

Employee Support and Guide Book

Summer 2022



QUEENSWAY
ORTHODONTICS



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Our Company

Our Patients

Our patients are at the heart of everything we do. We believe in Real Patients. Real Lives. Real Stories.

As part of our beliefs we deliver the highest standards of care which is focussed on an individual's needs and aspirations. It is fundamental to us that we put our patients first and that we continuously provide a personalised and memorable experience through our patient journey.

We promote self-confidence and self-esteem through transforming a patient's smile and the result is all about creating confidence. No matter who you are, what age you are or where you come from – every patient's smile has a story to tell.

Our Standards

Our passionate and experienced team work on providing the best treatment result from start to finish. We are committed to caring for our patients in a professional, honest, and comprehensive way and strive to deliver an exceptional patient experience for all.

We invest continuously in training and technology so that our patients can be assured of receiving high quality care from experienced clinicians in a clean, safe, and well-governed environment.

Our highly qualified team is focussed on providing excellence in dentistry, supported by evidence, science, and innovation.

General Dental Standards (GDC) and our team

All GDC registered members of our team are required to be familiar with and comply with the letter and spirit of the standards set out by the General Dental Council. Team members must (when required) maintain their professional registrations as well as comply with the all other aspects of their registration including immunisation, professional indemnity, continuous professional development (CPD) accordingly.

In addition, team members must only operate within their role specific GDC scope of practice and inform us as soon as they become aware of any situation which has or may impact on their registration.

Queensway Cares

We want to be a business where people love to come to work, and that patients love to attend. We're a 'people first' company – we believe in our opportunity and responsibility to make a difference. This is our Corporate Social Responsibility.

Our Commitments



Charity & Community



Environment



People

How we do this

To fulfil our commitments, we donate a proportion of our profits to our charity fund, we regularly organise fundraising events and activities, and we make time and skills available through volunteering.

- Charity
- Community
- Environment
- Fundraising
- People

Charity

Group Charity - Kidscape

Bullying is an all too common experience for many children, creating long lasting damage to their mental health and self-esteem. Kidscape do vital work with young people and families across the country, and we have a 2 year partnership with them.

This involves:

- An £8,000 initial donation
- Raising funds
- Members of the **Queensway Orthodontics** team will train as Kidscape Community Leaders, able to identify, help and signpost children and families who may be impacted by bullying

Queensway Orthodontics and Kidscape will work together in the coming months on a confidence campaign, sharing advice and resources to help children grow in confidence and self-esteem, proud of who they are, kind and considerate towards others, and looking towards a bright future.

Community

Sundry Sales

We donate 5% of sales of our sundry products to the local Foodbank at each of our sites once a quarter.

Info on ad hoc giving - salvation army.

Our Commitments

Environment

We recognise that protecting the environment is a critical aspect of our business. These are some of the things we are doing, with others in the pipeline.

Carbon Footprint

'We are moving towards a net zero plan in the coming months.'

Feel free to edit this but something like this. We are moving to wholly renewable energy in the coming years. We also hold carbon cutting days and seek to reduce travel where possible.

Recycling

All our sites recycle whatever is possible within regulatory constraints. We monitor the amount of our recycling and aim to reduce waste to landfill each year. Where possible, we use recycled products and reuse equipment that we sterilise on-site.

Ethical Sourcing

We continuously evaluate each of our suppliers against an ethical and sustainability standard, with a plan to phase out those who do not share our commitments.

Waste Reduction

As well as ensuring we use registered waste companies, we also have an internal want to ensure that overall waste is reduced, and everything we use is disposed of as sustainably as possible.

CSR Champions

Each of our sites have a nominated 'CSR Champ'. Our champs are empowered to organise initiatives for volunteering and fundraising as well as ensure that our 'green' policies are implemented.

Communications

Finally, we try to educate and inspire our team and patients with ways that they can help to protect the environment. We carry messages on Social Media and our website with practical tips on how they can support our efforts and start their own.

Fundraising

Group Fundraising

We will support group-wide fundraising events and initiatives through the year. These are valuable ways of generating money for our charities, and great ways for the teams to have fun together whilst doing something worthwhile.

People

We want **Queensway Orthodontics** to be a place where our people love to come to work. We want them to feel fulfilled, happy and valued in their work.

We are proud of our team, and recognise that they are genuinely the key to our business success and our patients' experience. We have a systematic approach to being a great place to work.

This involves:

- **Leadership** - developing our leaders to a high standard
- **Wellbeing** - a comprehensive approach to looking after our team's health
- **Communication** - clear, frequent and positive communication
- **Remuneration** - the living wage as a minimum, and a bonus scheme that rewards productive work
- **Development** - career development and opportunities at all levels
- **Ethics** - a commitment to fair and ethical treatment for everyone in the business

Employer supported volunteering - We encourage our team to take advantage of our employer supported volunteering. If there is an opportunity to help the community in line with our values and aims, **Queensway Orthodontics** will pledge to support this.

Queensway Orthodontics Core Values and Culture



People First

Our patients and our team are at the forefront of everything we do. Our number one priority is to provide the best patient care and specialised service. We believe in Real Patients. Real Lives. Real Stories. Our goal is to ensure our team feel safe, valued, inspired, and fulfilled by the work that they do.



Enthusiastic

Our enthusiastic success will be based on our passion for all we are and all we do.



Responsible

We have a responsibility and commitment to care for our patients, community, and environment in our services and growth.



Trustworthy

We aim to build a strong and trustworthy relationship with both our patients and our team through openness, honesty, and specialist care.

Our Employees

Introduction

From your first day to your last, we would like you to be an integral member of our team and we will provide all of the information required to make this happen.

We will introduce you to other members of the team, and show you our policies, procedures and practices. Your manager will show you where everything is, talk you through what will be expected, and of course, advise you on any particular health and safety matters. Please read through any written rules or procedures as your manager suggests.

Your first days, weeks and months with **Queensway** are very important to us, please ask as many questions as you want, we are all here to support you and make you feel part of our team and company.

Our Structure

Our organisational structure is available to view by [clicking here](#).

Upon beginning your employment, please familiarise yourself with the company structure.

Employee Benefits

- ▶ [A parking allowance per day whilst working at the Darlington, Bishop, Yarm and Jesmond Practice. Payment will be reimbursed each month on receipt of parking tickets](#)
- ▶ [Payment to anyone taking time off work to attend a cancer screening appointment](#)
- ▶ [Cycle to Work Scheme](#)
- ▶ [Company Death in Service Benefit – further details can be provided by your line manager](#)
- ▶ [Tees Credit Union Savings Scheme](#)
- ▶ [Paid CPD subscription](#)
- ▶ [PerkBox](#)
- ▶ [Long term sickness payment](#)
- ▶ [Bonus scheme \(Non-contractual\)](#)
- ▶ [Orthodontic Therapists will be provided 2 days paid leave per year to allow them to attend CPD courses](#)
- ▶ [Free fruit supplied to each site weekly](#)



Leadership Team



Gavin Bennett
Managing Director



Jo McKenna
Orthodontic Services Manager



Caroline Bates
Governance Coordinator



Chantelle Arbon
Business Operations Coordinator



Rebecca Walker
Business Operations Coordinator



Leanne Sowerby
Treatment Coordinator



Joanna Davies
Marketing Coordinator



Laura McManus
Marketing Coordinator



Rachael Werrett
Finance Coordinator

QUEENSWAY ORTHODONTICS

Surgery 1



Your role with Queensway

Duties

Your job title is outlined in your contract of employment and your duties are outlined in your job description.

It is a term of your contract that you will carry out any duties we request that we believe are within your abilities and are reasonable. This flexibility is very important to us, and for your growth.

In addition, you agree to devote the whole of your time, attention and abilities during your hours of work to promote, develop and extend the Company's business and interests.

Quality of Work

You are responsible for the quality of your own work and to work to the best of your ability at all times.

If you have any difficulty working to the required standard in terms of quality or training and management, you should raise this with your manager. We will put in place any necessary training or assistance to bring you up to the required level.

Hours of Work

Your hours of work are outlined in your contract of employment.

It is expected that you keep your working hours flexible to a reasonable extent, depending on the needs of the Company. At times, the needs of the Company will require these hours to be modified and you will be expected to vary your hours of work accordingly.

Your working hours are shown in your terms and conditions of employment.

Arriving to Work

You are expected to be at work on time to start your day of work.

Three or more occasions of lateness will be managed through the disciplinary procedure.

Other Employment

You should not take on or continue to do any other jobs, whether paid or unpaid, without permission from your Manager. Before granting such a request we will need to be satisfied that the other job will not affect your ability to carry out your duties with us safely. You will therefore be required to supply details at the time of the request, including the hours and the physical and mental requirements of any other job.

You may not take a job that will adversely affect your ability to work for us – for example, if it would prevent you being available at reasonable times.

Emails

The company emails which are available for employees to use, are for business purposes only.

House Keeping

It is essential that we keep our workplace clean, tidy and well maintained.

Communal areas should be kept in a state that you would expect to find them yourself.

Desks should be tidy when you leave and any documents and paperwork should be stored away.

Company Property

You must take good care of company property and not recklessly or deliberately damage it. Any damage to company property should be reported to your manager.

You must not remove any company property from the premises without prior permission from your manager.

On termination of your employment, company property must be returned to the Company no later than the final day of your employment. The Company retains the right to deduct the cost of any equipment that is not returned, or that is returned in a damaged condition due to your actions, from your final pay.

Standards of Dress

Where work items are provided, they must be worn at all times whilst at work and laundered on a regular basis in accordance with the instructions provided.

It is important to the company that employees are well presented. Employees are expected to maintain a high level of personal hygiene at all times and failure to do so will be brought to an individual's attention by their line manager.

Personal Details

You must inform us of changes in your personal circumstances, e.g. new address, telephone number, next of kin. It is important such information is up to date so we can make contact should it be necessary. This may include contact outside of normal working hours.

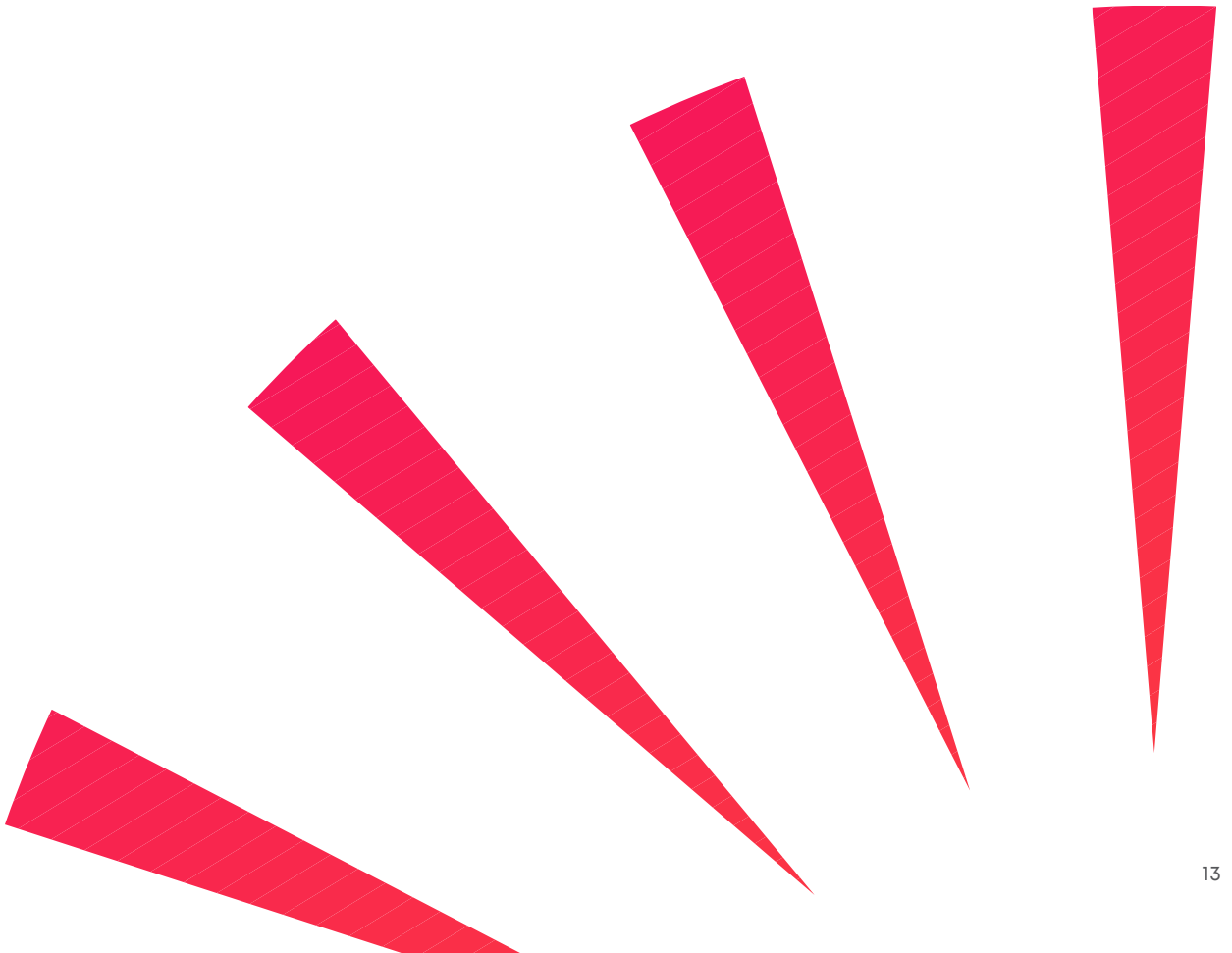
Mobiles

If you bring your personal mobile into work you should keep it switched off or on silent during working hours unless being used for work activities. Please use it only during authorised work breaks unless specifically authorised by your line manager.

Professional Development and Training

Employees are required to undertake continuous professional development in accordance with your role, this is outlined in your job description and personal specification.

If you are attending a training course paid for by the company, you may be requested to sign a training agreement contract. More details will be provided upon request.



Responsibilities

Data Protection

The 2018 Act applies to all organisations that process data to their employees, as well as to others e.g. customers and clients. It sets out principles which should be followed by those who process data; it gives rights to those whose data is being processed.

The Company's Data Protection Policy details your rights and obligations in relation to your personal data and the personal data of third parties or companies that you may come into contact with during the course of your employment.

If you have access to the personal data of employees or of third parties, you must comply with this policy. Failure to comply with the policy and procedures may result in disciplinary action up to and including dismissal without notice.

Confidentiality

You agree that during the course of your employment you will have access to Confidential Information belonging to the Company. You shall not at any time during (except in the proper course of carrying out your duties) or after your employment, whether directly or indirectly, disclose to a third party or make use of any Confidential Information.

For the purposes of this section, "Confidential Information" is defined as information, regardless of the format or manner in which it is recorded or stored, which is not within the public domain and which relates to the business, products, finances, affairs, trade secrets, intellectual property, technical data, and know-how of the Company, its clients, customers, or any business contacts whatsoever.

Respect

It is important that you maintain standards of behaviour and respect between yourself and your colleagues. The company has behavioural standards that you are expected to comply with, if you fail to work within the standards it may lead to disciplinary action.

Conduct Standards

You must:

- Comply with all Health and Safety procedures at all times
- Maintain satisfactory standards of performance at work
- Comply with all reasonable management instructions
- Co-operate fully with your colleagues and with management
- Ensure the maintenance of acceptable standards of politeness
- Take all necessary steps to safeguard the Company's public image and preserve positive relationships with all persons and organisations connected to the Company
- Ensure that you behave in a way that does not constitute unlawful discrimination
- Comply with the Company's Operating Policies and Procedures
- Your language should be reflective of the environment you are working in. Bad language should be moderated and extreme language will not be tolerated
- Conduct yourself professionally at all times and act as a brand ambassador





Our Policies and Procedures

All Company policies and procedures are available on Breathe HR. Full copies of all of the policies mentioned in this handbook are available from your line manager.

Equality Policy – Employees

The Company is committed to the principle of equal opportunity in employment and believes that commitment to promoting equal opportunity should exist throughout the organisation.

The Company will attempt to ensure that no job applicant or employee will receive less favourable treatment on the grounds of sex, disability, marital status, religion, sexual orientation, colour, race or ethnic origin or is disadvantaged by conditions or requirements which cannot be justified.

Company procedure will frequently be reviewed and recruitment, training and promotion opportunity will be monitored to ensure that individuals are treated on the basis of their relevant merits and abilities.

We aim to create an environment in which people from all backgrounds can work together harmoniously by combating prejudice, stereotyping, harassment and undignified and disrespectful behaviour. Dignity at work policies require that all forms of intimidating behaviour, including harassment and bullying, are regarded as contravening the values of our organization and are treated as serious disciplinary matters. The law protects you from unequal treatment in employment on any of these grounds regardless of whether you are a full or part-time employee, in a temporary job, or if you are a freelance or agency worker.

Equality Policy – Patients

As a business we need to ensure our employees treat our patients following equality, diversity and inclusion guidance. We are committed to promoting and developing equality and diversity in all our workplaces. It is our overall responsibility to provide a caring, welcoming, informative and supportive practice for patients. We want to be sure that our policies and ways of working are fair to all individuals and groups, regardless of ethnic origin, race, colour, gender, religion, disability, sexual orientation, marital status, pregnancy and maternity or age. Our Practice operates without prejudice or discrimination and will be supportive and inclusive at all times. Patients will be treated fairly irrespective of backgrounds

and circumstances. Equality, diversity and inclusion guidance aims to:

- protect patients through effective regulation
- regulate the dental team fairly
- be a fair and enabling employer, providing an inclusive and supportive environment for all staff
- establish a robust equality and diversity evidence base to inform strategy, policy and operations

Disciplinary Policy

All employees are required to maintain appropriate standards of performance and conduct, and to carry out their duties in accordance with the instructions conveyed to them through their Managers or/and Director.

Our aim is to help all our employees achieve the required standards of conduct. If these are below standard and causing serious concern, we will use training, guidance, instruction and counselling to help improvements. However, there may be occasions when we apply this procedure and take disciplinary action.

The aim is to ensure consistent and fair treatment for all in the organisation.

The disciplinary policy does not give contractual rights to individual employees. The Company reserves the right to alter any of its terms and conditions at any time, although we will notify employees of any changes.

Grievance Procedure

The Company recognises that from time to time employees may seek to redress for grievances relating to their employment. In this respect, the Company's policy is to encourage free communication between employees and their managers to ensure that questions and problems arising during the course of employment can be aired, and where possible, resolved quickly and to the satisfaction of all concerned.

If you have a grievance to make please ensure you follow the established procedure, which is available upon request.



Attendance Management Policy

Absence from Work Due to Sickness

In the event of your absence from work due to personal sickness or injury, the Company is responsible for paying you Statutory Sick Pay (SSP) providing that you qualify and you comply with the rules set out below.

Reporting Sickness/ Reason for Absence

If you are going to be off work because you are ill or for other unforeseen circumstances you must telephone to inform the Company of your absence from work. You should do this personally, by telephone, to your manager or in their absence, a nominated deputy, as soon as possible or 1 hour prior to your shift starting on your first day of absence. You should continue to contact a Director daily, before the start of day each day unless agreed otherwise.

Failure to comply with this requirement may result in loss of pay.

It is within the Company's rights to phone the employee directly if this procedure is not followed.

It is Company policy for return to work interviews to be carried out and the Company will on occasions carry out home visits or, if deemed necessary, will ask for individuals to attend an appointment with a Company-selected Medical professional.

On your return to work, a self-certification form must be completed and a return to work interview will be held. These will be retained on your file.

A doctor's note is required for any absence of 8 calendar days or more.

Returning to Work

You must see your Manager before commencing work. This is to ensure that you are kept informed of any developments while absent and to ensure that you are fully fit to return to your duties. You will be asked about your condition.

Serious Illness/Disability

You must make the company aware of any health reasons which could affect your every-day working practices. Also report any illness which could affect other employees.

Social Media Policy

You may not post comments or other material on social media platforms that make reference to your work, other than for the purposes of advertising your employment history. This prohibition covers all aspects of your employment. If you are found to have made any detrimental comments, then this will be treated as a disciplinary matter.

The Company does not object to you setting up personal accounts on social networking sites on the internet, in your own time and using your own computer systems. However, you must not do so on company media or in work time.

You must not link your personal social networking accounts or blogs to the Company's website. Any such links require the Company's prior consent.

You must not disclose Company secrets, breach copyright, defame the Company or its clients, suppliers, customers or employees, or disclose personal data or information about any individual that could breach the Data Protection Act 1998 on your blog or on your social networking site.

Social networking site posts or blogs should not be insulting or abusive to employees, suppliers, Company contacts, clients or customers. You must not bring the company into disrepute through the content of your web entries.



Device Policy

This policy explains your responsibilities when using your personal mobile phone, laptop, iPad or tablet, while working for or representing us, or in your own time.

This policy covers any laptop computer, iOS iPhone, iPad and any Android Smart phone or tablet personally owned by an Employee.

This policy applies to all employees and anyone else working for us.

Employees may use their device to access the Company's Network Services for business use to include activities that directly or indirectly support the business of the Company.

Employees must not use their device for personal reasons during company time, they can be used at specified breaktimes.

There are security requirements in place, along with company obligations of what can and can't be undertaken when using personal devices with company equipment.

Breaches of the policy may lead to disciplinary action being taken.

Additional information on this policy is available from Breathe HR.

Computer Policy

The Company has a computer usage policy that is available. This sets out your responsibilities in the use of Company computers and other electronic devices.

You may not use these devices for personal matters, install software or connect the devices to other devices without your manager's permission.

Performance Management (Appraisal) Policy

We believe that carrying out performance management in the Company is important for all employees and employers. All employees will be involved in an annual appraisal with their line managers.

As a business, we will work on continuously developing our methods of appraising our employees, to ensure they continue to progress in their role and within our business.

Whistleblowing Policy

We are committed to ensuring the safety of patients, our team and the wider community and support this with a whistleblowing policy to ensure that concerns about any aspect of the work that we do and the people that do it can be raised as and when they may occur. This means that any team member can and knows how to raise concerns without anxiety, and with the confidence that these will be taken seriously and managed confidentially and in the best interests of patients.



Family Friendly Policies

Maternity and Adoption Leave

The terms of the maternity leave agreement must be followed through the pregnancy and during the leave from the Company.

When you are pregnant you will be entitled to take up to 52 weeks maternity leave if you want to, irrespective of your length of service or the number of hours you work each week. If you have sufficient service and earnings you may also be eligible for statutory maternity pay for 39 weeks. Parallel arrangements are available if you are expecting to adopt.

The Company follows the guidance on Statutory Maternity payments, as provided by the Government.

Paternity Leave

Paternity leave is available to qualifying employees of both sexes on the birth or adoption of a child. Ordinary paternity leave (OPL) gives qualifying employees the right to take either one week or two consecutive weeks leave at or around the time of the birth/placement. To qualify you must have worked for the company for at least 26 weeks by the end of the 15th week before the baby is expected.

The Company pays Statutory Paternity Leave, as required by the Government.



Parental Leave

On 5 April 2015 parental leave underwent an important change when the Maternity and Parental etc. (Amendment) Regulations 2014 came into force. Eligible employees will be able to take ordinary parental leave up until the child's 18th birthday. This is an unpaid statutory right, as an employer no payment will be made to the employee for any time taken away from work during Parental leave.

There are no other amendments to ordinary parental leave and it remains the case that:

- In order to be eligible, an employee must have worked for the Company continuously for at least one year by the time they wish to take ordinary parental leave
- Providing the employee is eligible, each parent has a separate entitlement to take ordinary parental leave – unlike SPL, this right is not transferable
- An eligible employee has the right to take parental leave for each child; it's not shared between all of their children
- An employee may take up to 18 weeks of ordinary parental leave in total but only a maximum of four weeks in any one year

An employee must give you at least 21 days' notice of their intention to take ordinary parental leave and the Company can insist that this is in writing.



Shared Parental Leave

Shared Parental Leave enables eligible mothers, fathers, partners and adopters to choose how to share time off work after their child is born or placed for adoption. This could mean that the mother or adopter shares some of the leave with her partner, perhaps returning to work for part of the time and then resuming leave at a later date.

It is designed to give parents more flexibility in how to share the care of their child in the first year following birth or adoption. Parents will be able to share a pot of leave, and can decide to be off work at the same time and/or take it in turns to have periods of leave to look after the child.

- Employed mothers will continue to be entitled to 52 weeks of Maternity Leave and 39 weeks of statutory maternity pay or maternity allowance
- If you choose to do so, an eligible mother can end her maternity leave early and, with her partner or the child's father, opt for Shared Parental Leave instead of Maternity Leave. If they both meet the qualifying requirements, they will need to decide how they want to divide their Shared Parental Leave and Pay entitlement

Statutory payments will be applicable for this leave.

Flexible Working

If you believe you need to change your hours of work with the Company you need to make a flexible working request. The request will allow the Company to consider the implications for the business with the change of hours.

If you have at least 26 weeks service with the Company you can make a formal written request for flexible working arrangements.

Please note that only one such request may be made in any 12-month period.

Flexible working is not an automatic or statutory entitlement, and any such request will be dependent on whether it is viable for the business.

Additional Family Friendly Policies

Additional policies are available.

Other Leave Policies

Time Off for Dependents

You are legally entitled to take a reasonable amount of time off to deal with certain prescribed emergencies involving certain dependants. A dependant is your child (including adopted child), husband, wife or parent. It also includes someone who lives in your household, and someone who reasonably relies on you, such as an elderly relative.

Time Off for Dependants can be taken, for example, if a dependant falls ill or is injured, if care arrangements break down, or to arrange or attend a dependant's funeral. Any time taken off must be necessary and reasonable in the particular circumstances. Time Off for Dependants is not paid.

Compassionate Leave

Compassionate leave may be granted at the discretion of the Company for reasons such as death of a partner or, close relative, or to arrange care for a close relative who is not a dependant.

For the purposes of this policy a close relative is defined as spouse, partner, children, siblings, mother and father. This leave may be paid at the discretion of a director, depending upon which family member it concerns; the decision about compassionate leave lies with a Company Director. Compassionate Leave of up to 2 weeks can be paid in the event of the death of an immediate family member.

For other family members such as grandparents, aunts, uncles and cousins, a discretionary decision will be made by a Company Director.

If you require additional leave you may discuss this with your Manager. Any additional leave will usually be unpaid.

Medical and Dental Appointments

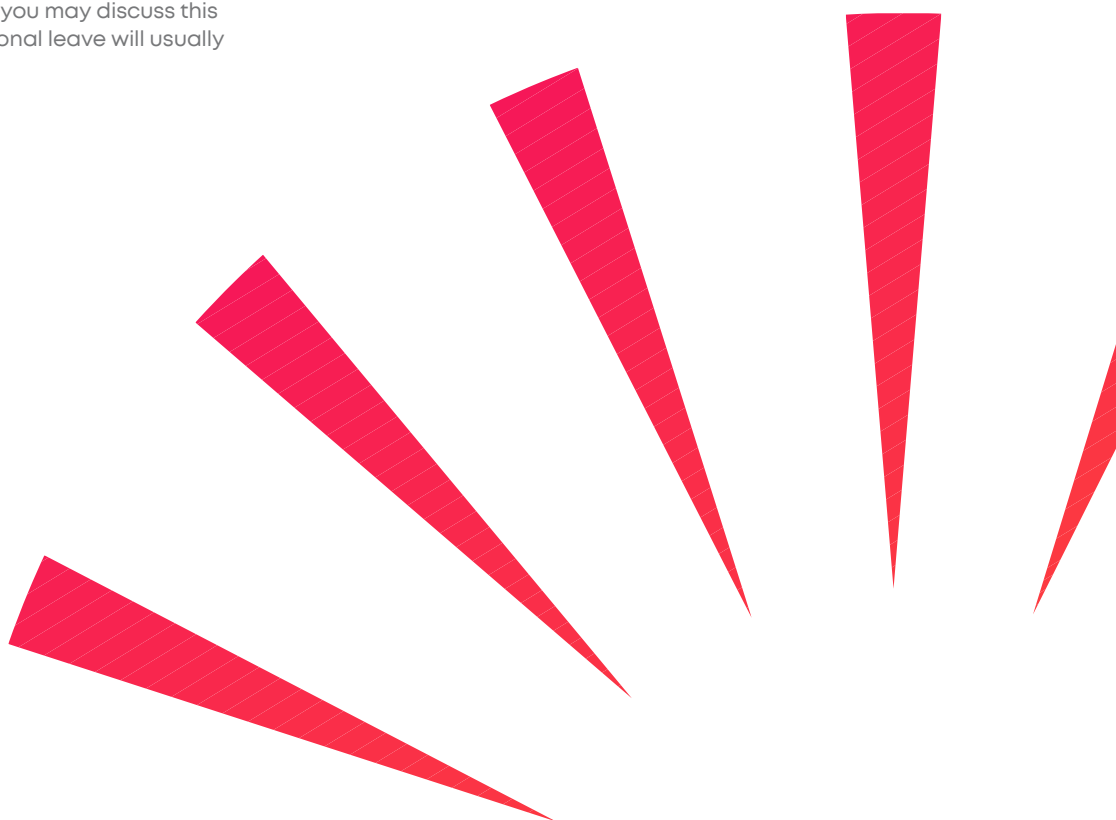
You should, wherever possible, arrange any hospital, doctors, dentists and similar appointments for outside working hours. If you have to attend an appointment during working hours you must get permission from your manager on each occasion. You must ask your manager as soon as the appointment is made and your manager may ask to see your appointment card. You are expected to work to compensate for the time taken. If health-related appointments are expected to be frequent or recurrent you should discuss an attendance plan. Proof of appointment is also required.

It may be necessary to reduce your salary accordingly; this decision will be made by a Company Director.

Public Duties

If you are involved in public duties, for instance as a local councillor, school governor or similar, we will allow reasonable time off from work for meetings which take place during working hours. You must ask permission from your manager in relation to regular meetings and for every special meeting you might have to attend.

This leave is not paid and is discretionary, dependent on the amount of time you need to perform any public duties, the nature of your job and the work situation either generally or in relation to individual meetings.



Jury Service

If you are called up for jury service we will usually allow you time off to attend. We may, in certain circumstances, require you to object to performing jury service and will explain in writing to you and to the court the reasons for such objection.

Absence on jury service is unpaid. If you are required to attend you should claim all jurors' allowances, especially loss of earnings allowance.

Your payment date will remain the same as that stated in your contract.

Other Policies

Employees will be expected to familiarise themselves and comply with all Practice Policies such as Cross Infection Policy, COSHH Policy, Confidentiality, Decontamination Policy, Healthcare Waste Disposal Policy, CRB Guidance and Safe Clinic Policy.

All Policies are available on [Breathe HR](#) and from your line manager.



Health and Safety

Health and Safety Policy

Every employee has a responsibility to ensure that the working environment is a safe place to work. This is a matter of utmost importance to us, and you have a very important part to play.

The company has a Health and Safety Policy as well as standard operating procedures that you must familiarise yourself with. You must comply with all health and safety instructions, both verbal and written, and with all signs and procedures in the workplace. Even minor breaches can have very serious consequences.

As an employer, we have areas of responsibility to ensure when you arrive at work you are safe in the workplace. As employees of our company it is important that you are aware you also have responsibility to ensure your own safety and that of others.

Your responsibilities are:

- Shall make themselves familiar with the Health & Safety Policy and relevant codes of practice
- Shall ensure that any activity where contact with the public may exist is carried out with the health and safety of the public being placed before all other activities
- Shall accept individual responsibility to:
- Take reasonable care for the health and safety of themselves and any other person who may be affected by their acts or omissions
- Co-operate with the Company, or other persons so far as is necessary to enable the Company or other persons to comply with their legal responsibilities
- Not intentionally or recklessly interfere with, or misuse anything provided in the interests of health, safety or welfare
- Shall carry out all tasks in line with documented risk assessments and identified control measures for which they have been given instruction
- Shall at all times, make full use of protective clothing, equipment and devices provided, and shall only use equipment as directed by the company
- Shall maintain high standards of housekeeping at all times
- Shall report to their supervisor any accident, incident or near miss, whether anyone was injured or not, any practices, systems of work or conditions which they consider may create a risk to the health and safety of persons or damage to equipment or premises
- Shall familiarise themselves with the arrangements in the event of an emergency. This includes first aid provision, the fire evacuation plan and ensuring that access to firefighting equipment and fire exits are kept clear at all times
- Shall ensure that all storage requirements for flammable liquids are followed
- Shall only use equipment in accordance with any training that has been provided, no employee should use any equipment for which they have not received appropriate training
- Shall ensure that any equipment which has been provided for use by the company is adequately maintained
- Shall comply with all requirements in relation to the use of hazardous substances
- Shall utilise the permit to work system where the work involves the activities specified
- Shall follow all precautions necessary when working on a patient
- Shall make themselves familiar with and regularly review the standard operating procedures for each site

Accident and/or Injury at Work

You should report any accidents, near misses and potentially unsafe situations to your Manager.

If you suffer an injury at work, you should fill out an accident report form which can be obtained from your Manager.

We all have to be vigilant if we are to prevent accidents, injuries and even death, so health and safety breaches will always be taken very seriously and may lead to disciplinary action which may include dismissal.

Smoking

We are required by law to ensure a smoke-free working environment in all our buildings and in our company vehicles. You are therefore not allowed to smoke in any building or in any company vehicle at any time. If you wish to smoke during your breaks you must ensure you are away from the premises, in the designated smoking area; a reasonable distance should be kept from the practice buildings. The smoking area must be maintained to a good standard, this area must not have cigarette ends lying on the floor or be untidy.

This policy applies to all employees, agency staff, contractors, consultants and visitors.

Smoking is forbidden for employees working in a third party's premises or in a third-party vehicle if travelling for the purposes of work, this includes in Company vans/cars at all times.

This policy applies to anything which can be smoked and includes, but is not limited to, cigarettes, electronic cigarettes, pipes (including water pipes such as shisha and hookah pipes), cigars and herbal cigarettes.

By law you may be liable to a fine of up to £200 if you smoke within any building and could face disciplinary action.

Manual Handling

You are required, in accordance with the Manual Handling Regulations 1992, to advise us of any condition which may make you more vulnerable to injury.





Driving

Driving and Vehicle Usage

The Driving and Vehicle Usage policy outlines the Company's expectations and your responsibilities when driving either a vehicle provided by the Company or your own vehicle for business purposes.

It also highlights the actions that you must take to ensure you drive safely and the procedures you must follow in the event of an accident. In addition, it sets out the circumstances in which the Company can recover related costs if you are responsible for an accident or damage to a vehicle provided by the Company.

It is your responsibility to ensure that you are familiar with the procedures and that you understand your responsibilities when using a vehicle for business purposes to ensure the vehicle is roadworthy and does not pose a risk to other users. You are also responsible for ensuring your health and safety and that of your passengers and/or other road users.

If you drive a vehicle, company or personal, for work purposes you must read the Driving and Vehicle Usage policy, to ensure compliance. This policy is available in the central policies area.

Car Insurance

If your position requires you to use your own car for business purposes, you must ensure that your car insurance provides adequate cover. Proof of adequate insurance, Driving Licence, Tax and a MOT Certificate must be produced for scrutiny by the Company, upon renewal and at any time when so requested.

Driving Licence

If driving is a necessary as part of your role it is imperative that you maintain a valid driving licence suitable for the vehicle you operate at all times during your employment. You are required upon request to produce your driving licence to management. We may also require you to provide us with the ability to access your driving licence details online. If at any time your licence is endorsed, or you are disqualified from driving, we must be informed immediately. Should your licence be removed or become invalid for any reason, your employment may be terminated.

Driving – Mobile Phones

It is a criminal offence to drive (or have another person drive) a motor vehicle while using a 'handheld' mobile telephone. Driving includes sitting in a stationary vehicle while the engine is running and a 'handheld' mobile phone will include any 'hands free' mobile phone if it is held at any point during the call. Please note that mobile phone includes any handheld device and the mobile phone must not be used for any purpose including (but not limited to) making or taking calls, sending or checking text messages, emails, social media, surfing the internet or playing music.

You are however able to use a mobile phone to receive calls if you have the designated mobile phone kit or bluetooth kits installed within the Company vehicle. Calls should only be made when the number can be inputted while the vehicle is parked in a safe location, once the call has been placed you are able to drive, if you believe it is safe to do so. At no point must you touch the hand-held device.

If you incur a fixed penalty or fine in relation to the use of a mobile phone whilst driving, you will be responsible for the associated costs. You must inform your line Manager immediately of any fine or penalty points placed on your licence or if you are disqualified from driving.

Leaving Our Employment

Return of Property

On leaving our employment, you must return all company property to us, including documents, correspondence, key fob, cards, mobile phones, company cars and laptops. It must be returned to us no later than the final day of your employment.

The Company retains the right to deduct the cost of any equipment that is not returned, within the notice period or that is returned in a damaged condition due to your actions, from your final pay. All equipment should be returned in advance of the final pay date, to allow payment to be made. This is supported by your deduction's clause in your contract of employment.

Payments on Termination

If you leave the company during the holiday year you will be paid for any untaken holiday accrued at termination. However, we reserve the right to require you to take any outstanding holiday during your notice period.

If you have not taken all of your holiday entitlement by your termination date, we will make a payment in lieu of holiday (pro-rata) of your annual salary for each day of untaken holiday. This will be for your contractual holidays only.

If you have exceeded your holiday entitlement, you must repay us at the same rate for each extra day of taken holiday.



List of Policies

- Orthodontic Dental Nurse Job Description
- Menopause Policy
- Organisation Chart
- NEBDN Witness Toolkit
- Health Social Care Act update 2015 of Code of Practice on prevention and control of infection
- QO Group Standard Operating Procedures V1.5
- Zero Tolerance Policy
- Latex Management Policy
- Equipment Policy
- DM additional duties
- Alcohol, Drugs & Substances Policy
- Driving & Vehicle Policy
- Adoption Policy
- Attendance Management Policy
- Sharps Injury Flowchart
- DM Administration Assistant
- Supervision of Non-Specialists Policy V1.0
- Holiday Terms and Conditions for PSA Team
- CPD Guidance Notes
- Sharps Policy
- Infection Prevention & Control Policy
- Health & Safety Policy
- Decontamination Policy
- CCTV Policy
- Fire Safety Policy
- Expenses Policy
- Working Time Regulations
- Whistleblowing Policy
- Wellbeing Policy
- Training Policy
- Time Off for Dependents Policy
- Social Media & Communications Policy
- Shared Parental Leave Policy
- Safeguarding Policies
- Risk Management Policy
- Right to Work in the UK Policy
- Restraint Policy
- Recruitment & Selection Policy & Procedure
- Record Keeping Policy
- Quality Assurance Policy
- Privacy Policy for Patient Data
- Performance Management Policy
- Patient Policies
- Patients Complaints Procedure
- Paternity Policy
- Parental Leave Policy
- MHRA Reporting Process
- Mental Capacity Act
- Medicines & Prescribing Policy
- Medical Emergencies Policy
- Maternity Leave Policy
- Lone Working Policy
- Legionella Management Policy
- Induction Policy
- Incident Reporting Policy
- Hand & Respiratory Hygiene Policy & Procedure
- QO Group Local Rules
- Grievance Policy
- Governance Policy
- GDPR Policy
- Freedom of Information Protocol
- Flexible Working Policy
- Equality, Dignity and Human Rights policy
- Environmental Cleaning Policy
- Employer Supported Volunteering
- Employee Confidentiality Agreement
- Disciplinary Policy
- Disability Access Policy
- Data Protection & Information Security Policy
- Consent Policy
- Confidentiality Policy
- Complaints Handling Policy
- Anti-Bullying & Harassment Policy
- Anti-Slavery & Human Trafficking Policy
- QO COVID-19 Standard Operating Procedures V2.3
- Managing Director Job Description
- Treatment Coordinator Team Leader Job Description
- Treatment Coordinator Assistant Job Description
- Treatment Coordinator Job Description
- Sterilisation Technician Job Description
- PSA Team Leader Job Description
- PSA Coordinator Job Description

- PSA Job Description
- Orthodontic Therapist Job Description
- Orthodontic Therapist Coordinator Job Description
- Orthodontic Services Manager Job Description
- Nurse Coordinator Job Description
- Nurse Training Coordinator Job Description
- Marketing Coordinator Job Description
- Finance Coordinator Job Description
- Dental Therapist Job Description
- Clinical Governance and Estates Coordinator Job Description
- Business Operations Coordinator Job Description
- Code of Ethics
- Pay dates 2022
- QO Shop - Click and Drop Process
- Additional Job Description for Coordinators
- Entity Malpractice Policy
- Employee Handbook
- QO Shop - Click and Collect Process
- Lateral Flow Testing SoP
- Lateral Flow Testing FAQs
- **Queensway Orthodontics** Core Values
- File Note Procedure
- File Note Process
- Bike to work Scheme
- Data Protection Privacy Notice - Employees
- Tees Credit Union Saving Scheme





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