

Employee Handbook - Umbrella

Welcome to TJW Contract Solutions Limited

Our aim in producing this document was to create a one-stop information point where you would be able to access all the information you are likely to need in relation to your employment with us.

This document outlines what you can expect from us as your employer. In return we ask you for a high degree of commitment, dedication, and loyalty to help us achieve the aims and objectives of the Company.

You are employed by the Company on a contract of employment. This means you are not self-employed or an agency worker. During assignments, you are expected to carry out duties as directed by the client. When not on assignment, you remain employed, but unless agreed otherwise, you may not receive pay during those periods. If you are concerned about a gap in assignments, please contact the Company immediately.

We hope you find this a useful guide during your employment with us. However, if you are unable to find the answer to your question here, please feel free to contact us.

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1. About The Company

We thrive on excellent customer service as well as ensuring you are paid promptly. We believe in compliance, and this is reflected in our solutions and service.

Our specialist team offer an efficient and reliable payroll and PAYE service and are on hand to provide our contractors with expert advice. We provide the support and flexibility that you need to focus fully on your assignment.

2. Working Through an Umbrella Company

As an umbrella employee:

- You are employed by the Company and not self-employed
- You are assigned to work with clients on a temporary basis
- The Company is responsible for paying you through PAYE and meeting all employment obligations
- You will be required to follow both Company policies and, where applicable, the client's site rules during assignments

3. Statement of Employment Terms and Conditions

The company reserves the right to change its terms & conditions and employment policies from time to time. You will be notified at the earliest opportunity of these changes by way of general notice to all employees affected by the change. Where a contractual change in your terms and conditions of employment results in a change to your written statement of particulars of employment, we will give you a written statement of the change at the earliest opportunity.

4. General

As an employee working off site at clients' premises you are expected to adhere to any policies and procedures implemented at the Client's premises, including but not restricted to smoking, alcohol, drugs etc.

You are required to attend the Clients premises or their designated location at the times stated in your assignment schedule and are required to work for the agreed number of hours stated. Failure to attend or to complete the required hours could result in disciplinary action being taken against you.

You should comply at all times with the Client's requirements for GDPR and computer security which applies in respect of all operations including email and internet access as carried out under the terms of your Assignment. You are required to ensure that you advise the Client of any breaches or potential breaches in security that you become aware of.

When you are on Assignment you are a representative of both the Company and the Client and therefore you should ensure that your behaviour is always appropriate and professional.

Once you have completed the qualifying 12-week probationary period under the Agency Worker Regulations, you will have entitlement to the same conditions relating to the duration of working time, night work, rest periods, rest breaks and annual leave as if you had been employed or engaged directly in the same job by the relevant end user client.

5. Your Attendance at Work

Any assignment that you undertake whilst in the employment of the Company will be for a specific time period and, from time to time, for specific hours. Therefore, should you require time off from work you should give as much notice as possible. If you are unable to give advance notice you should ensure that you contact the Company and the Client to advise your absence by no later than 10am on the day in question.

If your period of absence will extend beyond one day you should ensure that you contact the Company and the Client by no later than 10am on each day that you are absent. If you are unable to personally contact the Company or Client you should ensure, wherever possible, that someone telephones on your behalf.

If your explanation for absence is deemed to be unsatisfactory by the Client, the Company reserves the right to deduct an appropriate amount from your salary.

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If you are absent repeatedly or for prolonged periods the Company reserves the right to receive a full and detailed explanation and, where appropriate, medical evidence and subsequent disciplinary action may be taken against you.

If you are absent from work due to sickness you may be entitled to statutory sick pay (SSP). To qualify you must meet the following criteria:

- Earn, before tax and National Insurance an average of the Lower Earnings Limit for National Insurance Contributions (NIC). The amount you need to earn is lower than the amount when you must start paying NICs.

SSP is a daily payment and is usually paid for the days that you would normally work.

If you are sick for up to seven days you must provide a self-certification certificate on the day you return to work, which can be obtained from your point of contact at TJW. Absences of longer than seven days must be supported by a doctor's certificate as must any further periods of continued absence. Failure to provide a certificate may result in the non-payment of statutory sick pay.

The Company reserves the right to have you examined by a doctor of their own choosing and at their own expense and we also reserve the right, with your permission, to request a medical report from your doctor.

6. Conflict of Interest

You should not, directly, or indirectly, engage in, or have any interest, financial or otherwise, in any other business enterprise, which interferes or is likely to interfere with your independent exercise of judgement in TJW Contract Solutions Limited best interest.

Generally, a conflict of interest exists when an employee is involved in an activity:

- Which provides products or services directly to, or purchase products or services from TJW Contract Solutions Limited
- Subjecting the employee to unreasonable time demands prevent the employee from devoting proper attention to his or her responsibilities to TJW Contract Solutions Limited
- Which is so operated that the employee's involvement with the outside business activity will reflect adversely on TJW Contract Solutions Limited.

Should you be in any doubt as to whether an activity involves a conflict, you should discuss the situation with your point of contact at TJW Contract Solutions Limited.

7. Standards of Performance and Behaviour at Work

Appearance

You are expected to always dress appropriately in relation to your assignment and role, and to ensure that your personal hygiene and grooming are properly attended to prior to presenting yourself at work.

Confidentiality

It is the condition of your employment that you have a duty of confidentiality with regards to the company and any companies you are assigned to.

During your employment, you may find yourself in possession of sensitive information, the disclosure of which could be construed as a breach of confidentiality. It is a condition of your employment that you have a duty of confidentiality to the Company, and you must not discuss any Company sensitive or confidential matter whatsoever with any outside organisation including the media.

Any such breach of confidentiality would be deemed as gross misconduct except as otherwise provided or as permitted by any current legislation (e.g., the UK Public Interest Disclosure Act 1998) and could lead to your dismissal.

8. Bribery and Other Corrupt Behaviour

The Company has a strict anti-bribery and corruption policy in line with the Bribery Act (2010). A bribe is defined as: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.

If you bribe (or attempt to bribe) another person, intending either to obtain or retain business for the company, or to obtain or retain an advantage in the conduct of the company's business this will be considered gross misconduct. Similarly accepting or allowing another

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person to accept a bribe will be considered gross misconduct. In these circumstances you will be subject to formal investigation under the Company's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

9. Data Protection and Access to Information

TJW Contract Solutions Limited will comply with all statutory requirements of the Data Protection Act by registering all personal data held on its computer and/or related electronic equipment and by taking all reasonable steps to ensure the accuracy and confidentiality of such information.

The Data Protection Act protects individuals' rights concerning information about them held on computer. Anyone processing personal data must comply with the eight principles of good practice. Data must be:

- fairly and lawfully processed
- processed for limited purposes
- adequate, relevant and not excessive
- accurate
- not kept longer than necessary
- processed in accordance with the data subject's rights
- secure
- not transferred to countries without adequate protection

Employees can request access to the information held on them by the Company. All requests by employees to gain access to their personnel records should be made in writing. There is no charge for this service.

10. Changes in Personal Information for Employment Purposes

It is important that our records are correct, as inaccurate or out of date information may affect your salary or cause difficulties in situations where contact is required for emergencies. You must notify your point of contact at TJW Contract Solutions immediately of all changes with the following information:

- Name
- Home address
- Telephone number
- Bank account details
- Emergency contact
- Criminal charge, caution, or conviction
- Conflict, or potential conflict of interest

Personal data on employees is held in accordance with the provisions of the Company's Data Protection Policy, which will be made available for inspection by you if required.

11. Valuing Diversity and Dignity at Work

Valuing Diversity

TJW Contract Solutions Limited are committed to valuing diversity and seeks to provide all staff with the opportunity for employment, career and personal development on the basis of ability, qualifications and suitability for the work as well as their potential to be developed into the job.

We believe that people from different backgrounds can bring fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient.

The Company will not tolerate direct or indirect discrimination against any person on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation whether in the field of recruitment, terms and conditions of employment, career progression, training, transfer, or dismissal.

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It is also the responsibility of all staff in their daily actions, decisions, and behaviour to endeavour to promote these concepts, to comply with all relevant legislation and to ensure that they do not discriminate against colleagues, customers, suppliers, or any other person associated with the Company.

Dignity at Work

The Company believes that the working environment should always be supportive of the dignity and respect of individuals. If a complaint of harassment is brought to the attention of management, it will be investigated promptly, and appropriate action will be taken.

12. Pay, Benefits & Pensions

Salary Arrangements

Your salary will be paid in arrears by direct credit transfer to your designated bank account.

If any queries arise with regards to pay, or if it looks as if a mistake has been made, speak to your point of contact at TJW Contract Solutions Limited immediately so that they can take appropriate action. Unless agreed otherwise, any pay errors, whether of over or underpayment, will be rectified in the next salary payment.

Appropriate deductions will be made from pay including income tax and National Insurance contributions (NICs), which are subject to each employee's earning level, family status and the number of hours worked.

How Your Pay Works

The rate agreed between the Company and the agency or client (often referred to as the "assignment rate") is not your gross salary. This rate includes:

- Employment costs (such as Employer's National Insurance, Apprenticeship Levy and pension contributions)
- Holiday pay
- The Company's margin

Your gross pay is calculated after these costs have been accounted for, and you will receive a payslip showing a full breakdown of how your pay has been calculated.

Further detail is provided in your Key Information Document (KID) and pay illustration.

Pension Scheme

The Company operates a group pension scheme and, in compliance with the employer pension duties under the Pensions Act 2008, you will be enrolled as an active member of this scheme (or such other registered pension scheme as may be established by the Company to replace the scheme) 3 months from the start of your employment, unless you request otherwise. You will be subject to the trust deed and rules of the scheme as are in force from time to time and HM Revenue & Customs requirements. The Company reserves the right to vary, amend or withdraw the scheme, or any of its rules or benefits, at any time. Full details of the scheme, including the rules, conditions of eligibility and the rates of contributions and benefits, will be sent to you before your auto enrolment date.

13. Leave Arrangements

Annual Leave & Holiday Pay

As an employee, you are entitled to statutory annual leave of **28 days per year (including bank holidays)**, pro-rated based on your working pattern.

Your holiday pay is funded from the assignment rate received from your agency or client and is managed using one of the following options:

Your Holiday Pay Options

- (i) **Holiday Pay Retained (Accrued)**

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Under this option:

- A portion of your pay is retained and held as a holiday pay balance
- This balance is paid to you when you take time off

Key points:

- You must request holiday pay when you take leave
- Your payslip will show your accrued holiday balance
- Any remaining balance will be paid to you when your employment ends

(ii) **Holiday Pay Paid in Advance (Rolled-Up)**

Under this option:

- Your holiday pay is paid to you with each payslip
- This means you will not receive additional pay when you take time off, as it has already been included in your pay

Key points:

- The holiday pay element will be clearly shown on your payslip
- You are responsible for managing this element of your pay

Important – Taking Holiday

Taking regular breaks from work is important for your health, safety and overall wellbeing. As your employer, we actively encourage you to take the holiday you are entitled to.

Even though your holiday pay is paid in advance, you should still:

- Take time off during the year
- Ensure you are getting adequate rest between assignments

14. Maternity, Paternity and Adoption Leave and Pay Policy

Eligible TJW Contract Solutions Limited employees are entitled to Maternity, Paternity and Adoption leave and pay as per the statutory guidelines. Further details of these are available in our relevant Family friendly policies.

15. Shared Parental Leave

Eligible TJW Contract Solutions Limited employees are entitled to shared parental leave as per the statutory guidelines.

16. Unpaid Parental Leave

You are legally entitled to take a reasonable amount of time off to deal with certain prescribed emergencies involving certain dependants. This leave is called Time Off for Dependants. Time Off for Dependants can be taken, for example, if a dependant falls ill or is injured, if care arrangements break down, or to arrange or attend a dependant's funeral. A dependant is your child (including adopted child), husband, wife, or parent. It also includes someone who lives in your household, and someone who reasonably relies on you, such as an elderly relative. Any time taken off must be necessary and reasonable in the particular circumstances. Time Off for Dependants is not paid.

17. Antenatal Appointments

After 12 weeks of continuous employment, you will be entitled to paid time off to attend your own antenatal appointments. If you are required to accompany someone else to an antenatal appointment, you will be entitled to the time off without pay.

18. Expenses

As an employee, you may be able to claim reimbursement for certain business-related expenses incurred during your assignment.

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Any expenses must be:

- Wholly, exclusively and necessarily incurred in the performance of your duties
- Supported by appropriate evidence (such as receipts)
- Submitted in line with the Company's processes

Please note that not all roles or assignments will qualify for tax-free expense reimbursement. This will depend on the specific circumstances of your assignment and relevant legislation.

Important

The rules around expenses, particularly in relation to supervision, direction or control (SDC), are complex and must be applied carefully.

For this reason, full details of:

- What expenses may be claimed
- Eligibility criteria
- The assessment process
- How to submit claims

are set out in the Company's Expenses Policy / Guide.

19. Disciplinary Procedures

Purpose and Scope

The organization's aim is to encourage improvement in individual conduct or performance. This procedure sets out the action which will be taken when disciplinary rules are breached.

Principals

The procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues. No disciplinary action will be taken until the matter has been fully investigated. At every stage employees will be informed in writing of what is alleged and have the opportunity to state their case at a disciplinary meeting and be represented or accompanied, if you wish, by a trade union representative or a work colleague.

An employee has the right to appeal against any disciplinary penalty.

The Procedure

Stage 1 – first warning

If conduct or performance is unsatisfactory, the employee will be given a written warning or performance note. Such warnings will be recorded but disregarded after 12 months of satisfactory service. The employee will also be informed that a final written warning may be considered if there is no sustained satisfactory improvement or change. (Where the first offence is sufficiently serious, for example because it is having, or if likely to have, a serious harmful effect on the organisation, it may be justifiable to move directly to a final written warning.)

Stage 2 final written warning

If the offence is serious, or there is no improvement in standards, or if a further offence of a similar kind occurs, a final written warning will be given which will include the reason for the warning and a note that if no improvement results within a specified period, action at Stage 3 will be taken.

Stage 3 – Dismissal or action short of dismissal

If the conduct or performance has failed to improve, the employee may suffer demotion, disciplinary transfer, loss of seniority (as allowed in the contract) or dismissal.

Gross Misconduct

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Gross misconduct is a serious breach of contract and included misconduct which, in our opinion, is likely to prejudice our business or reputation or irreparably damage the working relationship and trust between us. This may include misconduct committed outside of work. If, after investigation, it is confirmed that an employee has committed gross misconduct (which would include an offence of the following nature – NB the list of not exhaustive), the normal consequences will be dismissal without notice or payment in lieu of notice:

- (a) Theft or fraud;
- (b) Physical violence or bullying;
- (c) Deliberate and serious damage to property;
- (d) Serious misuses of the organization's property or name;
- (e) Deliberately accessing internet sites containing pornographic, offensive or obscene material;
- (f) Serious insubordination.
- (g) Unlawful discrimination, victimization or harassment;
- (h) Bringing the organisation into serious disrepute;
- (i) Serious incapability at work brought on by alcohol or illegal drugs;
- (j) Causing loss, damage or injury through serious negligence;
- (k) A serious breach of health and safety rules;
- (l) A serious breach of confidence.

While the alleged gross misconduct is being investigated, the employee may be suspended, during which time he or she will be paid their normal pay rate. Any decision to dismiss will be taken by the employer only after full investigation.

Appeals

An employee who wishes to appeal against any disciplinary decision must do so to the named person in the organization within five working days. The employer will hear the appeal and decide the case as impartially as possible.

20. Grievance Procedure

Dealing with a grievance informally

If you have a grievance or complaint to do with your work or the people you work with you should, whenever possible, start by talking it over with your manager. You may be able to agree a solution informally between you.

Formal Grievance

If the matter is serious and/or you wish to raise the matter formally you should set out grievance in writing to your manager. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against your manager and you feel unable to approach him or her you should talk to another manager or a director.

Grievance Hearing

Your manager will call you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting the manager will give you a decision in writing, normally within 24 hours.

Appeal

If you are unhappy with your manager's decision and you wish to appeal, you should let your manager know.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by a more senior manager (or director). You have the right to be accompanied by a colleague or trade union representative at the meeting if you make a reasonable request.

After the meeting the manager (or a director) will give you a decision, normally within 24 hours. The manager (or a director's) decision is final.

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21. Acceptable Use of Internet & Email Policy

Many End Users or Employment Businesses will have existing policies regarding what they deem to be acceptable use of the internet and email and you should adhere to these policies when you are working at their premises. If there is no policy in place you should comply with the Company policy, which follows.

Failure to adhere to either policy may result in disciplinary action being taken against you. What is not acceptable use...

Except during an employee's duties or with the express permission, the Internet access provided by the Company, End User or Employment Business may not be used for:

- Personal commercial purposes;
- Sending unsolicited bulk email;
- Disseminating confidential information of TJW Contract Solutions Limited, End Users or Employment Businesses
- Any illegal purpose;
- Knowingly causing interference with or disruption to any network, information service, equipment or any user thereof;
- Disseminating personal contact information of officers or employees of TJW Contract Solutions Limited, End Users or Employment Businesses without their consent;
- Knowingly causing any other person to view content which could render the company liable pursuant to equal opportunity or sex discrimination legislation at the suit of that person; or
- Knowingly downloading or requesting software or media files or data streams that the employee has reason to believe will use a greater amount of network bandwidth than is appropriate

Bypassing or attempting to circumvent any security system without the appropriate authority from the End User or Employment Business.

Unauthorised use of any End User or Employment Business' equipment (to include but not limited to hardware and software), failure to comply with the policy, or in any way tampering with the equipment will be regarded as gross misconduct and will render the offender liable to dismissal.

The Company also reserves the right to take disciplinary action against any employee who makes excessive personal use of equipment or internet or email, including dismissal for gross misconduct.

You are expected to exercise professional judgement whenever using email or the internet or any other internal systems at an End User or Employment Business site. If you are in any doubt at all regarding what is deemed to be appropriate by the End User or Employment Business, you should question them directly before taking any action. The Company reserves the right to change or replace this policy at its sole discretion at any time and without prior notice.

22. Health & Safety

It is the policy of the Company to ensure, as far as is reasonably practicable, the health, safety and welfare of its employees and to encourage the highest standards of health and safety at work in all its operations. The Company will take all necessary steps to ensure that its legal duties (relating to health and safety legislation) are always met.

The Company recognises the importance of managing health and safety effectively as an integral part of its business activities and will, so far as is reasonably practicable.

- Request that End Users provide and maintain facilities, plant, equipment, systems and working conditions which are safe and without risk to the health of employees and any members of the public which may have cause to visit their premises.
- Maintain any workplace under its control in a safe condition and without risks to health, and
- provide and maintain safe means of access and egress.
- Request that End Users ensure arrangements are in place for the safe transport, handling, storage and disposal of articles and substances that may be hazardous to health
- Take full account of health and safety considerations in research project planning and decision- making and ensure that End Users make the same considerations.
- Request that End Users provide information, instruction, training and supervision to all employees to enable them to carry out their work activities in a safe manner
- Request that End Users ensure that employees and/or their representatives are able to raise health and safety issues to management and have them resolved effectively.

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- All employees have a legal duty to take reasonable care of their own health and safety and for the health and safety of others that may be affected by their work activities. They are also required to follow all relevant procedures, codes of practice and guidelines and report to management any matter likely to present a danger to health and safety. All employees have responsibility for the following:
- Working safely and efficiently at all End User premises,
- Using any protective equipment provided by the End User in the proper manner,
- Reporting to their immediate line manager incidents, that have led, or may lead, to injury or damage,
- Following Company and End User policies and guidance,
- Assisting the End User in the investigation of accidents with the object of introducing measures to prevent a recurrence.

The successful implementation of this policy requires the co-operation and commitment of all employees as well as all End Users. This policy will be regularly monitored to ensure that its objectives are being met and will be reviewed and revised, if necessary, in the light of legislative or organisational changes.

Specific areas to consider

Computers Tips to minimise the risk of a computer-related accident

- site your computer near an electric socket to avoid trailing wires across the floor; if you use an extension cable make sure it doesn't overheat and nobody can trip over it
- take care not to overload electric sockets, use trailing multi-socket units rather than plug adapters always follow installation and service instructions in your computer guidebook closely. If in doubt, leave it to the experts electricity and water do not mix - keep drinks and plants well away from computers
- regularly check all electrical equipment for damaged plugs or frayed cables computers are large and bulky pieces of equipment, move them only if you feel confident in doing so, and with care, especially up and downstairs. Use a trolley and a lift and ask for help. Do not allow children to move computers
- do not allow children to play on or with computer swivel chairs
- make sure the computer is sited in a position where you have plenty of room to move and to get out of the room in an emergency.

Health Risks

There are several health risks from using computers, most of which can be minimised or eliminated by awareness of the risks and by following advice available.

Repetitive Strain Injury (RSI) RSI results from performing repetitive movements, e.g., using the mouse, for a long period of time. The following tips are among many that will help you to avoid RSI:

- organise workloads to avoid using the computer for extended periods of time
- your screen, keyboard and mouse should be directly in front of you
- using document holders avoids having to lean over and bend your neck while looking at paperwork
- make sure the space underneath your desk is free from clutter and your legs have room to move
- use your mouse as close to the keyboard as possible
- adopt good posture while at the computer
- know how to adjust your chair to the most comfortable position
- minimise head and neck movements by altering the height of your monitor
- small people and children should use footrests
- wrist rests are not for use while typing, but for resting the wrists between spells of typing

Strained Eyes

Working for long periods of time on the computer can strain your eyes or can worsen existing eye conditions. Symptoms include eye discomfort, headaches, itchy eyes and difficulty in focusing. It is important to rest the eyes while working on the computer. Regularly look at more distant objects, e.g. use thinking time to look out of the window, and take frequent breaks from computer work. Visit the optician for regular eye check-ups and make sure you tell them if you are a frequent computer user.

Stress

Computer work can be stressful. Take frequent breaks and avoid work overload. Manual Handling You should be aware that injuries could be caused by incorrect handling of heavy equipment. You should familiarise yourself with the End User's Health and Safety Policy should you

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be required to handle equipment and ensure that you are fully compliant with their policies. More information regarding this issue can be found here: <http://www.hse.gov.uk/pubns/indg143.pdf>

Electricity

Electricity can kill and the two major risks from it are re and electric shocks which can both be significantly reduced by taking a few simple precautions:

- Ensure that all electrical equipment is well maintained and that any cables or leads are fully intact. Leads or cables which reveal bare wires or have loose connections should not be used
- Do not overload plug sockets and when using an extension lead try to ensure that it has surge protection
- Do not attempt to adjust or repair electrical equipment when it is switched on or connected to the mains supply
- If you have wet hands do not touch electrical equipment, switches or sockets
- Do not attempt to repair electrical equipment yourself as this is a job for a qualified professional
- Switch off all electrical items at the end of the day – at the mains wherever possible

Changes to this Policy

The Company will notify you of any changes to this policy. Accident Reporting and Investigation All accidents or near misses, however minor, must be reported to the End User's designated Health and Safety representative. All accidents or dangerous occurrences must be reported and recorded in the End User's accident book. If you have an accident, you should immediately notify the End User's Health & Safety Officer and the End User's appointed first aid officer so that you can receive first aid treatment immediately.

Fire

The End User will have re and emergency procedures in place and you must ensure that you are fully conversant with them, and you should also ensure that you take part in any organized drills or similar procedures. Obstruction of escape routes or re escapes or exits from buildings is likely to endanger lives and therefore you should ensure that your personal belongings or equipment in your possession should never be left in one of these areas. If you are not sure of any of the End User's procedures, you should contact the appropriate personnel and ask for further guidance.

23. Equal Opportunities Statement

TJW Contract Solutions Limited is committed to encouraging diversity and eliminating discrimination in both its role as an employer and as a provider of services. Our aim is that our staff and volunteers are truly representative of all sections of society and work in an environment where everyone is respected and able to perform to the best of their ability. Our policy is to provide equality and fairness for all in our employment and in our provision of services and not to discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age.

TJW opposes all forms of unlawful and unfair discrimination. It is our policy to provide a suitable environment for people with disabilities. All reasonable facilities will be

provided for staff and volunteers with disabilities to perform their roles without difficulty or disadvantage.

The Company will not tolerate direct or indirect discrimination against any person on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation whether in the field of recruitment, terms and conditions of employment, career progression, training, or dismissal.

It is also the responsibility of all staff in their daily actions, decisions, and behaviour to endeavour to promote these concepts, to comply with all relevant legislation and to ensure that they do not discriminate against colleagues, clients, suppliers, or any other person associated with the Company.

In adopting these principles TJW:

1. Will not tolerate acts that breach this policy, and any such breaches or alleged breaches will be taken seriously, be fully investigated and may be subject to disciplinary action where appropriate.
2. Fully recognises its legal obligations under all relevant legislation and codes of practice.
3. Will allow staff to pursue any matter through the internal procedures which they believe has exposed them to inequitable treatment within the scope of this policy.
4. Will ensure that all managers understand and maintain their responsibilities and those of their team under this policy.

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5. Will offer opportunities for flexible working patterns, wherever operationally feasible, to help employees to combine a career with their domestic responsibilities.
6. Will provide equal opportunity to all who apply for vacancies through open competition.
7. Will select candidates only on the basis of their ability to carry out the job, using a clear and open process.
8. Will provide all employees with the training and development that they need to carry out their job effectively.
9. Will provide all reasonable assistance to employees who are or who become disabled, making reasonable adjustments wherever possible to provide continued employment. We will ensure an appropriate risk assessment is carried out and that appropriate specialist advice is obtained when necessary.

General

The Company commits itself to the immediate investigation of any claim of discrimination on the grounds stated in the policy statement (at A above) and, where such is found to be the case, a requirement that the practice cease forthwith. If an employee feels that s/he has suffered discrimination then, if appropriate, s/he should approach the relevant individual(s) to discuss and try to resolve the matter informally.

It is recognised though that this will not always be possible or advisable, in which case an employee is encouraged to raise the matter with the Company or the HR department of the End User. Wherever possible, efforts will be made to identify and remove unnecessary barriers to meet the needs of under-represented groups.

24. Leaving TJW Contract Solutions Limited

If you wish to resign you must give the required written notice to your line manager as stated in your contract of employment. If TJW Contract Solutions Limited decides to terminate your employment you will be notified in writing.

Unless your written statement of your main terms and conditions of employment specifies longer periods of notice, the minimum periods of notice are:

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If you leave without giving notice and without the Company's agreement, you are in breach of your contract and you may forfeit some or all any salary due to you.

Before leaving, you must hand over to your client all articles belonging to the company including any documents, equipment and computer software used at home. Documents and software include (but are not limited to) correspondence, diaries, address books, databases, files, reports, plans, records or any other medium for storing information. You should not retain any copies, drafts, reproductions, extracts or summaries of documents and software.

After you have left the Company, you must not:

- Solicit or seek to entice away any Company staff
- Use or divulge to any person or organisation any confidential information relating to the business of TJW.

Should your employment be terminated following disciplinary action it is likely you will receive payment in lieu of notice. However, as there are numerous reasons as to why someone is dismissed, payment in lieu of notice will be reviewed on an individual basis taking into consideration the reasons behind the dismissal.

Should you be dismissed for reasons of gross misconduct, your employment will be terminated immediately without the benefit of notice or payment in lieu of notice.

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