



SONIC HEALTHCARE
UK



Sonic Healthcare UK
Staff Welcome Pack
2022

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CEO Message

I am delighted to welcome you to Sonic Healthcare UK and hope that this pack provides useful information about our organisation.

You are joining one of the world's leading healthcare providers specialising in laboratory medicine, radiology and general practice medicine. In the UK we are the largest independent provider of pathology/laboratory medicine to both the NHS and private healthcare sectors.

We employ over 2,500 staff across the UK who, on a day to day basis demonstrate their dedication and passion as healthcare workers to the communities they serve.

You are an important part of our team and your progress and development are as valuable to us as it is to you. I look forward to meeting you at some point in the future.

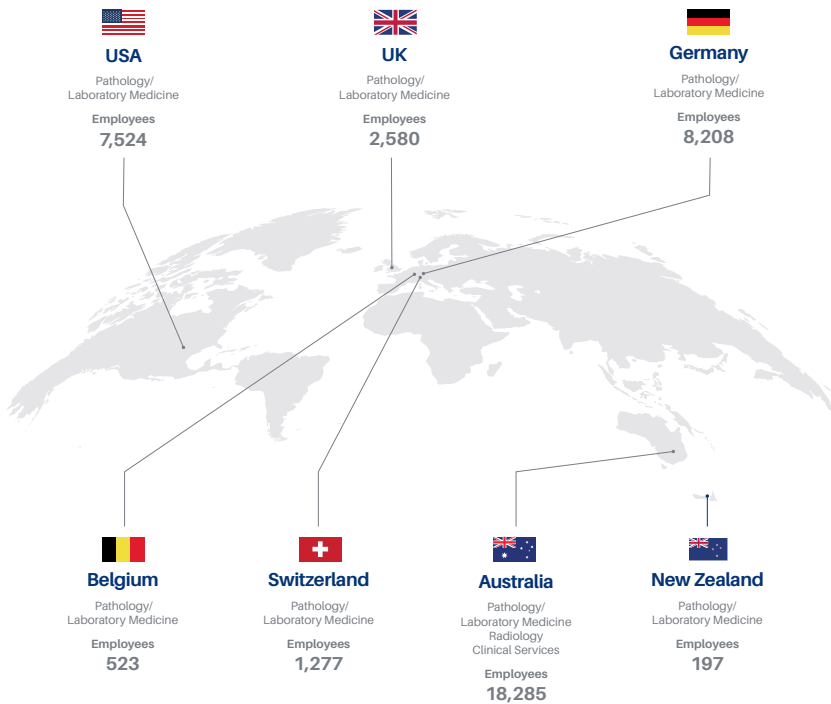
With my very best wishes.



David Byrne, CEO



About Sonic



Sonic Healthcare is a leading international healthcare provider specialising in pathology/laboratory medicine, radiology, general practice medicine and corporate medical services. We are committed to clinical and operational excellence in the delivery of medical services to doctors and patients alike.

Headquartered in Sydney, Australia, and listed on the Australian Securities Exchange (ASX), Sonic has grown to become one of the world's leading healthcare providers, with operations in Australasia, Europe and North America.

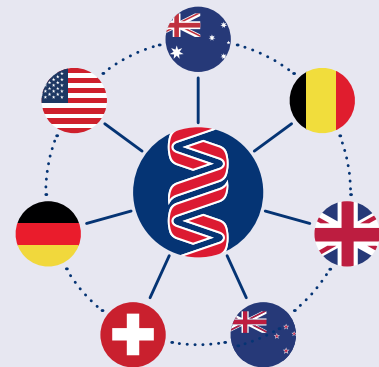
We employ more than 1,600 pathologists and radiologists, and more than 14,000 medical scientists, radiographers, sonographers, technicians and nurses, all of whom are led by highly experienced medical personnel - at Board level through to the management of our local practices.

Federated Model

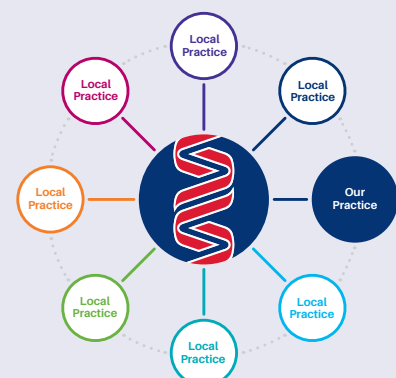
Sonic operates under a federated management structure, where individual practices are empowered to deliver personalised services best suited to the needs of clinicians and patients in their local communities. This local autonomy is complemented by the assurance that comes from belonging to a global network of healthcare practices that share a commitment to medical excellence. Sonic's federated approach has been integral to our ongoing success and the preservation of each practice's long-term goodwill.

Sonic's federated structure creates many opportunities to share knowledge and experiences, allowing us to develop synergies and establish best practices. By identifying and embracing these opportunities for collaboration, and by working together in partnership across regional and national boundaries, we strengthen the foundations for Sonic's continued growth and prosperity into the future.

Divisions



Practices



Core Values

Sonic's Core Values were developed by Sonic staff in early 2000 to act as guiding principles for how we conduct ourselves as an organisation. They set the standard for the collegiate and supportive way in which we behave towards one another, as well as the professionalism with which we conduct ourselves in our day-to-day duties. Individually, our Core Values articulate our commitment to medical excellence. Collectively, they empower our people to deliver exceptional medical services to doctors and patients.

Since their inception, Sonic's Core Values have been embraced by Sonic Healthcare staff around the world as a unifying code of conduct.

Medical Leadership

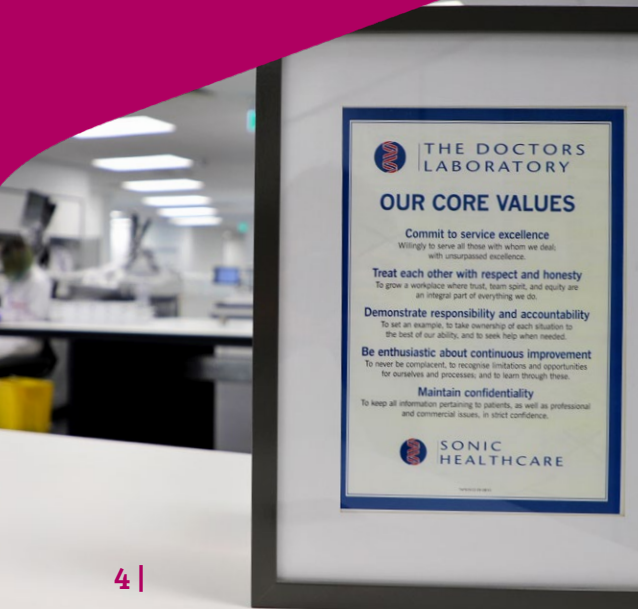
Medicine is a complex profession that requires insight, sensitivity and a lifelong commitment to learning, in order to provide the best possible patient care and clinical outcomes. Sonic believes that Medical Leadership facilitates the highest standards of clinical and operational excellence by inspiring and empowering our people to be accountable for the delivery of superior healthcare outcomes for both the doctors and patients we serve. This philosophy also reflects a deep understanding of the special complexities, obligations and privileges of medical practice, as well as a respect and appreciation for healthcare professionals.

Through Medical Leadership, we aim to ensure that every person who is part of Sonic Healthcare understands how vitally important their role is in the delivery of high-quality medical services to each and every patient.



Medical Leadership has always been enshrined in Sonic's corporate culture. It reflects our understanding that medicine is a profession rather than a business, and is responsible for our continued global success. We acknowledge the trust that clinicians place in us and strive to mirror their commitment to medical excellence in everything we do.

Our Medical Leadership Principles provide all Sonic staff with clear guidelines about the interaction between Sonic's people and its external stakeholders – doctors, patients, other customers and our local and global communities. Each pillar includes measurable criteria, ensuring that each of our practices remains focused on providing localised medical services of the highest quality.



Sonic Healthcare UK Executive Team

The Executive Team is formed from members of the board of directors and senior managers. It is responsible for all aspects of our laboratory operations and the support functions that make up the Sonic Healthcare UK Group.



David Byrne
Chief Executive
Officer



Daniel Frayne
Director of
Performance Projects



Matt Gibbins
Human Resources
Director



Tim Herriman
Group Laboratory
Director



Dr Lisa Levett
Director of Genetics &
Molecular Pathology



Dr Rachael Liebmann
Group Medical
Director



Brian Madden
Group Commercial
Director



Lisa Manze
Director of Group
Laboratory Operations



Annelize Mathee
Head of Finance



John Matthews
Chief Information
Officer



Emer Nestor
Director of
Governance



Amar Pabari
Director of Group
Laboratory Services



Nick Read
Chief Financial
Officer



Annette Wilkinson
Business Development
& Service Director



Sonic Healthcare is one of the world's largest pathology providers. Headquartered in Sydney, Australia and employing over 38,000 staff in 7 countries, Sonic entered the UK market in 2011 when it acquired The Doctors Laboratory.



TDL are the largest independent provider of clinical diagnostic services in the UK. Through a network of 19 laboratories, TDL supports the work of a wide range of healthcare providers.



A joint venture between the UCLH, Royal Free London and The Doctors Laboratory - providing a pathology diagnostics service to our NHS trust partners, other NHS customers and TDL.



About Sonic Healthcare UK

We are comprised of two divisions: Health Services Laboratories (HSL) and The Doctors Laboratory (TDL).

The Doctors Laboratory is the largest UK independent provider of highly specialised pathology/clinical laboratory services to clinicians (GPs and specialists), hospitals, community health services, and their patients.

HSL is a pathology joint venture partnership between University College London Hospitals NHS Foundation Trust (UCLH), the Royal Free London NHS Foundation Trust (RFL), and The Doctors Laboratory Limited (TDL). We are all dedicated to providing clinically led pathology services to the NHS using the hub and spoke laboratory network model.

We maintain rigorously high standards of quality, while also delivering efficiencies to healthcare through careful workforce planning, pioneering technology, and significant investment in infrastructure and IT. Medical leadership is regarded as the most important pillar of our operational philosophy and every laboratory in our network is clinically led by Consultant Pathologists from the relevant customer Trust. Working closely with our Medical Director, Dr Rachael Liebmann, they act as the advocate for patients and referring clinicians.

We have numerous sites across the UK. At the centre of the network is our hub laboratory known as the 'Halo Building' - a 100,000 sq. ft facility located opposite St Pancras Station in Central London. Over 1000 staff are based at the Halo Building where routine and specialist testing has been centralised from late 2016. We also have another hub laboratory in Manchester which in 2021 expanded from 14,000 sq. ft to 20,580 sq. ft.

We believe that our dynamic and dedicated team across the company, which now includes you, implements and drives this service forward.

Sonic Healthcare UK In Numbers

55 Registration Portfolios & **30** Specialist Portfolios currently being completed by our staff



2021
58,928,543
2020
46,974,586
2019
52,343,079
tests processed by our laboratories



we employ over
2,500
members of staff



over
21,000 miles
covered by our couriers
each and every day!



our couriers
make over
7,800
collections
every week!



R&D Studies with
multidisciplinary
involvement



93% of service users
were satisfied with
our service in 2021



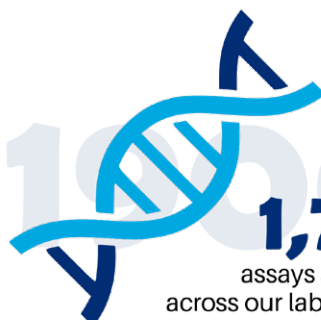
23
successful UKAS
assessments in 2021



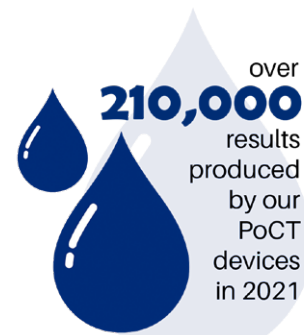
19
accredited
laboratory sites
across the
United Kingdom



2019 - **260,209**
2020 - **244,126**
2021 - **291,856**
calls received by
our call centre



a total of
1,712
assays available
across our laboratories



over
210,000
results
produced
by our
PoCT
devices
in 2021

Training With Us

Getting you trained and able to work safely and independently in your role is crucial. Your manager will work with you to identify your training needs.

Corporate Induction

Induction introduces you to the organisation and combines an interactive zoom session and completion of online modules on our training website, Sonic Learn.

Our Learning & Development team will book you onto a session and you will receive the details via email, so keep an eye out for an email from Sonic Learn (you may need to check your spam filters). We endeavour to get you booked onto an induction session within the first few weeks of your start date. Your manager will also receive a copy of your booking.

This induction course is mandatory, and your probation is dependent on completion. We encourage you to log onto Sonic Learn and complete the modules and quizzes in advance of the session.

Online Induction sections:

- Welcome from the Chief Executive, David Byrne
- Duty of Candour and quiz
- Introduction to Health and Safety and quiz
- Introduction to Quality Management and quiz
- Introduction to Information Security and quiz
- Discussion about trade Unions and their detail

Here are a few key points to note:

- You will need to liaise with your manager to ensure your attendance. Please check with them regarding access to an appropriate device, such as a PC, laptop or phone, and a quiet place to join the session.



Training is encouraged throughout your career with us

- You will need to join with your camera on and with your name on the screen and not the device name.
- If you cannot attend, you must rebook onto another session via Sonic Learn. To reschedule, you need to cancel your first booking and then rebook a new event. To cancel your booking, return to the Staff Induction course on Sonic Learn, and then select 'cancel' from the booking information screen.

Departmental Induction

Alongside your corporate induction, you will also have a departmental induction where your manager will go through an induction checklist making sure you know everything about the site you're working on and the local processes you need to follow.



Sonic Learn



Sonic
Learn

Sonic Learn is our online training website that provides crucial information and training. You will be given a unique login by your manager and can access the website via any mobile device at: www.soniclearn.com.

When logging in for the first time, you will be prompted to change your password. Please use a password that is strong and only memorable to you. When you log in, you will need to complete all your mandatory training. You can find out how to complete your online training below, along with some FAQs.

We also recommend that you look at the help page, which includes some video guidance on common tasks, such as what to do if you forget your password.

How do I find my certain courses?

To find your **Mandatory courses** are clearly identified and accessible via your dashboard. Click on 'My Dashboard' on the blue menu bar and then click on the course title. All courses listed under 'Required Learning' need to be completed - see image right.

To find **additional CPD courses**, go to the 'Find Learning' page. Here you can explore the course by selecting filters on the left-hand side or searching for a specific title. Search for course title, click on the course and enrol. You will then be able to access the course - see image right.

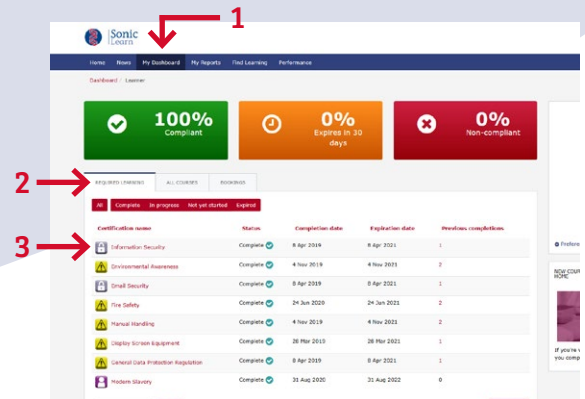
Why is the course still showing as outstanding, I'm sure I finished it!

The most common reason for a course not being marked as complete is that you have outstanding activities within the course. Make sure you have completed all sections by looking for a tick to the right of the activity - see image right.

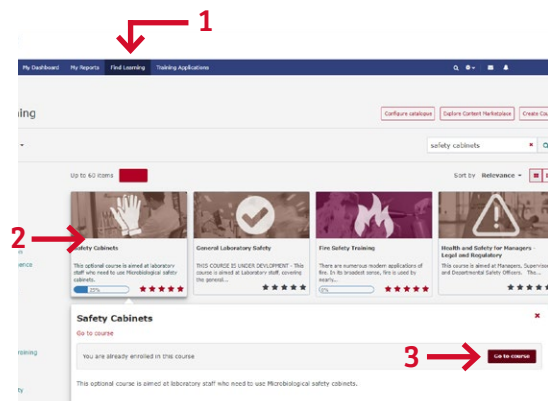
Another common reason is that you have not achieved a pass mark in the assessment. This usually occurs on questions that need to have more than one answer selected to be marked as correct. It's easy to have a question only partially correct. Go back and review your assessment.

What should I do if I'm still having problems?

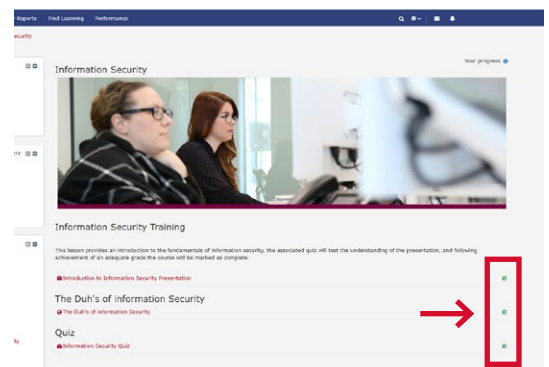
If you're having problems with Sonic Learn, please contact our Learning and Development team at: training@tdlpathology.com who will be more than happy to help. The more information you can give regarding the issue, the quicker we will be able to resolve it. Sending through screenshots of the problem is really helpful!



How to find your mandatory courses



How to find additional CPD courses



Ensure all activities have green ticks besides them

HR Information

A lot of the information you may need can be found in the staff handbooks which cover relevant staff policies. Based on which entity you hold a contract with (HSL or TDL) will determine your handbook.

HSL staff handbook

www.hslpathology.com/employeehandbook

TDL staff handbook

www.tdlpathology.com/employeehandbook

Once you have registered on Sonic Hub, you can find links to the handbook via the employee portal for easy access! Search for them under the Useful Links section.

Sonic Hub

SonicHub is our HR system where you can access relevant information, payslips, book annual leave, log sickness, etc. Shortly after the company is in receipt of your signed contract via Signable, we will create an account for you on the system and an automated email with an account activation link will be sent to your personal email address. You will need to follow instructions and activate the account **within 14 days** as the link expires afterwards. This is when you will be required to create a password, and once activation is complete, another automated email will be sent with your username.

Please note: some emails end up in Spam Mail, hence it is important that you check it as well.

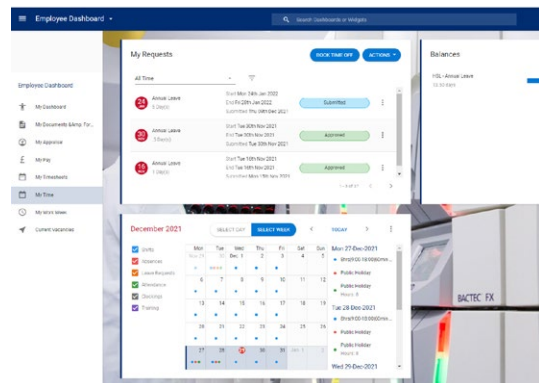
Queries related to your Sonic Hub account should be sent to: hssystem@tdlpathology.com

Occupational Health & Wellbeing

Sonic Healthcare UK is committed to the protection of your health whilst at work. As part of your new starter documentation, you will be asked to fill out a **“New Starter Questionnaire”** as well as an **“Immunisation Form”** via a link.

Please ensure you complete the necessary information. You will be contacted directly by Medigold, our occupational health provider, to assess your fitness to work and ensure your immunisations are up to date in line with your contractual role.

Please ensure you are informing your line manager of any appointments booked with Medigold.



Sign on to Sonic Hub as soon as you can!



FAQs

What do I need for my first day?

Your manager will be in touch regarding your first day, which will include instructions on when and where to arrive. If you haven't heard from them, please get in touch. If you can't get hold of them, contact HR.

What do I do if I'm sick?

Make sure you call your manager within the first 30 mins of your start time. They will log this on Sonic Hub and talk you through the next steps. We hope you get well soon!

When do I get paid?

27th of the month unless that day falls on a weekend, then you are paid the Friday closest to the 27th (December pay day will vary).

Who should I ask if I have general HR queries?

If you have any queries, please ask for support from your line manager as your first point of contact. If you need to contact the HR department directly for any general queries, refer to the useful contacts section.

What should I do with the Contract Pack you sent me?

Please save your signed contract documents for your records.

Where can I find the staff policies e.g. sickness policy?

Contractual policies can be found in the staff handbook - see page 8 for links to the different staff handbooks.

I have a payroll query, who do I contact?

If you have any payroll queries, please raise these with your line manager in the first instance. Should you need to contact the Payroll Department, contact details are available in the useful contacts section.

I have received my P45 from my previous job, what should I do with this?

When you receive your P45 from your previous employer, please ensure you send this to the Payroll Department (find their contact details on the right).

I have a pension related query, who do I contact?

Please contact Payroll Department (find their contact details on the right).

Useful Contacts

HSL Switchboard:

+44 (0) 207 307 9400

TDL Switchboard:

+44 (0) 207 307 7373

HR Department:

+44 (0) 203 912 0278

HSL queries: hslhr@hslpathology.com

TDL queries: hr@tdlpathology.com

HR System related queries:

hssystem@tdlpathology.com

Occupational Health queries:

occupational.health@tdlpathology.com

Learning & Development:

training@tdlpathology.com

Payroll Department:

+44 (0) 207 460 4807

Email queries:

payroll@tdlpathology.com

or

payroll@hslpathology.com





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