

1. DEFINITIONS AND INTERPRETATION

1.1. In the Terms the following definitions apply:

“Actual QP Rate of Pay” means the rate of pay which will be paid to the Agency Worker if and when s/he completes the Qualifying Period. Such rate will be paid for each hour worked during an Assignment (to the nearest quarter hour) weekly in arrears, subject to Deductions and any Agreed Deductions, as set out in any variation to the relevant Assignment Details Form;

“Agency Workers Regulations” means the Agency Workers Regulations 2010; “Agreed Deductions” means any deductions the Agency Worker has agreed can be made from their pay;

“Assignment” means assignment services to be performed by the Agency Worker for the Hirer for a period of time during which the Agency Worker is supplied by the Employment Business to work temporarily for and under the supervision and direction of the Hirer;

“Assignment details Form” means written confirmation of the assignment details to be given to the Agency Worker upon acceptance of the Assignment; “Conduct Regulations” means the Conduct of Employment Agencies and Employment Businesses Regulations 2003;

“Confidential Information” means any and all confidential commercial, financial, marketing, technical or other information or data of whatever nature relating to the hirer or Employment Business or their business or affairs (including but not limited to these Terms, data, records, reports, agreements, software, programs, specifications, know-how, trade secrets and other information concerning the Assignment) in any form or medium whether

disclosed or granted access to whether in writing, orally or by any other means, provided to the Agency Worker or any third party in relation to the Assignment by the Hirer or the Employment Business or by a third party on behalf of the Hirer whether before or after the date of these Terms together with any reproductions of such information in any form or medium or any part(s) of such information;

“Data Protection Laws” means the Data Protection Act 2018, any applicable statutory or regulatory provisions and all European Directives and regulations in force from time to time relating to the protection and transfer of personal data;

“Deductions” means any deductions which the Employment Business may be required by law to make and in particular in respect of PAYE pursuant to Sections 44-47 of the Income Tax (Earnings and Pensions) Act 2003 and Class 1 National Insurance Contributions;

“Emoluments” means any pay in addition to the Actual QP Rate of Pay; “Employment Business” Care 24/7 Healthcare Limited, 1-3, MAP House, St Leonards Road, Eastbourne, BN21 3UT.

“Engagement” means the engagement, employment or use of the Agency Worker by the Hirer or any third party to whom the Agency Worker has been introduced by the Hirer, on a permanent or temporary basis, whether under a contract of service or for services, and/or through a company of which the Agency Worker is an officer, employee or other representative, an agency, license, franchise or partnership arrangement, or any other engagement; and “Engage”, “Engages” and “Engaged” shall be construed accordingly;

“First Assignment” means:

- (a) the relevant Assignment; or
- (b) if, prior to the relevant Assignment:
 - i. the Agency Worker has worked in any assignment in the same role with the relevant Hirer as the role in which the Agency Worker works in the relevant Assignment; and
 - ii. the relevant Qualifying Period commenced in any such assignment, that assignment (an assignment being (for the purpose of this defined term) a period of time during which the Agency Worker is supplied by one or more Temporary Work Agencies to the relevant Hirer to work temporarily for and under the supervision and direction of the relevant Hirer);

“Hirer” means the person, firm or corporate body together with any subsidiary or associated person, firm or corporate body (as the case may be) to whom the Agency Worker is supplied or introduced;

“Hirer's Group” means (a) any individual, company, partnership, statutory body or other entity which from time to time Controls the Hirer, including (but not limited to) as a holding company as defined in section 1159 of the companies Act 2006; and (b) any company, partnership, statutory body or other entity which from time to time is Controlled by or is under common control with the Hirer, including (but not limited to) as a subsidiary or holding company as defined in section 1159 of the Companies Act 2006;

“Hourly Rate” means £10 being the minimum rate of pay (subject to Deductions) that the Employment Business reasonably expects to achieve, for all hours worked by the Agency Worker.

“Leave Year” means the period during which the Agency Worker accrues and may take statutory leave commencing 1st April to 1st April. “Qualifying Period” means 12 continuous Calendar Weeks during the whole or part of which the Agency Worker is to work temporarily for and under the supervision and direction of the relevant Hirer in the same role, and as further defined in the Schedule to

these Terms;

“Terms” means these terms of engagement (including the attached schedule) together with any applicable Assignment Details Form; “Transfer Fee” means the fee payable by the Hirer to the Employment Business in accordance with clause 2.9, as permitted by Regulation 10 of the Conduct Regulations;

“Type of Work” means relevant to the Agency Workers profession. “Working Time Regulations” means the Working Time Regulations 1998.

1.2. Unless the context otherwise requires, references to the singular include the plural and references to the masculine include the feminine and vice versa.

1.3. The headings contained in these Terms are for convenience only and do not affect their interpretation.

1.4. Any reference, express or implied, to an enactment includes a reference to that enactment as from time to time amended, modified, extended reenacted, replaced or applied by or under any other enactment (whether before or after the date of these Terms) and all subordinate legislation made (before or after these Terms) under it from time to time.

2. THE CONTRACT

2.1. These Terms constitute the entire agreement between the Employment Business and the Agency Worker for the supply of services to the Hirer and they shall govern all Assignments undertaken by the Agency Worker. However, no contract shall exist between the Employment Business and the Agency Worker between Assignments. These Terms shall prevail over any other terms put forward by the Agency Worker.

2.2. During an Assignment the Agency Worker will be engaged on a contract for services by the Employment Business on these Terms. For the avoidance of doubt, the Agency Worker is not an employee of the Employment Business although the Employment Business is required to make the Deductions from

the Agency Worker's pay. These Terms shall not give rise to a contract of employment between the Employment Business and the Agency Worker, or the Agency Worker and the Hirer. The Agency Worker is supplied as a worker, and is entitled to certain statutory rights as such, but nothing in these Terms shall be construed as giving the Agency Worker rights in addition to those provided by statute except where expressly stated.

2.3. No variation or alteration to these Terms shall be valid unless the details of such variation are agreed between the Employment Business and the Agency Worker and set out in writing and a copy of the varied terms is given to the Agency Worker no later than 5 business days following the day on which the variation was made stating the date on or after which such varied terms shall apply.

2.4. The Employment Business shall act as an employment business (as defined in Section 13(3) of the Employment Agencies Act 1973) when introducing or supplying the Agency Worker for Assignments with its Hirers.

2.5. The Employment Business will endeavour to obtain suitable Assignments for the Agency Worker to perform the agreed Type of Work. The Agency Worker shall not be obliged to accept any Assignment offered by the Employment Business.

2.6. The Agency Worker acknowledges that the nature of temporary work means that there may be periods when no suitable work is available and agrees that:

2.6.1. The suitability of the work to be offered shall be determined solely by the Employment Business; and

2.6.2. The Employment Business shall incur no liability to the Agency Worker should it fail to offer any Assignments.

2.7. At the same time as an Assignment is offered to the Agency Worker the Employment Business shall provide the Agency Worker with an Assignment Details Form or Confirmation of Assignment details, setting out the following:

2.7.1. the identity of the Hirer, and if applicable

the nature of their business;

2.7.2. the date the Assignment is to commence and the duration or likely duration of Assignment;

2.7.3. the Type of Work, location and hours during which the Agency Worker would be required to work;

2.7.4. the Hourly Rate that will be paid to the Agency Worker;

2.7.5. any risks to health and safety known to the Hirer in relation to the Assignment and the steps the Hirer has taken to prevent or control such risks; and

2.7.6. what experience, training, qualifications and any authorization required by law or a professional body the Hirer considers necessary or which are required by law to work in the Assignment.

2.7.7. the Agency Worker is being offered an Assignment in the same position as one in which the Agency Worker has previously been supplied within the previous 14 business days and such information has already been given to the Agency Worker and remains unchanged; or

2.8. For the purpose of calculating the average number of weekly hours worked by the Agency Worker on an Assignment for the purposes of the Working Time Regulations, the start date for the relevant averaging period shall be the date on which the Agency Worker Commences the first Assignment.

2.9. If, before or during an Assignment or during the Relevant Period, the Hirer wishes to Engage the Agency Worker directly or through another employment business, the Agency Worker acknowledges that the Employment Business will be entitled either to charge the Hirer a Transfer Fee or to agree a Period of Extended Hire with the Hirer at the end of which the Agency Worker may be Engaged directly by the Hirer or through another employment business without further charge to the Hirer. In addition the Employment Business will be entitled to charge a Transfer Fee to the Hirer if the Hirer introduces the Agency Worker to a

third party (other than another employment business) who subsequently Engages the Agency Worker, directly or indirectly, before or during an Assignment or within the Relevant Period.

2.10. If the Agency Worker has completed the Qualifying Period on the start date of the relevant Assignment or following completion of the Qualifying Period during the relevant Assignment, and if the Agency Worker is entitled to any terms and conditions relating to the duration of working time, night work, rest periods and/or rest breaks under the Agency Workers Regulations which are different and preferential to rights and entitlements relating to the same under the Working Time Regulations, any such terms and conditions will be as set out in the relevant Assignment Details Form or any variation to the relevant Assignment Details Form (as appropriate).

2.11. If the Agency Worker considers that s/he has not or may not have received equal treatment under the Agency Workers Regulations, the Agency Worker may raise this in writing with the Employment Business setting out as fully as possible the basis of his/her concerns.

3. AGENCY WORKER'S OBLIGATIONS

3.1. The Agency Worker is not obliged to accept any Assignment offered by the Employment Business but if the Agency Worker does accept an Assignment, during every Assignment and afterwards where appropriate, s/ he will:

3.1.1. Co-operate with the client and/or the client's staff, accept reasonable instructions and accept the direction, supervision and control of any responsible person in the clients organization;

3.1.2. observe any relevant rules and regulations of the Hirer's establishment (including normal hours of work) to which attention has been drawn or which the Agency Worker might reasonably be expected to ascertain;

3.1.3. take all reasonable steps to safeguard

his or her own health and safety and that of any other person who may be present or be affected by his or her actions on the Assignment and comply with the Health and Safety policies and procedures of the Hirer;

3.1.4. Observe any relevant rules and regulations of the client's establishment.

3.1.5. Be responsible for the provision of his/her uniform and any necessary equipment.

3.1.6. not engage in any conduct detrimental to the interests of the Employment Business and/ or Hirer which includes any conduct which could bring the Employment Business and/or the Hirer into disrepute and/or which results in the loss of custom or business by either the Employment Business or the Hirer;

3.1.7. not commit any act or omission constituting unlawful discrimination against or harassment of any member of the Employment Business' or the Hirer's staff;

3.1.8. not at any time divulge to any person, nor use for his or her own or any other person's benefit, any Confidential information relating to the Hirer's or the Employment Business' employees, business affairs, transactions or finances;

3.1.9. on completion of the Assignment or at any time when requested by the Hirer or the Employment Business, return to the Hirer or where appropriate, to the Employment Business, any Hirer property or items provided to the Agency Worker in connection with or for the purpose of the Assignment, including, but not limited to any equipment, materials, documents, swipe cards or ID cards, uniforms, personal protective equipment or clothing.

3.2. If the Agency Worker is unable for any reason to attend work during the course of an Assignment s/he should inform the Employment Business within 5 hour of the commencement of the Assignment or shift. In the event that it is not possible to inform the Employment Business within these timescales, the Agency Worker should alternatively inform the Hirer and then the Employment Business as soon as possible.

3.3. If, either before or during the course of an Assignment, the Agency Worker becomes aware of any reason why s/he may not be suitable for an Assignment, s/he shall notify the Employment Business without delay.

3.4. The Agency Worker acknowledges that any breach of his/her obligations set out in this clause may cause the Employment Business to suffer loss and that the Employment Business reserves the right to recover such losses from a situation where the Temporary Worker is a Carer without relevant National Insurance Contributions from the Agency Worker.

4. CONVICTIONS AND COMPLAINTS

4.1. Before commencing any assignment the agency worker must provide the employment business with confirmation that s/he has not been convicted of or cautioned in relation to any criminal offence. In the event that the agency worker is charged with or cautioned in relation to any criminal offence (including any motoring offence), s/he must inform the employment business immediately and provide regular reports about the progress of the proceedings.

4.2. The agency worker will fully co-operate with the employment business in relation to any Enhanced criminal record check and ISA checks which the employment business is required to carry out.

4.3. The agency worker must inform the employment business about any complaints made against her which is relevant to his/her professional competence or conduct. The employment business will fully and promptly inform the agency worker of any complaint made against him/her. All complaints are to be addressed by the employment business in accordance with its complaints procedure.

4.4. Where the nurse wishes to raise any complaint about any matter, she/ he should do so in accordance with the employment business complaints procedure.

4.5. Unless otherwise agreed the employment business or the client may, without prior notice or liability, terminate the agency worker's

assignment at any time.

5. SPECIAL PROVISIONS

5.1. The agency worker must provide the Employment Business with all requested proof of qualifications, a full employment history together with a satisfactory written explanation of any gaps in employment, references (including satisfactory verification, so far as reasonably practicable, of the reason why the Agency Worker's employment or engagement was terminated), recent photographs (for identification purposes), access to health records and medical registrations as may be requested in order for the Employment Business to satisfy itself that the agency workers is fit to be supplied to the Employment Business' clients.

5.2. The Temporary Worker accepts that the Employment Business is or may be required to handle/process this (and other personal information as reasonably requested from time to time) and may need to share such information with its agents or third parties as part of performing its duties. The agency worker recognises such obligations on the Employment Business and hereby consents to the handling, processing and divulging (whether in the UK, the European Union or elsewhere) of such information as may be necessary for the Employment Business (or its agents) to perform its duties. The Agency Worker will ensure that their registration with the relevant professional body remains effective at all times and that s/he complies with the relevant Professional Code of Conduct during every Assignment. In the first six months of commencing an assignment with the Employment Business and shall complete the qualification within three years. In all cases Agency Workers with professional qualifications and who rely thereon for agency work must ensure full and current compliance with appropriate professional requirements.

5.3. Nurses are strongly recommended to effect professional indemnity insurance cover, preferably through the Royal College of Nursing.

5.4. The agency worker will advise the Employment Business immediately of any physical or mental medical or health condition or any change in her state of health that could impact upon her ability to carry out Assignments or her eligibility for Assignments.

5.5. The Agency Worker will follow and co-operate fully with the Employment Business' formal induction procedure.

5.6. Throughout each Assignment, the Agency Worker will comply with any policy and/or procedures the Employment Business' has, including:

5.6.1. on standards of conduct and all organisational matters as set out in any handbook of the Employment Business' provided to the Agency Worker;

5.6.2. on the safe handling of patients' money and property; and the agency worker hereby agrees not to be involved in assisting in the making of or benefiting from the will or codicil of any patient whom the agency worker is supplied by the Employment Business to assist;

5.6.2. on the safe handling of patients' money and property; and the agency worker hereby agrees not to be involved in assisting in the making of or benefiting from the will or codicil of any patient whom the agency worker is supplied by the Employment Business to assist;

5.6.3. Which concern the administration of or assistance with medication (including all record keeping requirements) and which will also identify the limits to assistance and the tasks which may not be undertaken without specialist training.

5.7. At all times during an Assignment, the agency worker shall ensure that he/she wears her identification badge, which shall provide details of his/her name, the Employment Business and will feature a contemporary photograph of the agency worker.

6. TIMESHEETS

6.1. The Agency Worker shall deliver to the Employment Business a timesheet duly completed to indicate the number of hours

worked during the preceding week and signed by an authorised representative of the Hirer. Failure to submit a timesheet for hours worked may delay payment for those hours.

6.2. Timesheets must arrive no later than 5pm on a Monday afternoon.

6.3. Subject to clause 5.3 the Employment Business shall pay the Agency Worker for all hours worked regardless of whether the Employment Business has received payment from the Hirer for those hours.

6.4. Where the Agency Worker fails to submit a properly authenticated timesheet the Employment Business shall, in a timely fashion, conduct further investigations into the hours claimed by the Agency Worker and the reasons that the Hirer has refused to sign a timesheet in respect of those hours. This may delay any payment due to the Agency Worker. The Employment Business shall make no payment to the Agency Worker for hours not worked.

6.5. For the avoidance of doubt and for the purposes of the Working Time Regulations, the Agency Worker's working time shall only consist of those periods during which s/he is carrying out activities or duties for the Hirer as part of the Assignment. Time spent travelling to the Hirer's premises (apart from time spent travelling between two or more premises of the Hirer), lunch breaks and other rest breaks shall not count as part of the Agency Worker's working time for these purposes. This clause is subject to any variation set out in the relevant Assignment Details Form or any variation to the relevant Assignment Details Form which the Employment Business may make for the purpose of compliance with the Agency Workers Regulations.

6.6. The parties acknowledge that the activities and duties required to be carried out under the terms of an Assignment may involve the need for continuity of service in relation to services relating to the reception, treatment or care provided by hospitals or similar establishments, residential institutions and prisons. Due to the fact that continuity of service may be needed

in such circumstances, the entitlement of the Agency Worker to rights under the Working Time Regulations relating to limits on the length of night work, daily rest, weekly rest periods and rest breaks may not apply by virtue of the exclusion of such rights to allow for continuity of service as permitted under the Working Time Regulations. The Employment Business shall, however, use its reasonable endeavours to ensure that the relevant provisions relating to compensatory rest set out in the Working Time Regulations are complied with by using its reasonable endeavours to ensure that:

7. REMUNERATION

7.1. The Employment Business shall pay to the Agency Worker the Actual Rate of Pay unless and until the Agency Worker completes the Qualifying Period. The Actual Rate of Pay will be notified on a per Assignment basis and as set out in the relevant Assignment Details Form. To be paid weekly in arrears for all work satisfactory performed, subject to PAYE, national insurance and any other deductions which the employment business may be required to by law make.

This will be notified on a per Assignment basis and as set out in the relevant Assignment Details Form or any variation to the relevant Assignment Details Form.

7.2. Subject to any statutory entitlement under the relevant legislation referred to in clauses 7 and 8 below and any other statutory entitlement, the Agency Worker is not entitled to receive payment from the Employment Business or the Hirer for time not spent on Assignment, whether in respect of holidays, illness or absence.

8. ANNUAL LEAVE

8.1. Entitlement to payment for leave accrues in proportion to the amount of time worked by the Agency Worker on Assignment during the Leave Year.

8.2. Entitlement to payment for leave accrues in proportion to the amount of time worked continuously by the temporary worker on assignment during the leave year and is

calculated according to the previous 12 weeks worked.

8.3. All entitlement to leave must be taken during the course of the Leave Year in which it accrues and, save as may be set out in the relevant Assignment Details Form or any variation to the relevant Assignment Details Form, none may be carried forward to the next year. The Agency Worker is responsible for ensuring that all paid annual leave is requested and taken within the Leave Year.

8.4. If the Agency Worker wishes to take paid leave during the course of an Assignment s/he should notify the Employment Business of the dates of his/her intended absence giving notice of at least 3 weeks prior to the period of leave that s/he wishes to take. In certain circumstances the Employment Business may require the Agency Worker to take paid annual leave at specific times or notify the Agency Worker of periods when paid annual leave cannot be taken. Where the Agency Worker has given notice of a request to take paid annual leave in accordance with this clause, the Employment Business may give counter-notice to the Agency Worker to postpone or reduce the amount of leave that the Agency Worker wishes to take. In such circumstances the Employment Business will inform the Agency Worker in writing giving at least the same length of notice as the period of leave that it wishes to postpone or reduce it by.

8.5. Subject to clause 8.4 the amount of payment which the Agency Worker will receive in respect of periods of annual leave taken during the course of an Assignment will be calculated in accordance with and paid in proportion to the number of hours which the Agency Worker has worked on Assignment

8.6. No person shall be able to work for the Employment Business whilst on annual leave.

9. SICKNESS ABSENCE

9.1. The Agency Worker may be eligible for Statutory Sick Pay provided that s/he meets the relevant statutory criteria.

9.2. The Agency Worker is required to provide the Employment Business with evidence of

incapacity to work which may be by way of a self-certificate for the first 7 days of incapacity and a doctor's certificate thereafter.

9.3. In the event that the Agency Worker submits a Statement of Fitness for Work ("the Statement") or similar medical evidence, which indicates that the Agency Worker may, subject to certain conditions, be fit to work/return to work, the Employment Business will in its absolute discretion determine whether the Agency Worker will be (a) placed in a new Assignment or (b) permitted to continue in an ongoing Assignment. In making such determination the Employment Business may consult with the Hirer and the Agency Worker as appropriate to assess whether the conditions identified in the Statement or similar documentation can be satisfied for the duration of the Assignment.

10. TERMINATION

10.1. Any of the Employment Business, the Agency Worker or the Hirer may terminate the Agency Worker's Assignment at any time without prior notice or liability.

10.2. The Agency Worker acknowledges that the continuation of an Assignment is subject to and conditioned by the continuation of the contract entered into between the Employment Business and the Hirer. In the event that the contract between the Employment Business and the Hirer is terminated for any reason the Assignment shall cease with immediate effect without liability to the Agency Worker.

10.3. If the Agency Worker does not inform the Hirer or the Employment Business that they are unable to attend work during the course of an Assignment (as required in clause 4.3) this will be treated as termination of the Assignment by the Agency Worker in accordance with clause 9.1, unless the Agency Worker can show that exceptional circumstances prevented him or her from complying with clause 4.3.

10.4. If the Agency Worker is absent during the course of an Assignment and the Assignment

has not been otherwise terminated under clauses 9.1 or 9.3 above the Employment Business will be entitled to terminate the Assignment in accordance with clause 9.1 if the work to which the Agency Worker was assigned is no longer available.

10.5. If the Agency Worker does not report to the Employment Business to notify his/her availability for work for a period of 3 weeks, the Employment Business will forward his/her P45 to his/her last known address.

11. INTELLECTUAL PROPERTY RIGHTS

The Agency Worker acknowledges that all copyright, trademarks, patents and other intellectual property rights deriving from services carried out by him/ her for the Hirer during the Assignment shall belong to the Hirer. Accordingly the Agency Worker shall execute all such documents and do all such acts as the Employment Business shall from time to time require in order to give effect to its rights pursuant to this clause.

12. CONFIDENTIALITY

12.1. In order to protect the confidentiality and trade secrets of any Hirer and the Employment Business and without prejudice to every other due to keep secret al information given to it or gained in confidence the Agency Worker agrees as follows.

12.1.1. not at any time, whether during or after an Assignment (unless expressly so authorised by the Hirer or the Employment Business as a necessary part of the performance of its duties) to disclose to any person or to make use of any of the trade secrets or the Confidential Information of the Hirer or the Employment Business with the exception of information already in the public domain;

12.1.2. to deliver up to the Hirer or the Employment Business (as directed) at the end of each Assignment all documents and other materials belonging to the Hirer (and all copies) which are in its possession including documents and other materials created by him/her during the course of the Assignment; and

12.1.3. not at any time to make any copy, abstract, summary or précis of the whole or any part of any document or other material belonging to the Hirer except when required to do so in the course of its duties under an Assignment in which event any such item shall belong to the Hirer or the Employment Business as appropriate.

13. DATA PROTECTION

13.1. The Agency Worker warrants that in relation to these Terms, s/he shall comply strictly with all provisions applicable to him/her under the Data Protection Laws and shall not do or permit to be done anything which might cause the Employment Business or the Hirer to breach any Data Protection Laws.

13.2. The Agency Worker consents to the Employment Business, any other intermediary involved in supplying the services of the Agency Worker to the Hirer (now or in the future), and the Hirer:

13.2.1. processing his/her personal data for purposes connected with the performance of the Assignment and pursuant to these Terms; and

14. NOTICES

All notices which are required to be given in accordance with these Terms shall be in writing and may be delivered personally or by first class prepaid post to the registered office of the party upon whom the notice is to be served or any other address that the party has notified the other party in writing, by email or facsimile transmission. Any such notice shall be deemed to have been served; if by hand when delivered; if by first class post 48 hours following posting; and if by email or facsimile transmission, when that email or facsimiles sent.

15. GOVERNING LAW AND JURISDICTION

These Terms are governed by, or under the jurisdiction of England & Wales and be subject to the 'Courts of the England' These Terms of Engagement are acknowledged and accepted.

Signed by Temporary Worker:

Print Name: _____

Date: _____

E-mail Address: _____

Home/ Mobile Tel No: _____