REDEEMERS HEALTH VILLAGE

Human Resources Department

EMPLOYEE RESPONSIBILITY FOR DAMAGED HOSPITAL PROPERTY

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Date Approved:	—		

Relevant Standards

- Labour Act of Nigeria (Cap L1 LFN 2004)
- Right to due process and fair hearing — natural justice principles
- RHV Code of Professional Conduct (HR-POL-023)
- RHV Health and Safety Policy (HR-POL-020)
- RHV Disciplinary Action Policy (HR-POL-005)
- International labour standards on fair treatment and non-discrimination

Amendment History

Issue	Status	Date	Reason for Change	Authorised
1	Draft	May 27, 2024	New Policy Implementation	
2	Final	June 5, 2025	Policy Review & Update	CHRO
3	Final	April 28, 2026	Board Submission Revision	CHRO/CEO

1. Purpose

The equipment, infrastructure, and assets of Redeemers Health Village (RHV) are essential tools in the delivery of patient care and institutional operations. Their loss, damage, or misuse imposes direct financial costs on RHV and — where clinical equipment is affected may compromise patient safety. This policy establishes clear, institution-wide guidelines for the responsible use, reporting, investigation, and accountability associated with damage to any RHV property. It applies equally and without exception to all persons who use RHV assets.

2. Scope

This policy applies to all employees (full-time, part-time, temporary, contract, and locum), interns, volunteers, contractors, and visiting professionals engaged with RHV. It covers all RHV property across all departments and facilities, including:

- IT equipment: computers, laptops, monitors, printers, network devices, and peripherals
- Biomedical and clinical equipment: patient monitors, ventilators, infusion pumps, ECG machines, diagnostic instruments, surgical tools, and medical consumables
- Catering and kitchen equipment: industrial cookers, refrigerators, blenders, and food preparation appliances
- General hospital infrastructure: furniture, doors, windows, partitions, and electrical fittings
- Office and administrative equipment: photocopiers, phones, and office furnishings
- Vehicles and transport assets assigned to or used by RHV

3. Responsible Use of Hospital Property

- Trained and Authorised Use Only: Staff may only operate equipment for which they have received formal training and hold active authorisation. Unauthorised use of any hospital asset whether clinical, IT, or catering is strictly prohibited and constitutes a breach of this policy regardless of whether damage results.
- Official Purposes Only: All RHV property must be used exclusively for authorised, work-related purposes. Personal use of hospital equipment, systems, or assets without written management approval is prohibited.
- Care and Diligence: Every employee is personally responsible for the careful, competent handling of any RHV asset in their custody or use. Where equipment is used by multiple staff members, each individual is responsible for the condition of the asset during their period of use.
- Usage Logs: Departments are required to maintain usage logs for high-value, high-risk, or shared specialist equipment including biomedical devices, surgical tools, and specialist IT systems. Usage logs must record the date, time, asset identifier, and the name of the staff member who operated the equipment for each use.

4. Reporting Damage

4.1 Immediate Reporting Obligation

Any employee who causes, witnesses, or discovers damage to any RHV asset must immediately notify their Head of Department (HOD) or line manager. Reporting is mandatory, delay, concealment, or failure to report damage constitutes a separate and additional disciplinary offence beyond any liability for the damage itself. The employee must complete a Damage Incident Form as soon as possible and no later than four (4) hours after the damage is discovered or caused. The Damage Incident Form must capture:

- The date, time, and precise location of the incident
- A description of the damaged item, including asset reference number where applicable
- A factual account of the circumstances in which the damage occurred
- The names and roles of any witnesses or other persons involved
- Any immediate action taken following the damage (e.g., equipment isolated, patient relocated)

4.2 Departmental Escalation

The HOD or line manager must escalate the completed Damage Incident Form within 24 hours to the relevant technical department for assessment, and simultaneously to HR for documentation and investigation coordination:

- IT Department: For computers, servers, network infrastructure, and office technology
- Biomedical Engineering Department: For clinical and diagnostic equipment
- Facilities/Admin Department: For furniture, infrastructure, fittings, and general office equipment
- Head of Food and Beverage: For catering and kitchen equipment
- HR Department: In all cases, for documentation, disciplinary review, and file maintenance

5. Investigation and Accountability

5.1 Technical Assessment

Upon receipt of the Damage Incident Form, the relevant technical department conducts a Technical Assessment within 48 hours and produces a written Technical Report. The Technical Report must include:

- An assessment of the nature and extent of the damage
- An estimated cost of repair or replacement
- A determination of whether the damage was accidental, negligent, or intentional
- A confirmation of whether the user was trained and authorised to operate the equipment at the time of the incident
- Recommended corrective or preventive action

The Technical Report is submitted to HR and the relevant HOD within 48 hours of the damage being reported.

5.2 HR Investigation

Where the Technical Report identifies evidence of negligence, carelessness, unauthorised use, or intentional misconduct, HR in conjunction with the HOD initiates a formal disciplinary review in accordance with the RHV Disciplinary Action Policy (HR-POL-003). The employee is given a written query setting out the findings of the Technical Report and is given a fair opportunity to respond before any financial or disciplinary consequence is imposed.

6. Financial Responsibility

6.1 Employee Responsibility

Where the Technical Assessment and subsequent investigation determine that damage resulted from the employee's negligence, carelessness, or unauthorised use, the employee may be required to cover part or all of the repair or replacement cost. This may be recovered through:

- A salary deduction, applied in monthly instalments to avoid undue financial hardship
- A direct lump-sum payment, where the employee agrees to this arrangement in writing

Mandatory retraining at the employee's own time and cost may also be required before the employee is re-authorised to operate the relevant equipment.

6.2 Hospital Responsibility

Damage resulting from normal wear and tear, equipment age and deterioration, manufacturer defect, or circumstances genuinely beyond the control of any user is covered by RHV. RHV does not seek cost recovery from employees where damage is not attributable to negligence or misconduct.

6.3 Shared Equipment

Where equipment is shared among multiple staff members and is damaged without a clear individual being identifiable as responsible, accountability is determined by: the usage log for the relevant period; line manager input and witness accounts; and the outcome of the HR investigation. Shared accountability — and proportionate cost-sharing — may be applied where the evidence supports it.

7. Preventive Measures

RHV places equal emphasis on preventing damage as on responding to it. The following preventive obligations are mandatory for all departments:

- Asset Register: Every department must maintain an updated, accurate asset register identifying all RHV property in their custody, including asset reference numbers, assigned custodians, and maintenance history.
- Standard Operating Procedures: Clear, written SOPs for the safe operation of all specialist or high-risk equipment must be documented, kept current, and made physically accessible to all authorised users within each department. SOPs must be reviewed at minimum annually and whenever the equipment or its operating environment changes significantly.
- Mandatory Pre-Use Training: No employee may operate specialist, biomedical, clinical, or catering equipment without completing documented training and receiving formal HOD authorisation. Training records must be maintained by the HOD and available to HR on request.
- Scheduled Maintenance: Each department must enforce scheduled maintenance and servicing for all clinical, biomedical, IT, and catering equipment. Maintenance schedules are set in conjunction with the relevant technical department and must not be deferred without written HOD approval.
- Defect Reporting: Employees must report any equipment defect, malfunction, or safety concern to the HOD and the relevant technical department immediately upon discovery whether or not damage has yet occurred. Early defect reporting prevents more costly damage.

8. Disciplinary Consequences

Breaches of this policy including failure to report damage, unauthorised equipment use, and damage caused by negligence or misconductare addressed under the RHV Disciplinary Action Policy (HR-POL-003). Consequences are proportionate to the nature and severity of the breach:

- Written Warning: For first-time minor violations or accidental damage without concealment.
- Salary Deduction: Covering repair or replacement costs where negligence is confirmed.
- Mandatory Retraining: Required before re-authorisation of specialist equipment use, regardless of grade or seniority.
- Suspension: For repeated violations, moderate damage resulting from negligence, or failure to report.
- Termination: For gross negligence causing significant damage, intentional damage, wilful concealment of damage, or repeat offending.

Employees who report damage promptly, cooperate fully with the investigation, and accept responsibility honestly will have this acknowledged as a significant mitigating factor in the disciplinary assessment.

9. Roles and Responsibilities

Employees

Use all RHV property only within their training and authorisation; report damage immediately; complete Damage Incident Forms accurately; cooperate fully with investigations.

Heads of Department

Maintain asset registers and usage logs; enforce training requirements; escalate damage reports within 24 hours; manage corrective actions; review SOPs annually.

IT, Biomedical, Facilities, and F&B Departments

Conduct Technical Assessments and produce Technical Reports within 48 hours; implement repairs or replacements; provide retraining where required; maintain maintenance schedules.

HR Department

Receive and log all Damage Incident Forms; coordinate disciplinary reviews; maintain records; ensure cost recovery arrangements are appropriately documented; report trends to the CHRO.

10. Monitoring and Review

HR maintains a Damage Incident Register recording all reported incidents, technical assessment outcomes, disciplinary actions, and cost recovery arrangements. The register is reviewed quarterly by the CHRO and forms part of the annual HR governance report to the Board. This policy is reviewed annually by the CHRO in consultation with technical department heads and HODs.