BINA PATHWAYS

Staff Handbook

Your guide to working with Bina Pathways.

Agency staff on flexible zero-hours terms

Adult and children’s settings | Role-specific clearance applies

BINA PATHWAYS LTD

BP-HB-2026-11-10-v9 | 10 November 2026

recruitment.binapathways.co.uk

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Welcome to Bina Pathways

Professional practice. Clear expectations. Support when you need it.

Welcome to Bina Pathways Ltd. Your work can make a meaningful difference to the people and services you support. This handbook brings together the standards, responsibilities and reporting routes that guide your work with us.

Bina supplies staff to third-party organisations. Staff work in adult care, children's services, healthcare or education according to their individual clearance, experience, training and assignment. The host organisation remains responsible for directing and supervising its service.

Read this handbook alongside the applicable signed agreements, assignment confirmations and local safety instructions. Ask Bina for an explanation or accessible format whenever you need one.

Your Bina contacts
Director and Manager: Precious Chinazonwa Ezurike
Safeguarding Lead: Wisdom Akpoturu
Office: 07337541218
Email: admin@binapathways.co.uk

In immediate danger, call 999 first. Email and chat are not emergency services.

Bina values in practice

People. Purpose. Possibility.

B - Belonging

Help people feel welcomed, included and safe. Respect culture and identity, and make space for questions.

I - Individuality

Respect each person’s identity, choices and communication. Adapt support to the individual rather than making assumptions from a diagnosis.

N - Nurture

Support confidence, learning and independence. Recognise progress, accept feedback and ask for support when needed.

A - Advocacy

Listen, help people express their wishes and speak up when rights or safety are at risk. Use the appropriate reporting route and check that action follows.

These values guide Bina’s agency staffing relationships. They do not replace the detailed policies, individual competence checks or agreed assignment responsibilities.

GUIDANCE 01

Bina safeguarding contacts

Safeguarding lead: Wisdom Akpoturu. Contact: admin@binapathways.co.uk or 07337541218. Precious Chinazonwa Ezurike is Director and Manager and provides the alternative management reporting route where appropriate. Out of hours, call the office on 07337541218 and ask for the on-call person. For immediate danger or a serious emergency call 999 first, then report to Bina. If internal reporting is unsafe or ineffective, use the appropriate external safeguarding authority or police directly.

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GUIDANCE 02

Staff app, identity and attendance

Your digital staff ID

Your Bina-issued digital staff ID is the main staff identification method where the host setting accepts it. Open My staff ID in your signed-in staff app and show the live card; it displays your photograph, name, role, BPW number, issue and expiry dates, and a QR verification link. It becomes available only after the required Fit for Work release and ID approval, including an approved staff photograph. Contact Bina if the card is not yet available. An ID card does not replace a confirmed assignment or authorise duties beyond your cleared role and competence.

Checking identity at the service

Before duties, introduce yourself to the named site lead. The host should compare your live card and photograph with the named booking, scan the QR code and check the current Bina verification result. A screenshot, saved image, printed copy or an Active label alone does not prove that clearance is current or that a particular assignment is confirmed. Do not lend, alter or use another person's ID. Bina may suspend or revoke a card or account where appropriate; contact Bina if details or status appear wrong. Follow local visitor-badge, sign-in and safe badge-wearing requirements. A printed Bina card is an agreed fallback where the setting requires one, rather than the default for every worker.

Uniform and professional appearance

Wear the approved Bina uniform when it is required for the assignment. Some settings require agreed plain clothing instead; check before travelling. Clothing must be clean, presentable and suitable for the actual duties, with safe footwear. Follow local infection prevention, hair, nails, jewellery and PPE requirements. Uniform is not PPE and does not identify you as a nurse or other registered professional unless that is your verified role. Discuss disability, pregnancy, religious or cultural adjustments with Bina and the host in advance. Bina confirms supply, collection and replacement arrangements; no undisclosed automatic charge or wage deduction is created by this policy.

Your account and device

Use your own authorised account and current signed-in session. Keep passwords, verification codes and device access secure. Do not share an account, clock for somebody else or show somebody else's digital card. Report a lost device, suspected account access, an incorrect card or a lost physical badge promptly to Bina so access and ID status can be reviewed. Bina will confirm a safe authorised alternative if your phone, account or ID is unavailable. Merely signing in is not evidence of attendance.

Location-verified clocking in

Clock in through your own confirmed assignment when you actually arrive ready for work. The app requests a fresh device location, including coordinates and accuracy information, and compares it with the recorded service address and the configured arrival radius shown in the app. Device permission is needed for this clocking action, not for ordinary sign-in or reading policies. Location is supporting evidence alongside your account, booking and site checks; it is not conclusive proof of personal identity or of all hours worked. Do not use false coordinates, mock-location tools or another person's device session to misrepresent attendance.

Clocking out and actual hours

Complete a safe handover and clock out at the actual finish, normally before leaving the service. Record the unpaid break actually taken and any relevant discrepancy. The current system permits a clock-out location less than 10 miles from the recorded service address; this technical boundary does not authorise leaving early, recording travel as work or changing the actual finish time. The app keeps the relevant clocking time, supplied location and accuracy and any recorded correction or override for attendance review. Scheduled hours must not be substituted for the hours actually worked.

When location or clocking fails

If permission, signal, location accuracy, battery, a wrong service address, accessibility needs or a system fault prevents clocking, tell the site lead and Bina promptly. Record the actual start, finish, break and reason through the authorised fallback. Management must verify the facts and record a named override or dated correction, preserving the original entry and audit trail. Do not invent a successful clock-in or use a colleague's account. A location failure alone is not proof of misconduct and does not justify withholding confirmed, undisputed pay. The client confirms or queries actual hours; Bina gives the required final timesheet approval.

Bina Chat voice notes and calls

Bina Chat supports work messages, saved voice notes and live voice calls between authorised participants where the feature is available. For a voice note, choose Record, check or preview it, then send it only to the intended conversation. Once sent, it becomes a retained audio attachment under the chat policy. For a live call, use the call control and check who is calling before answering. Microphone permission is necessary to record a note or speak on a call; declining it does not grant permission to record by another route. Use mute and speaker controls carefully so confidential information is not overheard.

Live calls are not recorded voice notes

The current Bina Chat calling service does not record or transcribe live call audio. Call-event messages and connection records can include participants, time, outcome and duration where recorded; these are not a recording of what was said. Connection information is used to establish and maintain the call, including relay services where required. Do not describe a voice call as recorded, end-to-end encrypted or continuously monitored unless the specific service and information supplied support that claim. Do not make a separate recording without Bina's approved lawful process and clear notice to the people affected.

Safe communication and formal records

Use voice notes and calls only for authorised work purposes and share the minimum information needed. Check privacy before playing a note or using loudspeaker; never record or transmit a person receiving care, a child, a colleague or a private conversation without the required authorisation and lawful basis. Do not place care plans, sensitive case details or payroll and identity documents in a general group. A call, voice note, last-seen indicator or delivery/read tick does not confirm a shift, approve hours or pay, complete supervision or replace an incident or safeguarding record. Record important decisions in the relevant formal system.

Urgent help and missed calls

Bina Chat is not an emergency line and is not monitored continuously. Do not assume that a ringing call, missed call, voice note, notification or read status means someone has received or acted on an urgent concern. For immediate danger or a serious emergency use 999 and the host emergency procedure, then contact Bina. For urgent staffing, safety or safeguarding matters use the published office or current on-call and alternative safeguarding routes promptly. Do not wait for chat when delay could place somebody at risk.

Access to records and your privacy

Access to digital ID, attendance and communication records is limited to authorised purposes and roles. Existing proportionate oversight of client-staff and client-management work conversations remains in place. Staff-only conversation investigations require the established director-authorised process; it covers the selected conversation and available messages and attachments, including sent voice notes, rather than a recording of live calls. Chat participants cannot delete sent content through the app and own-text edits are limited to two minutes with an audit history; this does not remove privacy rights or justify indefinite retention. Attendance location is used at the clocking transaction; this policy does not authorise continuous tracking or routine location collection merely because you sign in. Technical device permissions and policy acknowledgement are not blanket consent to surveillance. Contact admin@binapathways.co.uk for questions or applicable data-protection rights.

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This handbook tells employees and managers how BINA PATHWAYS LTD supplies staff safely, supports its employees and handles concerns. It applies to care, healthcare and education assignments in England, with task and setting annexes where needed. Paused sectors require a separate scope review before work resumes. The Company remains responsible for its employment and agency duties; the host remains responsible for the service it runs.

The directors own this handbook and must record adoption, competent role appointments and operational contact cover in BP-REG-2026-10-30-v1. Staff receive the full current handbook and their assignment information. Short induction summaries are reminders and must link to these full procedures. No one may mark a missing statutory check complete or treat this handbook as authority for an unassessed clinical or restrictive task.

GUIDANCE 03

Using the reporting routes

For immediate danger or a serious medical emergency call 999. Do not wait for management permission. For Bina operational, employment, safeguarding or privacy concerns use 07337541218 and admin@binapathways.co.uk. If one director is involved, request the other director. If both are involved or the response is unsafe, use the appropriate external authority directly and arrange an independent company reviewer. Email is not an emergency service.

Before every placement the coordinator gives the employee a completed Assignment Safety Card with the host supervisor, safeguarding lead, Bina duty contact and backup, local child and adult safeguarding routes, LADO route where relevant and out-of-hours arrangements. The coordinator must verify the routes for the assignment location. No 24-hour availability is claimed unless an actual duty arrangement is recorded and tested. An unanswered internal contact must never delay urgent external protection.

GUIDANCE 04

1 Governance and safe placement

Before accepting a requirement

The booking lead obtains the hirer's legal identity, location and relevant registration; the actual job, staffing level, supervision, hours, risks, break cover and competence required; and any driving, lone working, medication or physical-intervention duties. Recruitment checks each worker against the requirement and work restrictions. The commercial lead checks signed terms and insurance scope. Do not fill a shift with an uncleared worker or promise a specialist task outside approved scope.

Authorising supply

Only an authorised approver may mark a file fit for work, recording name, date, evidence and any restrictions. The booking team must see the current approval and task restrictions, not medical history or an unrestricted personnel file. Essential clearance that expires or is withdrawn pauses the affected work until reassessed. The coordinator records the agreed assignment and sends the worker and client the relevant confirmation before work.

Oversight and change

Directors review incidents, complaints, compliance expiry, staff welfare, hours, outstanding debts and corrective actions monthly during launch. Record the owner and due date for every action and evidence before closure. Any proposal to assess needs, direct individual care or manage a care package requires a documented registration, competence, insurance and contract review before acceptance. A policy cannot transfer a statutory duty away from the person who holds it.

GUIDANCE 05

2 Safer recruitment and role clearance

Required checks

Recruitment obtains a complete chronological history, verifies identity and prescribed right to work, discusses gaps, checks qualifications and professional registration appropriate to the role, and determines the correct DBS workforce, level and barred-list eligibility from actual duties. Obtain overseas evidence where relevant and evaluate its limits. A universal DBS expiry date must not be invented. The recheck frequency and triggers follow role risk and current requirements.

The normal company reference standard is two independently verified professional references, including the most recent relevant employer where possible, plus a personal reference. A personal reference does not replace professional suitability evidence. Where the normal standard cannot be met, recruitment records the reason and obtains a director's decision on a lawful alternative. That decision cannot waive statutory or applicable school requirements. For relevant vulnerable-person work, obtain and offer the references required by the Conduct Regulations to the hirer.

Verification and decisions

Check a referee through an independent organisational contact where possible, compare dates and duties, clarify inconsistencies and record the actual reviewer and date. A submitted form or signature is not proof of verification. Preserve the original response and make any correction as a dated clarification. Never invent dates, endorsements or assurances. Assess disclosed convictions and suitability fairly, using role relevance and legal restrictions.

Continuing checks

Maintain a role matrix with each required check, result, evidence location, reviewer, date, expiry or recheck date and restriction. Prescribed right-to-work checks and follow-up are not replaced by a share-code screenshot alone. Recruitment pauses affected work when essential evidence is absent. A conditional offer is not clearance. Provide a written school checks assurance and the host's identity-arrival check for education supply.

GUIDANCE 06

3 Safeguarding children

Recognise and respond

A child is anyone under 18. Recognise abuse, neglect, exploitation, grooming, online harm, discrimination, child-on-child harm and risks arising from a person's communication needs. Listen without leading questions, do not promise secrecy, record exact material words and obtain emergency help when needed. Do not confront a suspected perpetrator or conduct an independent investigation.

Report and refer

Tell the host safeguarding lead and Bina duty manager immediately, unless doing so would increase risk or compromise evidence. The designated Bina lead records the safety decision, checks that the concern reaches children's social care without delay and follows the local referral process. Any employee may refer directly if a child may be at risk. Do not wait for parental permission where seeking it could increase risk or obstruct protection. Discuss with safeguarding professionals how parents are informed.

Follow up

Record event and report times, facts, the child's words, injuries, witnesses, actions, recipients, reference numbers and current safety. Confirm the referral was received. If the response is absent or the child remains at risk, use the authority's escalation procedure and record each attempt. Share only necessary information and restrict access. The lead arranges appropriate support and learns from the event without interfering with police or social-care enquiries.

GUIDANCE 07

4 Safeguarding adults and mental capacity

Involve the adult, seek their wishes and recognise abuse, coercion, exploitation, self-neglect, domestic abuse, financial harm and organisational harm. Obtain urgent clinical or police help where needed. Report promptly to the host and Bina leads and refer to the relevant local adult safeguarding authority where indicated. Uncertainty about the section 42 threshold is not a reason to ignore a concern.

Seek consent to sharing where appropriate and record it. Sharing without consent requires a justified lawful basis, for example serious risk, coercion, risk to others or a legal duty. Record the rationale and share the minimum needed. Do not assume every adult safeguarding concern automatically overrides privacy or the adult's wishes.

Presume capacity where the Mental Capacity Act applies and provide practical decision and communication support. Capacity is decision-specific and time-specific; an unwise decision alone does not establish incapacity. Refer a doubtful capacity decision to the responsible professional, recording support given. Best-interests action must follow the applicable process and be least restrictive. Family agreement alone does not authorise detention, restraint or treatment. The Act can apply from 16; 16- and 17-year-olds also remain within children's safeguarding arrangements.

The host owns the relevant care assessment and lawful authorisations. Staff check and follow the actual plan and report an unlawful or unclear restriction. Bina follows up referral receipt, unresolved risk and persons-in-positions-of-trust arrangements, using an external route if the provider is implicated.

GUIDANCE 08

5 Allegations against staff and suitability investigations

The recipient makes people safe, records the account and reports it to the safeguarding lead without testing the allegation through an informal disciplinary interview. Preserve original messages and records. The director makes a documented proportionate risk decision on adjusted duties, supervision or temporary removal. Suspension is neutral and is not automatic. Consider alternatives and the effect on the person raising the concern and the employee.

For allegations meeting the local child-related criteria, the lead contacts the relevant LADO within one working day and immediately for urgent protection. For adults use the local safeguarding and persons-in-positions-of-trust route. Follow police and safeguarding advice before an internal interview or disclosure that could compromise an enquiry. Bina checks its own DBS and professional-regulator duties independently of any host notification.

Where Bina removes or would have removed a person from regulated activity because the legal harm or risk criteria are met, assess and make any required DBS referral. Resignation, an agency move or another authority's report does not remove that duty. Record the threshold decision and evidence. Treat the employee fairly and disclose sufficient information at the lawful stage to allow a response.

Confirm any temporary removal in writing with the reason, pay decision under the agreement and law, welfare contact and next review within seven calendar days, or sooner if circumstances change. Review necessity regularly. On closure record the actual outcome, support, any corrected information and deployment decision. Do not turn a disputed or unsubstantiated allegation into a finding of guilt. Apply the appropriate retention rules, including special rules for school allegations.

GUIDANCE 09

6 Whistleblowing and speaking up

Employees may disclose reasonably believed wrongdoing in the public interest, including unsafe care, legal breaches, concealment or relevant harassment, to Bina or an appropriate external route. Personal grievances normally use the grievance procedure, but a concern may engage both processes. Staff do not need proof or Company permission to make a protected disclosure. Company language about honesty does not replace the statutory protection test or impose a good-faith condition.

Report to a director or ask for the uninvolved director. If both are implicated, use the appropriate prescribed regulator, safeguarding authority, police or legal advice route and request an independent reviewer. Anonymous concerns are considered on the information available. Confidentiality is protected as far as lawful, but cannot always be guaranteed. Explain necessary sharing rather than promising secrecy.

The recipient acknowledges the concern normally within two working days, assesses immediate safety and legal referral duties the same day where urgent, appoints an uninvolved reviewer and gives an update within ten working days or an explained revised date. The reviewer records evidence, findings and action without compromising external enquiries. Tell the reporter the outcome as far as privacy and law allow. Investigate retaliation separately and promptly. No confidentiality clause prevents lawful reporting, legal advice or trade-union support.

GUIDANCE 10

7 Health safety infection prevention and exposure

Before work the host provides site induction on fire, emergencies, first aid, infection controls, sharps, waste, PPE, equipment and known violence or environmental risks. Bina checks that the employee is suitable and that the arrangements exist. Both parties cooperate; neither assumes the other's duty is discharged by a generic certificate.

Use the risk assessment, hand hygiene and current service infection guidance. Required PPE must be available without unlawful charge, suitable and used correctly. Do not attend where an exclusion, illness or unsafe fitness makes it inappropriate; contact Bina for advice. After exposure or injury, make safe, obtain the appropriate first aid and clinical advice urgently, notify host and Bina and preserve factual records. Do not delay emergency treatment to finish paperwork.

Only use moving equipment after relevant training, familiarisation and authorisation, following the person's plan and staffing requirement. Do not improvise lifting or reduce two-person support without a safe reassessment by the responsible service. Use COSHH information for substances and report equipment faults. Stop dangerous work and seek urgent help while arranging safe care and handover where possible.

Record accidents and near misses, including who controlled the site and activity. A director identifies the responsible person for any RIDDOR decision, obtains advice if needed and checks required reporting occurs. Not every incident is reportable. Keep the decision, notifications, corrective actions and review evidence.

GUIDANCE 11

8 Lone working violence and missed contact

Lone work requires a written assignment-specific assessment, reliable communication, check-in frequency, agreed response times, backup and an escalation contact who is actually available. Consider the setting, person, behaviour, environment, travel, worker experience, disability or pregnancy and ability to summon help. Do not convert a required two-person assignment into lone working to fill a gap.

At the agreed check-in deadline, the duty contact attempts the worker immediately, then the host and backup route. If safety cannot be established within the risk-assessed period, seek an appropriate welfare response and emergency services where there is a credible immediate risk. The card must state that period; managers must not wait until shift end by default. Record times and decisions.

For threats or violence, use prevention, distance, de-escalation and exit or assistance as appropriate. Do not remain in serious and imminent danger. Arrange urgent help and a safe handover where feasible. Bina supports affected staff, considers police and safeguarding referral, investigates environmental causes and reassesses the assignment before return. Challenging behaviour does not excuse unaddressed staff harassment or unsafe staffing.

GUIDANCE 12

9 Driving and transport

Drive only where the assignment is authorised and the licence, relevant restrictions, vehicle condition and insurance for the actual activity are checked. An ordinary business-use policy may not cover every passenger or paid transport arrangement. Verify the journey, vehicle, passenger needs, seatbelts, child restraints, escort support and emergency plan before agreement.

The driver must meet relevant eyesight and fitness standards, follow DVLA and medical advice, report changes and stop driving if permission or safety is uncertain. Required health information is functional and proportionate and handled with restricted access. Check licence status at authorisation, the recorded review date and after a reported change or incident. Do not use a handheld phone or drive fatigued, impaired or medically restricted.

For a collision stop safely, call emergency services where necessary, obtain help for passengers, follow legal reporting duties and notify Bina and the host promptly. Record facts and insurer details without admitting liability on behalf of the Company. Keep receipts and mileage records under the agreed assignment terms. A non-driver is not expected to transport someone because a last-minute instruction demands it.

GUIDANCE 13

10 Medication and delegated clinical tasks

Medication support is permitted only where the assignment includes the task and the host has assessed and authorised the worker for the person, setting and task. Registered work and delegated clinical tasks require the correct registration or delegation, practical competence, supervision and insurance. A training certificate or an online policy acknowledgement does not itself authorise practice.

Before support read the care plan, authorised medicine directions, MAR, allergies, consent or capacity arrangements and host procedure. Verify the person, medicine, dose, route, time and record; clarify discrepancies before acting. Do not alter a dose, accept an informal instruction, sign for another person's administration or sign for a medicine not given. Respect refusal and obtain advice using the host's clinical route.

For omission, error, unexpected reaction, stock discrepancy or uncertainty, assess immediate safety, obtain urgent clinical advice or emergency help, notify the host lead and Bina and record the facts, advice and action. Preserve relevant packaging and records. Safeguarding referrals are considered separately. PRN requires clear authorised criteria and outcome records. Covert administration requires the applicable lawful professional process, not family preference alone.

After an error the clinical lead reviews the task and competence before duties resume. Staff never conceal an incident to protect an assessment result. Bina does not provide independent diagnosis, prescribe treatment or authorise a procedure outside its service scope through this policy.

GUIDANCE 14

11 Positive behaviour support and restrictive practice

Read the person's communication, support and risk plans before an assignment. Use predictability, sensory adjustments, respectful language, choice, space and de-escalation. Identify foreseeable risks and agree safe staffing and help. A diagnosis, property damage or shortage of staff does not create blanket authority for restriction.

For foreseeable intervention the coordinator verifies the legal framework for the setting and age, individual plan, authorisation, trained techniques, practical competence, supervision and insurance. Different rules apply across care, schools and home settings. Court or deprivation-of-liberty authorisation is not a general permission for any technique. Do not undertake an assignment whose foreseeable requirements exceed competence.

In immediate danger seek help, reduce demand and use the least restrictive lawful response. Any physical intervention must be necessary, proportionate, within lawful authority and competence and stop when the justification ends. Never use pain, an airway restriction or a prohibited technique. Monitor welfare and breathing and obtain medical help where needed. This policy is not physical-intervention training.

Report immediately and record the precise risk, alternatives, people present, technique, start and finish, observations, injuries, medical care, notifications and outcome in the host's approved system and Bina's incident route. Offer an accessible person-centred debrief and staff support. Review preventable causes and the deployment decision before similar work resumes.

GUIDANCE 15

12 Incident records complaints and learning

Report safeguarding concerns, injuries, missing persons, medication issues, restrictions, unsafe staffing, harassment, data incidents and near misses. Safety comes before forms. Notify serious matters immediately and make a factual record before shift end where safe, explaining any delay with the actual entry time. Never backdate, overwrite evidence or copy an unverified allegation as fact.

A record states who, what, where and when; material exact words; observations separated from interpretation; risk, injuries and medical help; witnesses; action, referrals and reference numbers; and the current safety position. Make corrections through a dated amendment and preserve originals. Keep care details in the host's approved records, sharing necessary incident information securely with Bina.

Complaints may be verbal or written. Provide communication adjustments and send the concern to management or the uninvolved director. Acknowledge normally within two working days, identify the investigator and aim for a reasoned response within 20 working days. Explain any extension and give a review date. These are Company targets and do not replace specialist statutory routes or deadlines.

The investigator hears relevant people, reviews proportionate evidence and issues findings, reasons, actions and review rights. A review can normally be requested within ten working days, with late requests considered fairly. Use an uninvolved director or external reviewer. Record recurring themes, action owners, deadlines and evidence of change. Safeguarding or criminal concerns must not wait for a complaints outcome.

GUIDANCE 16

13 Equality reasonable adjustments and professional conduct

Do not discriminate, harass, bully or victimise applicants, employees or people supported. Assess selection and placement against actual role requirements. A client's discriminatory preference is challenged and recorded; any asserted occupational requirement needs a case-specific lawful review, not routine acceptance. Ask about needed recruitment adjustments without unnecessary pre-offer medical questioning.

Discuss reasonable adjustments, use functional information, obtain occupational-health advice where appropriate and record the agreed support and review date. Share only what the host needs to implement it. Disability, pregnancy and protected leave require careful assessment in attendance, capability and deployment decisions. Equality monitoring remains optional, separated from selection and reported only in non-identifying groups.

Maintain boundaries. Do not borrow, lend, exploit a relationship, accept significant gifts, provide private paid services to a person supported or use personal social media to contact them. Declare gifts and conflicts, use the host's authorised financial procedures and never mix personal and service-user money. Treat different cultures, beliefs and communication needs respectfully. Report a boundary concern early; management records the decision and follows safeguarding where indicated.

GUIDANCE 17

14 Harassment prevention and response

Bina takes all reasonable steps to prevent sexual harassment and addresses harassment by colleagues, managers, clients, contractors and people encountered through work. The directors assess risks before placement and after a concern, including lone work, night work, power imbalance, previous reports, intimate-care tasks, online communication and client conduct. Provide training, clear standards and reporting options and review whether they work. Keep evidence of action, not just a policy signature.

The worker may report verbally or in writing to a director, the uninvolved director or an appropriate external body. They may bring a supporter to an initial conversation, request adjustments and choose a different contact where possible. Do not require confrontation of the alleged harasser or an informal resolution as a condition of a formal report. Assess immediate separation, supervision, safe transport or withdrawal of supply without penalising the complainant.

An uninvolved investigator explains the process, preserves evidence and hears both accounts fairly. Limit sharing to what is necessary and avoid promises of absolute secrecy. Keep the employee updated at least every ten working days during an active case, with a reason if the timetable changes. Apply disciplinary action where justified, challenge the client and suspend future unsafe supply where controls are inadequate. An assignment change is not a substitute for investigating the risk.

Record outcome, prevention actions, appeal route and follow-up checks. Investigate retaliation, disadvantageous shift allocation or pressure to withdraw a report separately. Coordinate overlapping safeguarding, whistleblowing and police issues. Do not use confidentiality wording to suppress a lawful complaint or disclosure.

GUIDANCE 18

15 Disciplinary procedure

Investigation and informal action

For a minor issue the manager may explain the concern, hear the response and agree improvement without a formal sanction. Record the support and expected standard. A serious or repeated concern requires an impartial investigation; distinguish misconduct from capability, illness, protected absence and a training gap. Obtain relevant evidence, preserve originals and consider reasonable adjustments. Investigation is not itself a disciplinary hearing.

Formal hearing

If there is a case to answer, send the employee the allegations, potential outcomes and relevant evidence in reasonable time to prepare, normally at least five working days unless an agreed adjustment or exceptional lawful need requires a different period. Explain the right to be accompanied by a trade-union representative or fellow worker at a qualifying formal hearing and reasonable postponement rights. Consider another appropriate supporter as an adjustment where needed. Use a decision maker who has not investigated where practicable.

At the hearing explain the case, hear the response, allow questions, consider relevant witnesses and adjourn for further enquiries if needed. Decide only after considering the evidence and mitigation. Record the facts found, reasons and proportionality. No predetermined automatic sanction follows the cancellation trigger or a client request.

Outcomes and appeal

Possible outcomes include no action, support, a first written warning normally active for six months, a final warning normally active for 12 months, or dismissal with notice where justified. A serious case may justify a final warning directly. Gross misconduct may justify summary dismissal after a fair process; examples include serious abuse, theft, deliberate falsification or a grave safety breach, assessed on facts rather than the label alone. Confirm the required improvement, support, review and consequences in writing.

The employee may appeal, normally within ten working days of the decision. An uninvolved director or external reviewer hears it promptly, with applicable accompaniment and adjustments, reviews the grounds fairly and gives a reasoned written outcome. Late requests are considered on their circumstances. An internal deadline does not remove statutory rights or external time limits. Keep proportionate confidential records under the retention schedule.

GUIDANCE 19

16 Grievance procedure

An employee may seek an informal discussion if they choose, except where safety, seriousness or the circumstances require a formal route. They need not approach a person who is implicated. A formal grievance may be written or supported through an accessible alternative and should explain the concern, relevant facts and the outcome sought. Management acknowledges normally within two working days and identifies an uninvolved person.

Arrange a meeting promptly, normally within ten working days, explaining applicable accompaniment rights and adjustments. Hear the employee, clarify the issues and investigate proportionately, allowing relevant evidence and witnesses. Coordinate related disciplinary or safeguarding matters without suppressing the grievance. Tell the employee if more time is needed and give the next review date.

Give a reasoned written outcome, actions and appeal route. An appeal is normally requested within ten working days and heard by an uninvolved director or external reviewer. Consider a late request fairly. Prohibit retaliation and record any allegation of it separately. Neither procedure requires permission for Acas, legal advice, a regulator or a protected disclosure, and neither extends an external limitation period.

GUIDANCE 20

17 Capability probation supervision and support

Explain the role, required competence and review criteria during induction. For a performance issue identify whether training, supervision, unclear instructions, disability, health or working conditions contribute. Meet the employee, agree support, reasonable adjustments, measurable standards and a realistic review period. Record feedback and progress. Do not send an employee into an unsafe task as a performance test.

Probation reviews occur during the three-month period and before its end. Confirm success or a justified written extension and agreed support; under the standard agreement total probation does not exceed six months. If employment may end, use a fair process with the appropriate notice and an appeal. Probation does not cancel statutory protections.

Provide supervision at a frequency proportionate to role and deployment risk, with an initial check after the first assignment, at least every three months while actively deployed and sooner after a serious incident, concern or role change. Supervisors check welfare, practice, competence, learning, incidents and work restrictions and record actions. Annual appraisal reviews overall development. Professional or service-specific supervision requirements may be more frequent and take precedence.

GUIDANCE 21

18 Attendance sickness and return to work

Employees report sickness, delay or inability to attend to Bina and the host as soon as reasonably possible, normally before shift start. The duty manager checks immediate staffing and welfare, arranges safe cover and records the information and any necessary infection or clinical advice. If a call is not possible, use the safest accessible alternative and explain the reason. Do not demand unnecessary diagnoses or advise an unwell person to work unsafely.

Record genuine sickness separately from misconduct. Three employee-initiated cancellations with less than 24 hours' notice in a rolling 12 months initiate a review. Check that each shift was accepted and each event is correctly recorded, hear the employee and consider emergencies, disability, pregnancy, protected leave and circumstances beyond control. Declining an offer does not count. Apply adjustments to triggers where required. The review does not impose a fine or automatic dismissal.

Use self-certification initially and a fit note when legally required. Payroll assesses SSP, qualifying days, average earnings and current rules and explains any refusal with required information. Arrange a proportionate return-to-work discussion and assess phased work or occupational-health advice. Keep medical information separate and restrict it. If long-term absence affects work, consult, obtain appropriate advice, consider adjustments and alternatives and follow a fair process with appeal before any dismissal decision.

GUIDANCE 22

19 Family leave time off and flexible working

Statutory maternity, adoption, paternity, shared parental, unpaid parental, neonatal care, parental bereavement, carer and dependant rights are considered under their own eligibility and notice rules. Contact management as early as reasonably possible; an emergency dependant request can be made as soon as practicable. The manager records the request, supplies current information, considers evidence proportionately and confirms entitlement, dates and pay separately. Do not treat day-one leave eligibility as automatic statutory-pay eligibility.

Pregnancy and return-to-work risks are assessed with the employee and host, with safe adjustments or alternatives and any applicable paid suspension rights. Antenatal and other protected appointment rights are considered separately. Leave does not remove holiday accrual or required carry-over. Managers must not count protected absence as misconduct or use it to disadvantage shift allocation.

Employees may make a statutory flexible-working request from day one. Management discusses it, considers the actual business circumstances and reasonable adjustments separately, and follows current time limits and permitted reasons for refusal. Confirm the outcome and any agreed variation in writing and offer an internal review. Requesting predictable arrangements or declining a voluntary opt-out is not a disciplinary matter. Future legislative changes are applied when commenced and applicable.

GUIDANCE 23

20 Working hours breaks night work and fitness

Before confirming work the coordinator records relevant hours across jobs, travel, rest, night work and restrictions. Normally apply the adult 48-hour average over the relevant reference period, a 20-minute uninterrupted break when work exceeds six hours, 11-hour daily rest and the applicable weekly rest. A separate voluntary opt-out does not waive rest or night-work protections. Review the actual exception and compensatory rest rather than assuming care work is exempt.

A break requires genuine relief from duties. Record interruption and pay treatment accurately and obtain safe cover; do not deduct a break the worker could not take. Do not extend a shift simply because replacement cover is late without reassessing fatigue, legal limits and safety. Escalate to the host to manage its staffing. Nothing requires remaining in serious and imminent danger.

Provide a free appropriate health assessment for eligible night workers before assignment and at suitable intervals, protect its confidentiality and consider recommended adjustments. Assess young workers separately before accepting any under-18 placement. Staff report fatigue, medication effects, alcohol or substance impairment without concealing risk. Respond fairly and obtain clinical advice where needed; a safety disclosure alone is not proof of misconduct.

GUIDANCE 24

21 Pay holiday deductions and expenses procedure

The standard basic rate is £12.76 gross. Eligible staff receive 12.07% rolled-up holiday on relevant pay, separately itemised, approximately £14.30 combined. Apply higher agreed, statutory and agency-worker entitlements. Payroll checks the legal holiday method for each leave year and employee, actual working time, minimum wage and lawful deductions. Required training and travel cannot be omitted merely because the rota shows fewer hours.

Staff submit actual hours and business mileage by the 20th cut-off for monthly payment on the last calendar day of the month, brought forward to the preceding working day where needed. Payroll pays undisputed evidenced time and investigates missing approval, clocking errors and disputed time promptly. Client non-payment does not delay earned wages. The employee receives an itemised payslip and an explanation of changes. For a correction after payday, agree and record the earliest practical payment or lawful recovery rather than a surprise deduction.

The holiday year is January to December. Record accrual, leave taken, pay method, sickness or family-leave treatment, reminders, carry-over and final reconciliation. Respond to leave requests promptly, normally within five working days, using statutory notice rules, and offer alternatives if refusing. Keep required holiday records for at least six years. Staff must have a real opportunity to rest even with rolled-up pay.

Employee-funded DBS and permitted portable training costs require an actual-cost Charges Schedule before agreement and a minimum-wage and agency-rule check. No work-finding fee or unlawful PPE or safety-training charge applies. Reimbursement follows the agreed expense schedule and evidence. Verify bank changes independently and apply the financial controls in the governance manual.

GUIDANCE 25

22 Agency worker rights and assignment changes

Agency-worker protections may apply to an employee supplied to a hirer. The coordinator gives access information about shared facilities and vacancies from day one, subject to the lawful facilities exception. Record the hirer, role and all relevant prior assignments, including those through another agency, so the qualifying clock can be assessed.

Before the usual 12-week qualifying point, request the hirer's comparator pay, holiday, working hours, rest and other applicable basic conditions and document the decision. Assess breaks, pregnancy and family leave and a substantively different role under the actual rules. Do not artificially rotate roles or agencies to avoid rights. Escalate missing comparator information to management and record efforts and any adjustment.

Before a material site, duty, hours or pay change, reassess safety, competence, work restrictions and rights and obtain the employee's agreement where required. Update the assignment and KID or contract information when necessary, retaining the prior version. A client may remove someone from duties for immediate safety, but Bina decides employment consequences through its own fair process.

GUIDANCE 26

23 Education assignments

Recruitment applies the current Keeping children safe in education requirements for the actual role and records checks, dates, evidence and restrictions. This includes relevant identity, right-to-work, qualification, overseas, DBS and barred-list checks and any additional role-specific prohibition or disqualification checks where applicable. Do not request an ineligible check or assert that every teaching assistant needs every teacher check.

Send the school the required written checks notification before supply. For information disclosed on a certificate, follow the applicable KCSIE sharing requirements securely. The school checks that the person who arrives is the person checked and supplies its safeguarding, behaviour, emergency, online-safety and reporting induction. Record the designated safeguarding lead and deputy, location and contact routes before work.

Specify age group, SEND responsibilities, classroom supervision, intimate-care arrangements, medication boundaries and any foreseeable physical intervention. A care qualification is not automatic classroom competence and a teaching role is not authority for clinical care. Use the school-specific assignment annex and current policy versions. Allegations follow both Bina and the school/LADO procedures without a competing internal investigation.

GUIDANCE 27

24 Continuity and policy access

The duty manager keeps an accessible secure rota and contact list, nominated deputy, manual time-record route and instructions for system failure. On an unfilled or cancelled critical shift, tell the host immediately, record attempts to find suitable cover and allow the host to manage safe staffing. Never disguise a no-show or substitute an uncleared person. Reconcile manual records into the system with the original time and author intact.

Directors maintain payroll cover, backup access and a tested recovery process. Test loss of a key manager, booking-system outage, failed reminder or email, missed clock-out, disputed hours and payroll interruption. Record actual results, owners and remedial action. No test entry is marked complete without evidence.

Staff can obtain the full current handbook and an accessible format through management. Record the exact version supplied and date, allow questions and arrange support. Receipt is not a waiver of rights or evidence of practical competence. Review the handbook annually and earlier after a legal change, serious incident, material service change or audit finding. Keep withdrawn versions for the justified audit period and remove them from issue.

GUIDANCE 28

Appendix A — November 2026 operational updates (effective 7 November 2026)

These instructions form part of this edition of the staff handbook and must be read with sections 1–24, the employment agreement, Key Information Document, assignment safety card and location-specific procedures. In any conflict, statutory duties and valid contractual terms take priority.

A1. Induction, staff conduct, policy acknowledgement and safe deployment

Every worker must complete the assigned Bina Pathways Ltd induction, required onboarding declarations, role-specific checks and current policy acknowledgements before being authorised for their first assignment. The recruitment/compliance approver must verify completion and record the worker's identity, BPW reference, induction version, training evidence, policy version, electronic signature or acknowledgement, approval date and named approver in the worker's secure file. A tick box, a training certificate, or a generic completion screen is not a substitute for practical competence, statutory checks or supervised task sign-off.

At each new site the worker must receive a local introduction covering the job, supervisor, service-user or pupil support plans, reasonable adjustments, safeguarding and whistleblowing routes, emergency procedures, fire exits, PPE, break cover, infection controls and any task-specific restrictions. Staff must confirm their assignment and actual hours using the approved staff portal or agreed contingency process. They must not share passwords, claim hours not worked, clock in on another person's behalf, conceal mistakes, accept private work from people supported or arrange an unauthorised shift swap. Report late arrival, absence, conflicting instructions or a change to the agreed role as soon as known. Three late cancellations may trigger a fair support and conduct review, not an automatic financial penalty.

Treat everyone with dignity; maintain professional boundaries, appropriate dress and ID, confidentiality, accurate records and respectful communication. No degrading treatment, unauthorised photography, social-media contact with people supported, gifts of significant value, discriminatory language, harassment, sexual misconduct or retaliation for speaking up. Managers must make accessibility adjustments and allow workers to raise questions before acknowledging a policy. Any breach is considered under the fair disciplinary, safeguarding and whistleblowing procedures as applicable.

A2. COSHH, cleaning chemicals, sharps and body-fluid exposure

Before handling hazardous substances, read the actual product label, hazard symbols, safety data and the site's COSHH assessment. Use only approved chemicals in labelled containers, follow dilution and manufacturer instructions, ventilation, gloves/eye protection, safe storage and disposal. Never mix products (including bleach with acids or ammonia), decant into drinks bottles, leave chemicals accessible to children or service users, or attempt to clean an unidentified spill without a safe method and the necessary training. Isolate the area, warn others, notify the host and Bina, and obtain the site's spill response or specialist assistance.

Use approved sharps disposal arrangements; do not recap, bend, handle or retrieve discarded needles without training and appropriate equipment. For a needlestick or contamination involving blood or body fluids, stop work safely, perform the appropriate first aid without squeezing a puncture wound, seek urgent occupational-health or emergency clinical assessment, and tell the host and Bina immediately. For splash exposures rinse appropriately and obtain immediate clinical guidance. Record the actual exposure, source information only where lawful, time, first aid, advice, referral, persons informed and follow-up; do not postpone medical advice while completing forms.

A3. Mental capacity, consent and lawful restrictive practice

Under the Mental Capacity Act 2005, presume capacity where it applies, support the person's decision-making, assess capacity for the particular decision at the relevant time where authorised, and respect an unwise decision. Where capacity is lacking, involve the authorised decision maker, follow the lawful best-interests and least-restrictive process and the person's assessed support plan. The existence of a care plan, family preference, diagnosis or a worker's training certificate is not blanket authority to impose restrictions or physical holds. Children and young people require their own age- and setting-appropriate legal assessment and safeguarding safeguards.

Use prevention, communication, environmental adjustments, de-escalation and timely assistance first. Do not use a physical intervention outside the worker's current practical competence, recorded individual plan, the actual legal authority and the specific host procedure, except to the limited extent an immediately necessary and lawful emergency response is justified. Never obstruct an airway, apply dangerous pressure to the neck or chest, or use pain-compliance techniques. If there is breathing difficulty, choking, blue/grey skin, loss or alteration of consciousness, chest pain, suspected serious injury or collapse, stop the intervention as safely as possible, call 999, give appropriate first aid and follow emergency dispatcher instructions. Seek immediate help even if the person appears to recover; do not leave them without appropriate monitoring or support.

Record every restrictive intervention without delay in the host's approved incident record and report it to Bina. Record the person's identity, date, exact start and finish times, place, who initiated and performed each part of the intervention, witnesses, the immediate danger, alternatives tried, why the restriction was necessary, any authorisation or care-plan reference,

positions and observed welfare, injuries, medical advice, notifications, the person's account, debrief, outcome and follow-up plan. Never backdate, alter evidence or omit an unsuccessful or harmful event. Inform safeguarding leads and other required external authorities when thresholds are met. Failure to protect, report or record can harm the person and worker and may lead to investigation, professional, regulatory or criminal consequences according to the facts and law.

A4. School and child-specific safeguarding

Education workers must read the current Keeping children safe in education material applicable to their role (including Part One where required), know the school's designated safeguarding lead and deputy, and complete the school's induction before classroom work. This includes online safety, filtering and monitoring arrangements, reporting harmful content, child-on-child abuse, grooming and exploitation, low-level concerns about adults, safer staff-pupil boundaries, attendance concerns, SEND and communication vulnerabilities, intimate-care boundaries and emergency evacuation. Workers must report concerns promptly to the school's DSL and Bina safeguarding lead, or use the appropriate external route if necessary. Do not investigate allegations independently or assume the school has made a statutory referral without checking.

The school remains responsible for its setting-specific safeguarding arrangements, supervision and behaviour policy. The worker must not take on unassessed medicine, restraint, intimate-care or clinical duties. Where an allegation meets LADO criteria, Bina's safeguarding lead must arrange contact within one working day (immediately if urgent), in cooperation with the host and safeguarding authorities. The identity of a reporter and sensitive child information must be protected.

A5. Pay, incomplete hours, payroll disputes and corrections

Bina Pathways Ltd normally pays accepted workers monthly on the last calendar day, or the preceding working day where needed, for eligible hours under their agreed terms. Workers must submit accurate start and finish times, paid/unpaid breaks, authorised changes and supporting records by the communicated payroll cut-off (normally the 20th monthly cut-off). Where a clock-in, clock-out or host signature is missing or a shift was not marked complete, notify payroll promptly through the staff portal or payroll@binapathways.co.uk with BPW number, host, date, actual times, breaks, role, pay rate and relevant evidence. A missing approval or incomplete form triggers a factual review; it does not automatically extinguish pay for work actually performed.

Payroll compares the staff record, host confirmation, rota, clock logs and any contemporaneous evidence; consults the worker and client fairly; records the disputed and undisputed hours separately; and gives the worker a dated written decision and next action. Pay all undisputed, evidenced earnings on time. The client's disputed invoice, failure to approve hours or non-payment to Bina does not by itself authorise delay to a worker's earned wages. Employees may query a missing, late or incorrect amount without retaliation. The

normal acknowledgement target is two working days, with earlier action for urgent financial hardship.

If an underpayment, incorrect rate or missed payment is established, notify the worker and pay the sum owed as soon as practicable, including an off-cycle correction where needed. Only an adjustment not yet legally due or otherwise lawful to defer may be carried into the next payroll or pay period, with a written explanation. Bina aims to resolve payment queries much sooner than eight weeks and sets an outer administrative resolution target of eight weeks, with progress updates and escalation to a director for complex disputes; this target does not extend legal pay dates, permit unlawful deductions or restrict statutory complaints or employment claims. Correct any overpayment only using a lawful, explained and proportionate recovery process.

If the worker or client has not raised incomplete hours, payroll still investigates discrepancies that come to its attention. Worker and client must report inaccuracies promptly, but a disputed or late submission is reviewed on its evidence and applicable law rather than automatically rejected. Record the agreed correction, responsible reviewer, supporting documents, communications, corrected payslip and payment date in the audit trail. Pay queries are handled separately from service-user safeguarding concerns.

A6. Data protection, emergencies and accountability

Use only Bina and host-approved systems for sensitive staff, service-user or pupil information. Verify recipients, restrict access to the minimum needed and report any loss, wrong recipient, exposed document or suspected data breach immediately to the management and privacy contact. Never include identifiable care or school records in a public rota, personal messaging account, unsecured email or AI tool not specifically approved for the task. Do not record voice, take photographs or upload documents without a lawful purpose and the necessary authorisation. Preserve factual audit trails and report errors honestly.

For an immediate threat to life or serious injury, call 999 first and then notify the host and the Bina on-call office (07337541218). Contact Bina safeguarding lead Wisdom Akpoturu through admin@binapathways.co.uk or the office number; Director and Manager Precious Chinazonwa Ezurike is the alternate management route. Staff may report directly to local authority safeguarding teams, LADO, police or regulators where required or where internal escalation is unsafe or ineffective. Never wait for an unanswered email before protecting someone.

This 7 November 2026 handbook edition updates operational guidance for future use. It does not retrospectively alter already signed employment contracts, key information documents, accepted assignment rates, previously acknowledged handbook versions or earned wages. A worker must be issued or directed to the current version and have questions answered; the system must retain the exact version and date of acknowledgement. Management must separately verify that this handbook version is represented accurately by any digital onboarding and policy-signature workflow before relying on its automatic status.

GUIDANCE 29

Bina Chat and Digital Communications Policy

BPW-CHAT-20261107-v4 | Handbook BP-HB-2026-11-10-v9 | Effective 7 November 2026

Who this policy applies to

This policy applies to Bina Pathways Ltd staff, clients, authorised client representatives, management and departments using BINA CHAT. Use your own verified account and existing portal session. Each client company has its own conversation with Bina management. Clients and approved workers can also have work conversations. Clients cannot access another company’s conversations or unrelated internal staff conversations. Learners and the public do not gain chat access through this service.

What chat must be used for

Use chat for appropriate work updates, routine coordination, availability queries, training and supervision reminders, requests for support and clarification of Bina instructions. Use a group only where every member needs the information. Use a private management conversation for an individual routine query, sharing only the minimum necessary information. Keep messages factual, clear, respectful and relevant. Check the conversation title and recipients before sending.

Use the formal process as well

An informal chat, emoji, delivery tick or read receipt is not an assignment confirmation, approval of hours or pay, completion of supervision, a competence sign-off or a policy signature. Continue to use the relevant booking, timesheet, payroll, supervision, incident or compliance process. Structured booking actions update the booking record automatically. Other significant decisions and agreed actions must still be recorded in the appropriate authorised record and staff folder.

Urgent help must not depend on chat

Chat is not an emergency service and is not monitored continuously. For immediate danger or serious injury, call 999 first and follow the host service's emergency procedure. Report safeguarding concerns promptly through the host and Bina safeguarding routes, using the alternate route if the usual lead is involved or unavailable. For urgent attendance or booking problems, telephone the Bina office on 07337541218. Do not wait for a chat reply, notification, read tick or email before protecting someone or reporting an urgent concern.

Know who you are speaking with

Staff see other staff by BPW number. Management sees linked staff full names. Bina messages identify the signed-in person and department. Client messages identify the company and the named signed-in representative. BPW display is a pseudonym, not anonymity: message wording, a photograph or a document can identify someone. Never share credentials, impersonate another person or ask a colleague to send or acknowledge something in your name.

Information that does not belong in chat

Do not post identifiable service-user, patient or pupil information, care plans, clinical records, safeguarding case details, DBS or right-to-work documents, bank details, passwords or other sensitive staff records in general chat or groups. Use the specifically approved secure recording or document-submission route. A private chat is not automatically an approved channel for sensitive case files. If you need confidential support, ask management for the correct private reporting route without including unnecessary details.

Photos, videos, files and respectful conduct

Share only work-relevant material you are authorised to share, such as a general briefing or training resource without identifiable care information. Do not photograph, film, record or upload people receiving support or confidential records to chat. Respect copyright and permissions. No bullying, discrimination, harassment, threats, sexualised material, malicious files, spam or unauthorised advertising. Do not forward messages, screenshots or files outside the approved service without authority and a legitimate work purpose. A scan of an upload does not authorise its content.

What Bina can see and why

Client–staff, client–management and other Bina work conversations retain their existing management and department oversight. Staff-to-staff conversations are different: management and departments, including directors, cannot read them by default. A verified director may authorise named active Bina investigators to read selected staff-only conversations for a recorded safeguarding concern or investigation, with a case reference, reason and expiry. This does not grant access to unrelated staff conversations or any external messaging service. Use the approved confidential reporting route for sensitive case records.

Switching staff investigation access on and off

The affected staff and named investigators receive access-update notices when access is enabled, switched off or expires. Notices name the investigator and authorising director without disclosing the confidential case reason. Staff can continue their conversation. Investigators receive read-only access to the selected conversation and its attachments during the authorised period; they cannot send, edit, upload, book shifts or change membership inside it. The director can revoke access immediately, and access expires automatically. The system records authorisations, changes, expiry and investigative conversation/attachment access. Ending access does not delete the conversation or the retained investigation audit history.

Reply clearly and use emojis with care

Choose Reply to quote a message; select the quoted preview to locate and highlight its original. Use Message privately for an individual response rather than placing personal details in a group. Emojis are available through the picker and device keyboard, but use clear words for instructions, decisions, concerns and commitments. Do not assume a reaction or short acknowledgement proves understanding or agreement.

Delivery and read receipts

A single tick means sent. Double delivery ticks confirm receipt by all current recipients' devices; group delivery counts show partial delivery. Staff read receipts are on and show when a message has been viewed in the active chat. Management read status is not shared. A manager's delivered message does not tell you whether it has been read. Viewing a notification preview, dismissing it or choosing Read aloud does not mark a message as read. A read receipt is not proof of comprehension, consent or action, and must not be used alone to decide misconduct or pay.

Choose safe notification settings

On-screen alerts are available while signed in to the staff portal, Management Hub or chat. Open Chat alerts to control message previews, optional sound and user-initiated Read aloud. Read aloud only where others cannot overhear confidential work information. For closed-app device alerts, choose Enable device notifications and allow the device prompt. On iPhone or iPad, first add the app to the Home Screen and open its icon. Each device requires its own permission and connection; Focus, connectivity and device settings can affect delivery.

Your device, working time and accessibility

Notification permission is optional and is not blanket consent to monitoring or access to personal device content. Hide previews where a lock screen or shared space could disclose information; lock your device and sign out of shared devices. Check confirmed work information through the portal even if alerts are enabled. Chat does not create a requirement to remain online, read or reply outside agreed working or on-call arrangements. Request an accessible explanation, format or alternative approved contact route if needed. Record and handle required work and training time under your applicable terms and legal entitlements.

Sent content and the two-minute editing window

No participant, including management, can delete a sent conversation, message or shared attachment through chat. You may correct your own message text within two minutes of its original sending time. Edited messages are marked, and the original text, corrected text, actor and time remain in the audit history. The editing window does not restart after an edit. You can remove your own unsent uploads. Administrative retention, legal holds and account restrictions continue under the company’s separate retention and privacy procedures.

Book and rebook through chat

Use the plus menu to request a new shift or rebook a worker recorded as having worked at the selected location. Review the applicable price, location, role and UK shift times before sending the offer. Requests within 12 hours of shift start use the displayed emergency classification. The named signed-in requester is recorded. Staff must review current assignment instructions and use the acceptance control; a typed “yes” alone is not booking acceptance. The card uses the same booking record as the staff app. Normal clearance, availability, policy, working-hours and attendance checks still apply. Confirmed shifts appear in the rota; approved timesheets feed the existing payroll and invoicing processes.

Retain the right evidence

Use the company's retention schedule, privacy notice and lawful hold requirements. Do not keep everything indefinitely or use chat as the sole record of a material decision. Preserve relevant evidence securely when a complaint, safeguarding concern, dispute or investigation requires it; do not delete it to conceal an incident. Restrict access and record what was retained, why, where and by whom. Retention of backups or audit metadata is handled under the relevant schedule rather than assumed to end immediately when a visible message is removed.

Wrong recipient, harmful content or lost device

Report a mistaken disclosure, suspicious attachment, account compromise, lost device or abusive message promptly to management/privacy through admin@binapathways.co.uk or 07337541218. Give a minimal factual reference, date, chat and nature of the issue; do not repeat sensitive content into another group. Management must assess containment, access removal, preservation and any further reporting under the existing procedures. For safeguarding, use the safeguarding route rather than waiting for chat moderation.

Fair handling and acknowledgement

Concerns or alleged misuse are considered fairly under the existing conduct, disciplinary, grievance and safeguarding procedures. Necessary evidence must be obtained lawfully and proportionately, with confidentiality, an opportunity to explain and protection for lawful reporting. Ask management about access, correction or other privacy rights. Reading or acknowledging this policy confirms receipt and understanding; it does not waive rights, approve unrelated monitoring or establish task competence. New induction records identify the policy version and retain the worker's own acknowledgement and signature.

Contacts and review

Bina office: 07337541218. Management/privacy: admin@binapathways.co.uk. Safeguarding Lead: Wisdom Akpoturu. Director and Manager / alternate route: Precious Chinazonwa Ezurike. Use host and external safeguarding routes where required. Immediate danger: 999. Policy BPW-CHAT-20261107-v4; effective 7 November 2026; owner Directors / Management lead; review by 7 February 2027. Read alongside the full handbook, staff privacy notice and relevant reporting procedures.

Chat records and the purposes of access

Bina records verified account identity, company and department details, conversation membership, messages and attachments, booking actions, delivery/read events, security events and investigation access records. These support work communication, staffing administration, service security, fair complaint handling and necessary safeguarding investigations. Client–staff, client–management and management–staff work conversations retain existing Bina management and department oversight. Access must be used for an authorised work purpose; a role or technical capability is not permission to browse out of curiosity. Staff-only conversations require the separate director-authorised control described above.

Lawful basis and proportionate investigation

Bina records the applicable lawful basis for each purpose. Routine staffing administration and proportionate security or complaint handling may rely on legitimate interests after a documented necessity and balancing assessment; legal obligation is used only where a specific duty applies. A client supply contract is not automatically a contract basis for processing a worker's information. Before investigation access is enabled, the director must record the concern, why access is necessary, the selected conversation, investigators and duration, and consider a less intrusive route. Complete a DPIA where required and identify any Article 9 condition, Article 10 authority and associated UK-law requirements before processing the relevant sensitive information. Staff acknowledgement is not consent to surveillance and does not replace these assessments.

Limits on access and retained evidence

Investigation access exposes the selected conversation history and available attachments during the authorised period, including new messages while access remains active. The current control does not restrict access to selected dates within a conversation. The director must consider this scope before granting it. Switching access off ends further application access; it cannot withdraw a lawful copy or information already seen. Necessary retained evidence must be placed in the restricted case record, limited to the purpose and reviewed under the applicable retention schedule. No personal app, private device content or unrelated conversation is included. Do not use this control for covert monitoring.

Acknowledgement and optional choices

Staff acknowledge receipt and understanding of the current handbook and chat policy. Clients acknowledge the operational and privacy information, and an authorised company administrator separately accepts revised contractual terms where required. Nobody may accept or sign for another user. Earlier signed versions and receipts remain historical evidence. Optional marketing, device notification permission and any genuinely optional consent remain separate, may be declined without preventing ordinary account access, and can be changed through the relevant control. Essential service and policy notices are operational communications rather than marketing.

Retention and privacy rights

Chat participants cannot delete sent messages, attachments or conversations through the app. Own-message text editing ends two minutes after original sending; edits retain their audit history. This user-interface restriction does not remove data protection rights or authorise indefinite retention. Routine closed support conversations follow the published review schedule; operational chat and necessary investigation evidence follow their applicable justified category, with a specific legal hold where required. Contact admin@binapathways.co.uk for access, correction, objection, restriction, deletion or other applicable rights. Bina will assess the legal conditions and any necessary protection of another person’s information and explain any limitation. You may complain to the ICO.

GUIDANCE 30

Current handbook version

BP-HB-2026-11-10-v9 replaces the earlier operational handbook for the subjects revised in this issue. Earlier signatures remain evidence of the version actually signed. Read and acknowledge this revision through your own secure policy-update or onboarding route; nobody is recorded as having accepted it automatically.

This operational revision adds digital ID, uniform, account security, location-verified clocking, voice notes and live calls. It does not retrospectively change signed pay or commercial terms. Completed induction and earlier signatures remain preserved. Your own acknowledgement of this revision is recorded separately.

GUIDANCE 31

Driving mileage and role deployment

Business driving and mileage
Only undertake driving duties that Bina and the host have authorised within your current licence, vehicle, insurance, health and competence clearance. Provide your driving licence front and back, business-use insurance, MOT evidence where required, and the DVLA driving-licence check code or retained check result through the secure driving upload area. A driving check code is separate from an immigration right-to-work share code. Keep evidence current and report changes, restrictions, incidents and loss of cover immediately. Uploading a document or completing a declaration does not approve you to drive.

Before clocking out, choose whether you drove for work. If Yes, enter the actual business miles for the shift and the journey locations and work purpose, and confirm the entry is accurate. Do not put service-user names or sensitive case details in the claim. Eligible authorised business mileage is reimbursed at £0.45 per mile after management approval. Ordinary travel between home and the normal work location, private journeys and duplicate claims are excluded unless a specific arrangement is recorded in advance. A location check does not calculate or approve mileage. Keep reasonable journey evidence for review.

Mileage remains pending until a named manager approves or rejects it with a reason. Approved mileage is included separately in the applicable payroll run and payslip after payroll processing; it is not hourly pay and must not be counted twice. If approval or a correction arrives after a payroll cut-off, it is processed through the next appropriate payroll or supplementary run. Rejected or missing details can be corrected through management; an omission at clock-out does not erase hours actually worked or the payroll-query process. Existing released payroll records are retained.

Client charges for mileage are a separate commercial decision. Where the client has agreed and management approves the charge, approved business mileage is invoiced at £0.50 per mile as a separate item. Staff reimbursement approval is assessed independently of whether client mileage is chargeable or the client has paid.

Senior Support Worker deployment
Senior Support Workers may be considered for Senior Support Worker, Support Worker, Healthcare Assistant and Carer shifts in adult care, children's support and healthcare settings only within their individually verified and approved settings, duties and competence. A senior title does not automatically authorise children’s work, clinical tasks or driving. The assignment records the actual role, setting and agreed rate before acceptance, including the agreed children’s role rate where applicable. Required safeguarding, DBS suitability, practical competence, supervision and site induction remain part of approval.

GUIDANCE 32

Monthly staff pay and payroll cut-off

From 10 November 2026, Bina's standard staff pay cycle is monthly. The regular payday is the last calendar day of each month. Where that is a weekend or an England and Wales bank holiday, bank payment and payslip availability are brought forward to the preceding working day; the regular payday remains the payroll reporting date where HMRC requires it. The normal work period is the 21st of the previous month to the 20th of the pay month. The first new cycle covers 10-20 November 2026, payable on 30 November 2026. Submit accurate hours and business mileage promptly and by the 20th cut-off. The client and Bina review the evidence on 21-22; approved payroll is prepared from the 22nd. Hourly pay, holiday pay, statutory deductions and approved reimbursements are itemised separately. Client non-payment does not delay earned wages. Late-approved hours or mileage are reviewed for the earliest appropriate payroll or supplementary payment and are not discarded or paid twice. Work before the effective date and already issued payroll records keep their existing agreed treatment. An existing signed weekly-pay agreement changes only through the applicable consultation and recorded agreement process; no worker is signed or treated as consenting automatically.

Reading and acknowledgement

Read the current handbook and raise any questions with Bina. Ask for an accessible format or an explanation before undertaking affected duties. Your own acknowledgement records receipt and understanding; it does not waive rights, establish practical competence or sign an agreement for somebody else.

Version BP-HB-2026-11-10-v9 | Issued 10 November 2026

Operational update BP-HB-2026-11-10-v9 · 10 November 2026. Earlier signed versions remain preserved; acknowledgement is recorded through the authorised policy-update route.

The final page retains the original director approval record for edition BP-HB-2026-11-07-v5, dated 7 November 2026. It is preserved as a historical approval record. It does not record a new signature, a new approval date or automatic staff acknowledgement of this revision.

BINA PATHWAYS LTD

People | Safety | Professional standards

COMPANY DOCUMENT CONTROL · DIRECTOR APPROVAL

RETAINED DIRECTOR APPROVAL

Original version 5 approval | 7 November 2026

CONTROLLED DOCUMENT	**DOCUMENT VERSION**
Staff Handbook	**BP-HB-2026-11-07-v5**
EFFECTIVE / ISSUE DATE	**CAMPAIGN SCOPE**
7 November 2026	Bina Pathways Ltd staff and agency workers

DIRECTOR APPROVAL STATEMENT

I approve this edition of the Bina Pathways Ltd Staff Handbook for issue as the current company operational and conduct guidance. It covers staff induction, safeguarding, health and safety, restrictive practice, professional behaviour, record keeping, data protection, hours and pay-query procedures.

Relevant workers must receive the current version and acknowledge it before undertaking duties to which its requirements apply. Changes affecting individual contracts, optional personal-data processing or practical competence remain subject to their separate legal and operational requirements. This approval does not replace statutory rights or independently amend existing agreements.

APPROVED ON BEHALF OF BINA PATHWAYS LTD



Precious Chinazonwa Ezurike

Director & Manager | Bina Pathways Ltd

Approval dated: 7 November 2026

HISTORICAL V5 RECORD | Retained with BP-HB-2026-11-10-v9

Approved signature reproduced from the standing signature image authorised for Bina company documents.
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