

Managing Organisational Change

Statement and Purpose of the Policy

Serenta Homecare seeks to continuously improve the way we work and the services we provide. Where a need for organisational change is identified we will ensure that this is handled in a way that is sensitive and fair and in line with statutory requirements and best practice. All change decisions will be supported by a clear business case and rationale.

This statement sets out the principles we will follow for managing change which may impact on staffing structures and roles within the Company.

1. General Principles

Serenta Homecare are committed to information sharing throughout the process of change to promote good employee relations.

To achieve this, we will:

- Share information at the earliest opportunity
- Invite feedback and respond in a clear and timely manner
- Engage in meaningful consultation with staff and representatives
- Listen to concerns and seek to resolve these
- Ensure that processes to be followed are clear at each stage
- Keep staff and representatives updated on progress and decisions
- Use face to face communication whenever possible to deliver important messages
- Ensure employees affected by change are well supported

Serenta Homecare will take all reasonable steps to avoid compulsory redundancies, exploring options for redeployment or retraining wherever possible.

Document Control

Date Approved: June 2026

Target Audience: All Serenta Homecare Staff

Review Date: June 2028

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