we receive complaints of this sort against you, we will be unable to assign you whilst a full investigation is performed. You may be dismissed from the employment of Reed, if any such allegations are upheld at a disciplinary hearing. Where allegations are sufficiently serious, we may need to report you to the relevant professional bodies and/or the police depending on the allegation.

Appeals against any decisions made by our staff in these matters can be made in accordance with the Disciplinary Policy and Procedure for Temporary Employees.

Should you, in the course of duty, suspect that abuse is taking place, you should inform the person in charge immediately, and follow in-house policies and procedures. In the case of caring for patients/clients/service users in their own homes, you must report any suspicions or allegations of abuse immediately to the Business Manager / Registered Manager of your Reed office.

There are strict guidelines to be followed in reporting abuse under the Department of Health guidance 'No Secrets' and a full report will need to be made prior to investigation. In all cases of reported abuse incidents, it is the policy of Reed to inform other relevant agencies and departments, to ensure the matter is investigated legally, thoroughly and appropriately.

There are many different forms of abuse:

- Physical, including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
- Sexual, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.
- Psychological, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- Neglect or acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

- Discriminatory abuse, including that based on a person's protected characteristic such as sex, race, disability, religion or belief, marital status, pregnancy/maternity, gender reassignment, sexual orientation or age and other forms of harassment, slurs or similar treatment.
- Financial or material abuse, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.



**Further
support**

If you have any queries regarding the content of this handbook, please contact your Reed consultant.

