

Policy/Procedure/Guideline**Patient Transport UK Staff Handbook****Version no:** 1.0**Issue Status:** Approved**Date of Ratification:** April 2016**Ratified by:** Clinical Governance
& Risk Board**Policy Author:** Bradley Woods**Policy Owner:** CG&RB**Review Frequency:** 1 year**Identifiable Document Code:** PTUK033**Last Review:** April 2020**Next Review:** April 2021

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Staff Handbook

1.0 Introduction

The purpose of this handbook is to explain what expectations of behaviour and personal conduct we have of you and set out our policies on important matters that affect you as an employee.

A complete set of company policies are located at all PTUK premises.

Please read carefully and sign to confirm that you accept the terms set out within this handbook.

2.0 Conduct

The following are examples of conduct that we regard as misconduct or gross misconduct. It is a rule of your employment that you will not commit acts of misconduct or gross misconduct as set out below or of a similar nature.

2.1 Misconduct:

- Bad time-keeping.
- Unauthorised absence.
- Minor damage to property.
- Minor breach of rules.
- Failure to observe procedures.
- Rudeness to clients or colleagues.
- Abusive behaviour.
- Unsatisfactory attendance.
- Unsatisfactory sickness record.
- Careless loss or damage of tools or equipment.
- Unauthorised use of telephones.
- Failure to wear protective clothing provided for your safety.
- Unfitting behaviour.
- Failure to carry out lawful instructions.
- Unauthorised use of access to the Internet.
- Any form of unlawful discrimination.

This list is not exhaustive.

2.2 Gross misconduct:

- Theft or unauthorised possession of any property belonging to someone else.
- Serious deliberate or reckless damage or defacing to property, vehicles or assets
- Falsification of reports, accounts, expense claims or self-certification forms.
- Refusal to carry out duties or reasonable instructions.
- Smoking in the workplace other than in a designated area outside of any work related environment

- Smoking on in the grounds of any NHS premises
- Smoking in any company vehicle
- Intoxication by reason of drink or drugs.
- Possession of illegal drugs.
- Serious breach of rules.
- Fighting or other violent, dangerous or intimidating conduct.
- Bullying, sexual, racial or other harassment of a fellow employee.
- Gross negligence or incompetence.
- Conviction on a criminal charge.
- Receiving any sentence of imprisonment.
- Bringing our business or us into disrepute.
- Sending abusive, scandalous, obscene or defamatory communications of any kind including e-mail within the office or on the Internet, in text messages or any other media.
- Accessing or downloading any rude, inappropriate or obscene images or other material from the Internet or by email or text message or otherwise being in possession of rude or obscene material or publications or images in any media at your place of work or during working hours.

This list is not exhaustive.

2.3 **Conduct – Social Networking**

The following are examples of conduct that we regard as gross misconduct in specific relation to social networking and online communications. It is a rule of your employment that you will not commit acts of gross misconduct as set out below or of a similar nature.

Reference to PTUK in any context

Reference to any client/customer in any context

Reference to patients in any context

Reference to any member of PTUK staff

Pictures or videos of yourself or others whilst working for PTUK, in PTUK uniform or vehicles or making any specific reference to PTUK and its activities in any context.

2.4 **Conduct – Time Keeping**

You are expected to turn up for work on time and to work your required hours. Bad timekeeping or taking unauthorised time off will be regarded as misconduct.

You are expected to maintain an acceptable level of contact with your manager, controller or director throughout your working day. The following times should be adhered to:

Arrive at work 15 minutes before any shift is scheduled to begin

Once a job has been fully completed, notify control within 15 minutes

Notify relevant person/department of any delays as soon as practically possible

Notify relevant person/department of any absence 24 hours before your next shift is about to start (excluding holiday)

Any failure to adhere to this procedure may result in disciplinary action.

3.0 Disciplinary Procedure

3.1 Introduction

The procedures are for the purpose of dealing with employees whose behaviour is not satisfactory. They will usually be adopted in the interests of fairness but are not contractually binding and we can dismiss you without following the procedures.

If you believe that you might be exposed to violent abusive or intimidating behaviour by going through the disciplinary procedure leading to serious physical or mental harm or threat to your property or a third party or you have been harassed you will not normally be expected to go through the formal procedure but similarly if we believe that you or a third party may subject your manager or other members of our staff to violence or abuse, we do not have to follow it.

If circumstances beyond your control or our control prevent a step in the procedure being followed then neither party may be reasonably expected to follow the procedure.

Failure by either you or us to follow the procedure may affect any Tribunal proceedings that follow and may delay any application to a Tribunal that you wish to make. If you require a full copy of the PTUK Disciplinary Policy (document code:PTUK031), this is located in the Main Policy Folder in the crew room and also a copy is held in the control room at each site.

3.2 Confidentiality

Where a discipline issue arises other employees will sometimes find out what is going on. However as far as possible it is our intention that all disciplinary action will be treated as confidential between you and the individuals directly involved in the process. Records, witness statements and decisions will be kept confidentially and in accordance with the Data Protection Act.

3.3 Informal procedure

We hope to resolve conduct problems informally and that we do not have to use formal procedures except when we have no alternative.

3.4 Trial Periods

During a trial period any misconduct may lead to dismissal. This may be with or without notice but where you are entitled to notice you may be paid in lieu of notice in accordance with your contract.

3.5 Formal procedures

The formal procedures are designed to enable problems of alleged misconduct to be dealt with quickly, fairly and consistently.

You will not usually be dismissed for your first breach of conduct unless it is gross misconduct.

3.6 Authority to deal with disciplinary decisions

A formal decision about a disciplinary matter will only be made by the Operations Manager or above. Usually separate individuals will deal with the investigation, decision, and appeal.

3.7 Investigation

Before any disciplinary decision is made there will always be an investigation to establish the facts. It may be necessary to suspend you while the investigation takes place. Sometimes you will be asked to attend a meeting as part of the investigation but this is only to try and find out what happened and not to make a decision or take disciplinary action.

3.8 Disciplinary meeting

If it is thought necessary to consider disciplinary action you will be told what the complaint against you is. You will be sent or given a letter or statement saying what it is alleged you have done wrong and why it is wrong. You will be given the opportunity to see any relevant information and statements. You will usually be asked to attend a disciplinary meeting so that you can respond to what it is said you have done wrong. You must attend the meeting if reasonably possible. After the meeting you will be notified in writing by sending you or handing you a letter telling you what we have decided about the complaint and what we have decided to do about it. The letter will tell you how to appeal if you are unhappy about the procedure or the decision taken.

3.9 Your legal right to be accompanied at a disciplinary meeting

At any disciplinary meeting you can if you want be accompanied by a fellow employee or by a trade union official. The trade union does not have to be recognised by us for the purpose of collective bargaining. You can choose who will accompany you but it must be either a fellow employee or a trade union official and you cannot bring a friend or relative or a lawyer who is not employed by us.

A trade union official has to be approved by the Union as having had training in accompanying workers to disciplinary meetings and be able to provide us with a letter or business card to show this.

If you want to be accompanied you must tell us before the meeting. We do not have to let you be accompanied if we think your request is unreasonable. For example if you ask to be accompanied by someone who is also involved in what happened and whose presence might prejudice the meeting we would object to your choice. If necessary we will postpone the meeting for up to 5 days for you to arrange for someone to accompany you.

At the meeting you cannot get your companion to answer questions for you although we will listen to whatever they want to say for you. If you do not want to answer questions you do not have to but we can still make up our mind on the evidence we do hear.

3.10 Recording of formal procedures

Whatever formal disciplinary action we take we will make notes of what is said and done and you will be asked to sign them to confirm that they contain a true record of what took place. A copy will be retained in your confidential personnel file.

4.0 Grievance Procedure

There may be circumstances due to pressure of work or otherwise in which misunderstandings or grievances may arise. Redress of those grievances may be sought in accordance with the following procedure that will usually be adopted in the interests of fairness, and complies with the statutory grievance procedures but is not contractually binding.

If you believe that you might be exposed to violent abusive or intimidating behaviour by going through the grievance procedure leading to serious physical or mental harm or threat to your property or to a third party or that you have been harassed, you will not normally be expected to go through the formal grievance procedure but similarly if we believe that you or a third party may subject your manager or other members of our staff to violence or abuse we do not have to follow it.

If circumstances beyond your control or our control prevent a step in the procedure being followed then neither party may be reasonably expected to follow the procedure.

Failure by either you or us to follow the procedure may affect any Tribunal proceedings that follow and in particular may delay any application to a Tribunal that you wish to make.

You have the same legal right to be accompanied at a grievance hearing as you have at a disciplinary hearing as set out above where the grievance is one that involves our

duties to you. For example this would be the case where your grievance alleges a breach of our contractual duties towards you or a failure to prevent bullying or harassment or failure to safeguard your rights as a disabled person.

4.1 Informal Resolution

If you have a question or grievance about anything at work that concerns you personally and directly and which requires being resolved, you should discuss the matter informally with Operations Manager.

4.2 Formal Procedure

If a matter cannot be resolved informally then you may set out your grievance in writing to the Operations Manager who will arrange a meeting with you as soon as is reasonably practicable.

You must inform us of the basis for your grievance – what you are unhappy about and why – in your letter.

You have the same legal right to be accompanied at a grievance hearing as you have at a disciplinary hearing as set out above where the grievance is one that involves our duties to you. For example this would be the case where your grievance alleges a breach of our contractual duties towards you or a failure to prevent bullying or harassment or failure to safeguard your rights as a disabled person.

A decision will be made and given to you in writing within 14 working days or otherwise as soon as is reasonably practicable. The letter will remind you of your right to appeal. This decision will be recorded on your personnel file.

4.3 Appeals Procedure

You have the right to appeal against a grievance decision, arising from the procedures set out above whether formal or informal.

You must put your appeal in writing, setting out why you want to appeal and what you disagree with in the original decision, and send it or deliver it to the Operations Director so that it is received within 5 working days of the next working day after you receive written confirmation of the decision.

There will be an appeal meeting. As at the disciplinary meeting you have the right to be accompanied by a work colleague or trade union official and to have the hearing postponed.

The appeal hearing will be conducted within a reasonable period of the appeal being lodged and will usually be heard by someone who is senior to the person who dealt with the grievance.

The outcome will either be:

- to reject the appeal and confirm the original decision; or to
- uphold the appeal and make a different decision.

The result of the appeal will be confirmed in writing within 10 working days of the hearing.

The decision at the appeal stage is final.

4.4 Grievances after you have left your employment

You may still raise a grievance even after you have left your employment using the same procedure as set out above but if we agree in writing or it is not reasonably practicable to follow the usual procedure, you may simply raise your grievance by setting it out to us in writing together with the basis for it and we will write to you with a response within a reasonable time.

5.0 Performance Review Procedure

We recognise that there can be reasons for poor job performance other than misconduct. To deal with such problems we have this procedure and it will usually be adopted in the interests of fairness but is not contractually binding and we can dismiss you without following it.

New employees during their trial period will be liable to dismissal at any time during the trial period and the procedure will not usually be applied to them.

General Procedure

The first stage in dealing with poor job performance is to investigate whether the matter is a disciplinary matter or a capability/performance matter.

Incapability/poor performance will arise where you have been set realistic targets and objectives but cannot achieve them through no fault of your own, for example where failure is due to medical conditions.

If targets and objectives are highlighted but you fail to take action of which you are capable it may be treated as misconduct under the disciplinary procedure.

Stages of Procedure

(a) Performance Review meeting

The cause of poor performance will be investigated and established. You will be asked for an explanation. Where the reason is lack of required skills, where practicable you will be assisted with training and given a reasonable time to reach the required

standard performance. As at a disciplinary meeting you have the right to be accompanied at a performance review meeting where your employment is at risk.

(b) Formal Warnings

Where despite assistance you cannot reach the required standard the consequence of any failure to meet the required standard will be explained in writing as follows:-

First Written Warning

You will be told the precise nature of the poor performance in writing, the level of performance and improvement required and a realistic time limit for achieving that improvement and warned of the consequence of failure to achieve or maintain the improvement.

Final Written Warning

If there is no improvement or not sufficient improvement or it is not maintained for the period stated you will be given a final written warning setting out the details as in a first written warning but with final warning that failure to improve this time may result in your dismissal.

Length of Warning

First written warnings will have a time limit of 12 months and a final written warning will have a time limit of 12 months. In each case we will specify the length of the warning but reserve the right to extend the length of it in appropriate circumstances.

Dismissal

If there is still no improvement or not sufficient improvement or it has not been maintained for the period stated above then you may be dismissed with notice. However there will be another Performance Review meeting prior to which you will be requested to attend in writing and will be entitled to be accompanied before a decision is made to dismiss you.

Appeals Procedure

You have the right to appeal against a decision, arising from the procedure in exactly the same way as you can appeal against a disciplinary decision.

Performance Review and Appraisal generally

It is a normal managerial function to monitor and evaluate an individual's performance of their job. The role of management necessarily includes taking appropriate action to ensure that employees are performing the duties that they are employed to do to the best of their abilities. Every effort will therefore be made to ensure that you have help

and support when you need it. You are therefore encouraged to talk to us and ask for help if you feel that you need it.

6.0 Absence from work due to sickness or injury

6.1 Introduction

What follows is how we deal with absence from work due to injury or sickness. The rules set out below form part of your contract of employment. It is a condition of your employment that you abide by the rules of this scheme.

Any benefit whether SSP, sick pay or permission to be absent from work will only apply if you obey these rules as applicable to that benefit. Please read this section carefully so that you understand exactly what you must do if sickness or injury prevents you from working.

6.2 Your sick pay

The pay that you receive when off sick can be made up of the following:-

- SSP paid directly to you by your employer subject to you qualifying for payment of SSP, or
- Incapacity benefit, which you must claim direct from your local DSS office if you are not entitled to receive SSP.

The total amount of your sick pay including SSP or incapacity benefit that you receive will not exceed your normal pay. All sick pay except incapacity benefit is subject to PAYE Income Tax and National Insurance deduction.

6.3 Authorised absence from work

Any absence from work will only be authorised in the following cases:

- Absence due to genuine personal sickness or injury and you have complied with notification and evidence rules set out below to our satisfaction or
- You had written prior permission to be absent from work or
- Your absence is due to a genuine reason outside your control that is acceptable to us or
- An emergency.

We can withhold pay for all or part of any unauthorised absence.

6.4 Notification

If you are absent from work due to illness or injury which incapacitates you from doing work you are employed to do you must notify us by telephone as soon as you fall sick

and know that you will be unable to get to work. You must give sufficient details on the telephone about your illness or injury and indication as to when you expect to be able to return. You are expected to regularly update us throughout absence by telephone or post.

6.5 Evidence of illness or injury

Self Certification

If your absence lasts less than seven calendar days (including Saturday and Sunday) inclusive of the first day of absence, you must complete a self-certification form stating the reasons for your absence to our satisfaction and we will authorise your absence. No sick pay will be paid unless we have authorised your absence.

Medical Certificates

If you are absent for more than seven calendar days including Saturdays and Sundays (or as soon as you know you will be away from work more than seven calendar days) you must get a medical statement from your own doctor which must be sent to us and you must tell us when you believe you will be fit to return to work.

6.6 Conduct during absence due to sickness or injury

You are expected to return to fitness and work as soon as possible. We would not expect anyone absent from work due to sickness or injury to:-

- Participate in sports, hobbies or social activities inconsistent with the alleged illness or injury or which could aggravate it and delay recovery.
- Undertake any other work paid or unpaid.
- Engage in any work around the house in terms of home improvements or building and similar activity.
- Engage in any other activity inconsistent with your alleged illness or injury.

These are just examples and are not exclusive reasons for doubting medical certificates.

6.7 Holidays during sickness

Activities or attending, conferences, meetings, sports or leisure activities during sick leave may be deemed to be a breach of our rules if it is inconsistent with your illness or injury and you may be subject to disciplinary action. However the fact that you are on sick leave does not affect your entitlement to paid annual leave under the Working Time Regulations.

6.8 **Medical examinations**

You may be asked to come to work to discuss your absence when you are off sick or we may visit you at home. You may also be required to submit to a medical examination during or after any absence from work due to sickness or injury. Should a doctor appointed by us require details of your medical history you will be required to give your written consent to giving him permission to contact your doctor (either GP or Consultant) for your medical records or for a medical report subject to your rights under the Access To Medical Records Act 1988 and Access To Health Records Act 1990.

You may be required to submit to a medical examination by an independent consultant at our expense and will be required to give your written consent to a report being sent to our doctor who will disclose to us any relevant details regarding your fitness to work. You will give your GP consent to liase with our doctor regarding your case. All medical information will be kept confidential.

6.9 **Light work**

We have the right to require you to undertake any reasonable duties having due regard to the nature of any illness or injury including requiring you to attend for work and undertake alternative or light duties or work shorter hours for a period of time and we may offer a rate of pay applicable to the alternative duties or shorter hours.

6.10 **Infectious/Contagious disease**

You must report to us as soon as possible if you come into contact with anyone suffering an infection or contagious disease or contract such a disease yourself. You may be required to come to work or to stay at home on full pay subject to medical advice.

6.11 **Exclusions**

There is no entitlement to any sick pay (including, in some cases, SSP) where we are not satisfied that that you are genuinely incapable for work or entitled to sick pay because:

- You have entered false information on any form including a Self Certification form.
- You have failed to follow this policy and rules.
- There are serious doubts about the circumstances surrounding your claims for sick pay.
- Your absence record is in our opinion excessive.

6.12 **Loans during periods of absence**

If you are absent from work through injuries caused by the actionable negligence, nuisance or breach of statutory duty of any third party in respect of which damages are recoverable you must inform us immediately. Any payment made for all or part of

any absence under the sick pay scheme by us (other than SSP) shall be by way of a loan that must be repaid in full from monies recovered from the third party. If damages are settled on a proportionate basis we will require full details. The amount of any repayment required will be determined by us but will not exceed the actual damages recovered.

6.13 **Statutory absence**

We will authorise absence where required to do so by law for statutory purposes including Trade Union activities; duties of employee representatives, and safety representatives; time off to accompany fellow employees to disciplinary and grievance hearings; public duties; parental leave; time off for dependants; paternity leave; adoption leave; and maternity leave. Such absence will be paid or unpaid according to the relevant statutory provision.

6.14 **Jury Service**

We will in accordance with the law release you for jury service when required to do so however you have no right to be paid during jury service. Any payment made during jury service shall be at our discretion and shall be by way of a loan which you shall repay by payment to us of such sums if any which you recover by way of financial loss allowance and subsistence allowance from the court.

6.15 **Compassionate Leave**

Leave at our discretion (with or without pay) may be granted for bereavement of a close relative or family member or where a close relative or family member is seriously ill or incapacitated.

7.0 **An explanation of Statutory Sick Pay - SSP**

This chapter DOES NOT form part of your contract of employment.

Introduction

Statutory sick pay (SSP) is paid by us as your employer through the normal payroll for up to 28 weeks in any period of incapacity for work or linked periods.

Amount of SSP

There is one rate of SSP payable for employees earning over the lower earnings limit set by the government. SSP is subject to deduction of income tax and class 1 National Insurance contributions and any other lawful deductions.

Eligibility for SSP

All employees are eligible provided:

- Your average weekly earnings are at least the lower earnings limit;
- You are incapable of work for four or more consecutive days including Saturdays and Sundays and public and Bank holidays. Sickness on these days must be reported whether or not you would normally work. Periods of incapacity for work (PIWs) separated by less than eight weeks count as one single period of incapacity. Spells of sickness lasting less than four days do not count and cannot be linked with earlier spells.
- You are sick on "qualifying days". Your qualifying days will be those normally worked under your contract of employment. The first three qualifying days in any PIW or linked PIWs count as waiting days and no SSP is payable. On the fourth qualifying day SSP becomes payable. If you receive sick pay from your employer you cannot receive SSP as well.
- You do not fall into any of the following categories on the first day of a PIW:-
 - Average weekly earnings over the last eight weeks less than the lower earnings limit set by the government.
 - Your PIW links with a claim for certain Social Security benefits.
 - You have just started work and have done no work for us when you fall sick.
 - You fall sick when away from work due to a trade dispute.
 - You are pregnant and fall sick within the disqualifying period.
 - You have already received 28 weeks SSP in a single PIW or linked PIWs.
 - You are in prison or being held by the police or other lawful authorities.

Purpose of SSP

It can only be paid when you are genuinely ill and incapable of coming to work. We may be entitled to investigate your reasons for absence before making payments of SSP to you.

Incapacity Benefit

You may be eligible to receive state incapacity benefit. The rates differ from SSP and they are not paid at a flat rate and subject to tax. If you receive any state benefits you must inform us as they will normally be deducted from your pay.

Authorisation of SSP

SSP may be withheld if there is any reason to believe you are not ill or your injury or illness does not prevent you from working. If you fail to comply with any rules you may not receive SSP. Government regulations contain a Right of Appeal to an adjudication officer at the DSS if you believe your SSP has been withheld incorrectly.

Leavers

If you are sick when you leave our employment you may request we supply you with a

statement relating to the payment of SSP, which you should give to any new employer if you obtain new employment within eight weeks of receiving it.

Records

We are obliged to keep records for three years from the end of each tax year showing the dates of each reported PIW and details of SSP paid to each employee.

DSS Inspections

DSS inspectors are empowered to make spot checks to ensure we are correctly applying SSP rules and investigate the circumstances of individual cases.

8.0 Holiday Policy

Your holiday entitlement is contained in your contract.

Application to take holiday is made by the completion of a holiday request form. This must be approved and signed by us.

We cannot promise that you will always be able to take your holiday when you want to take it but we will always try to arrange this subject to the overall operating needs of the business.

You may be required to take all or part of any remaining holiday entitlement during a period of notice or Garden Leave.

Your holiday entitlement includes your entitlement to paid annual leave under the Working Time Regulations 1998.

9.0 Time off for Dependants

You have the right to take a reasonable period of time off work to deal with an emergency involving a dependant.

This right is to enable you to deal with an unexpected or sudden problem and make any necessary longer term arrangements:

- if a dependant falls ill or has been involved in an accident or assaulted, including where the victim is hurt or distressed rather than injured physically;
- when a partner is having a baby;
- to make longer term care arrangements for a dependant who is ill or injured;
- to deal with the death of a dependant; for example, to make funeral arrangements or to attend a funeral;
- to deal with an unexpected disruption or breakdown in care arrangements for a dependant; for example, when the childminder or nurse fails to turn up;

- to deal with an incident involving the employee's child during school hours; for example, if the child has been involved in a fight or is being suspended from school.

A dependant is your partner, child or parent, or someone who lives with you as part of your family. For example, this could be an elderly aunt or grandparent who lives in the household. It does not include tenants or boarders living in the family home, or somebody who lives in the household as an employee, for example, a live-in housekeeper.

In cases of illness, injury or where care arrangements break down, a dependant may also be someone who reasonably relies on you for assistance. This may be where you are the primary carer or the only person who can help in an emergency.

In most cases, the amount of leave which the law entitles you to will be one or two days at the most, but this will depend on individual circumstances. You may be able to take a longer period of leave if we agree.

The right to time off for dependants does not include a right to be paid during your time off.

You must tell us as soon as possible about your absence, the reason for it and how long you expect to be away from work. If you are prevented from telling us due to the nature of the emergency you must explain the reason for the absence on your return to work.

This right is intended to cover unforeseen matters. If you know in advance that you are going to need time off, you may be able to arrange to take this time as part of your annual holiday entitlement.

10.0 Staff relationships

As in any company, we understand that a relationship could develop between staff members.

We are not opposed such relationships however we do require that staff inform their line manager, at the earliest opportunity, if such a relationship were to develop.

11.0 Uniform

Staff are expected to be appropriately dressed at all times when representing PTUK Ambulance Service. Clinical staff will be provided with PTUK insignia uniform, together with any Personal Protective Equipment (PPE) where necessary. A Uniform Request Form must be completed in order to receive uniform.

All uniform will remain the property of PTUK and should be returned upon demand. Any lost or mislaid uniform will incur a replacement cost to be borne by the employee.

12.0 Equal Opportunities Statement

Commitment to equal opportunities

We are committed to the principle of equal opportunities in employment. We are opposed to any form of less favourable treatment or financial reward through direct or indirect discrimination, harassment, victimisation to employees or job applicants on the grounds of race, religious beliefs, political opinions, creed, colour, ethnic origin, nationality, marital/parental status, sex, sexual orientation or disability and to any form of less favourable treatment on the grounds of handicap or age.

We recognise our obligations under the Sex Discrimination Act, The Equal Pay Act, Article 119 of the Treaty of Rome, The Race Relations Act, The Employment Equality (Sexual Orientation) Regulations 2003 and The Employment Equality (Religion or Beliefs) Regulations 2003, the Employment Equality (Age) Regulations 2006, and The Codes of Practice published by the Equal Opportunities Commission, the Commission for Racial Equality and the European Commission:

- for the elimination of discrimination on the grounds of sex, sexual orientation or marital status and for the promotion of equal opportunity in employment;
- for the elimination of discrimination on the grounds of religion or beliefs;
- for the elimination of racial discrimination and the promotion of equal opportunity in employment;
- for the elimination of discrimination on grounds of age;
- for the elimination of discrimination in pay between men and women who do the same work, or work of a similar nature or work of equal value.

A full copy of this policy is available in the Main Policy Folder (Document code: PTUK006) located in the crew room and also in the control room at each location.

13.0 Health and Safety Statement

We take very seriously our obligations and responsibilities under Health and Safety legislation. The objective is to provide you with a safe working environment and a safe system of work.

We regularly review working practices including the general working environment and individuals' work stations to ensure that best practices are adhered to or adopted and that safety hazards are identified and accidents so far as reasonably practicable are

avoided. In particular we regularly monitor the safety of any equipment or machinery provided for use by employees. Maintenance is regularly and scrupulously carried out and proper records are kept. All equipment and machinery provided complies with the appropriate UK standards and is designed or adapted for the purpose for which it is used. All employees who use or supervise the use of such equipment or machinery are properly trained in its use including Health and Safety considerations.

Health and Safety guidance is given to all new employees upon joining and regular refresher updating sessions are held for existing employees. We require the full co-operation and participation of all employees.

You are obliged to take reasonable care for your own safety and for the others who may be affected by your acts or omissions and to co-operate fully with us in the arrangements made in relation to Health and Safety matters.

For example you must:-

- Adhere to the prescribed safe system of working.
- Report any faults or defects in machinery or equipment immediately.
- Report any safety concerns at all immediately.

Only those qualified to do so and employed for that purpose may carry out repairs or maintenance to machinery or equipment.

Safety Officer

We will appoint a safety officer to ensure that we are aware of and fully comply with our obligations under Health and Safety law.

All accidents and near misses irrespective of triviality must be reported to the Safety Officer who will ensure that any necessary preventative measures are introduced.

Evacuation

You should be familiar with the evacuation procedures, details of which will be displayed throughout the building where you are working.

Should you discover a fire you should immediately sound the fire alarm and notify the senior staff member present.

First Aid

All accidents must be recorded in the accident book. You will be notified which members of staff have training in First Aid. If anyone becomes ill while at work and requires medical attention arrangements will be made to call a doctor or emergency services or take the employee to Accident & Emergency at the nearest hospital.

Hazards and Safety Risks

You have a responsibility to report any potential Health or Safety hazard including infectious or other diseases, accidents or injuries associated with the workplace. Examples are as follows:-

- Fire risks, e.g. accumulation of combustible waste, blocking or obstruction of fire doors, corridors, or smoking in non-smoking areas.
- Electrical problems, e.g. worn cables, loose connections, multiple connectors to power sockets, faulty wiring or trailing cables.
- Defective equipment.
- Defective flooring e.g. worn or frayed carpets, uneven or slippery surfaces.
- Unsuitable loading or stacking.
- Broken glass.
- Carelessness by an employee or other person on the premises, e.g. attempting to repair equipment without proper training.

Improvements

You are encouraged to suggest improvements to the Health and Safety policy and suggestions should be made to the Safety Officer.

Discipline

Any breach or non-observance of the Health and Safety policy constitutes a disciplinary offence in respect of which you may be dismissed.

General employer Aims

So far as is reasonably practicable we aim to achieve the following:-

- Premises heated to the minimum temperature required by law.
- Safe equipment and systems.
- Safe methods of handling, storage and transport of articles or goods.
- Provision of employees with information, instruction and training.
- Ensure the place of work is safe with means of access and egress.
- Provide a safe working environment.
- Prevent anyone smoking at work other than in designated areas where it is legal to do so.
- Ensure all storage areas are safely laid out with adequate room for access in safety.

PTUK Ambulance Service has a suite of policies which are freely available for all staff to refer to in accordance with their day to day duties. These policies are located in the Main Policy Folder located in the crew room and control room at each location.

14.0 Working Time Regulations (WRT) 1998 Part III Regulation 21

PTUK endeavours to ensure that where possible, we adhere to the Working Time Regulations. Contained within the Working Time Regulations 1998 Part III is a clause

which, due to the type and nature of the work undertaken by PTUK, provides special case exemption.

The clause, Working Time Regulation 1998 Part III Regulation 21 states;

*“(c) where the worker’s activities involve the need for continuity of service or production, as may be the case in relation to—
(i) services relating to the reception, treatment or care provided by hospitals or similar establishments, residential institutions and prisons;”*

This clause, which from time to time is applicable to PTUK employees, ensures the continued care, treatment or continuity of service, in our case transportation, for both emergency and non-emergency work.

15.0 Consultation and Communication with Stakeholders

This document has been written in partnership by management and staff, and in accordance with current employment legislation. All staff are to receive a copy of this document together with their Contract of Employment.

16.0 Document Review

This document is to be reviewed on an annual basis. Any changes/amendments will be communicated to all staff via the staff notice board.

17.0 Employee acceptance

I accept the legislation within this handbook and understand that any contravention of any of the rules, regulations and guidelines set out in this handbook may result in disciplinary action, financial penalties or dismissal.

(Please sign page 23 below and return to Head Office).

18.0 Appendix

Appendix A

Appendix A - Staff Acceptance Form

PTUK Staff Handbook

(to be completed and returned to Human Resources)

Name:	
Title/Role:	
PTUK Employee No:	
Signature:	
Date:	