



**A-Cute Medical Event Services
Limited**

Staff Handbook

A welcome from our Director.

Hello, and welcome to A-Cute Medical Event Services Limited.

I would like to welcome you to a medical company with a difference.

The difference is, at A- Cute Medical Services Limited, we truly are a team who works for each other as well as our clients.

We are an independent, dedicated medical event & Ambulance company. We use Doctors, Paramedics, Nurses, IHCD Technicians, EMT's and First Responders. We all work closely to ensure that whether it be a concert, festival, Exhibition, Marathon, Football match or a night club the event and our patients are safe. Our patients are treated professionally, with respect and without compromising our duty to provide a service that is safe and well managed in line with the CQC requirements.

We rely on and entrust you to assist in the highest standards of service delivery. You will see myself and other managers in attendance at various events. All of us have a clinical background and are available to assist and guide you in delivering high standards of patient care. We will also encourage you to develop your skills and take your career to the level you want to attain.

This Handbook has been produced to try and support staff with some of the day to day operational questions you may have, but if you can't find the answer in this document please speak to any of the management team who should be able to answer your questions.

On behalf of the team, and myself welcome to A-Cute Medical Event Services Limited (A-cute).

Best Regards



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1.0 - Introduction

Within this handbook you will find the companies key Policies and Procedures, designed to support your role within A-cute in line with our Mission Statement.

Any amendments or variations to the policies documented will be circulated appropriately to staff.

Please feel free to raise any questions you may have about the contents of this handbook with any of the senior management team.

This Handbook should be used to assist all staff in their work, working practices and working environment. As this is a working document we encourage all staff to share any ideas that they may have to improve the handbook.

We look forward to working with you and are pleased to have you on the Team.

2.0 - Mission Statement

A-cute is a specialist event Ambulance Service registered with the CQC as a pre-hospital medical company which provides experienced and highly trained pre-hospital care practitioners. A-cute complies with all current legislation designed to ensure patient safety whether in an event situation or during a patient transport. We strive to ensure risk assessment requirements and client's needs are met without compromising Patient safety, care or treatment.

Statement of Purpose

“We are an innovative bespoke medical provision company that provides a range of staff and services for small and large events including festivals, shows, exhibitions, sporting activities, TV & Film and repatriations.

Our staff are a dynamic, friendly team and can deliver a completed package.

We include as standard the planning of all medical requirements and work closely with other key stakeholders to ensure a seamless multi agency approach to all patient treatments from the events.

Our aim is to provide a professional service which grows and develops its operational, business and financial commitment to the industry through experience, candour, training, our staff and patient feedback”.

3.0 - Structure of the Company

A-cute have various levels of staffing which can be seen below.



Mark Weatherhead: Director

In 2013 Mark returned from Nigeria having worked there with DEUX Project to set up and train Ambulance crews in Asaba and Lagos. Due to the uncertainty for safety in the country he returned home and decided to set up A-cute Medical Event Services Limited (A-cute) providing paramedical and first aid

services to the event industry. With the backing from friends and associates he has worked hard to build a reputation of professionalism within the industry through A-cute.

Now the company has three vehicles, a team of first aiders, nurses, paramedics, IHCD technicians, ECP's and Dr's and is now registered with the Care Quality Commission for the treatment of disease, disorder or injury. Transport services, triage and medical advice provided remotely.

Mark has secured long term contracts with international clients including Air Medical (repatriation services), British Marine Boat Shows, The Yacht Market.com, Southampton Boat Show, SeaWork, Ministry of Sound, Crystals & Loft Studio Night Clubs, JerkJam, Netley and Royal Victoria festivals. Gurston Down Hill climb race circuit and race school, Truxton Super Bikes.

We are the preferred provider for GLL covering sites across the south.

The portfolio also shows A-cute have provided medical cover for England Hockey, the Americas Cup World Series, Clerkenwell Design Week, various TV and Film productions as well as fete's, weddings, parties and charitable open days.

Mark is passionate about professional standards for the industry and promotes the need for regulation of the provision of any medical activity whether first aid or acute medical intervention for all individuals or companies practicing at all events across the UK.

Wayne Danson: Procurement and Driving Standards Manager

Wayne has worked with A-cute as an IHCD Technician but is also very much involved in the management of the company.

He has assisted Mark to re align the companies goals and help build on Ideas for the future development of the staff and the business.

Wayne has worked hard with the driving standards and driving policy for A-cute using his skills and knowledge within the driving industry as well as his Blue light training with the NHS and other companies.

His knowledge of medical procurement has meant that we have now established good contacts for supplying professional equipment and consumables which comply with not only the current guidance for medical provision but also in sustainability.

Wayne like Mark is very patient outcome led. He expects staff to provide the highest standards of medical care they can. He is a mentor and trainer for the business and its staff.



Dr Mark Tomson: Medical director

Dr Tomson is a very well-respected Dr based in Hamble and a share holder in A-cute. Dr Tomson is also a partner in a company that provides medical support remotely to sailors on voyages. He has helped to develop a way of delivering clinical assistance through training and satellite phone links with sailors far out at sea. He has worked as medical advisor to the Volvo ocean racing and worked with Mark Weatherhead on the America's cup world series. As part of his portfolio Dr Tomson is the Medical Officer for the lifeboat station at Calshot in Hampshire.

Dr Tomson is very much involved with the management of the A-cute as part of the executive team. He expects high standards from the management team of A-cute and excellence in the delivery of patient care.

Should you require to contact anyone please use the directory below;

	Name	Telephone	Email
Clinical Escalations	Duty officer	02380243588	Duty Manager/supervisor
Safeguarding Concerns	M. Weatherhead	07778504204	Mark.weatherhead@a-cutemedical.com
Health & Safety Concerns	Duty officer	02380243588	Duty Manager/supervisor
Absence / Lateness	Duty officer	02380243588	Duty Manager/supervisor
Payroll & Invoicing	P. Weatherhead	02380243588	accounts@a-cutemedical.com
Training	Duty Officer	02380243588	training@a-cutemedical.com
Procurement	W. Danson	07858167201	Wayne.danson@a-cutemedical.com
Supervisor	N. Harding	07541955373	Nicky.harding@a-cutemedical.com

4.0 - Patient Care and Responsibilities

Quality patient care and service delivery is the principle by which A-cute works to achieve. We are proud to be able to offer the following services:

- ✓ Providing healthcare and medical advice
- ✓ Providing care for non – urgent cases
- ✓ Providing care for urgent cases
- ✓ Providing care for emergency case
- ✓ We are expected to deal with all ranges of patient from newborn to adult
- ✓ Transportation of patients to hospital from events
- ✓ Assisting with a major incident when requested by local NHS Service

4.1 Safeguarding

Personnel working for A-cute, during their work will be party to information about individuals which may not and should not be in the public domain. Any information received belongs to the organization and may only be used for legitimate A-cute purposes under the Acts. Any breach of this could result in prosecution for individuals or the company. Any breach by A-cute staff will be dealt with under the disciplinary policy and reported to the authorities and registrant bodies.

A-cute places the protection of service users including children, young people and vulnerable adults using its services and facilities as one of its major priorities and responsibilities.

We understand that service users have the right to be safe while in our care. Parents and care workers need to have confidence in A-cute as a company and that its staff are committed to safeguarding all service users. A-cute will endeavor to:

- Safeguard the welfare of all service users who have contact with A-cute employees and contractors.
- Protect children, young people and vulnerable adults from neglect and physical, sexual and emotional harm whilst in our care.
- Deal with all suspicions and allegations of abuse seriously and respond appropriately.
- Protect children and vulnerable adults with whom we come into contact, if there is a suspicion or evidence of abuse although this may not be happening whilst delivering our services.
- Encourage partnership agencies and hirers of our facilities to adopt safeguarding policies and procedures of their own.
- Ensure that all A-cute personnel are aware of and act in accordance with their personal responsibilities.
- Ensure effective procedures are in place for responding to complaints, concerns and allegations of suspected or actual abuse.
- Ensure that recruitment procedures are followed for every applicant before they can work with or supervise children or adults at risk of harm
- Continue to monitor the safeguarding policy for working safely with children and adults at risk of harm and take any measures required to strengthen and improve existing practice.

Safeguarding Officer

Mark Weatherhead is the appointed Safeguarding Officer for A-cute and is the point of contact and reference for all staff should they have any safeguarding issues within the company.

The safeguarding officer will provide advice, guidance and practical support to employees, volunteers and sub-contractors to ensure that those in their care are safe from risk of harm

5.0 - Recruitment

A-cute actively recruits valued members of staff through a robust recruitment process. We welcome multi-disciplinary applications from individuals equipped with the necessary skills to deliver the services that we provide.

In accordance with National Governance and requirements set by the Care Quality Commission all staff will be expected to evidence any appropriate registration documents and skill certificates relative to their role and will be required to have a DBS Enhanced check carried out.

We require the following paperwork from you prior to commencing work with us:

- CV / application form / Sub-contractors declaration (where applicable)
- Satisfactory References.
- In date and appropriate first aid or medical qualifications.
- Copies of registration certificates (for health care professionals).
- Passport photo for ID card.
- Driving license (if appropriate).
- Recent Enhanced DBS which is registered on the online update service.
- Proof to work within the UK (If applicable).

Please note if your certification lapses and you have not renewed or refreshed it then we will NOT be able to use you on events unless you have submitted an up to date copy to us.

6.0 - Timekeeping

It is essential that you arrive on time for your shift. The credibility of the Company lies in the fact that you arrive on time for an event as booked by the event organizer.

In the rare situation that there is a genuine reason you will be late, Medics should contact the on-call duty manager via the event briefing sheet issued prior to the event.

Should you be working at the club then please contact the site lead who will look to arrange cover.

Any concerns identified about staff timekeeping will be raised with an individual through the management team and we reserve the right not to pay for time not worked.

7.0 - Conduct

We expect all staff to conduct themselves in a manner that is professional and respectful. Remember you are a representative for the Company.

We expect all staff to act in a professional manner always while working for A-Cute Medical. Please refer to the relevant policy for further information.

All staff will conduct themselves in line with their registration body's code of conduct or the code of conduct set out in their certificating body (first aiders).

The Company does not tolerate any deviating from the rules set out in the code of conduct.

8.0 - Food

We understand that staff must eat and drink whilst on duty but there is a time and a place for taking your breaks. You will be allocated breaks for food and refreshments during the event - staff are advised to bring money to purchase / packed lunch to the event.

It is not acceptable to be wondering or standing around with burgers and bags of chips etc. This does not portray the image of a professional medical staff member.

Please be discreet when eating and try to do it away from patients and event organizers as well as other members of the emergency services.

9.0 – Smoking & Vaping Devices



There is a strict no smoking policy in any building being used, owned or hired by A-cute Medical. This is the same for all vehicles owned by or hired.

All staff are advised not to smoke whilst in uniform or on operational duty whilst in eyeshot of event organizers, members of the public, patients or other emergency service personnel.

You should never smoke in any vehicle or whilst carrying any equipment. This includes the use of vaper devices.

Please ensure that if you smoke you go somewhere discreet and designated as a smoking area to do it. Remember “SMOKING KILLS”

10.0 - Drug & Alcohol Consumption

Staff are strictly forbidden from drinking alcohol in uniform at any time whether on or off Duty. Staff must not consume any alcohol or drugs prior to or while on shift for A-cute and must ensure that they arrive for their shift in a fit state to work.

All staff are subject to drug and alcohol testing by the senior management team if a staff member is suspected of drug or alcohol usage during their shift or prior to their shift start time.

There are four key occasions when a drug test may be requested. These are 1) Random, 2) for cause or suspicion, 3) Pre-employment and 4) post-accident.

11.0 - Employment

All staff employed on PAYE are employed on a zero hours basis. Those who are self – employed basis will be responsible for paying their own tax and NI and maintaining their own training needs.

11.1 – Invoicing

When you invoice A-Cute Medical, please ensure your invoice details the hours you are claiming for. Email your invoice to acutemedicalservices@gmail.com. Where it will be dealt with by the accounts team as per our payment policy and procedure.

Please note additional points on our policy and procedure as to what additional expenses & overtime you can claim for. All overtime forms must be signed and authorized prior to payment being made.

If you are late for an event, we will not be able to pay you until you have arrived and are ready to start work on site. If you arrive more than 30mins late you will be deducted one hour pay. If you are late by more than an hour you will be deducted a further hours pay; example 30 mins late – 1 Hour deducted. More than 60 mins late you will be deducted 2 Hours pay

12.0 Uniform

Staff will be issued with the following items:

- Company Polo top
- Company Hi Vis (if required)

Staff are expected to provide the following items:

- Black cargo Trousers – Most staff wear the smart combat variety with side pockets.
- Safety foot wear must be worn when working on construction sites or when directed to by the management or site safety officer. Comfortable shoes can be worn if there is no danger but these must not be open toe shoes, sandals, flip-flops or bright colored trainers.

13.0 - Record Keeping

In line with good standards of practice, we expect patient clinical report forms to be filled in neatly and correctly using black pen. Pencil or other colored ink are not accepted. It is vital that patient report form's (PRF's) are filled in as fully as possible. Many of the event organizers request report forms through legal channels and we must submit what you have provided us. Consider what you would like to present in court if you were asked to appear. Please refer to the duty manager for further information and guidance.

All running, walking, sports events where participants have a number attached to their clothing etc must be included on the PRF and Casualty register. Organizers always require the competitor number as well as patient details to be added to the patient report form.

All patient record forms should be removed from the vehicle or event venue at the end of the shift and handed to a member of senior management team. During events all confidential documents and material must be kept securely and not visible to event organizers, members of the public or staff members who do not need to see this information.

Patients must be given a copy of the companies GDPR information leaflet detailing what and how we keep their information along with information on how to access this information.

To assist your record keeping use the Patient assessment chart below.

Patient Assessment Chart

SAMPLE

Signs/symptoms
Allergies
Medication
Past pertinent history
Last oral intake
Events leading to injury

OPQRST

Onset
Provocation
Quality
Radiation
Severity
Time

DCAP-BTLS

Deformities
Contusions
Abrasions
Punctures
Burns
Tenderness
Lacerations
Swelling

Baseline Vitals

✓ **Breathing**
✓ **Pulse**
✓ **Skin**
✓ **Pupils**
✓ **Blood pressure**
✓ **Pulse oximetry**

“Documentation is key, if you have not documented something then you have not done it.”

14.0 - Company Vehicles

A-Cute Medical provides several vehicles to events and venues including Response Vehicles and Accident and Emergency Ambulances and 4X4s. Please refer to the various vehicle policies in relation to vehicle and driving procedures.

We expect the crew to take dual responsibility in checking the vehicles at the start of the shift and ensuring they are tidy and ready for operational duties again by the end of the shift. It is not acceptable to leave crisp packets, empty bottles of water etc. on board the vehicles. Smoking is strictly prohibited within all company vehicles and will lead to dismissal should you be reported and found to have smoked.

15.0 - Clinical Practice

A-Cute Medical expects all staff to work within their scope of practice and within clinical practice guidelines. Any deviation will be reported to the relevant registering bodies.

16.0 - Manual Handling

We require all staff to keep themselves fit and regularly up dated on all topics relating to manual handling and to be fully versed with the manual handling regulations policy. A-cute staff will undergo refresher training in manual handling, however sub-contract staff will need to provide a due diligence document stating that they are current with their training.

Most injuries are caused by bad handling techniques and it is not just straight lifting that can cause strain. Over – reaching and twisting when moving things around can also lead to strains and other injuries.

Remember! Before you lift any object, you should; Carry out a Risk Assessment.

- Assess the weight of the load
- See if manual handling of the object or person can be avoided and if mechanical equipment can be used
- See if you need any help to move the load
- Check if you need PPE e.g gloves, apron
- The type of clothing you are wearing is also important. Avoid shoes or tight clothing that could restrict your body movements.

Always Remember to;

- ✓ Lift in stages
- ✓ Hold the load close to your body
- ✓ Make sure the load dose not obstruct your view
- ✓ Low the load to your knees and bend the knees when putting the load down
- ✓ Never twist your body

17.0 - Infection Control

All staff and contract staff are to be fully versed in matters relating to infection control and to have read the relevant policy and procedure. All staff must wear the correct required PPE and these must be used while treating patients while working for A-Cute Medical.

Please do NOT place any objects that are not sharps into the yellow sharps bins as this is dangerous and costly.

Please do NOT use orange / yellow clinical waste bags to dispose of "household items" such as drinks containers, crisp packets etc. These should be disposed of in the nearest public bin.

Vehicle cleaning, First aid post cleaning, equipment cleaning, hand washing, disposal of infectious or offensive materials, PPE will all be covered on induction to each event site by A-cute Medical.

18.0 - Sharps Injuries

Any staff member who receives a sharps injury where that a sharp has been into contact with bodily fluids of another person should report to the nearest A & E department immediately for expert advice. The duty manager must be made aware and a PRF must be completed.

19.0 - Immunizations

We advise all to staff who are working for A-cute Medical to ensure that they have up to date Hepatitis B vaccinations as well as tetanus, diphtheria, hepatitis A etc. Your GP will be best to advise you on the above.

Evidence of such immunizations will be required at time of recruitment. Sub-contractors will need to produce a due diligence document stating that they are up to date with immunization.

20.0 - Violence and Aggression



We advise all staff to be fully versed in how to deal with a violent or aggressive patient.

Staff safety is paramount and any incident where there is any violence or aggression from patients, relatives or members of the public should be referred to the Police or event security team. Please inform the duty manager of such incident if they occur.

A-Cute Medical will also support staff who wish to press legal charges against anyone who has verbally or physically abused them providing they have followed the correct procedure.

21.0 - Radio Communications

As part of your role within the Company, it is highly likely that you will be required to use radios in the line of work. Please ensure you are well versed on the radio communication procedure prior to using the equipment. Please make sure of the correct use of language, remain professional and not disclose any patient confidentiality issues across the network.

For staff working within the Night Clubs please refer to your club's Briefing sheet for general call signs and code words.

Generally, all communications should include the following;

- Person you are calling x 2
- Your call sign / name
- Message
- Code Green, Amber or Red

Codes used by A-cute Medical:

Code Green – None urgent / All OK

Code Amber – Assistance Required

Code Red – Danger or immediate assistance needed

Code Black – Major Incident / Lock Down /security incident

Example

“Manager, Manager - Medic 1, code Green, over”

“Medic 1 - Manager, send message”

“Manager - Medic 1, Request assistance at Medic 1 post, code green”

“Medic 1- Manager received code green, on route”

22.0 - Insurance

A-cute will only insure staff employed or sub contracted to carry out procedures that are within the scope of their role and qualification.

A-cute its staff or officers will not insure or be held liable for you working outside your scope of training or the role for which you are employed /contracted. If you are in any doubt, then please contact the management team for clarification on what you can and cannot do. If you are found to be using skills outside your level of qualification whilst working for A-cute this will result in disciplinary proceedings and or prosecution as well and being reported to your registering body. Your continued employment will be at risk.

23.0 - Drug Policies

There is a medication management policy and procedure available detailing the drugs A-cute's clinical management team authorize. It documents approved medications for each skill level within the policy and procedure.

The following designated levels of staff can administer medications once approved by the clinical director and deemed competent:

- Paramedic / ECP
- Nurse / ENP
- IHCD EMT / AAP /Frec 3/ Frec 4 / Frec 5

Other abbreviations on the drug policies are as follows:

- JRCALC – Drugs found on the JRCALC clinical guidelines.
- SOP – Standard operating procedure – A procedure that we design that allows certain staff to administer certain medications. These need to be agreed and each staff member signed of as competent by the Medical Director.

24.0 - Questions

It is inevitable that you may have questions relating to certain parts of your role. We ask that these are e-mailed to acutemedicalservices@gmail.com prior to commencement of work streams

If questions arise during the contract phase and are urgent please contact the duty manager.

For clinical advice, to report an incident or any other urgent issue call the duty Manager. These details will be on your briefing sheet.

25.0 - Staffing

A-cute will send you a text / email when a job requires staffing. Having completed your application forms/signed contractor agreement you will have agreed to this allowing A-cute Medical to comply with the GDPR. If urgent, we may contact you by phone.

Work allocation operates on a fair allocation system and takes in to consideration staff's abilities and attributes in dealing with certain customers and patient category.

Please acknowledge receipt of event information we send you for an event that you are on either by Txt or Email, so we know you have received it. Maps, attachments and operational orders will be sent to you by e mail.

Some work streams will be allocated to staff who have their own medical kit when there is little notice. We have several shifts including short, long days, weekends, evenings and nights. We pay time and a half for Bank holidays double time for Christmas day & New Year's Day.

26.0 - Staff Policy & Procedures

There is a wealth of information contained within documents produced by the company including policies and procedures, drug protocols, clinical practice guidelines and forms that you may require in your day to day activities. We will inform you when we change or update these documents.

We request that all staff read the policies as this will improve understanding of the role you are undertaking and increase the level of patient care you are providing as well as giving you the confidence to know that what you are doing is backed by Company policy.

Company policy and procedure sets out the mandatory requirements of our staff.

Breaching any SOP, Policy or Procedure will lead to disciplinary or other action if a contractor.

This is for safety and company reputation reasons.

By implementing policy, procedure, SOP's and new systems we as a company are providing the best possible service that we can.

27.0 - Duplication

We strictly forbid the alteration or sharing of any document produced or used for or by A-cute Medical Event Services Limited including its LOGO which may be contained on your email, own computer or other location with any individual who does or does not work for or may be in competition with A-cute.

28.0 - Shift Reports

All documentation from the event (including patient report forms) must be sent to the office within 5 days of the event or handed to a member of the senior management team. Scanned copies of documents will NOT be accepted unless this has been pre-arranged. Each patient that you see, treat, advice or discharge must have a paper based A4 clinical record.

Please ensure patients are discharged with the correct patient information leaflets and/ or verbal advice.

29.0 - Training Academy

A-Cute now has its own training arm called A-cute Training and is regulated through Qualsafe (centre No is 906936). We can provide regulated and accredited emergency medical training in a variety of first aid and prehospital care qualifications.

Staff members are welcome to attend our accredited courses or CPD training sessions. We will run annual staff/sub-contractor CPD sessions to ensure competence. There will be a charge for external or advanced training for sub-contractors. PAYE Staff who wish to improve their skills or knowledge will be supported by A-cute Medical.

Staff working for A-Cute Medical can provide details of our training to members of the public, patients or event organizers. Any work that comes from their recommendation would leave them eligible for a reduction in their own training costs.

30.0 – Legal Action

It is a requirement that all staff members including Contractors to inform A-cute in the event of any legal action, including criminal or civil which is brought against them.

You must also advise A-cute if you have been reported or are under investigation by your registering body such as the HCPC, NMC or CQC.

This does not automatically mean that your employment will be terminated, however A-cute are required to risk assess your situation and any allegations laid against you. An additional investigation may be required by the senior management team to ensure patient safety and the integrity of A-cute. It may be prudent to suspend you from working for your own safety and the protection of the company. This will be discussed with you by your line manager or one of the senior managers.

31.0 - Gratuities & Gifts

As you are in a duty of care position it is likely that you will be dealing with venerable patients it is prohibited for any member of staff to accept any Gratuities or Gifts such as tips, drinks, meals, or presents from patients.

32.0 – The Right to Search

A-Cute Medical Event Services reserves the right to carry out checks / searches on bags, lockers and cars belonging to staff or sub-contractors at any time inc leaving shift or during the shift if a crime is suspected or confirmed. If following a search there is potential or confirmed evidence of crime the police will be involved and registering bodies will be informed.

On every occasion the manager will be accompanied by another member of management or an employee representative. There is no suggestion of suspicion of criminal activity against anyone asked to participate in such a search.

Right of search is a condition of employment. Refusal to comply with a request to undergo a search will be viewed as a breach of contract.

33.0 – Prevention of Bullying & Harassment

A-cute will actively work towards the prevention of bullying & harassment as far as it is possible. This will involve taking the following measures;

- ✓ Positively encouraging a culture, which does not accept intolerance or harassment amongst its employees.
- ✓ Communicating this policy to all existing members of staff
- ✓ Making all employees aware of the contents and implications of this policy

34.0 – Health & Safety

A-Cute Medical is fully committed to ensuring the highest standards relating to Health & Safety matters.

We are committed and fully comply with the following British Government and European Union directives;

- Health & Safety at Work Act 1974
- The Fire Safety (Regulatory Reform) Order 2005
- Management of Health & Safety at Work regulations 1999
- Control of Substances Hazardous to Health 2005
- Health & Safety (Display Screen Equipment) Regulations 1992
- Manual Handling Operations Regulations 1992

Staff attitudes and their actions can have a dramatic effect upon the Health and Safety of everyone. Ignoring or neglecting health and safety requirements are amongst the factors that cause accidents.

Any staff found negligent or causing health and safety issues may face internal disciplinary or further legal action.

35.0 – GDPR

Under the GDPR (General Data Protection Regulations) A-cute Medical will hold records and documents related to its staff and contractors relevant to their employ. This may be Address, contact, bank and pay related details. We will also hold training certificates relating to the work to be undertaken and will have carried out a DBS check the result of which will be kept until this is updated or reviewed.

Documents will be retained in relation to the work streams operated in for 3 years after termination of employment or contract (contractors). After this period these documents will be destroyed. They will not be copied or distributed to any agency unless a court order is produced by relevant authority.

You can apply in writing to see, have removed or have documents destroyed which are not subject to or directly related to a court case where the court has issued an order for those documents to be submitted to the court.

36.0 – Major Incidents

All staff are to be aware that if a major incident is called at an event that you are working at the NHS Ambulance service, The Police, The Fire & Rescue service will be called and assume control of the incident. A-cute staff will come under the control of the NHS Ambulance service in attendance.

Other agencies may become involved with the incident depending on its nature e.g. Military, Environment agency, RNLI, Coastguard etc. You will be directed by the Ambulance service to carry out specific tasks based on the needs and the environment you are in.

Authors;	Mark Weatherhead
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