BINA PATHWAYS

Client Handbook

Your guide to working with Bina Pathways.

Client organisations and service locations

Care, healthcare and education | Agreed terms apply

BINA PATHWAYS LTD

BP-CLIENT-HANDBOOK-2026-11-10-v8 | 10 November 2026

recruitment.binapathways.co.uk

Contents

Find the guidance you need. Select a heading or page number to open that section.

Welcome to Bina Pathways 4
Bina values in practice 5
Bina safeguarding contacts 6
What clients should expect from Bina staff 7
1. Onboarding and management approval 10
2. Recruitment checks and suitability 12
3. Training and competence 14
4. Bookings, shift changes and invoices 16
5. Site induction and supervision 19
6. Safeguarding and urgent response 21
7. Agency worker welfare 23
8. Agency Workers Regulations 24
9. Incident response and missed shifts 25
10. Complaints and escalation 27
11. Client evidence and approval 29
12. Prices, cancellation and payments 31
13. Information sharing and confidentiality 33
14. Client account privacy notice 36
Current client terms of business 39
Sector-specific staffing requirements 50

Bina Chat: client guide and privacy 52

Driving and mileage charges 59

Monthly invoicing and payment 60

Reading and acknowledgement 61

Welcome to Bina Pathways

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

Welcome to Bina Pathways Ltd. This handbook explains how we work with your organisation to arrange safe staffing, confirm responsibilities and maintain clear communication.

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.

GUIDANCE 02

What clients should expect from Bina staff

What to expect from Bina staff

Expect the named, appropriately cleared worker to introduce themselves to your designated lead, show authorised Bina identification, follow your local induction, wear the agreed uniform or suitable plain clothing, keep accurate records and work within their verified role and competence. Provide the actual service address, access and arrival instructions, risks, relevant care or support instructions, local reporting routes, breaks and a named supervisor before duties. Bina supplies staff; the host retains responsibility for directing and supervising its service.

Verify the live digital staff ID

Ask the worker to open My staff ID in their own signed-in Bina staff app. Compare the photograph, name, role and BPW number with the booking and use the QR code to open the official Bina verification page. Check the current status and expiry; verify the assignment separately. Screenshots, saved images, a printed card or a caller's name alone are not proof of current clearance. Contact Bina before duties if identity, release, role, card status or booking does not match. Do not ask the worker to email passports or unrestricted recruitment files to solve an ID query. A printed Bina card or local visitor badge can be arranged where your site requires it.

Uniform and local requirements

Tell Bina before confirmation whether the setting requires the Bina uniform, a particular authorised uniform or suitable plain clothing. Give clear infection prevention, footwear, jewellery, hair, nails and PPE requirements for the actual work, and discuss reasonable adjustments with Bina. Provide the local equipment and PPE agreed for the assignment. Uniform and an ID card do not authorise unassessed clinical work, a restrictive intervention or duties outside the worker's competence. Use badges and lanyards safely for the setting.

Arrival and attendance verification

Your site must welcome the worker, check the named assignment and identity, provide local induction and confirm the actual start and finish. Bina's staff app uses the signed-in worker's fresh device location at clock-in and clock-out as supporting attendance evidence. Clock-in is checked against the service's configured arrival radius; the present clock-out boundary is less than 10 miles from the service address. That boundary does not authorise an early departure or attendance away from the agreed service. An app sign-in or a location result alone does not prove identity, all hours worked or satisfactory handover.

Accurate hours and fallback checks

Review the actual start, finish and unpaid break, and confirm the hours or explain a discrepancy through the authorised timesheet process. Do not approve hours merely because they match the scheduled booking, or alter original evidence to conceal an error. Report an incorrect site address, location failure or disputed attendance to Bina promptly. Verify actual attendance with the named site lead; Bina records any authorised override or correction and retains the audit trail. Do not use a worker's account, clock on their behalf or direct them to fabricate location. A technical failure is investigated fairly; confirmed undisputed hours are not simply treated as unpaid.

Bina Chat calls and voice notes

Authorised clients, staff and Bina management may use Bina Chat for appropriate work communication. Confirm the conversation and recipient before sending a voice note or starting or answering a call. Sent voice notes are stored audio attachments; do not include unnecessary sensitive information or play them where others can overhear. Current live Bina Chat calls are not audio-recorded or transcribed by the service, although call-event messages and connection metadata may be retained. Do not assume that management can listen to a previous live call. A separate recording needs the appropriate approved process, lawful basis and clear notice.

Formal decisions and urgent contact

A call, message, voice note, last-seen display or read tick is not a formal booking confirmation, accepted rate change, timesheet approval, incident report or safeguarding escalation. Put important agreed actions into the relevant booking, assignment, timesheet or incident record. Bina Chat is not continuously monitored and is not an emergency service. Use 999 and your emergency procedure for immediate danger; use Bina's office or current on-call route for urgent staffing and safeguarding issues. Follow your own statutory and service reporting obligations without waiting for a chat response.

Privacy and existing agreements

Use only necessary identity and attendance information for the assignment and keep it within authorised access. Do not demand continuous location sharing or access to a worker's private device, personal messages or unrelated records. Existing authorised Bina oversight of client work conversations, and the separate director-authorised process for staff-only investigations, remain governed by the privacy notice. Required notices and acknowledgement are separate from optional device permissions and any recording arrangement. This operational update does not silently change signed rates, liability, cancellation, payment or employment terms. Any contractual variation requiring agreement follows the existing authorised process.

How to use this pack

For service managers: use the onboarding, staffing, safety and incident chapters. For finance: use prices, cancellation and invoicing guidance. For company administrators: review privacy, permissions and the signed agreement. The binding rates and terms are those accepted by your organisation in the portal. Read the current versioned client terms below. Changes apply through the required agreement and acceptance process; earlier signed terms and rates remain recorded.

Download the client handbook PDF | Current client terms | Bina Chat guide

GUIDANCE 03

1. Onboarding and management approval

BP-CLIENT-GUIDES-2026-11-07-v4

Registering and approving your organisation

Updated 9 November 2026 · Review on material service or legal change.

1. Prepare to register

Nominate a person authorised to act for your organisation, using an active professional company email. Gather your registered name, official registration number if applicable, main contact and accounts details.

A work-email verification alone does not establish signing authority. Bina may require additional evidence where the domain or organisation details are unclear.

2. Create and verify your account

Register, verify the email link and search for your organisation in the official company directory. Select the correct business record and add the trading and invoicing details that the register does not contain.

Public bodies, schools and charities not covered by Companies House may use the separate official-register route, subject to Bina review.

3. Add every service location

Provide each location’s service address, regulator information where applicable, care or education setting, on-site contact, supervisor and types of workers required.

Locations have independent approvals, safety records, staff access and booking permissions. Approval of head office does not automatically approve a new location.

4. Provide safety and commercial information

Upload relevant insurance and site risk information, induction arrangements and safeguarding contacts. Review the applicable standard or quoted role charges, break arrangements, payment and cancellation terms.

An authorised company representative signs the actual displayed agreement and prices. Draft registration and a submitted application are not permission to book.

5. Management review and ongoing changes

Bina reviews the organisation, supporting evidence and each location; it can request corrections, approve or decline. Booking unlocks only for an approved location when required conditions are met.

Update your information promptly when services, risks, contacts, registration, insurance or agreed duties change. Suspended or incomplete locations stay blocked independently.

Need assistance?

Bookings and service matters: booking@binapathways.co.uk. Complaints or privacy matters: admin@binapathways.co.uk. Phone 07337541218. For immediate danger, call emergency services.

GUIDANCE 04

2. Recruitment checks and suitability

BP-CLIENT-GUIDES-2026-11-07-v4

Recruitment and safer recruitment

Updated 9 November 2026 · Review on material service or legal change.

1. Application and role-specific interview

Bina reviews relevant experience, suitability and the duties the person seeks to undertake. Candidates complete role-specific interviews assessing safeguarding awareness, decision-making, communication and practical experience.

An interview Pass leads to conditional offer and onboarding; it is not permission to work.

2. Pre-placement checks

Checks are assessed as appropriate to the role: identity, right to work, employment history and gaps, references, suitable DBS evidence, qualifications, training and relevant professional registration such as NMC for nursing roles.

Evidence must be appropriate, current where necessary and reviewed by authorised recruitment or compliance staff before release.

3. Matching to a particular assignment

Before offering a worker, Bina checks the assignment role and setting against verified competence, required training, restrictions and availability.

Work involving children, clinical tasks, medicines, complex moving and assisting or specialist support may need additional approval; suitability for one setting does not automatically extend to another.

4. What clients must tell us

The client provides accurate duties, skills required, shift pattern, local risks, supervision, equipment and necessary task authorisations before the booking.

Do not ask workers to perform duties outside the agreed assignment. Inform Bina immediately if an assignment materially changes.

5. On arrival and if concerns arise

Confirm that the correct worker has arrived, undertake local induction and explain procedures and escalation contacts. Raise identity, competence, conduct or safeguarding concerns promptly through secure channels.

The service and Bina must cooperate to protect the worker and service users. Agency vetting does not remove the client's duty to maintain safe day-to-day supervision.

Need assistance?

Bookings and service matters: booking@binapathways.co.uk. Complaints or privacy matters: admin@binapathways.co.uk. Phone 07337541218. For immediate danger, call emergency services.

GUIDANCE 05

3. Training and competence

BP-CLIENT-GUIDES-2026-11-07-v4

Training and competence

Updated 9 November 2026 · Review on material service or legal change.

1. Role and setting training review

Bina assesses learning evidence relevant to each worker and assignment. Topics may include safeguarding, infection prevention, fire safety, moving and assisting, confidentiality, basic life support and medicines awareness.

Children’s services, specialist healthcare, education and nursing assignments may require different or additional qualifications and assessment.

2. What Academy certificates show

Bina Pathways Academy supports learning and development. Its courses should not be described as independently CPD approved while approval is pending.

A certificate proves the recorded course outcome, not automatic practical competence for all settings or tasks.

3. Practical assessment and restrictions

Tasks such as clinical procedures, medicines administration, delegated healthcare work or specialist handling may require supervised practical competence and documented authority.

The client must not infer competence from a generic course title. Raise missing evidence before the shift.

4. Client induction checklist

Before the worker starts, provide the named supervisor, fire and emergency procedures, safeguarding contacts, relevant care plans and risk controls, equipment instructions, incident reporting and local documentation procedures.

Induction should establish what the worker can do, what requires supervision and when they should stop and escalate.

5. Review after change or incident

If a service-user need, risk, medication arrangement, equipment or professional instruction changes, inform Bina so that training, scope and safe assignment can be reviewed.

Record any additional instruction, observation or competence assessment needed before the worker resumes a restricted task.

Need assistance?

Bookings and service matters: booking@binapathways.co.uk. Complaints or privacy matters: admin@binapathways.co.uk. Phone 07337541218. For immediate danger, call emergency services.

GUIDANCE 06

4. Bookings, shift changes and invoices

BP-CLIENT-GUIDES-2026-11-07-v4

How the booking system works

Updated 9 November 2026 · Review on material service or legal change.

1. Booking eligibility

Only authorised users at approved locations can request shifts. The location’s insurance, safety and required approval information must remain valid.

A company administrator can see multiple locations, but each manager should use their own invited login.

2. Submit a shift request

Select location, role, date, precise start and end times, number of staff, breaks, duties, supervisor and specialist requirements. Check the displayed client quote.

Where the role or timing requires a written quote, request one rather than assuming the indicative rate applies.

3. Confirmation and worker suitability

Bina checks eligible available staff, issues the offer and confirms the shift only after the required acceptance and booking checks.

A submitted request is not guaranteed cover. Check booking status and confirmations in the portal before relying on a worker attending.

4. Emergencies and changes

Requests within 12 elapsed hours of shift start use the displayed emergency classification, including the system boundary at exactly 12 hours. Review and accept the displayed price before submission. Bank-holiday pricing and any enhancement follow the agreed rate card; do not assume enhancements stack.

Report cancellations and changes promptly. The accepted terms govern charges for a confirmed booking.

5. Arrival, hours and invoices

Provide service-specific induction and safe access. Workers use the agreed attendance process. The client checks actual hours, paid or unpaid breaks and raises any discrepancy with reasons.

Approved hours flow to invoicing. Keep booking references for queries and pay undisputed amounts under the agreed payment terms.

Need assistance?

Bookings and service matters: booking@binapathways.co.uk. Complaints or privacy matters: admin@binapathways.co.uk. Phone 07337541218. For immediate danger, call emergency services.

Bina Chat and verified identity

Client representatives use Bina Chat through their own verified client account and existing session. Messages identify the company and the named signed-in representative. Bina replies identify the responding person and department. Each company has its management conversation; the Bina team may respond through that shared work conversation. Do not share credentials or let another person act under your name. Chat access does not confer management, financial, cross-company or unrestricted staff-profile permissions.

Work conversations and Bina oversight

Clients and eligible staff may communicate for staffing and assignment purposes. Bina management and departments retain oversight of client–staff and client–management work conversations for authorised operational, service, security and safeguarding purposes. Clients cannot see another company’s conversations or staff-only conversations. Staff-only investigation controls apply solely to staff-to-staff conversations and do not switch off oversight of client work conversations. Bina must use access proportionately and follow the privacy notice, confidentiality obligations and applicable law.

Book or rebook from chat

Use the plus menu to book a shift or rebook a worker recorded in the system as having worked at the selected location. Review role, location, UK dates and times, breaks, duties, price and applicable enhancements before submitting. A previous placement or a typed “yes” is not a confirmed booking. The worker uses the structured offer acceptance control; clearance, availability, working-hours and other existing checks still apply. The signed-in requester and action time are recorded. Rebooking does not guarantee the same worker or reserve them without acceptance and the existing confirmation procedure.

Emergency classification and assignment records

A request made within 12 elapsed hours of the shift start is classified as an emergency request, based on the recorded request and start times. The system applies the boundary used in its booking calculation, including exactly 12 hours. Review and accept the displayed emergency price before submission; there is no unagreed retrospective surcharge. Use UK local dates and times and check overnight or clock-change shifts carefully. Chat and the staff app update the same booking record. Confirmed shifts appear in the rota; actual attendance, approved hours, payroll and invoices continue through the existing procedures. Chat acceptance alone does not approve hours or trigger payment.

Messages and attachments

No chat participant, including management, can delete sent messages, shared attachments or conversations through the app. A sender may edit their own message text only within two minutes of original sending. Edits are marked and the original and change history are retained. These controls preserve the work record and do not remove privacy rights or the published retention rules. Upload only authorised work material. Never send passwords, bank details, identifiable service-user, patient or pupil images, care records or confidential safeguarding evidence through ordinary chat. Use the approved secure record or reporting route.

Urgent contact and formal notices

Chat is not continuously monitored and is not an emergency service. Call 999 for immediate danger, follow the host safeguarding procedure and telephone Bina on 07337541218 for urgent shift problems. A delivery or read indication is not agreement to a shift, rate variation, cancellation, invoice or contract. Use the required formal action and telephone urgent cancellations or changes. Existing cancellation and payment terms remain applicable. Device notifications are optional; disabling them does not cancel a confirmed assignment or remove responsibility to check agreed work information.

Updates and agreement

Read the current chat and privacy notices and ask for clarification where needed. Acknowledgement confirms receipt and understanding; it does not waive rights or provide blanket monitoring consent. Revised client contractual terms require separate acceptance by the verified authorised company administrator before the affected new booking actions proceed. Bina retains earlier signed terms and receipts; this update does not rewrite earlier bookings, agreed prices, invoices or earned wages. Optional marketing and device permissions remain separate from essential operational and policy-update communications.

GUIDANCE 07

5. Site induction and supervision

BP-CLIENT-GUIDES-2026-11-07-v4

Client induction and staff safety responsibilities

Updated 9 November 2026 · Review on material service or legal change.

1. Before the assignment

Explain duties, skills required, expected supervision, setting and foreseeable hazards. Supply relevant risk controls for moving and assisting, lone working, violence, infection, medicines and other applicable risks.

Agree who provides equipment, PPE, training or task-specific authorisation before Bina offers the shift.

2. On arrival

Show the reporting point, supervisor, emergency exits and fire procedures, first-aid and safeguarding contacts, confidential records system and incident reporting arrangements.

Provide secure access to relevant support or care plans and risk information actually needed for the tasks; do not circulate entire service-user records unnecessarily.

3. Appropriate supervision

Confirm what tasks are within the worker’s approved scope, which require observation or countersignature and how to escalate questions.

Do not unilaterally add high-risk, clinical or specialist duties without a fresh suitability review.

4. During the shift

Provide a safe and respectful workplace, appropriate welfare facilities, accessible management support and accurate shift information.

Report changed hazards, incidents or alleged misconduct promptly and agree safe interim action where necessary.

5. Maintaining the location profile

Update risk information, contacts, registration and insurance status, equipment, induction and specialist requirements when they change.

Expired or unresolved safety-critical evidence may block future bookings at the affected location.

Need assistance?

Bookings and service matters: booking@binapathways.co.uk. Complaints or privacy matters: admin@binapathways.co.uk. Phone 07337541218. For immediate danger, call emergency services.

GUIDANCE 08

6. Safeguarding and urgent response

BP-CLIENT-GUIDES-2026-11-07-v4

Safeguarding and urgent concerns

Updated 9 November 2026 · Review on material service or legal change.

1. Immediate danger

If someone faces immediate serious danger or needs emergency response, contact emergency services on 999 and take reasonable protective action.

Notify your service’s safeguarding lead and appropriate professional or local authority contacts without delay.

2. What to report

Tell Bina promptly about allegations of abuse or neglect, unsafe practice, serious accidents, medication incidents, violent incidents, missing persons, unsafe lone working or significant changes in risk.

Use booking@binapathways.co.uk for urgent operational contact and admin@binapathways.co.uk for management escalation. Email does not replace emergency response.

3. Preserve facts and confidentiality

Record who, what, where and when, the actual words used where relevant, observed injuries or risks, immediate action taken and who was informed.

Do not speculate or circulate unnecessary sensitive personal details through ordinary email or group chats.

4. Who does what

The client retains service safeguarding management, local supervision and applicable statutory or regulator notifications. Bina addresses placement, worker conduct and employment issues and cooperates in investigation.

Clarify who is making any necessary safeguarding, police, regulator or professional-body referral. An internal complaint is not a substitute for external reporting.

5. Safe follow-up

Review risks, assignment duties, supervision, training needs and whether safe alternative cover is available.

Do not resume a restricted duty until safety controls and competence have been reassessed.

Need assistance?

Bookings and service matters: booking@binapathways.co.uk. Complaints or privacy matters: admin@binapathways.co.uk. Phone 07337541218. For immediate danger, call emergency services.

GUIDANCE 09

7. Agency worker welfare

Bina Pathways Ltd · 5 NOVEMBER 2026

Agency worker welfare and workplace protection

Detailed guidance for organisations using Bina Pathways Ltd staffing. Signed contractual terms remain separately recorded in the Client Centre.

1. Respect and dignity

Bina and client services should respond promptly to bullying, harassment, discrimination, intimidation and retaliation. Agency workers should have a practical route to raise concerns without being punished for doing so.

2. Risk controls before a shift

The client should identify relevant risks from lone working, aggression, moving and assisting, infection, unsafe equipment, violence, driving or clinical duties and explain effective controls before staff are supplied.

3. Local management and supervision

Provide appropriate supervision, realistic workloads, emergency contacts, breaks and a clear escalation route. The end-user service directs day-to-day work, while Bina retains responsibilities as the supplying business.

4. Unsafe instructions or incidents

Do not instruct a worker to perform tasks outside agreed duties or verified competence. When serious danger arises, stop unsafe activity, arrange immediate help and notify Bina and the service's safeguarding or safety lead as appropriate.

5. Investigation and follow-up

Document concerns, facts, immediate protection, named investigator, response, outcome and corrective steps. Preserve relevant evidence and avoid unnecessary disclosure of personal data.

6. Reference

HSE guidance: https://www.hse.gov.uk/vulnerable-workers/gig-agency-temporary-workers/employer/roles-of-suppliers-end-user-businesses.htm

GUIDANCE 10

8. Agency Workers Regulations

Bina Pathways Ltd · 5 NOVEMBER 2026

Agency worker rights and equal treatment

Detailed guidance for organisations using Bina Pathways Ltd staffing. Signed contractual terms remain separately recorded in the Client Centre.

1. Day-one rights

From the beginning of an assignment, the client should make eligible shared facilities and vacancy information available to agency workers as required by the Agency Workers Regulations. Local induction must identify how these rights work in practice.

2. The 12-week qualifying period

Where the Agency Workers Regulations apply, completing the qualifying period in the same role with the same hirer can trigger equal treatment for basic working and employment conditions, including relevant pay, working time, breaks, night work and annual leave. Counting rules include certain interruptions and should be reviewed carefully.

3. Information the hirer must provide

The client must provide accurate comparable pay and working conditions, including contractual enhancements, holiday provisions and relevant changes. Bina should record assignment histories and consider entitlement before the qualifying threshold.

4. Disputes and corrections

If a worker or hirer disputes entitlement, record the dates, role, hirer, comparable terms, explanation and correction. Do not assume that a department transfer automatically restarts qualifying weeks.

5. Reference

GOV.UK guidance updated 25 March 2026: https://www.gov.uk/government/publications/agency-workers-regulations-2010-guidance-for-recruiters/agency-workers-regulations-2010-guidance

GUIDANCE 11

9. Incident response and missed shifts

CLIENT POLICIES · 5 NOVEMBER 2026

Incident reporting, missed cover and continuity planning

Operational guidance for clients and Bina Pathways Ltd staff. Applicable statutory duties and the organisation’s signed terms remain in force.

1. Missed or delayed shift

Check the confirmed shift status and arrival instructions, contact Bina as soon as the worker is late or absent, and record the booking reference, expected time and immediate operational impact. An unconfirmed request must not be treated as guaranteed cover.

2. Immediate service safety

The client retains responsibility for the safe running of its own service and should implement its existing contingency staffing plan, including escalation to on-call management or other suitable resources. Bina will search for suitable replacement cover where available but cannot bypass clearance checks.

3. Changes to assignment requirements

New service-user risks, medication needs, clinical duties, moving and handling requirements or changes in location must be assessed with Bina before a worker is directed to undertake them. Amend assignment records rather than relying on verbal instructions alone.

4. Incident reporting

For injury, safeguarding allegations, medicines incidents, aggression, privacy breaches or serious near misses, record time, location, people involved, immediate protection, authorities contacted and evidence. Escalate urgent matters through statutory and service reporting arrangements.

5. Disputes, records and follow-up

Record the shift and worker reference, client supervisor, actual hours and decisions. A neutral fact-finding process should distinguish an invoice or performance issue from a safeguarding or health and safety concern.

6. Review and prevention

Following an incident, review controls, training, supervision, local risk assessments, role matching, emergency contact coverage and whether future bookings at that site should be restricted pending corrective action.

GUIDANCE 12

10. Complaints and escalation

BP-CLIENT-GUIDES-2026-11-07-v4

Complaints and escalation

Updated 9 November 2026 · Review on material service or legal change.

1. Submitting a complaint

Send the organisation name, location, relevant shift or invoice reference, dates, factual concern, impact and desired outcome to admin@binapathways.co.uk. You may also telephone 07337541218.

For sensitive material, ask for a secure transfer method. Urgent safeguarding concerns use the separate urgent process.

2. Acknowledgement

Bina’s service target is to acknowledge a complaint within two working days, log it, assess seriousness and allocate a suitable reviewer.

The acknowledgement should identify a contact and indicate the expected next step.

3. Investigation

Bina aims to respond in writing within ten working days. Relevant records, correspondence, attendance and other evidence may be reviewed, with fairness to those involved.

If the matter needs longer, the client should receive the reason and an updated response date. A written outcome should describe findings and corrective actions.

4. Escalating a disputed outcome

If unsatisfied, request director review, explaining what remains disputed and providing new evidence. Where a complaint concerns one director, it should be considered by the other where practicable.

The stated target for this further review is ten working days. Complex regulatory or safeguarding matters may require a longer process.

5. External reporting and safeguards

Where appropriate, a concern may be raised with the relevant regulator, safeguarding service, police, professional body or other competent authority.

Bina expects respectful handling and no retaliation against someone raising a genuine concern. No external trade-body or ombudsman membership is implied.

Need assistance?

Bookings and service matters: booking@binapathways.co.uk. Complaints or privacy matters: admin@binapathways.co.uk. Phone 07337541218. For immediate danger, call emergency services.

GUIDANCE 13

11. Client evidence and approval

CLIENT POLICIES · 5 NOVEMBER 2026

Organisation and location approval evidence checklist

Operational guidance for clients and Bina Pathways Ltd staff. Applicable statutory duties and the organisation’s signed terms remain in force.

1. Organisation verification

Record the official legal name, company or public-register identity, active status where relevant, trading details, authorised representative and verified professional email domain. The signatory's authority must be checked independently of mailbox access.

2. Insurance and regulatory status

Request relevant insurance schedules and registration information appropriate to the setting; review cover details and dates. Some service types are outside particular regulatory registers, so note the basis rather than falsely claiming a universal registration requirement.

3. Location risk and service profile

Record exact service address, setting, support population, expected roles, working hours, local manager, supervisor, induction arrangements and key foreseeable hazards. Use a location-specific risk checklist for lone working, violence, handling, infection, equipment and emergency response.

4. Staff safety and information

Confirm that staff have a safe reporting point, suitable PPE, welfare facilities, local safeguarding contacts, complaint route and access to relevant care instructions through secure channels. Do not require whole service-user records during registration.

5. Commercial and access controls

Confirm accepted rates, payment and credit terms, signed agreement version, invoice responsibility, locations, separate user identities and site-specific access. A new location must pass its own approval before accepting bookings.

6. Approval decision trail

A reviewer should record evidence inspected, approval date and identity, restrictions, missing or expired documents, corrections and rationale. Incomplete safety-critical information blocks only the affected scope or location until corrected.

7. Ongoing review triggers

Review the organisation and site profile when services, registration, insurance, risks, tasks, supervision or legal details change. Expiry notices and new incidents may require fresh evidence and a temporary booking hold.

GUIDANCE 14

12. Prices, cancellation and payments

BP-CLIENT-GUIDES-2026-11-07-v4

Rates, cancellations, payments and confidentiality

Updated 9 November 2026 · Review on material service or legal change.

1. Standard and emergency rates

Your accepted rate card and the displayed booking quote govern charges. Requests within 12 elapsed hours of shift start use the displayed emergency classification. Review the applicable emergency and bank-holiday price before submitting; no unagreed retrospective surcharge applies.

Specialist roles and mixed-rate bookings may need a written quote. The normal minimum is four hours per worker unless otherwise agreed.

2. Breaks and actual attendance

The booking should separately state whether breaks are paid to the worker and charged to the client. Attendance and actual hours should be recorded fairly.

A client billing rate does not determine what the worker is owed.

3. Cancellation bands

For newly accepted standard terms: at least 24 hours notice, no charge; 12 to under 24 hours, up to 50%; under 12 hours or a worker turned away, up to 100%, capped at 12 cancelled hours. Apply the accepted terms, unavoidable loss, mitigation, saved costs and replacement income; there is no double recovery.

These charges can be reviewed for exceptional circumstances. A shift not supplied by Bina is not billed as provided service.

4. Invoices and credit

For assignments accepted under the revised terms from 10 November 2026, Bina invoices monthly for work ending from the 21st of the previous month through the 20th of the current month. The first new period is 10-20 November 2026. Timesheets and approved business mileage are reconciled on 21-22 and invoices are issued by the 22nd, with cleared client payment due on the 27th of that month. Where the 27th is a weekend or an England and Wales bank holiday, payment is due on the preceding working day. The exact due date and approval deadline are shown on each invoice. Clients should identify specific discrepancies promptly and no later than the stated review deadline, normally the preceding working day before payment. Pay evidenced, undisputed amounts by the due date; an unresolved query does not authorise withholding unrelated charges. New or supplementary invoices first issued after the 22nd fall due on the next monthly 27th cycle, adjusted to the preceding working day where necessary. A correction of the same existing charges preserves the original due date. Existing issued invoices and earlier accepted booking terms are not rewritten or backdated. Revised client terms require acceptance by the authorised representative. Staff wages fall due at month-end regardless of whether the client has paid. Approved chargeable mileage remains £0.50 per mile; approved staff reimbursement remains £0.45 per mile.

Query invoices using shift references and records; pay undisputed sums on time. New bookings may be reviewed where credit is overdue, with appropriate continuity planning for existing care cover.

5. Account security

Each user must use their own login. Company administrators should remove access when staff leave or change role; location access must not expose other sites.

Share necessary personal information only with authorised staff and through appropriate secure systems.

Need assistance?

Bookings and service matters: booking@binapathways.co.uk. Complaints or privacy matters: admin@binapathways.co.uk. Phone 07337541218. For immediate danger, call emergency services.

GUIDANCE 15

13. Information sharing and confidentiality

CLIENT POLICIES · 5 NOVEMBER 2026

Information sharing, data protection and confidentiality

Operational guidance for clients and Bina Pathways Ltd staff. Applicable statutory duties and the organisation’s signed terms remain in force.

1. What to share

Share only the necessary information required for the specific staffing assignment: relevant duties, health and safety risks, care/support instructions and emergency escalation. Do not upload complete service-user records to general registration forms.

2. Roles and lawful basis

The client and Bina may each be independent controllers for different purposes; where one party processes information solely on the other's instructions, a processor agreement may be necessary. Responsibilities must be assessed by actual processing activities rather than assumed.

3. Sensitive information

Health, disability and safeguarding details may be special-category data and require a lawful basis and additional condition. Clients should assess necessity, accuracy, access and secure transfer, and Bina should give access only to appropriately authorised staff.

4. Location and department permissions

Separate company and site access. Company administrators should invite individuals using their own verified accounts; disable access when staff leave and periodically review finance and service roles. Do not share passwords.

5. Breaches and security incidents

A lost device, misdirected email or unauthorised record access must be reported promptly to the appropriate privacy lead; preserve facts, investigate containment and assess whether ICO and affected-person notification is required.

6. Retention and rights

Document the retention schedule for agreements, invoices, booking records, employment evidence and safeguarding materials. Respect applicable data-subject rights and avoid retaining personal data indefinitely simply because storage is available.

7. Further information

ICO right to be informed: https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/the-right-to-be-informed/ . This policy must be reconciled with Bina's actual suppliers, transfer mechanisms and storage practices before final data-protection sign-off.

Verified official reference material

These links provide external regulatory guidance. Review dates and legal requirements are subject to change.

- ICO privacy information requirements

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.

Client work chat boundaries

Clients and eligible staff may communicate for staffing and assignment purposes. Bina management and departments retain oversight of client–staff and client–management work conversations for authorised operational, service, security and safeguarding purposes. Clients cannot see another company’s conversations or staff-only conversations. Staff-only investigation controls apply solely to staff-to-staff conversations and do not switch off oversight of client work conversations. Bina must use access proportionately and follow the privacy notice, confidentiality obligations and applicable law.

GUIDANCE 16

14. Client account privacy notice

BP-CLIENT-PRIV-2026-11-07-v2 | Effective 7 November 2026 | Includes Bina Chat operational messages and oversight. Reading this notice is acknowledgement, not blanket consent.

BP-CLIENT-GUIDES-2026-11-07-v4

Client account privacy notice

Updated 9 November 2026 · Review on material service or legal change.

1. Controller and contact

BINA PATHWAYS LTD (company number 16667031), Liverpool, UK. Contact admin@binapathways.co.uk for data protection questions or rights requests.

2. Information and sources

Client registration can include name, work email, role, company directory data, service addresses, verification details, safety documents, signed agreements, bookings, messages, invoices and audit history.

Information may come from you, your authorised company administrators or official registers. Avoid submitting full service-user care records through the initial registration form.

3. Purposes and lawful basis

We use information to identify authorised representatives, administer secure access, check client suitability, manage safe assignments, process bookings and billing and meet legal obligations.

Depending on the purpose, the relevant basis may include legitimate interests, contract where the individual is party, or legal obligation. Any special-category use requires further assessment of an appropriate condition; account acknowledgement does not replace legally required consent.

4. Sharing, transfers and security

Access is restricted by business and location permissions. Necessary information may be shared with personnel, advisers, service providers or public bodies where justified.

We use account access controls and protected documents. International data transfers, if any, should be assessed with the relevant safeguards, and further details can be requested.

5. Retention and rights

Different records are retained according to contractual, operational, safeguarding or statutory requirements and reviewed when no longer necessary.

Individuals may have rights to access, correction, restriction, erasure or objection depending on the circumstances, and may complain to the ICO at ico.org.uk. Contact admin@binapathways.co.uk.

Need assistance?

Bookings and service matters: booking@binapathways.co.uk. Complaints or privacy matters: admin@binapathways.co.uk. Phone 07337541218. For immediate danger, call emergency services.

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.

Client work chat boundaries

Clients and eligible staff may communicate for staffing and assignment purposes. Bina management and departments retain oversight of client–staff and client–management work conversations for authorised operational, service, security and safeguarding purposes. Clients cannot see another company’s conversations or staff-only conversations. Staff-only investigation controls apply solely to staff-to-staff conversations and do not switch off oversight of client work conversations. Bina must use access proportionately and follow the privacy notice, confidentiality obligations and applicable law.

GUIDANCE 17

Current client terms of business

BP-CLIENT-2026-11-10-v8 | Applies to newly accepted supply or an expressly agreed variation. Prior signed agreements are retained.

Client terms of business

In this document, “Bina”, “the Company”, “we”, “us” and “our” mean Bina Pathways Ltd (company number 16667031).

BINA PATHWAYS LTD | BP-CLIENT-2026-11-10-v8 | 7 November 2026

These terms govern temporary staff supplied by BINA PATHWAYS LTD as an employment business to a hirer that directs and supervises the work. They cover care, healthcare and education supply in England within the agreed scope. They do not appoint Bina to manage a home, school, care package or regulated service. Complete the commercial schedule and applicable setting annex before confirmation; an enquiry or portal registration is not a confirmed booking.

A working day is Monday to Friday excluding public holidays in England. Routine working-day deadlines expire at 17:00 Europe/London. Calendar days include weekends and public holidays. All assignment, cancellation, invoice and notice dates use Europe/London. Urgent safety action and elapsed-hour reporting are never deferred to the next working day.

Document priority: mandatory law and non-excludable rights prevail. For an actual conflict, apply an expressly agreed specific variation identifying the affected clause, then the completed commercial schedule, these main terms, the applicable setting or data-sharing annex, the accepted rate card and the assignment confirmation, in that order. The rate card determines agreed prices; the assignment confirmation determines agreed worker, site, dates, duties and hours. Neither silently varies liability, payment or safety provisions. A material variation requires a recorded agreement by an authorised Bina director and the client representative. Purchase orders and client standard terms are administrative documents unless expressly accepted as contractual variations. Public summaries guide use and do not replace the accepted terms. Unclear safety instructions are resolved before work; no document authorises unlawful or unsafe practice.

1 Parties and commercial schedule

Item | Agreed detail

Employment business | BINA PATHWAYS LTD company number 16667031

Registered office and contact | Apartment 2 101 Silvester Street Liverpool L5 8AB admin@binapathways.co.uk 07337541218

Client legal name number and registered address | _____

Service name address and relevant registration | _____

Authorised booking and finance contacts | _____

Bina and client duty contacts and actual cover hours | _____

Agreed roles duties locations and start date | _____

Rate card version and minimum booking | Attach accepted rate card. Standard minimum four hours unless a shorter booking is expressly agreed in writing.

Expenses mileage break and enhancement rules | _____

VAT status and tax treatment verified by | _____

Payment term | For assignments accepted under the revised terms from 10 November 2026, Bina invoices monthly for work ending from the 21st of the previous month through the 20th of the current month. The first new period is 10-20 November 2026. Timesheets and approved business mileage are reconciled on 21-22 and invoices are issued by the 22nd, with cleared client payment due on the 27th of that month. Where the 27th is a weekend or an England and Wales bank holiday, payment is due on the preceding working day. The exact due date and approval deadline are shown on each invoice. Clients should identify specific discrepancies promptly and no later than the stated review deadline, normally the preceding working day before payment. Pay evidenced, undisputed amounts by the due date; an unresolved query does not authorise withholding unrelated charges. New or supplementary invoices first issued after the 22nd fall due on the next monthly 27th cycle, adjusted to the preceding working day where necessary. A correction of the same existing charges preserves the original due date. Existing issued invoices and earlier accepted booking terms are not rewritten or backdated. Revised client terms require acceptance by the authorised representative. Staff wages fall due at month-end regardless of whether the client has paid. Approved chargeable mileage remains £0.50 per mile; approved staff reimbursement remains £0.45 per mile.

Cancellation basis for new bookings | At least 24 hours no charge; 12 to under 24 hours up to 50%; under 12 hours or turned away up to 100%, capped at 12 cancelled hours and subject to clause 6 mitigation.

Transfer option | £1500 plus VAT where due or eight weeks extended hire subject to clause 8 unless otherwise agreed here _____

Insurance types limits exclusions expiry and evidence | Verification required before supply _____

Agreed liability cap and risk review | £1,000,000 aggregate per client per Contract Year under clause 10 unless an expressly agreed variation is recorded here: _____. Effective framework date: _____. Risk and insurance review reference: _____. Reviewer and

date: _____.

The payment, cancellation and transfer values above are proposed standard terms for acceptance by this client. They do not retrospectively change an existing agreement. No charge applies simply because the schedule exists without agreement. Insurance particulars and any proposed liability limit require review against actual cover before supply.

2 Formation scope and suitability

An Assignment is a booking accepted by Bina and the client in writing, including through an authorised recorded portal process. Bina confirms the worker, role, location, dates, hours, charge rate, expenses, cancellation terms and essential instructions. An assignment is subject to current suitability and required clearance. Rates do not guarantee availability.

Before supply the client provides its legal identity and business, site, expected duration, duties, hours, skills, qualifications, authorisations, known risks, supervision, induction, break cover and relevant care or classroom requirements. Disclose foreseeable medication, clinical, driving, lone-working or physical-intervention tasks before agreement. The client must not move the worker to a different site, materially change duties or supply the worker onwards without Bina's written approval after reassessment.

Bina checks identity, prescribed right to work, role-appropriate DBS and barred-list eligibility, relevant references, qualifications, professional registration and competence. For vulnerable-person work it obtains and offers the references required by the Conduct Regulations. It provides the appropriate written checks assurance and securely explains any relevant limitation without promising an unlawful check or uncontrolled disclosure of sensitive data. Substitution requires equivalent suitability and client notification.

3 Host responsibilities and safe work

The client retains responsibility for the service, relevant permissions, assessment, care or education plans, staffing levels, premises, equipment, induction and day-to-day direction. It gives the worker necessary plans, risk information, emergency and safeguarding contacts and competent supervision before duties. It provides appropriate PPE without unlawful worker charges and safe break cover. Both parties cooperate on health and safety.

The client must not require work outside competence, unlawful restraint, unauthorised clinical practice, unsafe driving, an unlawful restriction or disclosure of confidential information. Registered and delegated tasks require a separately agreed written scope, competence, supervision and insurance. A staffing request does not itself establish Bina's registration or authority to manage a regulated activity. Changes to the operating model require review before acceptance.

Bina remains responsible for its employer and employment-business duties. Neither party may represent the other as registered, accredited, insured for an excluded activity or an approved supplier without current evidence. A change affecting suitability, registration or material risk

must be notified promptly and affected work paused where necessary.

4 Hours records breaks and payroll

The client records actual start and finish times and genuine uninterrupted breaks. A break is unpaid and unchargeable only if the worker is relieved of duties and free to take it. Record an interrupted break as work and arrange cover. Do not approve a false timesheet or allow automatic deductions to misstate time worked. The client reviews the monthly period's recorded hours and invoice promptly, raising any query before the payment deadline in clause 5, identifying specific discrepancies rather than withholding approval of unaffected hours.

Silence is not conclusive proof of disputed hours. Bina checks supporting records, may invoice evidenced time and makes a justified correction or credit. Undisputed invoice amounts remain due. The client identifies discrepancies by the clause 5 approval deadline; a later genuine error must still be reported promptly and considered fairly. No approval deadline extinguishes a lawful claim or statutory right. Missing approval or client non-payment does not remove Bina's duty to pay employees for evidenced work.

Location-based clocking, where used, is a time-record control with a manual review route, not a substitute for the facts. Tell Bina promptly if the clocking location, device or break setting is wrong. Neither party may withhold all earned pay to force resolution of a disputed portion.

5 Rates expenses VAT and debt

The agreed rate card states basic client charges, role and shift enhancements, minimum booking, break treatment, approved expenses and tax basis. A worker's pay rate is separate from the client charge. Any rate change, including one arising from statutory costs or equal-treatment obligations, needs advance written agreement before future bookings. No retrospective unagreed increase applies.

For assignments accepted under the revised terms from 10 November 2026, Bina invoices monthly for work ending from the 21st of the previous month through the 20th of the current month. The first new period is 10-20 November 2026. Timesheets and approved business mileage are reconciled on 21-22 and invoices are issued by the 22nd, with cleared client payment due on the 27th of that month. Where the 27th is a weekend or an England and Wales bank holiday, payment is due on the preceding working day. The exact due date and approval deadline are shown on each invoice. Clients should identify specific discrepancies promptly and no later than the stated review deadline, normally the preceding working day before payment. Pay evidenced, undisputed amounts by the due date; an unresolved query does not authorise withholding unrelated charges. New or supplementary invoices first issued after the 22nd fall due on the next monthly 27th cycle, adjusted to the preceding working day where necessary. A correction of the same existing charges preserves the original due date. Existing issued invoices and earlier accepted booking terms are not rewritten or backdated. Revised client terms require acceptance by the authorised representative. Staff wages fall due at month-end regardless of whether the client has paid. Approved chargeable mileage remains

£0.50 per mile; approved staff reimbursement remains £0.45 per mile. VAT is charged only where legally due and Bina is entitled to charge it. Care and healthcare staffing is not automatically exempt. Rates and tax treatment are confirmed in the accepted rate card. Required purchase-order information must be supplied before booking and cannot be used to defer an agreed payment date.

For overdue undisputed commercial debt, Bina may seek statutory interest and compensation where available, contact the finance lead and suspend future supply after reasonable written notice. The parties arrange safe continuity for an existing shift. Credit limits and purchase-order rules do not excuse unpaid earned wages. Notify invoice-bank-detail changes through an independently verified channel.

6 Cancellations early finishes and absence

Notice is measured from receipt by the agreed operational contact or recorded booking channel to the affected shift start, using elapsed hours Europe/London. An urgent cancellation must also be telephoned. A shortening is a cancellation only of the withdrawn hours. The schedule's bands apply to cancelled hours, with a maximum of 12 chargeable hours for an under-12-hour full-shift cancellation.

Any cancellation charge must be proportionate to unavoidable costs and lost booking opportunity. Reduce it for costs saved and replacement income for the same worker and hours, taking reasonable steps to mitigate. Do not recover twice. For example, a shortened 10-hour booking after six hours of work leaves four cancelled hours to assess; worked hours are billed once and any cancellation charge concerns only the four withdrawn hours. A replacement booking for those hours must be credited in the loss assessment.

No cancellation fee is due where Bina fails to provide a suitably cleared worker or withdraws because of its own breach. The client reports absence or unsuitability immediately by telephone, makes people safe and gives factual details of the concern. Bina acknowledges an urgent live-shift report as soon as received, assesses suitability and uses reasonable efforts to arrange a suitably cleared replacement. The parties agree any task restriction, removal and safe handover. A client request to remove a worker does not itself establish misconduct or terminate employment.

The client normally provides a written account within two working days, or explains a justified delay. Bina reviews records and both parties’ accounts and normally gives an initial commercial outcome within five working days. Where Bina’s service failure is established, an appropriate credit, replacement or other proportionate remedy is agreed. There is no automatic free-hours promise. Verified hours actually worked remain payable, subject to a separately established lawful claim or credit. The complaints procedure remains available and safeguarding or clinical action is never delayed by a billing review.

Worker cancellation pay follows the worker's contract and law and is not the client fee. The client cannot direct an automatic employee fine or dismissal. Bina records the cancellation

time, cause, cover attempts and agreed financial outcome.

7 Agency worker rights and fair treatment

From day one the client supplies information about relevant shared facilities and vacancies and applies any lawful objective justification only where permitted. It provides comparator information needed for equal treatment after the applicable qualifying period, normally 12 weeks in the same role with the same hirer. Bina records previous assignments and the parties assess breaks and protected leave under the actual rules. They do not rotate roles or agencies to avoid rights.

The client supplies current comparator pay, holiday, working time, rest and other applicable basic conditions, updates changes promptly and cooperates on pregnancy risk, suitable alternatives and protected appointment rights. A voluntary weekly-hours opt-out does not remove rest, night-work or safety protections. Both parties prohibit discrimination, harassment and retaliation and respond to a worker's complaint fairly.

The client investigates third-party conduct within its control, supplies relevant evidence and implements reasonable preventive measures. Bina may stop future unsafe supply where controls are inadequate. Concerns are assessed on facts; a discriminatory removal request is not accepted as a routine staffing instruction.

8 Direct engagement and extended hire

A transfer fee applies only where the statutory conditions and the signed commercial schedule permit it. The relevant period ends at the later of 14 weeks from the day after first supply or eight weeks after last supply, applying the prescribed treatment of a break exceeding 42 days. The parties check the actual dates and applicable regulation rather than applying the fee to every introduction indefinitely.

Instead of paying the scheduled transfer fee, the client may elect in writing before direct engagement to continue hiring the worker through Bina for eight further weeks on terms no less favourable than those applying immediately before Bina receives the election. Record the established weekly hours, dates and unchanged supply terms. Bina must supply the worker in accordance with that arrangement throughout the elected period. If Bina does not do so, the transfer-fee provision is unenforceable unless Bina is in no way at fault; Bina records the evidence and does not assume every non-supply is the worker’s fault. No transfer fee is payable after completion of the extended hire or where another statutory condition fails. No fee is charged to the worker. The worker remains free to accept other work; these terms do not compel continued work.

9 Incidents safeguarding and records

Both parties act immediately to protect people, obtain emergency or clinical help, preserve evidence and make required referrals. Notify the host lead and Bina promptly for serious incidents, allegations, medication errors, restrictions or missing persons and provide a factual written account before shift end where safe. A client internal investigation must not delay a safeguarding, police, DBS or professional referral.

The client handles notifications required of its service. Bina separately assesses its own employer, personnel-supplier and professional obligations. Agree who is leading communication and avoid interviews that compromise external enquiries. A temporary removal is a neutral risk response, not a finding. Share only necessary evidence securely and support the people involved.

The parties normally act as separate controllers for their own staffing and care or education records. Complete and sign the attached Data Sharing Agreement BP-DSA-2026-11-07-v2 before routine sharing; identify the actual purposes, data, lawful bases, authorised recipients, security, retention and rights contacts. It covers controller-to-controller sharing, not processing solely on another party's instructions. Where a processor relationship arises, record and sign the required processor terms before that processing begins. A proportionate lawful emergency disclosure must not be delayed by unfinished paperwork; record and review it afterwards. Tell the other party without undue delay of a relevant breach, with a contractual target of 24 elapsed hours after awareness. That target never extends a statutory reporting deadline.

10 Liability insurance and continuity

Bina supplies personnel as an employment business and is responsible for its recruitment, vetting and employment obligations and its own breach or negligence. The client directs and supervises assigned work and is responsible for the service it operates, care or education plans, premises, equipment, induction, safe instructions and decisions within its control. As between the parties, the client accepts responsibility for supplied workers' on-site acts and omissions when carrying out the client's directed work, to the extent attributable to its supervision, instructions or operational control. This does not transfer Bina's own breach, negligence or any responsibility imposed on Bina by law, or prevent a lawful claim by a third party.

The client indemnifies Bina against reasonable, evidenced third-party claims, damages and defence costs to the extent caused by the client's breach of these terms, negligent operational instructions, unsafe premises or equipment, or unauthorised onward supply or material change of duties. The indemnity does not cover loss caused by Bina's breach, negligence, fraud or unlawful conduct and is reduced to reflect Bina's contributory responsibility. Bina promptly notifies the client, permits reasonable participation in the defence, mitigates loss and makes no binding admission or settlement on the client's behalf without its written agreement, not to be unreasonably withheld. Urgent safety and statutory reporting duties take precedence.

Subject to the non-excludable exceptions below, Bina's total liability to one client for recoverable direct loss caused by breach of these terms or negligence is capped at £1,000,000 in each Contract Year, unless a different amount is expressly recorded in the signed commercial schedule. Direct loss means loss flowing directly from the relevant breach or negligence and recoverable under the applicable law. The cap includes damages, interest and legal costs recoverable by the claimant; Bina's own defence costs do not reduce the compensation available under that cap. Direct lost profit is assessed under the ordinary legal rules and this cap. Indirect or consequential loss is excluded only so far as lawful and reasonable.

A Contract Year is each successive 12-month period starting on the recorded effective date of the accepted framework, or its anniversary; a final shorter period ends on termination. Claims from the same originating act, omission or connected series are treated together and allocated to the Contract Year of the first such act or omission, or, if it cannot reasonably be established, the first written claim notification. A renewal or later discovery does not create multiple limits for the same originating event. Unrelated claims in that year share its aggregate cap. No contractual claim-notification deadline shortens a statutory limitation period. The cap neither limits agreed charges due to Bina nor binds a worker, service user or other third party who is not party to the contract. Avoid double recovery for the same loss.

Before accepting the commercial schedule, both parties review the proposed cap against the actual duties, foreseeable losses, available resources and insurance scope. Record the cap, rationale, policy limits and material exclusions, reviewer and any negotiated variation. The standard figure does not itself establish insurer approval or reasonableness in a particular case. Any exclusion or cap operates only to the extent lawful and satisfying an applicable statutory reasonableness test.

Neither party excludes or limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any liability that cannot lawfully be excluded or limited. Each maintains insurance appropriate to its actual responsibilities, including relevant supplied-worker risks, and provides evidence of scope, limits, material exclusions and expiry before supply and on renewal. Insurance limits do not themselves determine legal liability or prove that a claim is insured. Any additional contractual indemnity or liability variation requires written director agreement after insurance review. Notify claims promptly without compromising legal duties or making unauthorised admissions.

For disruption, the affected party informs the other, mitigates loss and coordinates safe continuity. The host remains responsible for its safe service staffing. Bina maintains a deputy, recovery and manual records process and payroll cover. Accrued payments and safeguarding obligations continue. An outside event does not justify concealment of an unfilled shift or deployment of an uncleared person.

11 Ending terms and resolving disputes

Either party may end future supply on seven calendar days' written notice. Serious safety concerns, illegality, missing essential registration or clearance, or an irremediable material breach may justify immediate suspension or termination. For a remediable breach give written details and a reasonable remedy period. Ending the framework does not silently cancel accepted shifts; agree safe arrangements and any lawful charges.

Management seeks prompt resolution of a commercial dispute, while preserving statutory remedies and urgent protection. Written notices go to the schedule contacts and urgent matters are also telephoned. Amendments require written agreement. Mandatory law prevails and the rest of the agreement continues where workable if a provision fails. The agreed documents contain the supply terms without excluding fraud liability. English law and the courts of England and Wales apply, without restricting a statutory forum.

12 Care and education setting annex

For care assignments record the host registration and responsible manager, individual plans and risk access, staffing, medication authorisation, clinical delegation, physical-intervention framework, equipment, transport, safeguarding and emergency routes. Do not describe supply as management of care unless separately assessed and authorised.

For education record the school or college, age group, classroom and SEND role, designated safeguarding lead and deputy, written checks notification and receipt, identity check on arrival, online-safety and behaviour induction, relevant intimate-care or medication limits and any additional teacher or early-years checks. Apply the current KCSIE requirements for the actual role. A teaching-assistant role does not automatically need every teacher check or authorise clinical work.

Bina Chat and verified identity

Client representatives use Bina Chat through their own verified client account and existing session. Messages identify the company and the named signed-in representative. Bina replies identify the responding person and department. Each company has its management conversation; the Bina team may respond through that shared work conversation. Do not share credentials or let another person act under your name. Chat access does not confer management, financial, cross-company or unrestricted staff-profile permissions.

Work conversations and Bina oversight

Clients and eligible staff may communicate for staffing and assignment purposes. Bina management and departments retain oversight of client–staff and client–management work conversations for authorised operational, service, security and safeguarding purposes. Clients cannot see another company's conversations or staff-only conversations. Staff-only investigation controls apply solely to staff-to-staff conversations and do not switch off oversight of client work conversations. Bina must use access proportionately and follow the privacy notice, confidentiality obligations and applicable law.

Book or rebook from chat

Use the plus menu to book a shift or rebook a worker recorded in the system as having worked at the selected location. Review role, location, UK dates and times, breaks, duties, price and applicable enhancements before submitting. A previous placement or a typed "yes" is not a confirmed booking. The worker uses the structured offer acceptance control; clearance, availability, working-hours and other existing checks still apply. The signed-in requester and action time are recorded. Rebooking does not guarantee the same worker or reserve them without acceptance and the existing confirmation procedure.

Emergency classification and assignment records

A request made within 12 elapsed hours of the shift start is classified as an emergency request, based on the recorded request and start times. The system applies the boundary used in its booking calculation, including exactly 12 hours. Review and accept the displayed emergency price before submission; there is no unagreed retrospective surcharge. Use UK local dates and times and check overnight or clock-change shifts carefully. Chat and the staff app update the same booking record. Confirmed shifts appear in the rota; actual attendance, approved hours, payroll and invoices continue through the existing procedures. Chat acceptance alone does not approve hours or trigger payment.

Messages and attachments

No chat participant, including management, can delete sent messages, shared attachments or conversations through the app. A sender may edit their own message text only within two minutes of original sending. Edits are marked and the original and change history are retained. These controls preserve the work record and do not remove privacy rights or the published retention rules. Upload only authorised work material. Never send passwords, bank details, identifiable service-user, patient or pupil images, care records or confidential safeguarding evidence through ordinary chat. Use the approved secure record or reporting route.

Urgent contact and formal notices

Chat is not continuously monitored and is not an emergency service. Call 999 for immediate danger, follow the host safeguarding procedure and telephone Bina on 07337541218 for urgent shift problems. A delivery or read indication is not agreement to a shift, rate variation, cancellation, invoice or contract. Use the required formal action and telephone urgent cancellations or changes. Existing cancellation and payment terms remain applicable. Device notifications are optional; disabling them does not cancel a confirmed assignment or remove responsibility to check agreed work information.

Updates and agreement

Read the current chat and privacy notices and ask for clarification where needed. Acknowledgement confirms receipt and understanding; it does not waive rights or provide blanket monitoring consent. Revised client contractual terms require separate acceptance by the verified authorised company administrator before the affected new booking actions proceed. Bina retains earlier signed terms and receipts; this update does not rewrite earlier bookings, agreed prices, invoices or earned wages. Optional marketing and device permissions remain separate from essential operational and policy-update communications.

Acceptance

Signatory | Name role signature and date

Bina authorised director | _____

Client authorised representative | _____

Rate card insurance review setting and data-sharing annexes attached | _____

Agreement issue version and recorded acceptance method | _____

GUIDANCE 18

Sector-specific staffing requirements

SECTOR REQUIREMENTS · 5 NOVEMBER 2026

Sector-specific agency staffing standards

1. Adult care and supported living

Confirm the actual regulated activity and legal entity where applicable; check the provider's relevant CQC registration and safe staffing arrangements as required. Document whether workers will undertake personal care, medicines work, lone working or specialist support. The client must provide site-specific risk controls and supervision.

2. Children's residential homes

Children's homes in England are subject to specific workforce suitability and staffing requirements. Before an agency worker is used, the home's manager should check identity and obtain sufficient written assurance and evidence about suitability; short-notice arrangements do not eliminate safeguarding responsibilities. Agency workers must not be left in sole charge where relevant exceptional guidance restricts this.

3. Schools and colleges

Follow the current Keeping Children Safe in Education guidance. The school or college should obtain appropriate written confirmation of the employment business's checks, verify the person attending and provide local safeguarding procedures and Designated Safeguarding Lead information. Supply teachers and teaching assistants must receive the appropriate school induction.

4. Nursing and clinical support

Confirm the role's professional registration and required competence, such as NMC status where applicable, and exactly which clinical tasks are approved. The client should identify the accountable clinician or registered professional, relevant protocols, medicines governance and supervision, and must not assume an HCA can perform registered nursing duties.

5. Shift-specific approval

A company approval does not prove every location or service-type assignment is suitable. Record the actual service setting, age group, supervision, required qualification and risk controls; match each worker only to approved roles and duties.

6. Evidence and regulatory review

Retain an auditable record of the official registration or exemption basis, local staffing requirements, written agency assurances, induction, risks and named reviewer. Recheck when the law, setting, provider or role changes.

7. Official reference points

Children's homes: https://www.gov.uk/guidance/childrens-homes-recruiting-staff ; Schools: https://www.gov.uk/government/publications/keeping-children-safe-in-education--2 ; CQC: https://www.cqc.org.uk/guidance-regulation/providers/registration/scope-registration/who-has-register

Questions or clarifications?

Contact compliance@binapathways.co.uk or booking@binapathways.co.uk with the actual setting, duties and relevant regulator details. Do not book a worker into a role before all required suitability information has been reviewed.

Current policies and client terms

Read the current policy library and download PDFs. The exact accepted agreement and any recorded commercial variation govern each booking.

GUIDANCE 19

Bina Chat: client guide and privacy

Work chat with a clear purpose

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.

Protect people and their information

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.

Notifications, replies and receipts

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.

Keep records and raise concerns

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.

Related guidance

- ICO: monitoring workers and transparency
- Acas: fair and proportionate investigations
- Company privacy notices

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 20

Driving and mileage charges

Driving and business mileage
Tell Bina before booking if a shift requires driving, passenger transport or use of a worker's own vehicle. Agree the work journeys, vehicle arrangements, business insurance and any client-specific assessment or induction. Bina must approve the applicable driving evidence and declarations; a shared profile, senior title or uploaded licence alone is not driving clearance. The host must provide safe instructions, relevant vehicle information and local arrangements, and must not direct a worker to drive outside their approved scope.

Where the client has agreed mileage charges for the assignment, actual approved business mileage is charged at £0.50 per mile. The worker records the miles and business journey before clock-out; Bina management checks the claim and records the client agreement before approving any client charge. Mileage is shown separately on the client invoice and is not converted into working hours. Ordinary commuting, private journeys and duplicate mileage are not chargeable without a specifically recorded agreement. An unapproved claim or a location check does not create an invoice charge. Where mileage approval follows an earlier invoice, a separate supplementary invoice may be issued rather than rewriting an issued invoice.

Worker reimbursement is £0.45 per eligible approved business mile and is managed separately through Bina payroll. Client payment status does not itself determine the worker's reimbursement approval. Existing agreed assignment terms and issued invoices are retained; revised commercial terms require the authorised client acknowledgement where applicable.

Roles and settings
A Senior Support Worker may fill a senior, Support Worker, Healthcare Assistant or Carer requirement in adult or children's services where Bina has verified and approved the individual for the actual setting and duties. Select the role actually required and the location's setting when requesting the shift. The applicable agreed rate is the role and setting rate confirmed for that assignment, including the agreed children's rate where applicable. Senior status does not remove children's safeguarding, DBS suitability, competence, professional-registration or supervision requirements.

Operational update BP-CLIENT-2026-11-10-v7 · 10 November 2026. Earlier signed versions remain preserved; acknowledgement is recorded through the authorised policy-update route.

GUIDANCE 21

Monthly invoicing and payment

For assignments accepted under the revised terms from 10 November 2026, Bina invoices monthly for work ending from the 21st of the previous month through the 20th of the current month. The first new period is 10-20 November 2026. Timesheets and approved business mileage are reconciled on 21-22 and invoices are issued by the 22nd, with cleared client payment due on the 27th of that month. Where the 27th is a weekend or an England and Wales bank holiday, payment is due on the preceding working day. The exact due date and approval deadline are shown on each invoice. Clients should identify specific discrepancies promptly and no later than the stated review deadline, normally the preceding working day before payment. Pay evidenced, undisputed amounts by the due date; an unresolved query does not authorise withholding unrelated charges. New or supplementary invoices first issued after the 22nd fall due on the next monthly 27th cycle, adjusted to the preceding working day where necessary. A correction of the same existing charges preserves the original due date. Existing issued invoices and earlier accepted booking terms are not rewritten or backdated. Revised client terms require acceptance by the authorised representative. Staff wages fall due at month-end regardless of whether the client has paid. Approved chargeable mileage remains £0.50 per mile; approved staff reimbursement remains £0.45 per mile.

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-CLIENT-HANDBOOK-2026-11-10-v8 | Issued 10 November 2026