

## 1. DEFINITIONS AND INTERPRETATION

1.1. In these Terms the following definitions apply:

**“Agency Workers Regulations”** means the Agency Workers Regulations 2010;

**“Assignment”** means assignment services to be performed by the Nurse or Temporary Worker for the Hirer for a period of time during which the Nurse or Temporary Worker is supplied by H1 Healthcare to work temporarily for and under the supervision and direction of the Hirer;

**“Assignment Confirmation”** means written confirmation of the assignment details agreed with the Hirer prior to commencement of the Assignment;

**“AWR Claim”** means any complaint or claim to a tribunal or court made by or on behalf of the Nurse or Temporary Worker against the Hirer and/or H1 Healthcare for any breach of the Agency Workers Regulations 2010;

**“Calendar Week”** means any period of seven days starting with the same day as the first day of the First Assignment;

**“Charges”** means the hourly charges of H1 Healthcare calculated in accordance with clause 6.1 and as may be varied from time to time in accordance with these Terms;

**“Comparable Employee”** means as defined in the Agency Workers Regulations 2010;

**“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 Nurse or Temporary Worker or any third party in relation to the Assignment by the Hirer or H1 Healthcare 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;

**“Control”** means (a) the legal or beneficial ownership, directly or indirectly, of more than 50% of the issued share capital or similar right of ownership; or (b) the power to direct or cause the direction of the affairs and/or general management of the company, partnership, statutory body or other entity in question, whether through the ownership of voting capital, by contract or otherwise, and "Controls" and "Controlled" shall be construed accordingly;

**“Data Protection Laws”** means the Data Protection Act 1998, 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;

**“H1 Healthcare”** means H1 Healthcare Solutions Ltd (registered in Scotland number SC365203), H1 Complex Care Ltd (registered in Scotland number SC474028) and H1 Care at Home Scotland Ltd (registered in Scotland number SC521032) of 205 Bath Street Glasgow G2 4HZ;

**“Engagement”** means the engagement, employment or use of the Nurse or Temporary Worker by the Hirer or any third party to whom the Nurse or Temporary Worker has been introduced by the Hirer, directly or indirectly, on a permanent or temporary basis, whether under a contract of service or for services, and/or through a company of which the Nurse or Temporary 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 Nurse or Temporary Worker has worked in any assignment in the same role with the relevant Hirer as the role in which the Nurse or Temporary 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 Nurse or Temporary 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 Nurse or Temporary Worker is 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;

**“Introduction”** means (i) the passing to the Hirer of a curriculum vitae or information which identifies the Nurse or Temporary Worker; or (ii) the Hirer's interview of the Nurse or Temporary Worker (in person or by telephone or by any other means), following the Hirer's instruction to H1 Healthcare to supply a Nurse or Temporary Worker; or (iii) the supply of the Nurse or Temporary Worker; and, in any case, which leads to an Engagement of the Nurse or Temporary Worker or the Nurse or Temporary Worker; and “Introduced” and “Introducing” shall be construed accordingly;

**“Losses”** means all losses, liabilities, damages, costs, expenses whether direct, indirect, special or consequential (including, without limitation, any economic loss or other loss of profits, business or goodwill, management time and reasonable legal fees) and charges, including such items arising out of or resulting from actions, proceedings, claims and demands;

**“Nurse”** means the Nurse, midwife or health visitor, currently registered with the Nursing and Midwifery Council, who is Introduced by H1 Healthcare to provide services to the Hirer;

**“Temporary Worker”** means a Healthcare Assistant, Support Worker, Domestic Assistant, Cook or other Worker that the Hirer asks H1 Healthcare to supply and who is not a Nurse;

**“Period of Extended Hire”** means any additional period that the Hirer wishes the Nurse or Temporary Worker to be supplied for beyond the duration of the original Assignment or series of Assignments as an alternative to paying a Transfer Fee;

**“Qualifying Period”** means 12 continuous Calendar Weeks during the whole or part of which the Nurse or Temporary 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 in the same role, and as further defined in the Agency Workers Regulations 2010;

**“Relevant Period”** means (a) the period of 8 weeks commencing on the day after the last day on which the Nurse or Temporary Worker worked for the Hirer having been supplied by H1 Healthcare; or (b) the period of 14 weeks commencing on the first day on which the Nurse or Temporary Worker worked for the Hirer having been supplied by H1 Healthcare or 14 weeks from the first day of the most recent Assignment where there has been a break of more than 6 weeks (42 days) since any previous assignment;

**“Relevant Terms and Conditions”** means terms and conditions relating to: pay; the duration of working time; night work; rest periods; rest breaks; and annual leave that are ordinarily included in the contracts of employees or workers (as appropriate) of the Hirer whether by collective agreement or otherwise and including (for the avoidance of doubt and without limitation) such terms and conditions that have become contractual by virtue of custom and practice, including copies of all relevant documentation;

**“Remuneration”** includes gross base salary or fees, guaranteed and/or anticipated bonus and commission earnings, allowances, inducement payments, the benefit of a company car and all other payments and taxable (and, where applicable, non-taxable) emoluments payable to or receivable by the Nurse or Temporary Worker for services provided to or on behalf of the Hirer or any third party. Where a company car is provided, a notional amount of £3,000 per annum will be added to the salary in order to calculate H1 Healthcare's fee;

**“Terms”** means these terms of business together with any applicable Assignment Confirmation;

**“Transfer Fee”** means the fee payable in accordance with clause 8 of these Terms and Regulation 10 of the Conduct Regulations;

**“Vulnerable Person”** means any person who by reason of age, infirmity, illness, disability or any other circumstance is in need of care or attention, and includes any person under the age of eighteen; and **“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, re-enacted, 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 contract between H1 Healthcare and the Hirer for the supply of the Nurse or Temporary Worker’s services by H1 Healthcare to the Hirer and are deemed to be accepted by the Hirer by virtue of its request for, interview with or Engagement of the Nurse or Temporary Worker, or the passing of any information by the Hirer about a Nurse or Temporary Worker to any third party following an Introduction.

2.2. These Terms contain the entire agreement between the parties and unless otherwise agreed in writing by a Director H1 Healthcare, these Terms prevail over any terms of business or purchase conditions (or similar) put forward by the Hirer.

2.3. Subject to clause 6.2, no variation or alteration to these Terms shall be valid unless the details of such variation are agreed between a Director of H1 Healthcare and the Hirer and are set out in writing and a copy of the varied Terms is given to the Hirer stating the date on or after which such varied Terms shall apply.

2.4. H1 Healthcare shall act as an employment business (as defined in Section 13(3) of the Employment Agencies Act 1973) when Introducing Nurse or Temporary Workers for Assignments with the Hirer.

## **3. HIRER OBLIGATIONS**

3.1. To enable H1 Healthcare to comply with its obligations under the Conduct Regulations the Hirer undertakes to provide to H1 Healthcare details of the position which the Hirer seeks to fill, including the following:

3.1.1. the type of work that the Nurse or Temporary Worker would be required to do;

3.1.2. the location and hours of work;

3.1.3. the experience, training, qualifications and any authorisation which the Hirer considers necessary or which are required by law or any professional body for the Nurse or Temporary Worker to possess in order to work in the position;

3.1.4. any risks to health or safety known to the Hirer and what steps the Hirer has taken to prevent or control such risks;

3.1.5. the date the Hirer requires the Nurse or Temporary Worker to commence the Assignment;

3.1.6. the duration or likely duration of the Assignment.

3.2. The Hirer will assist H1 Healthcare in complying with H1 Healthcare’s duties under the Working Time Regulations by supplying any relevant information about the Assignment requested by H1 Healthcare and the Hirer will not do anything to cause H1 Healthcare to be in breach of its obligations under these Regulations. If the Hirer requires the services of a Nurse or Temporary Worker for more than 48 hours in any week during the course of an Assignment, the Hirer must notify H1 Healthcare of this requirement before the commencement of the Assignment or at the very latest, where this is not reasonably practicable, before the commencement of the week in which the Hirer requires the Nurse or Temporary Worker to work in excess of 48 hours.

3.3. For the avoidance of doubt, if the Hirer requires or may require a Nurse or Temporary Worker to work on-call, the Hirer and H1 Healthcare agree that the Nurse or Temporary Worker’s working time:

3.3.1. shall include any on-call time where a Nurse or Temporary Worker is required either to be both physically present at the Hirer's premises or at another place as determined by the Hirer and available to carry out activities or duties for the Hirer;

3.3.2. shall include any time during which the Nurse or Temporary Worker actually carries out activities or duties for the Hirer by virtue of being on-call even though she is not required to be physically present throughout the period of on-call time at the Hirer's premises or at another place as determined by the Hirer; and

3.3.3. shall not include any on-call time during which the Nurse or Temporary Worker is not required to be physically present at the Hirer's premises or at another place as determined by the Hirer and during which s/he is not carrying out activities or duties for the Hirer as part of the Assignment.

3.4. If the Hirer considers that the activities of any Assignment fall within the exclusions under Regulation 21 (Other special cases) of the Working Time Regulations by virtue of the activities involving 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, the Hirer will comply with and will assist H1 Healthcare in complying with the corresponding obligations under Regulation 24 (Compensatory rest) of the Working Time Regulations. For the avoidance of doubt, by virtue of Regulation 24, where a Nurse or Temporary Worker is obliged to work during a period which would otherwise be a rest period or rest break by reason of the activities falling within the exclusions under Regulation 21 (described above); the Nurse or Temporary Worker is entitled to be allowed to take an equivalent period of compensatory rest and, in exceptional cases in which it is not possible, for objective reasons, to grant a period of compensatory rest, the Nurse or Temporary Worker shall be afforded such protection as may be appropriate in order to safeguard his/her health and safety.

3.5. The Hirer will comply with its obligations under Regulation 12 (Rights of agency workers in relation to access to collective facilities and amenities) and 13 (Rights of agency workers in relation to access to employment) of the Agency Workers Regulations.

3.6. To enable H1 Healthcare to comply with its obligations under the Agency Workers Regulations, the Hirer undertakes as soon as possible prior to the commencement of each Assignment and during each Assignment (as appropriate) and at any time at H1 Healthcare' request:

3.6.1. to inform H1 Healthcare of any Calendar Weeks since 1 October 2011 in which the relevant Nurse or Temporary Worker has worked in the same or a similar role with the Hirer via any third party prior to the date of commencement of the relevant Assignment and/or during the relevant Assignment which count or may count towards the Qualifying Period;

3.6.2. if, since 1 October 2011, the Nurse or Temporary Worker has worked in the same or a similar role with the Hirer via any third party prior to the date of commencement of the relevant Assignment and/or works in the same or a similar role with the Hirer via any third party during the relevant Assignment, to provide H1 Healthcare with all the details of such work, including (without limitation) details of where, when and the period(s) during which such work was undertaken and any other details requested by H1 Healthcare;

3.6.3. to inform H1 Healthcare if, since 1 October 2011, the Nurse or Temporary Worker has prior to the date of commencement of the relevant Assignment and/or during the relevant Assignment:

3.6.3.1. completed two or more assignments with the Hirer;

3.6.3.2. completed at least one assignment with the Hirer and one or more earlier assignments with any member of the Hirer's Group; and/or

3.6.3.3. worked in more than two roles during an assignment with the Hirer and on at least two occasions worked in a role that was not the same role as the previous role;

3.6.3.4. save where the Nurse or Temporary Worker will not complete the Qualifying Period during the term of the Assignment, to:

3.6.3.5. provide H1 Healthcare with written details of the basic working and employment conditions the Nurse or Temporary Worker would be entitled to for doing the same job if the Nurse or Temporary Worker had been recruited directly by the Hirer as an employee or worker at the time the Qualifying Period commenced or with those of a Comparable Employee, such basic working and employment conditions being the Relevant Terms and Conditions;

- 3.6.3.6. inform H1 Healthcare in writing whether the Relevant Terms and Conditions provided are those of a hypothetical directly recruited employee or worker or those of a Comparable Employee;
- 3.6.3.7. if the Relevant Terms and Conditions provided are those of a Comparable Employee, provide H1 Healthcare with a written explanation of the basis on which the Hirer considers that the relevant individual is a Comparable Employee; and
- 3.6.3.8. inform H1 Healthcare in writing of any variations in the Relevant Terms and Conditions made at any time during the relevant Assignment after the Qualifying Period commenced; and
- 3.6.4. save where the Nurse or Temporary Worker will not complete the Qualifying Period during the term of the Assignment, to provide H1 Healthcare with written details of its pay and benefits structures and appraisal processes and any variations of the same.
- 3.7. In addition, for the purpose of awarding any bonus to which the Nurse or Temporary Worker may be entitled under the Agency Workers Regulations, the Hirer will:
- 3.7.1. integrate the Nurse or Temporary Worker into its relevant performance appraisal system;
- 3.7.2. assess the Nurse or Temporary Worker's performance;
- 3.7.3. provide H1 Healthcare with copies of all documentation relating to any appraisal of the Nurse or Temporary Worker, including without limitation written details of the outcome of any appraisal and the amount of any bonus awarded; and
- 3.7.4. provide H1 Healthcare with all other assistance H1 Healthcare may request in connection with the assessment of the Nurse or Temporary Worker's performance for the purpose of awarding any bonus.
- 3.8. The Hirer will comply with all H1 Healthcare' requests for information and any other requirements to enable H1 Healthcare to comply with the Agency Workers Regulations.
- 3.9. The Hirer warrants that:
- 3.9.1. all information and documentation supplied to H1 Healthcare in accordance with clauses 3.6, 3.7 and 3.8 is complete, accurate and up-to-date; and
- 3.9.2. it will, during the term of the relevant Assignment, immediately inform H1 Healthcare in writing of any subsequent change in any information or documentation provided in accordance with clauses 3.6, 3.7 and 3.8;
- 3.10. Without prejudice to clauses 16.7 and 16.8, the Hirer shall inform H1 Healthcare in writing of any:
- 3.10.1. oral or written complaint the Nurse or Temporary Worker makes to the Hirer which is or may be a complaint connected with rights under the Agency Workers Regulations; and
- 3.10.2. written request for information relating to the Relevant Terms and Conditions that the Hirer receives from the Nurse or Temporary Worker as soon as possible but no later than 7 calendar days from the day on which any such oral complaint is made to or written complaint or request is received by the Hirer and the Hirer will take such action and give such information and assistance as H1 Healthcare may request, and within any timeframe requested by H1 Healthcare, in order to resolve any such complaint or to provide any such information in a written statement to the Nurse or Temporary Worker within 28 days of the Hirer's receipt of such a request in accordance with Regulation 16 of the Agency Workers Regulations and the Hirer will provide H1 Healthcare with a copy of any such written statement.
- 3.11. The Hirer undertakes that they know of no reason why it would be detrimental to the interests of the Nurse or Temporary Worker for the Nurse or Temporary Worker to fill the Assignment.

#### **4. INFORMATION TO BE PROVIDED BY H1 HEALTHCARE TO THE HIRER**

- 4.1. When Introducing a Nurse or Temporary Worker to the Hirer, H1 Healthcare shall inform the Hirer:
- 4.1.1. of the identity of the Nurse or Temporary Worker;
- 4.1.2. that the Nurse or Temporary Worker has the necessary or required experience, training, qualifications and any authorisation required by law or a professional body to work in the Assignment;
- 4.1.3. that the Nurse or Temporary Worker is willing to work in the Assignment; and
- 4.1.4. the Charges.
- 4.2. Where such information is not given in paper form or by electronic means, it shall be confirmed by such means by the end of the third business day (excluding Saturday, Sunday and any Public or Bank Holiday)

following, save where the Nurse or Temporary Worker is Introduced for an Assignment in the same position as one in which the Nurse or Temporary Worker had previously been supplied within the previous 5 business days and such information has already been given to the Hirer, unless the Hirer requests that the information be resubmitted.

## **5. TIMESHEETS**

5.1. At the end of each week of an Assignment (or at the end of the Assignment where it is for a period of 1 week or less) the Hirer shall sign H1 Healthcare' timesheet verifying the number of hours worked by the Nurse or Temporary Worker during that week.

5.2. Signature of the timesheet by the Hirer is confirmation of the number of hours worked. If the Hirer is unable to sign a timesheet produced for authentication by the Nurse or Temporary Worker because the Hirer disputes the hours claimed, the Hirer shall inform H1 Healthcare as soon as is reasonably practicable and shall co-operate fully and in a timely fashion with H1 Healthcare to enable H1 Healthcare to establish what hours, if any, were worked by the Nurse or Temporary Worker. Failure to sign the timesheet does not absolve the Hirer of its obligation to pay the Charges in respect of the hours worked.

5.3. The Hirer shall not be entitled to decline to sign a timesheet on the basis that it is dissatisfied with the work performed by the Nurse or Temporary Worker. In the event that the Hirer is dissatisfied with the Nurse or Temporary Worker the provisions of clause 12.1 below shall apply.

## **6. CHARGES**

6.1. The Hirer agrees to pay the Charges as notified to and agreed with the Hirer. The Charges are calculated according to the number of hours worked by the Nurse or Temporary Worker (to the nearest quarter hour) and comprise the following:

6.1.1. the Nurse or Temporary Worker's hourly rate of pay;

6.1.2. an amount equal to any paid holiday leave to which the Nurse or Temporary Worker is entitled under the Working Time Regulations and, where applicable, the Agency Workers Regulations and which is accrued during the course of an Assignment;

6.1.3. any other amounts to which the Nurse or Temporary Worker is entitled under the Agency Workers Regulations, where applicable;

6.1.4. employer's National Insurance contributions;

6.1.5. any travel, hotel or other expenses as may have been agreed with the Hirer or, if there is no such agreement, such expenses as are reasonable; and

6.1.6. H1 Healthcare' commission, which is calculated as a percentage of the Nurse or Temporary Worker's hourly rate.

6.2. H1 Healthcare reserves the right to vary the Charges agreed with the Hirer, by giving written notice to the Hirer:

6.2.1. in order to comply with any additional liability imposed by statute or other legal requirement or entitlement, including but not limited to the Agency Workers Regulations; and/or

6.2.2. if there is any variation in the Relevant Terms and Conditions.

6.3. The Charges are invoiced to the Hirer on a weekly basis and are payable within 14 days.

6.4. H1 Healthcare reserves the right to charge in full for any agreed Assignment in accordance with the Charges agreed if the Hirer gives less than 2 hours' notice of its cancellation of that Assignment and 50% of the Charges agreed if the Hirer gives between 4 and 2 hours' notice of its cancellation.

6.5. VAT is payable at the applicable rate on the entirety of the Charges and all sums payable under clause 6.4, save where a relevant concession applies as notified by H1 Healthcare.

6.6. H1 Healthcare reserves the right to charge interest under the Late Payment of Commercial Debts (Interest) Act 1998 on invoiced amounts unpaid by the due date at the rate of 8% per annum above the base rate from time to time of the Bank of England from the due date until the date of payment.

6.7. No refunds are payable in respect of the Charges of H1 Healthcare.

6.8 H1 Healthcare is not liable under any circumstances for the failure of the Hirer to provide any necessary purchase order information they may require, and the Hirer accordingly acknowledges that all fees are due and payable according to H1 Healthcare's terms and conditions in the instances where a valid purchase order has failed to be provided by the Hirer's staff.

6.8. The Hirer's obligations under this clause 6 shall be performed without any right of the Hirer to invoke set-off, deductions, withholdings or other similar rights.

## **7. PAYMENT OF THE AGENCY WORKER**

H1 Healthcare assumes responsibility for paying the Nurse or Temporary Worker and where appropriate, for the deduction and payment of National Insurance Contributions and PAYE Income Tax applicable to the Nurse or Temporary Worker pursuant to sections 44-47 of the Income Tax (Earnings and Pensions) Act 2003.

## **8. TRANSFER FEES**

8.1. The Hirer shall be liable to pay a Transfer Fee if the Hirer Engages a Nurse or Temporary Worker that is introduced by H1 Healthcare, other than via H1 Healthcare or introduces the Nurse or Temporary Worker to a third party and such introduction results in an Engagement of the Nurse or Temporary Worker by the third party, other than via H1 Healthcare and:

8.1.1. Where the Nurse or Temporary Worker has been supplied by H1 Healthcare, such Engagement takes place during the Assignment or within the Relevant Period; or

8.1.2. Where the Nurse or Temporary Worker has not been supplied, such Engagement takes place within 6 months from the date of the Introduction to the Hirer.

8.2 The Transfer Fee referred to shall to be calculated as follows: 15% of the Remuneration payable to the Nurse or Temporary Worker during the first 12 months of the Engagement or, if the actual amount of the Remuneration is not known, the fee shall be £1,750 for a Temporary Worker or £2,500 for a Nurse.

8.2.1 Alternatively, the Transfer Fee can be waived if, following the date of notification to H1 of the intention to offer a permanent role to the Nurse or Temporary Worker; the client continues to engage the agency worker for a further 30 shifts. The 30 shifts will be chargeable at the previously agreed standard rate.

8.3. If the Hirer wishes to Engage the Nurse or Temporary Worker other than via H1 Healthcare without liability to pay a Transfer Fee, the Hirer may, on giving one month's written notice to H1 Healthcare, engage the Nurse or Temporary Worker for the Period of Extended Hire of 30 shifts.

8.4. During such Period of Extended Hire H1 Healthcare shall supply the Nurse or Temporary Worker on the same terms on which s/he has or would have been supplied during the Assignment and in any case on terms no less favourable than those terms which applied immediately before H1 Healthcare received the notice in clause 8.3; and the Hirer shall continue to pay the Charges set out in clause 6. If H1 Healthcare is unable to supply the Nurse or Temporary Worker for any reason outside its control for the whole or any part of the Period of Extended Hire; or the Hirer does not wish to hire the Nurse or Temporary Worker on the same terms as the Assignment; but the Nurse or Temporary Worker is Engaged by the Hirer, the Hirer shall pay the Transfer Fee, reduced pro-rata to reflect any Charges paid by the Hirer during any part of the Period of Extended Hire worked by the Nurse or Temporary Worker before being Engaged by the Hirer. If the Hirer fails to give notice of its intention to Engage the Nurse or Temporary Worker other than via H1 Healthcare before such Engagement commences, the parties agree that the Transfer Fee shall be due in full.

8.5. Where, prior to the commencement of the Hirer's Engagement other than via H1 Healthcare, H1 Healthcare and the Hirer agree that such Engagement will be on the basis of a fixed term of less than 12 months; H1 Healthcare may, in its absolute discretion; reduce the Transfer Fee as calculated in accordance with clause 8.2, pro-rata. Such reduction is subject to the Hirer Engaging the Nurse or Temporary Worker for the agreed fixed term. Should the Hirer extend the Nurse or Temporary Worker's Engagement or re-Engage the Nurse or Temporary Worker within 12 months from the commencement of the initial Engagement, H1 Healthcare reserves the right to recover the balance of the Transfer Fee.

8.6. No refund of the Transfer Fee will be paid in the event that the Engagement of the Nurse or Temporary Worker, other than via H1 Healthcare, by the Hirer or by a third party to which the Hirer introduces the Nurse or Temporary Worker; terminates or terminates before the end of the fixed term referred to in clause 8.5.

8.7. VAT is payable on any Transfer Fee due.

## **9. SUITABILITY CHECKS AND INFORMATION TO BE PROVIDED IN SPECIAL SITUATIONS**

9.1. Where:

9.1.1. the Nurse or Temporary Worker is required by law, or any professional body, to have any qualifications or authorisations to work on the Assignment or where the Assignment involves working with, caring for or attending one or more Vulnerable Persons; H1 Healthcare will take all reasonably practicable steps to obtain and offer to provide to the Hirer, copies of any relevant qualifications or authorisations of the Nurse or Temporary Worker; and

9.1.2. the Assignment involves working with, caring for or attending one or more Vulnerable Persons; H1 Healthcare will in addition, take all reasonably practicable steps to obtain and offer to provide copies to the Hirer of two references from persons who are not relatives of the Nurse or Temporary Worker and who have agreed that the references they provide may be disclosed to the Hirer; and H1 Healthcare will take such other reasonably practicable steps as are required to confirm that the Nurse or Temporary Worker is suitable for the Assignment. If H1 Healthcare has taken all reasonably practicable steps to obtain the information above and has been unable to do so fully; it shall inform the Hirer of the steps it has taken to obtain this information in any event.

9.2. The Hirer shall advise H1 Healthcare at the time of instructing H1 Healthcare to supply a Nurse or Temporary Worker whether during the course of the Assignment, the Nurse or Temporary Worker will be required to work with, care for or attend one or more Vulnerable Persons or engage in activity or otherwise be working in a position covered by the Safeguarding Vulnerable Groups Act 2006 or the Protecting Vulnerable Groups (Scotland) Act 2007 as applicable.

9.3. The Hirer shall assist H1 Healthcare by providing any information required to allow H1 Healthcare to comply with its statutory obligations under the Safeguarding Vulnerable Groups Act 2006 or the Protecting Vulnerable Groups (Scotland) Act 2007 as applicable and to allow H1 Healthcare to select a suitable Nurse or Temporary Worker for the Assignment.

9.4. In particular in the event that the Hirer removes a Nurse or Temporary Worker from an Assignment in circumstances which would require H1 Healthcare to provide information to the Independent Safeguarding Authority (or the equivalent authority) under the Safeguarding Vulnerable Groups Act 2006 or the Protecting Vulnerable Groups (Scotland) Act 2007, the Hirer will provide sufficient information to H1 Healthcare to allow it to discharge its statutory obligations.

## **10. POLICIES AND PROCEDURES**

10.1. The Nurse or Temporary Worker is precluded from helping any patient s/he assists when working on an Assignment in relation to making a will or codicil or from benefiting under the terms of any will or codicil made by any patient.

10.2. The Hirer will co-operate with H1 Healthcare in relation to any assessment of the risks at the premises where the Assignment is to be carried out and will provide all relevant information upon request to H1 Healthcare.

10.3. The Nurse or Temporary Worker with Medication Training will be subject to H1 Healthcare's policies regarding administering and/or assisting with medication. The policy will also define the limits of the Nurse or Temporary Worker's assistance and the tasks which may not be undertaken without specialist training. The Hirer shall not request the Nurse or Temporary Worker to act in any way which is a breach of the said policies.

10.4. Where the Nurse or Temporary Worker is supplied to a patient's home, any third party owned equipment in the home shall not be used by the Nurse or Temporary Worker, unless the equipment is in a safe condition and the necessary checks have been undertaken by the provider of the equipment.



## **11. STATEMENT OF PURPOSE AND COMPLAINTS PROCEDURE**

11.1. H1 Healthcare' statement of purpose is available on request from H1 Healthcare.

11.2. Where the Hirer has any cause for concern or wishes to make any complaint about the services provided during the Assignment, the Hirer shall submit such complaints to H1 Healthcare and such complaints shall be dealt with in accordance with H1 Healthcare' complaints procedure. A copy of H1 Healthcare' complaints procedure will be supplied to the Hirer and to anyone who requests a copy of the procedure on behalf of the Hirer.

## **12. UNSUITABILITY OF THE AGENCY WORKER**

12.1. The Hirer undertakes to supervise the Nurse or Temporary Worker sufficiently to ensure the Hirer's satisfaction with the Nurse or Temporary Worker's standards of work. If the Hirer reasonably considers that the services of the Nurse or Temporary Worker are unsatisfactory, the Hirer may terminate the Assignment either by instructing the Nurse or Temporary Worker to leave the Assignment immediately, or by directing H1 Healthcare to remove the Nurse or Temporary Worker. H1 Healthcare may, in its absolute discretion, in such circumstances, reduce or cancel the Charges for the time worked by that Nurse or Temporary Worker, provided that the Hirer has notified H1 Healthcare immediately that they have asked the Nurse or Temporary Worker to leave the Assignment or the Assignment terminates:

12.1.1. within 4 hours of the Nurse or Temporary Worker commencing the Assignment where the Assignment is for more than 7 hours; or

12.1.2. within 2 hours for Assignments of 7 hours or less; and provided that notification of the unsuitability of the Nurse or Temporary Worker is confirmed in writing to H1 Healthcare within 48 hours of the termination of the Assignment.

12.2. H1 Healthcare shall notify the Hirer immediately if it receives or otherwise obtains information which gives H1 Healthcare reasonable grounds to believe that any Nurse or Temporary Worker supplied to the Hirer is unsuitable for the Assignment and shall be entitled to terminate the Assignment forthwith without prior notice and without liability. Notwithstanding, the Hirer shall remain liable for all Charges incurred prior to the termination of the Assignment.

12.3. The Hirer shall notify H1 Healthcare immediately and without delay and in any event within two hours if the Nurse or Temporary Worker fails to attend work or has notified the Hirer that they are unable to attend work for any reason.

## **13. TERMINATION OF THE ASSIGNMENT**

Any of the Hirer, H1 Healthcare or the Nurse or Temporary Worker may terminate an Assignment at any time without prior notice and without liability (except in the case of termination by the Hirer, who shall be liable for any Charges due under clause 6 above).

## **14. CONFIDENTIALITY AND DATA PROTECTION**

14.1. All information relating to a Nurse or Temporary Worker is confidential and subject to the Data Protection Laws and is provided solely for the purpose of providing work-finding services to the Hirer. Such information must not be used for any other purpose or divulged to any third party and the Hirer undertakes to abide by the provisions of the Data Protection Laws in receiving and processing the data at all times.

14.2. H1 Healthcare undertakes to keep confidential all Relevant Terms and Conditions that the Hirer discloses to H1 Healthcare and not to use such information except for the purposes of compliance with the Agency Workers Regulations (including, for the avoidance of doubt and without limitation, when dealing with any request for information or complaint made by any Nurse or Temporary Worker or any AWR Claim).

14.3. Information relating to H1 Healthcare's business which is capable of being confidential must be kept confidential and not divulged to any third party, except information which is already in the public domain.

## **15. INTELLECTUAL PROPERTY RIGHTS**

All copyright, trademarks, patents and other intellectual property rights deriving from the Assignment shall belong to the Hirer. Accordingly, H1 Healthcare shall use its reasonable endeavours to ensure that the Nurse or Temporary Worker shall execute all such documents and do all such acts in order to give effect to the Hirer's rights pursuant to this clause.

## **16. LIABILITY**

16.1. Whilst reasonable efforts are made by H1 Healthcare to give satisfaction to the Hirer by ensuring reasonable standards of skill, integrity and reliability from the Nurse or Temporary Worker and to provide the same in accordance with the Assignment details as provided by the Hirer; no liability is accepted by H1 Healthcare for any loss, expense, damage or delay arising from any failure to provide any Nurse or Temporary Worker for all or part of the Assignment or from the negligence, dishonesty, misconduct or lack of skill of the Nurse or Temporary Worker or if the Nurse or Temporary Worker terminates the Assignment for any reason. For the avoidance of doubt, H1 Healthcare does not exclude liability for death or personal injury arising from its own negligence or for any other loss which it is not permitted to exclude under law.

16.2. Nurse or Temporary Workers supplied by H1 Healthcare pursuant to these Terms are engaged under contracts for services. They are not the employees of H1 Healthcare but are deemed to be under the supervision and direction of the Hirer from the time they report to take up duties and for the duration of the Assignment. The Hirer agrees to be responsible for all acts, errors or omissions of the Nurse or Temporary Worker, whether wilful, negligent or otherwise as though the Nurse or Temporary Worker was on the payroll of the Hirer.

16.3. The Hirer shall advise H1 Healthcare of any special health and safety matters about which H1 Healthcare is required to inform the Nurse or Temporary Worker and about any requirements imposed by law or by any professional body, which must be satisfied if the Nurse or Temporary Worker is to fill the Assignment.

16.4. The Hirer will also comply in all respects with all statutory provisions that are in force from time to time including, for the avoidance of doubt, but not limited to the Working Time Regulations, Health and Safety At Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, by-laws, codes of practice and legal requirements to which the Hirer is ordinarily subject in respect of the Hirer's own staff (excluding the matters specifically mentioned in clause 7 above), including in particular the provision of adequate Employer's and Public Liability Insurance cover for the Nurse or Temporary Worker during all Assignments.

16.5. The Hirer undertakes not to request the supply of a Nurse or Temporary Worker to perform the duties normally performed by a worker who is taking part in official industrial action or duties normally performed by a worker who has been transferred by the Hirer to perform the duties of a person on strike or taking official industrial action.

16.6. The Hirer shall indemnify and keep indemnified H1 Healthcare against any Losses incurred by H1 Healthcare arising out of any Assignment or arising out of any non-compliance with, and/or as a result of any breach of, these Terms by the Hirer.

16.7. The Hirer shall inform H1 Healthcare in writing of any AWR Claim which comes to the notice of the Hirer as soon possible but no later than 7 calendar days from the day on which any such AWR Claim comes to the notice of the Hirer.

16.8. If the Nurse or Temporary Worker brings, or threatens to bring, any AWR Claim, the Hirer undertakes to take such action and give such information and assistance as H1 Healthcare may request, and within any timeframe requested by H1 Healthcare and at the Hirer's own cost, to avoid, dispute, resist, mitigate, compromise or defend any such AWR Claim and to appeal against any judgment given in respect thereof.

**17. 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 facsimile is sent.

**18. SEVERABILITY**

If any of the provisions of these Terms shall be determined by any competent authority to be unenforceable to any extent, such provision shall, to that extent, be severed from the remaining Terms, which shall continue to be valid to the fullest extent permitted by applicable laws.

**19. GOVERNING LAW AND JURISDICTION**

These Terms are governed by the law of Scotland and are subject to the exclusive jurisdiction of the Courts of Scotland.