



## Our Expectations

We pride ourselves on providing a comprehensive and professional service to our event organisers. Therefore the impression our staff gives is paramount in maintaining a great reputation with patients and clients.

All a2e Medics are expected to adhere to these standards.

- Full, clean uniform **MUST** be worn at all times. This is a red a2e t-shirt, green trousers, black boots and a2e hi-viz vest.
- Kit must be fully stocked and appropriate to your skill set.
- All Medics must arrive 15 minutes before sign on time and liaise with the event organizer on procedure.
- Mobile phones must not be used for personal use during work hours, unless for emergency purposes only.
- All incidents need to be reported to Helen Allen within 24 hours of the event.
- Job sheets need to be read before the event, to know what is required of you.
- All information relating to patients is strictly confidential and should not be disclosed at any time.
- A good impression must be given at all times. Initiative should be used during quiet times to promote the company, network with clients and the general public.
- All personal issues should be left at home and should not be reflected in your working practice.
- Absence from a job must be reported at the earliest possible time, for us to provide cover.
- As Medics we are expected to provide emotional support to our patients too. We can always offer help, no matter how big or small the concern or injury.
- Lastly, **THANK YOU** for all your help and support in making a2e Medical Services a great company. You are all amazing!

Helen Allen