THE RULES

1. CARRY OUT YOUR RESPONSIBILITIES PRECISELY IN ACCORDANCE WITH THE "BRIEFING THE GUARDIAN" FORM. This represents Client's wishes and must not be overruled.

2. DO NOT LEAVE THE PROPERTY UNATTENDED FOR ANY PERIOD LONGER THAN THREE HOURS DURING DAYLIGHT OR LONGER THAN THIRTY MINUTES AFTER LIGHTING-UP TIME.

3. AT NO TIME ARE YOU ALLOWED TO RECEIVE PERSONAL VISITORS AT THE CLIENT'S PROPERTY, EVEN MEMBERS OF YOUR FAMILY. Any such meetings must take place off the premises.

4. KEEP ALL INFORMATION ABOUT CLIENTS – THEIR NAMES, THEIR MOVEMENTS, THEIR PROPERTY – STRICTLY CONFIDENTIAL. The ability to be discreet is an important part of the trust we aim to build with our clients; it is destroyed by gossiping or name-dropping, especially around the client's neighbours or household staff. **Social Media and Client Confidentiality**
   Strict Confidentiality: The Guardian agrees to maintain absolute confidentiality regarding all clients, service users, residents, and individuals associated with **The Home Service Limited**.
   Prohibition of Sharing: The Guardian shall not publish, post, share, or distribute any content on personal or public social media platforms—including but not limited to Facebook, Instagram, TikTok, X (Twitter), LinkedIn, Snapchat, or messaging applications—that contains, references, or reveals any client details.
   Scope of Protected Details: Prohibited details include, but are not limited to, client names, initials, photographs, videos, physical or mental health conditions, residential locations, care plans, specific behaviours, or any other identifying information that could compromise a client's privacy or dignity.
   No Unauthorised Media Capture: The Guardian is strictly prohibited from taking photographs, audio recordings, or videos of any client of **The Home Service Limited** (other than their own legal dependent, where applicable) while on company premises, during home visits, or while participating in company-arranged activities.
   Enforcement and Breach: Any violation of this clause constitutes a material breach of this agreement. **The Home Service Limited** reserves the right to immediately terminate services, restrict access to premises, and pursue legal remedies to protect client privacy.

5. LOCK UP THE PROPERTY and switch on all alarm systems whenever you leave it unoccupied, for however short a time.

6. CARRY ONE HOUSE KEY with you at all times.

7. STAY IN RESIDENCE UNTIL YOU ARE ABLE TO HAND OVER TO THE CLIENT OR TO THE CLIENT'S REPRESENTATIVE OR TO ANOTHER EMPLOYEE OF THE HOME SERVICE. If the Client gives you permission to leave the property before their departure or return, Head Office ALWAYS needs to be advised.

8. If you are unable to undertake an assignment or cannot complete it through illness or for whatever other reason, TELEPHONE HEAD OFFICE AT THE EARLIEST OPPORTUNITY. DO NOT telephone the Client as it is the job of Head Office to resolve the problem.

9. NEVER LET ANYONE INTO THE HOUSE on whatever pretext until you are completely satisfied, they have a legitimate reason for being there.

10. YOU ARE NOT ALLOWED TO use the Client's property for SOCIAL OR BUSINESS PURPOSES OF ANY DESCRIPTION. (Client's telephone, however, may be used to call Head Office)

11. IRRESPONSIBLE USE OF ALCOHOL OR DRUGS IS forbidden. (You may not consume any of the Client's alcoholic drinks, even though the Client may have offered you a free run of their cellar/ drinks cabinet). SMOKING & VAPING IS NEVER ALLOWED INSIDE THE CLIENT'S HOUSE.

12. RETURN THE PROPERTY TO ITS OWNERS IN A CLEAN AND TIDY CONDITION. (But remember you are there as Guardians, not as cleaners or animal trainers; You are there to maintain the status quo, so do not change things to your own liking – the way it was is the way the Client likes it!).

13. 13. GUARDIANS WORKING ALONE on an assignment must contact Head Office every day before noon (including weekends) to confirm that "all is well".

14. NEVER TAKE ANY ACTION WHICH MIGHT ENDANGER YOUR OWN HEALTH OR SAFETY, either in an emergency or in the routine execution of your duties.

15. IF ANY QUERY ARISES ABOUT THE IMPLEMENTATION OF ANY OF THE ABOVE, PLEASE CALL HEAD OFFICE (01394 450 865) FOR A RULING.