

# Code of Conduct

## Your Duties

Temporary workers must never attempt to perform any duties of care or otherwise that fall outside their expertise and/or qualifications.

## Confidentiality

Temporary workers will at times become privy to information concerning a client or service user, this information must be treated with respect and remain confidential at all times. At no time may any temporary worker discuss the confidential affairs of Medicall Temporary Staffing Solutions, a client or a service user unless in a Court of Law or where a service user's wellbeing is at risk.

## Discrimination

Temporary workers should not discriminate between people on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion, sex or sexual orientation.

## Professionalism

Temporary workers must at all times remain professional whilst on assignment.

## Personal Relationships

Temporary workers must take specific care to keep the professional nature of relationships intact in the working environment.

## Respect

Temporary workers must always respect the working practices and demands of service users unless unreasonable or if a working practice may breach health & safety.

## Notifications

Temporary workers should always in the first instance notify the manager within the workplace of any concerns followed by contacting Medicall Temporary Staffing Solutions.

## Reputation

Temporary workers are representing Medicall Temporary Staffing Solutions and as such must look to protect the reputation of the company.

## **Complaints**

Medical Temporary Staffing Solutions has a detailed policy detailing how to report complaints. In the event of a complaint that may affect your duties or obligations please refer to our policy.

## **Dignity in the Workplace**

Temporary workers must not do or say anything that may put the dignity or health of their service users at risk

## **Updates**

Temporary workers must at all times keep up to date with policies and procedures and changes to legislation that may affect them.

## **Sickness**

Temporary Workers are responsible for informing their dedicated consultant by way of telephone call as well as their line managers in their current assignments of sickness at least 1 hour prior to their start time.

## **Timesheets**

Temporary workers are responsible for ensuring that their timesheets are submitted via the approved portal weekly before 8am every Monday morning and that their line manager approves it in order to ensure timely payment.

## **Annual Leave**

As per your contract, temporary workers will be eligible to accrue 0.52 days annual leave for every week worked in line with the annual statutory amount of 20 days plus bank holidays. Should you wish to request holidays, please do so by providing us a minimum of 1-week's notice. The request will need to be added onto our MediCall Timesheet Portal to be approved by your consultant should this be accepted by our client.

## **Harassment**

Harassment in the workplace will not be tolerably in any way. This would be classed as a disciplinary offence and those that have been a target of this should raise any incidents with their dedicated consultant.