



STAFF HANDBOOK

April 2023

Contents

Section one - Welcome

1.0 Introduction

1.1 Where and who are we?

- Office & Treatment Centres
- Who's who – Heads of Department

1.2 What does Badger do?

Section two – What you can expect of us

2.1 You and your job

- 2.1.1 Before your first day
- 2.1.2 Working patterns and additional hours worked
- 2.1.3 Timekeeping and recording attendance
- 2.1.4 Conduct whilst on Badger's business
- 2.1.5 Probationary period
- 2.1.6 Dress and appearance
- 2.1.7 Additional employment
- 2.1.8 Smoke free environment

2.2 Dignity at work

- 2.2.1 Equal opportunities
- 2.2.1 Staff with disabilities
- 2.2.3 Grievance procedure
- 2.2.4 Bullying and Harassment Policy

2.3 Health and Safety

- 2.3.1 Health and safety training
- 2.3.2 Eye Exam
- 2.3.3 First-aid and reporting accidents at work
- 2.3.4 Fire and emergency procedures

2.4 Remuneration

- 2.4.1 Pay and payroll
- 2.4.2 Pension
- 2.4.3 Expenses

2.5 Staff communication and engagement

- 2.5.1 Staff consultation

2.6 Work-life balance

- 2.6.1 Maternity leave
- 2.6.2 Paternity leave
- 2.6.3 Parental leave
- 2.6.4 Adoption leave
- 2.6.5 Dependency leave
- 2.6.6 Compassionate leave

2.7 Training and development

- 2.7.1 Reaching your potential
- 2.7.2 Induction and orientation
- 2.7.3 Performance and development appraisal
- 2.7.4 Requesting training and development
- 2.7.5 Professional development

- 2.7.6 Reimbursement of study and training costs
- 2.7.7 Study leave

Section three – What we expect of you

3.0 Conduct at work

3.1 Disciplinary procedure

3.2 Alcohol and other substances

- 3.2.1 Prohibition on alcohol and drug consumption in the workplace
- 3.2.2 Alcohol and other substance misuse

3.3 Telephones and mobile phones

- 3.3.1 Personal use of telephones

3.4 Personal property

3.5 Change of personal details and circumstances

3.6 Driving at work

- 3.6.1 Use of own vehicles
- 3.6.2 Driving licence

3.7 Leave arrangements

- 3.7.1 Holidays
- 3.7.2 Sickness due to illness or injury
- 3.7.3 Medical, dental and optical appointments
- 3.7.4 Jury Service
- 3.7.5 Time off for public duties

3.8 Information and Communication Technology (ICT)

- 3.8.1 E-Mail and internet Use
- 3.8.2 Personal use of ICT
- 3.8.3 Data protection
- 3.8.4 Your rights to access personal information held by Badger
- 3.8.5 Your obligation in relation to personal information

3.9 Leaving us

- 3.9.1 Termination of employment
- 3.9.2 Resignation
- 3.9.3 Notice period
- 3.9.4 Holiday entitlement upon leaving
- 3.9.5 Redundancy

Section One - Welcome

The Executive are pleased to welcome you to Badger.

Please read this handbook carefully in order to familiarise yourself with Badger's core policies and expectations of you. We make every effort to make your workplace as safe and enjoyable as possible. We expect you to respect these efforts and work in a diligent, conscientious manner and hope that like our other staff you develop into a valuable asset of our organisation for a long time to come.

This handbook applies to all staff working within Badger and should be read in conjunction with Badger's Human Resources Policies and Procedures.

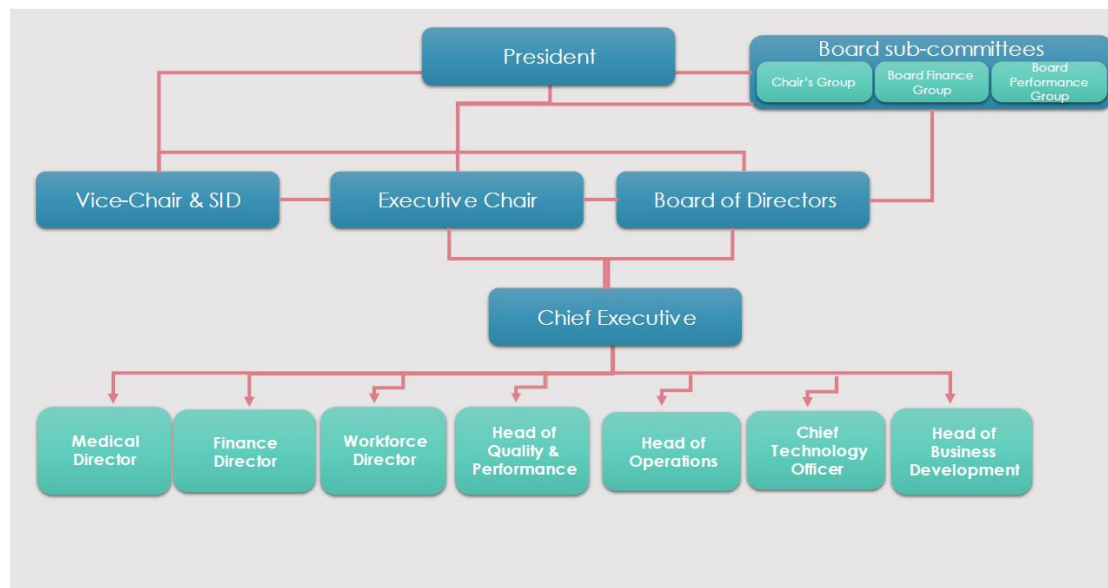
1.0 Introduction to Badger

Badger was established in 1996 by local doctors who joined together to initially provide an improved out-of-hours service for their patients. Today Badger has over 230 opted-in GP members in 60+ practices and provides 24/7 message handling, urgent primary care and GP out of hours service to a patient base of 1.6 million. It operates out of four sites in Birmingham located at Bourne Road in Aston, Glover Street, Stockland Green and Hurst Lane. It has received 'Good' rating by the Care Quality Commission (CQC) inspection in all five areas: safe, effective, caring, responsive and well-led.

Renowned for its extensive experience and focus on quality, Badger has built up a respected reputation throughout Birmingham and the surrounding areas and has a national profile in the sector.

Organisational Structure and Governance

At Badger, our Executive Chair, Dr Fay Wilson is the Chair of the Board of Directors and the overall leader of Badger. The Chief Executive manages the top management team and you will be part of that team:



1.1 Where and who are we?

Locations	Address
Head Office and Administration and Glover Street Primary Care Centre	Badger House 121 Glover Street Birmingham B9 4EY
Aston Bourne Road Call Centre & Primary Care Centre	1-2 Bourne Road Aston Birmingham B6 7RD
Erdington Stockland Green Urgent Treatment Centre	Stockland Green Primary Care Centre 192 Reservoir Road Erdington B23 6DJ
Hurst Lane Castle Bromwich Care Referral Centre and UTC	Hurst Lane Clinic, 65 Hurst Lane North, Birmingham B36 0EY

Vision

Our vision is:

'Working in partnership to deliver care you can trust'

Values

Our 'SERQ' values are the engine of excellence – helping all our staff to be effective, efficient and contribute to providing quality service:

Safety: We believe in safety for all.

Efficiency: We eliminate waste and delay for the benefit of our patients.

Respect: We respect diversity in all its forms & treat everyone fairly.

Quality: We deliver high quality services, where everyone is a quality controller.

Objectives

Our objectives have been synthesised into six areas for action for the next five years. To aid recall and embed these in our organisation, these are based on 'BADGER' as an acronym. These are:

Build on what we do best

Achieve sustainability & growth

Develop new ways of working

Get our governance in gear

Excel as an employer

Resolve our risks

The policies and procedures listed below, and which are contained in this manual, do not form part of your contract of employment with Badger. Any changes to these policies and procedures remain at the discretion of Badger subject to consultation from time to time.

- Equal Opportunities
- Disciplinary and Grievance
- Health & Safety
- Information and Communication

Section 2 – What you can expect from us?

2.1 You and your job

Your role and responsibilities will be discussed with you further with your line management during your induction and training period. Full copies of policies and procedures referred to in this document are available from the HR Department and on our Intranet and Aداstra system.

2.1.1 Before your first day

Before your start date with Badger you should bring with you the following documentation if you have not already provided them:

- ◆ UK Passport or Passport detailing residency/work permit)
- ◆ Birth Certificate (original copy – long version)
- ◆ Bank details
- ◆ P45 (if you have received this from your last employer)
- ◆ Qualification certificates (originals)

These documents should be given to your manager who will take copies to be forwarded to HR and payroll (as appropriate) for inclusion into your personnel file.

2.1.2 Normal working hours and additional hours worked

Badger provides a service across 24 hours each and every day. Your normal working pattern will be confirmed within your contract of employment. You may at times be required to work additional hours subject to the needs of the business. Where possible reasonable notice will be given of any change to your working pattern.

2.1.3 Timekeeping and recording attendance

You are expected to report for work punctually and to observe the normal hours of work agreed upon commencement of employment. Failure to report for work on time is detrimental to the efficient running of the business and imposes an unnecessary burden on colleagues and may lead to financial penalties placed on the company.

If you are going to be late for work, you must make every effort to contact your manager by telephone as soon as reasonably practicable to notify them of this fact and of the time you expect to arrive.

All staff are required to ensure their arrival and departure are recorded in line with the systems in place locally (i.e. swipe card, signing in). The process for completion will be explained to you during your induction period.

2.1.4 Conduct whilst on Badger's business

As a general rule, what you do after normal working hours and off Badger's premises is a personal matter and does not directly concern Badger. However, there are some exceptions to this rule. The organisation will become involved where incidents occur:

- at events or other work-related social occasions or gatherings, whether organised by the organisation or by staff themselves;
- at work-related conferences;
- whilst you are working away on business on behalf of the organisation;
- behaviour which is in breach of your professional body and which impacts on the operation or reputation of Badger.

2.1.5 Probationary period

A probationary period of six months applies to all new employees to Badger. This period allows both you and Badger to judge whether your appointment and acceptance was the right choice for both parties. In exceptional circumstances either party may extend this period if there are concerns.

During the probationary period the normal periods of notice for the employee will be suspended and should either party choose to end the employment this can be done amicably.

Your manager will meet with you at the end of the probationary period to confirm the outcome of your probation and discuss any concerns which may require an extension to your probationary period or curtailment of such.

2.1.6 Dress and appearance

Badger wishes to portray a professional business image. As a result, it operates minimum standards of dress and appearance which requires you to dress in a manner that is suitable and appropriate to Badger's business.

If you are provided with a uniform or protective clothing you are required to launder and to look after it.

You are required to be neat, clean, well-groomed and presentable whilst at work, whether working on the organisation's premises or elsewhere on the organisation's business.

2.1.7 Additional employment

You must inform the HR department of any other employment, including work on a self-employed basis. This is to ensure that Badger complies with statutory legislation such as Working Time Directives and Shared Parental leave and moreover, so that there is no conflict of interest.

2.1.8 Smoke-free environment

In order to enable employees to work in a smoke-free environment, Badger's business premises are designated "no smoking". Badger's prohibition on smoking applies not only to employees but also to visitors to the workplace.

2.2 Dignity at work

2.2.1 Equal Opportunities

Badger is an equal opportunities employer and is fully committed to a policy of treating all its job applicants and suppliers equally.

The key objective of our policy is to ensure that Badger can provide a working environment in which people feel comfortable and confident that they will be treated with respect and dignity. It's Badger's stated policy to treat all workers and job applicants equally and fairly irrespective of age, disability, gender, marital status, civil partnerships status, ethnic or national origins, religion, belief, race, colour, nationality, culture, sexual orientation, transgender status or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

It is the responsibility of every member of staff within Badger to ensure that discrimination of any sort does not take place and that neither Badger nor the individual commits any illegal acts. Action will be taken under the organisation's disciplinary procedure against any individual who is found to have committed an act of improper or unlawful discrimination, harassment, bullying or intimidation.

Serious breaches of Badger's equal opportunities policy will be treated as potential gross misconduct and could render the employee liable to summary dismissal. Employees should also bear in mind that they can be held personally liable as well as, or instead of, the organisation for any act of unlawful discrimination.

Employees should draw the attention of their manager or the HR to suspected discriminatory acts or practices or suspected cases of harassment.

A full copy of Badger's Equal Opportunities Policy is available from the HR Department.

2.2.2 Staff with disabilities

If you have a disability you are encouraged to disclose such to your manager or the HR Department so that a full risk assessment can be undertaken and any reasonable adjustments be put in place. Any disclosure will be treated with the utmost confidence.

Badger welcomes support from JobCentre Plus' Access to Work Team in providing you with support and equipment to enable you to overcome any barriers or obstacles, which may prevent you from working effectively or returning to work.

2.2.3 Grievance procedure

If you feel that you have been treated unfairly or have a complaint arising from your employment with Badger you should make this known to your manager or alternatively the HR Department who will listen to your concerns and will endeavour resolve any issues as soon as reasonably possible. If your grievance remains unresolved you can appeal against any decision in accordance with Badger's Grievance Procedure.

The full Grievance Procedure is available from the HR Department.

2.2.4 Bullying and Harassment Policy

Bullying and Harassment means any unwanted conduct affecting the dignity of individuals at work. All employees of Badger have a right to be treated with dignity. Therefore, neither bullying nor harassment at work will be permitted or tolerated. Any person who feels that they have suffered sexual or racial harassment has the right to make a complaint.

This can be done via Badger's Grievance Procedure, or the individual may contact the HR Department.

2.3 Health & Safety

Badger is committed to ensuring the health, safety and welfare of its staff and it will, so far as reasonably practical; establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each member of staff to familiarise himself or herself and comply with the organisation's procedures and systems on health and safety (full policy available from the HR Department).

While Badger will take all reasonable steps to ensure the health and safety of its staff, health and safety at work is also the responsibility of the staff themselves. It is the duty of each member of staff to take reasonable care of their own and other people's health, safety and welfare and to report any situation which may pose a serious or imminent threat to the well-being of himself or herself or any other person. If you are unsure of how to perform a certain task or feels it would be dangerous to perform a specific job or use specific equipment, then it is your duty to report this as soon as possible to your manager or the HR Department.

Disciplinary action under Badger's disciplinary procedure may be taken against any employee who violates health and safety rules and procedures or who fails to perform their duties under health and safety legislation. Depending on the seriousness of the offence, it may amount to potential gross misconduct rendering the employee liable to dismissal.

Badger will provide and maintain a healthy and safe working environment with the objective of minimising the number of instances of occupational accidents and illnesses.

2.3.1 Health and safety training

Safety training is an integral part of an effective health and safety programme. It is essential that every member of staff be able to perform his or her job safely. All staff will be trained in safe working practices and procedures. Training will include instruction on the safe use of any equipment provided.

2.3.3 Eye exam

If you are deemed to be a user of VDU equipment you are encouraged to undergo an eye examination once every two years.

2.3.4 First-aid and reporting accidents at work

All injuries, however small, sustained by a person at work must be reported to your manager and recorded in the accident book. Accident records are crucial to the effective monitoring of health and safety procedures and must therefore be accurate and comprehensive.

2.3.5 Fire and emergency procedures

Fire and other emergencies are a significant risk within the workplace. All staff have a duty to conduct their operations in such a way as to minimise the risk of fire and they are under a duty to report immediately any fire, smoke or potential fire hazards, such as faulty electric cable or loose connections. You should never attempt to repair or interfere with electrical equipment or wiring yourself. The Director of Service Delivery holds overall responsibility for the maintenance and testing of fire alarms and fire fighting, prevention and detection equipment.

Badger will undergo regular fire drills and testing of equipment.

2.4 Remuneration

Badger is committed to ensuring that staff are remunerated appropriately. An annual salary review will be undertaken but any increase will be at the discretion of the Board.

2.4.1 Pay and payroll

Your salary is paid in arrears (as laid down in your contract of employment) each month by credit transfer direct to a bank account as nominated by you. Income tax and National Insurance and other amounts will be deducted from salaries as required by statute.

Badger will also deduct any amount agreed with you, for loans and advances. Badger also has the right to deduct the whole of any outstanding amounts from the final payment due to you on leaving.

2.4.2 Pension

Badger offers its staff membership of the NHS Pension Scheme. Badger operates autoenrolment to the scheme and you will need to notify the Pensions Agency if you do not wish to join.

2.4.3 Expenses

You may claim expenses which arise out of undertaking your job. All expenses claims must be submitted for approval and accompanied by the appropriate receipts. Expenses must be claimed in accordance with Badger's Expenses policy and your manager will ensure that the procedure is explained to you during your induction.

Expenses are paid directly by credit transfer into your bank account.

2.5 Staff involvement

2.5.1 Staff consultation

Badger values your views and suggestions which may lead to improvements to the organisation or the employment of staff.

Consultation will be by way of staff meetings, either general or project specific and may include the following:

- Staff meetings
- Consultative groups (as appropriate)
- Appraisal process
- Staff surveys

2.6 Work-life balance & family friendly policies

2.6.1 Maternity leave

Badger values the experience and knowledge of its female employees and wishes to encourage them to return to work within Badger after maternity leave.

Badger's policy is to comply with the law on maternity rights. To this end its aim is to inform all female employees of their entitlement to their statutory rights, and to ensure that employees who qualify understand those rights.

Full details are available from the HR Department.

2.6.2 Paternity leave

Badger's policy is to comply with the law on paternity rights. To this end its aim is to inform all male employees and same sex partner of their entitlement to their statutory rights, and to ensure that employees who qualify understand those rights.

Badger recognises that increasingly fathers and same sex partners may wish to play a full part in their child's upbringing.

Full details of how to request paternity leave is available from the HR Department.

2.6.3 Parental leave

Badger will comply fully with legal requirements in respect of statutory time off work for parental leave and will grant reasonable unpaid time off for dependants. If you would like to pre-book your unpaid statutory leave, please discuss your requirements with your manager.

Full details of your entitlement and how to request leave are available from the HR Department.

2.6.4 Adoption leave

Badger's policy is to comply with the law on adoption rights. To this end its aim is to inform all employees of their entitlement to their statutory rights, and to ensure that employees who qualify understand those rights.

2.6.5 Dependency leave

Unpaid dependency leave may be granted for reasonable leave to resolve unforeseen domestic emergencies.

2.6.6 Compassionate leave

Reasonable paid leave may be granted on compassionate grounds in cases of death or serious illness of an immediate family member (spouse, parent, sibling)

2.7 Training and development

2.7.1 Reaching your potential

Badger encourages the development of its employees. Badger is committed to developing the skills and competence of all members of our staff to deliver the aims and objectives of Badger. To achieve this commitment you will from time to time be offered training opportunities.

2.7.2 Induction and orientation

Your manager will prepare an Induction programme for you. This is your opportunity to find out about Badger, its culture, and people. Please ensure you make the most of this opportunity by asking any and all questions you may have. Remember any question is valid and in asking it, we will ensure the induction procedure is regularly updated.

During your induction you will meet with staff according to their availability.

2.7.3 Performance and development appraisal

The review process provides you with an opportunity to review your experience, responsibilities and role performance with your manager. It provides the opportunity to focus on the development of your role within Badger and to agree priorities and a plan of action for development.

The review provides an open and two-way discussion about your role and development in a relaxed environment free from interruptions.

The process involves self evaluation and reflection on the issues that affect you in the performance of your work. There are strict rules about confidentiality.

2.7.4 Requesting training and development

If you identify a development need that will assist you in carrying out your job, you should discuss this with your manager. The most appropriate development programme needs will meet agreed development.

You must show that the training is relevant to your work before Badger can consider supporting the application financially. Your performance will be taken into account when your manager reaches her/his decision.

Training outside working hours will not be regarded as working time unless it is a specified requirement of your job. Time off during working hours to sit exams and approved study leave will, however, be regarded as working time.

2.7.5 Professional development

Responsibility for your professional development is shared between you, your manager and the business. You and your line manager should work together to identify your strengths and development needs. In order to develop your potential a variety of methods may be adopted such as attending webinars, being coached by a colleague or being provided with the opportunity to practice new skills in the workplace.

Should you attend a training programme you and your manager will be expected to identify what you expect to gain from the programme and assess the extent to which your aims have been achieved once you have had the opportunity to deploy your skills back in the workplace.

2.7.6 Reimbursement of study and training cost

Badger will support external study which has direct and immediate relevance to your work. Badger may make conditional any financial support which may have to be repaid on early termination if conditions are not met.

2.7.7 Study leave

Badger will grant reasonable time off to sit exams where the course is directly and immediately relevant to your current job.

Section 3 – What we expect of you

3.0 Conduct at work

3.1 Disciplinary procedure

This procedure is designed to help and encourage all employees to achieve and maintain satisfactory standards of conduct, attendance and performance.

Before any disciplinary action is taken, Badger will write to the employee setting out the employee's alleged conduct or characteristics, or other circumstances which lead it to be considered a disciplinary matter.

The employee has the right to be accompanied in accordance with Badger's Disciplinary Procedure at any disciplinary hearing and any appeal.

Where formal disciplinary action is required, the following principles will apply.

- No disciplinary action will be taken until the matter has been fully investigated.
- Disciplinary action will be taken as quickly as is possible given the need for a proper investigation and a fair procedure.

Employees will be allowed the right of appeal at all stages of the procedure.

All stages of the Disciplinary Procedure will normally be carried out by a manager or their delegated representative.

The absence from work of an individual need not necessarily prevent disciplinary proceedings being instigated and meetings called if appropriate.

A full copy of Badger's Disciplinary Procedure is available from the HR Department.

3.2 Alcohol and other substances

3.2.1 Prohibition on alcohol and drug consumption in the workplace

No alcohol or drugs must be brought on to or consumed on Badger's premises at any time except at the discretion of the CEO. You must never drink alcohol or take drugs if you are required to drive on the organisation's business.

When representing Badger at business functions or conferences or attending Badger organised social events you are expected to ensure you have made appropriate travel provisions before considering consuming alcohol.

Social drinking after normal working hours and away from Badger's premises is, of course, generally a personal matter and does not directly concern Badger. Badger's concern only arises when, because of the pattern or amount of drink involved, an employee's attendance, work performance or conduct at work deteriorates.

A breach of these provisions is a disciplinary offence and will be dealt with in accordance with Badger's disciplinary procedure. Depending on the seriousness of the offence, it may amount to gross misconduct and could result in the employee's dismissal.

3.2.2 Alcohol and other substance misuse

It is Badger's intention to deal constructively and sympathetically with an member of staff's alcohol or substance related problems, such as alcohol or drug dependency. Advice and support will be offered with the primary objective of any discussions to assist the individual with the problem in as compassionate and constructive way as possible. Any discussions of the nature of an individual's alcohol or drug problem and the record of any treatment will be strictly confidential unless the individual agrees otherwise.

If you have an alcohol or drug problem which affects your conduct or performance at work and you refuse the opportunity to receive help, the matter will be referred for action under Badger's disciplinary procedure as appropriate. Likewise, if after accepting counseling and assistance, and following review and evaluation, your conduct or work performance reverts to the problem level, the matter may also be dealt with through the disciplinary procedure.

A full copy of the Alcohol and Substance Policy is available from the HR Department.

3.3 Telephones and mobile phones

3.3.1 Personal use of telephones

Badger realises that there may be occasions when you may need to use the telephone for emergency personal reasons and therefore allow you to make and receive telephone calls. Such calls should be kept to a minimum, and so should not abuse this privilege. If you do, disciplinary action may be taken against you.

You should be aware that all calls made using Badger telephones and systems are recorded.

3.4 Personal property

Badger recognises that you may wish to personalise your workstation and at times may need to bring to work personal items. However, visitors at times have access to the offices and therefore you should be aware of the need to safeguard these and take all reasonable precautions.

Badger will not however, be held liable for the loss of personal property.

3.5 Change of personal details and circumstances

Upon joining Badger you will be required to provide your personal details. In the event that the original details or circumstances should change, you should update your details held. Further information can be obtained from the HR Department.

You are required to keep Badger informed regarding:

- Your permanent home address
- Any temporary residential address
- Your telephone/mobile number
- The person to whom notification should be made in an emergency
- Your bank's name, address and account number
- Any change of marital status
- Any technical or professional qualifications or awards, etc. not already notified

3.6 Driving at work

3.6.1 Use of own vehicles

It is the responsibility of the individual to ensure that when using their own vehicle for business use that you hold a current valid UK Driving License and that your vehicle is reliable, properly maintained and insured at all times.

A claim may be submitted for business mileage in accordance to Badger's Expenses policy. Please note that mileage between home and your normal place of work is not classed as business mileage.

You are responsible for paying any fixed penalty fines and/or excess parking charges incurred whilst on Badger's business.

3.6.2 Driving licence

If you drive on Badger's business the organisation has the right to request a copy of your driving licence.

This will be made annually and a copy will be retained on file. If copies are not received, you will be unable to drive or claim expenses for business purposes until the licence is produced.

3.7 Leave arrangements

All leave must be approved by your manager. Leave other than approved holidays and sick leave will be automatically deemed unpaid unless authorised by your manager.

Unauthorised leave will be deemed serious and may lead to disciplinary action and loss of pay.

3.7.1 Holiday

Requests for leave should be made in writing using the holiday request form to your manager for approval and recording. Staff should give as much notice as possible, with at least 3 days notice for periods of 1 or 2 days, and at least 1 month's notice for periods of 1 week or more. No reasonable request will be refused subject to the needs of the business. Leave must be agreed prior to making any financial commitment.

3.7.2 Sickness due to illness or injury

Badger accepts that on occasion you may not be fit to report to work. Should you be unable to attend work due to illness or injury, you must comply with the Sickness Absence Reporting Procedure (a copy if available from the HR Department).

Persistent short-term sickness absence is, in the absence of any underlying medical condition or other reasonable excuse, a disciplinary matter and will be dealt with in accordance with Badger's Disciplinary Procedure.

The full procedure is available from the HR Department.

3.7.3 Medical, dental and optical appointments

These appointments should wherever possible be arranged outside working hours or at a time which will cause as little disruption as possible to the organisation. Badger accepts that you may not have as much control in arranging hospital appointments.

3.7.4 Jury service

Occasionally staff are required to undertake jury service or appear as a witness in court. In the event that this happens please inform your manager and provide the HR Department with the form provided you by the Courts for completion regarding time off and loss of earnings. HR will complete the form and return it to you.

On completion of your attendance at court you will be given information detailing the amount the court has paid you for loss of earnings. This notification should be forwarded to the HR Department as soon as possible so that an equivalent amount can be deducted from your pay, which will continue to be paid to you during your absence.

3.7.5 Time off for public duties

Where staff are interested in or have been elected to serve in a public capacity, for example as a governor of a school, Justice of the Peace or working for any other recognised public body or statutory organisation, reasonable unpaid time off may be given.

Please discuss any plans to take on such commitments or existing commitments with the HR Department.

3.8 Information and Communications Technology (ICT)

3.8.1 E-mail and internet policy

To serve our patients and give our employees efficient tools to do their jobs, Badger continues to adopt and make use of many means of communication and information exchange. As a result, most of our employees have access to one or more forms of electronic media and services, including computers, email, telephones, voicemail, fax machines, online services, the Internet and social media. However, all employees and everyone connected with Badger should remember that electronic media and services provided by Badger are the property of Badger and their purpose is to facilitate and support Badger's business. Furthermore statements will be identifiable and attributable to Badger therefore all employees must be mindful of how correspondence and postings may be interpreted.

Badger encourages staff to use e-mail as a method of communication in appropriate circumstances and with third parties by the internet. However, it will not always be appropriate to communicate by e-mail and staff should always consider whether there is a more suitable method (for example, in circumstances where there is a need to preserve confidentiality or in the case of sensitive issues which should be communicated face-to-face).

3.8.2 Personal use of ICT

Electronic media and services are provided by Badger primarily for employers' business use. Limited, occasional, or incidental use (sending or receiving) for personal, non-business purposes is understandable and acceptable but should be done so that it does not negatively affect the use of the organisation's systems for business purposes. You are expected to demonstrate a sense of responsibility and not abuse this privilege. You are also prohibited from using e-mail to circulate any non-business material. Employees who are discovered contravening these rules may face serious disciplinary action under Badger's disciplinary procedure.

Badger reserves the right, at its discretion, to review any employee's electronic files and messages to the extent necessary to ensure electronic media and services are being used in compliance with the law, this policy and other policies of Badger.

Employees should not assume electronic communications are totally private. Accordingly, if they have particularly sensitive information to transmit, they should use other means.

Employees who abuse the privilege of access to electronic media or services facilitated by Badger face being subjected to disciplinary action, up to and including termination of employment, and risk having the privilege removed for themselves and possibly other employees.

A full copy of the IT Acceptable Use Policy is available from the HR Department.

3.8.3 Data Protection Act

In the course of your work you may come into contact with or use confidential information about employees and patients, for example their names and home addresses and medical records. The Data Protection Act 1998 contains principles affecting employees' and other personal records. Information protected by the Act includes not only personal data held on computer files that form part of a structured filing system. The purpose of these rules is to ensure you do not breach the Act. If you are in any doubt about what you can or cannot disclose and to whom, do not access, disclose or share the personal information until you have sought further advice from your manager or the HR Department. You should be aware that you could be held criminally liable if you knowingly or recklessly disclose personal data in breach of the Act. A serious breach of data protection is also a disciplinary offence and will be dealt with under Badger's disciplinary procedures. If you access another employee's personal records or patient's medical records without authority, this constitutes a gross misconduct offence and could lead to your dismissal.

Badger must ensure that:

- all information collected will be processed fairly and lawfully;
- the data will only be held for the purposes which have been registered under the Act;
- the data will be accurate and relevant to those purposes;
- the data will be held no longer than is necessary for the stated purpose;

- data held in respect of an individual will be made available to them upon request;
- appropriate security is applied to all.

Badger has a legal liability to ensure that personal data processed by computer or kept on manual records is obtained and processed fairly, is kept up-to-date and held securely. Badger cannot comply with its legal liability unless all employees ensure that they comply with the organisation's policy.

3.8.4 Your right to access personal information held by Badger

You have the right, on request, to receive a copy of the personal information that the organisation holds about you, including your personnel file, and to demand that any inaccurate data be corrected or removed.

3.8.5 Your obligations in relation to personal information

You should ensure you comply with the following guidelines at all times:

- Do not give out confidential personal information except to the data subject. In particular, it should not be given to someone from the same family or to any other unauthorised third party unless the data subject has given their explicit consent to this;
- Be aware that those seeking information sometimes use deception in order to gain access to it. Always verify the identity of the data subject and the legitimacy of the request, particularly before releasing personal information by telephone;
- Only transmit personal information between locations by fax or e-mail if a secure network is in place, for example, a confidential fax machine or encryption is used for e-mail;
- If you receive a request for personal information about another employee, you should forward this to the HR Department who will be responsible for dealing with such requests;
- Ensure any personal data you hold is kept securely, either in a locked filing cabinet or, if computerised, it is password protected;
- Compliance with the Act is your responsibility. If you have any questions or concerns about the interpretation of these rules, take this up with the HR Department.

3.9 Leaving us

3.9.1 Termination of employment

On termination of employment you will return all property belonging to Badger in your possession or control, together with any information that relates to the organisation.

3.9.2 Resignation

If you wish to resign your position within Badger you must do so in writing, giving your intended termination date to your manager.

An early leaving date may be mutually agreed and subject to the requirements of Badger's business. Equally, subject to the needs of the service we may request that you extend your notice.

3.9.3 Notice period

Notice periods may vary. Your notice period will be specified on your statement of Terms and Conditions of Employment. For full details, please contact the HR Department.

3.9.4 Holiday entitlement upon leaving

Subject to giving proper notice, staff will receive in their final salary/wage the balance of any holiday entitlement accrued but not taken. If, on the date of leaving your employment, you have taken more annual leave than you have accrued in that holiday year, you will be required to reimburse SI in respect of such unearned annual leave.

3.9.5 Redundancy

Should circumstances arise where redundancy may be a possibility because fewer employees are needed to perform the organisation's work, the first steps Badger will take will be to

- Restrict recruitment;
- Investigate measures such as short-time working and/or lay-offs;
- Investigate whether there are opportunities for redeployment;
- Explore other methods by which desired cost cuts could be achieved;
- Explore whether there are any other options available in order to avoid redundancy

If redundancies cannot be avoided, Badger may give consideration to asking for volunteers before announcing compulsory redundancies. However, Badger reserves the right to refuse volunteers in light of essential skills, knowledge and experience needed to be retained for the future needs and success of the business.

If the need for compulsory redundancies arises, the selection of employees for redundancy will be by objective criteria and there will be full consultation with employees throughout the redundancy selection process. Employees will be notified at the earliest possible opportunity of the reasons for the potential redundancy situation and of the organisation's proposals.

I trust you find this Staff Manual useful but please do not hesitate in contacting me should you have any other queries or areas not addressed within the Manual.

*HR Department
April 2023*